

University Dining Service Newsletter June/July 2009

University Dining – Good Place to Work

University Dining Service conducted a survey of their student employees this spring in all three facilities: Commons, Tainter, and Student Center. The results show that working in dining service is rewarding and the work environment is positive.

Here are a few facts from the survey completed by 258 of the approximately 375 employees:

Rules and policies are fair:	Job Training:	Morale:
24% More Than Fair	34% Very Good	46% High
74% Fair	51% Good	51% Average
1% Unfair	12% Fair	3% Low
	2% Poor	

Top reasons students work at dining service in order of ranking:

1. Flexible Scheduling
2. Convenience
3. Meal/Beverage Program
4. Variety of jobs

Apply today: www.uwstout.edu/dining

Personnel Updates

Recruitment is underway for a new manager in the Student Center. This position will be responsible for all dining operations and services provided out of Student Center Dining Service. Direct responsibilities of this position will be supervision of the front of the house service areas of the Pawn and Terrace, the student manager program and the student employment program at the Student Center. In addition Executive Chef, David Leach and Catering Manager, Rod McRae will report to this position. The goal is to have this position filled by the end of summer or early fall.

This spring we hired nine new Student Managers who will begin their training in the fall. Many of our seasoned Student Managers graduated and left us in May. Welcome and offer your support to the new members of the Student Manager team.

Commons

Steve Greenhalgh

Mitchell Nelsen

Tainter

Amber Mike

Bret Gilles

Trin Karnjanakul

Joshua Redenbaugh

Student Center

Adeep Kumar Rai

Michelle Kilian

Abhinav Juwa



June

- 18 Jane Gilbert, Service Lead
- 22 Lisa Miller, Food Service Manager

July

- 13 Brian Kalscheuer, Food Service Manager
- 27 Nancy Beguhn, Cook
- 31 Diane Ternes, Cook

Fall Cafeteria Menu Highlights

In the fall, students will have more choices at both the Tainter and the newly remodeled Commons locations.

Tainter Hall will be moving back to the same menu selections as Commons for weekend meals Friday dinner through Sunday dinner. This is in response to student requests for more variety and the on-going increase in student participation at these meals. Lunches will also reflect the same two kitchen classics entrée selections as offered at the Commons. These have been accomplished by adding back a third cook at Tainter.

Commons and Tainter will be adding a weekday pizza station with pizza by the slice at lunch, Monday – Thursday and at dinner, Monday – Friday. There will also be a vegetarian selection at the station each meal. Dinners will reflect more “upscale” and “unique” pizzas. A few of the pizzas being considered are: buffalo chicken, chipotle, Thai chicken, chicken salsa, sloppy joe, Philly cheese, veggie ranch, BLT, black bean and spinach, and more.

The Commons will also open a new station to “spice” up the dinner offerings. This new station will be called “Du Jour”, reflecting a different type of entrée each night Monday – Thursday. The entrée will vary from an Asian noodle bowl, stuffed baked potato, hot sub, and entrée salad, to cook to order pasta dishes. These entrees will be built to order and offer many individualized choices to diners.



July

- 2002 Danielle Tuschl, Catering Lead

Annual Catering Benchmarks

Ratings gathered from catering customers from April 2008 to May 2009 via on line surveys, show high ratings for our services. The benchmarks these establish are listed below and are the average score on a 1-5 Point scale. A total of 111 surveys were completed regarding catering services. Ratings are on a scale of 1 – 5, with 1 being disappointed, and 5 being delightful.

Rating Descriptions as seen by customers:

Attribute	Average Score
Taste of Food	4.6
Temperature of Food	4.5
Presentation of Food	4.6
Quantity of Food	4.6
Cleanliness of Dining Areas	4.6
Helpfulness of Staff pre-event	4.7
Helpfulness of Staff day of event	4.6

Project Updates as of May 29, 2009

The Commons project is well underway as anyone walking by the building can see. There are status reports at project meeting every other week. The latest is that the general contractor is on schedule and so are all sub-contractors. Abatement was done and cleared on schedule, however, some additional abatement in the freight elevator shaft was found to be necessary also. This is to be done the 2nd week of June and should not hold up the project.

Currently most of the demolition has been completed and new materials and equipment are being put in place. Last week the hoods for the service areas were being installed, next week foodservice equipment should begin to be received and installed. Within the next couple weeks flooring will be put down in the dining bays, the wall treatments are well underway, framework for seating counters is in place and the beginning of the structure for the “fireplace” are evident. Much of the new plumbing and electrical work for the new service equipment has been pulled and awaits new equipment. The air handlers are arriving as ductwork is hung. The new dish machine is schedule for install the week of June 22nd. The tables, chairs, booths, and all china, trays, glasses and office furnishings have been ordered.

The new Dining Hall connected to the Hovlid project is also underway and two bi-weekly progress meetings have been held. All is on schedule and no major problems have been encountered. There isn't much to look at now but soon there will be footings and walls appearing to the passersby.

Student Employees of Month



Month	Price Commons	Tainter Dining	Student Center	Catering
March 09	Cody Rose	Mai Vang		
April 09	Adam Goers	Kelly Suggitt		
May 09	Erik Christiansen	Andy Schumacher		

Summer Camps Benefit the University

Summer is anything but quiet at UW-Stout for UDS. There are numerous groups that come to the campus in the summer to attend events, camps and conferences. Most of these visitors and attendees will be provided with meals by UDS. During the course of 2009 approximately 2500 people will attend events and many others traveling with them will experience our campus and our services. This summer we will be serving all camp and conference meals in the Terrace of the Student Center.

There are several reasons that conferences and camps are sought after for summer business:

Recruitment – camps bring to campus many prospective students, who if they like the campus culture, facilities, services and have a positive experience may make UW-Stout their school of choice. The families that accompany them or the adults that attend may also suggest UW-Stout as the school of choice to others should their experiences be positive.

Financial – camps bring in revenue by using the facilities that would otherwise be unused in the summer. This extra revenue will help to cover overhead which is an on-going expense even when the majority of students are not on the campus. The revenue earned in the summer will help to keep fees down for students in future years.

Financial Aid – Summer campus provide excellent opportunities for students to work on campus, a form of financial aid. The students also may save money as they may already be paying rent in the summer. In addition they will build a relationship with the university which has been found to enhance retention.

Exposure to Menomonie & Attractions – adding so many people to the area through camps and conferences may bring these individuals back for a future visit or may sell them on UW-Stout.

Revenues for Local Businesses- The influx of groups to the Menomonie area brings in added revenues for the restaurants, stores, hotels that see a tremendous drop in business over the summer when most students and many faculty are not here spending their dollars. This can help keep many businesses viable as 12 month operations so they are there to serve the campus population during the academic year.

Continuing Education – the reason the university exists is to educate and whether the camp is athletic, band related, adult education, or focused on engineering like the STEPS program – all events are intended to enhance the individuals attending through education.

Summer work for permanent employees – without summer business many of our 12 month positions would be 9 month and many 9 month employees may not have the option of some part-time work in the summer.

Many people often ask what is the financial payback of these camps. Revenue over past few years to University Dining Service for camps and catering has been \$180,000-200,000 per year. There is also revenue for other Student Life areas, such as University Housing, University Recreation, University Centers, etc.

University Dining Service Announces 2009-10 Special Meals & Events

Commons & Tainter Dinner Buffets

25 th Annual Great American Cookout	Tuesday, September 15, 2009
Pizza & Wing Party w/ Rock n Roll Theme	Wednesday, October 14, 2009
Thanksgiving Feast	Tuesday, November 17, 2009
Holiday Feast – Commons	Tuesday, December 8, 2009
Holiday Feast – Tainter	Wednesday, December 9, 2009
Hawaiian Luau	Tuesday, February 16, 2010
St. Patrick's Day Recognition	Wednesday, March 17, 2010
Mexican Fiesta	Tuesday, April 20, 2010

Commons & Tainter Steak Nights

Tuesday, September 29, 2009
Wednesday, February 10, 2010

Gourmet Burger Bar

Tuesday, October 21, 2009
Wednesday, April 14, 2010

Memorial Student Center Buffets

Oktoberfest	Tuesday, October 20, 2009
Holiday Buffet	Tuesday, December 8, 2009

Midnight Breakfast

Tuesday, December 15, 2009
Wednesday, May 12, 2010

University Dining Service Newsletter
A UDS Publication June/July 2009
Articles should be submitted to Jim Selz
Not an official document. For information only
Not printed at tax payer expense