

University Dining Service Newsletter October & November 2008

Staff Retirement Announced

Rosalie Werner announced her retirement from UW-Stout and University Dining Service. Her last official day with the university will be January 3, 2009. Due to accrued leave time, however, her last day of full-time service on the job with UDS was September 19, 2008. Rosalie will be back on occasion between now and January 3 to assist Joanie Dulin, who will be providing interim coverage. Recruitment for a permanent replacement for Rosalie will occur during the semester and a replacement should be in place for the new calendar year.

Rosalie provided exemplary service to the university and UDS for 25 years. Her hard work, dedication and wonderful service to internal and external customers of UDS will be greatly missed. A reception was held to recognize Rosalie's accomplishments and to wish her well in retirement. She is now on a trip to Europe with her husband, Dick.

UDS Represents Careers at Career Conference

University Dining Service will again host a booth at the UW-Stout Career Conference on Thursday, October 12, 2008. The booth rental is paid for by the National Association of College and University Food Services. The purpose of this booth is to expose UW-Stout students in foodservice, hospitality and nutrition related majors of all the job opportunities in the college segment of the institutional foodservice market.

Welcome Back Great American Cookout a Success

On Tuesday, September 9, 2008, University Dining Service held the 24th Annual "Great American Cookout". The cookout featured inflatable games and a DJ for music. The weather was perfect for this event. A total of 1247 customers were served.

This event is offered to enhance "community" on the campus and introduce students to Campus Leaders and other on-campus students. Students are served by top administrators such as the Chancellor, Provost, Vice Chancellors, Deans, and more. This year we had twenty-three administrators participate.

The menu included: grilled quarter pound burgers, chicken breast fillets, Boca burgers, pasta salad, potato salad, veggies & dip, mint brownies, chocolate chip cookies, and more. Cost for students living in the residence halls was normal price of \$2.40!!

University Catering & Concessions

It's a busy time of year for the employees providing concessions on the campus for fall events. There are the regular UW-Stout football games and the local high school games. This year both teams have the larger number of games in Menomonie for a total of 12 home games not counting any play offs. In addition, there was the Grid-Iron Tournament held annually and a Marching Band competition in October.

University Catering has obtained some new local businesses as clients for catering this year, as well as return clients with other local businesses. Some of our repeat business is off site meal service for special events. Customers include: Anderson Windows, Wal-Mart Distribution Center, Swiss Miss, Mable Tainter Theatre, and Ford Distribution Center. In addition new business has come to us through the Fairmont Sand Mine, new to the community. UDS continues its initiative to increase our catering services to the local business community.

Projects Update

North Campus New Dining Facility Planning

The Hovlid Hall Remodel and Dining Facility Addition project is making great progress towards completion of bid documents. The committee just completed a 35% review of the project and will now move towards a final review of all documents. An environmental impact public hearing was held and all final budget and rate information has been presented to the Board of Regents. Work on the project is scheduled to begin on the new facility in May/June 2009 with completion of the dining facility in early June 2010 for a fall 2010 opening. The cost of the foodservice part of the project is estimated to be \$6 million.

Commons 2nd Floor Remodeling Project

Plans for the Commons 2nd floor remodeling have been through the 100% review stage and bid documents are being prepared. Last month, we got

the planned timeline for this project and an overview of all the components of it. There is a power point everyone can view on our web site to get an overview of this project. The link is:

<http://www.uwstout.edu/dining/documents/CommonsRemodel.pdf>

Plans for the spring service of cafeteria meals in the Student Center Ballrooms are shaping up and employees are being apprised of how this temporary location for service will affect them.

Here are a few quick notes on basic plans for temporary services. The Expressway Carts will remain open except the Commons cart. The staff for the carts will work out of the old "Huff's" kitchen area in the Student Center. Cafeteria meals will be served in the Ballrooms of the Student Center with Ballroom A serving as the service station room and Ballrooms B & C

serving as the seating areas. Hot food production will be done in the Student Center kitchen. Salad production and bakery work will be done in the Tainter kitchen. Service of meals in the Ballrooms will start on Friday March 6, 2009 and continue until the end of the semester. If you have any questions, ideas, or concerns, please talk to your supervisor.

University Centers Remodel Project

The pre-planning consultants for the Student Center's proposed remodeling project were on campus September 23, 2008. They held three open forums to show the preliminary space and facility change concepts being considered for the project. The project is estimated to cost \$15 million and will be voted on by Stout Student Association in October. If approved the project will move to the next step of approval in the state and is expected to become a project in the 2009-11 biennial budget.



Thanksgiving Feast

Commons and Tainter Dining will offer the annual Thanksgiving Feast on Tuesday, November 18, 2008. This popular meal includes: Carved Turkey Breast, Spiced Pork Loin, Mashed Potatoes and Gravy, Bread Dressing, Mushroom Stroganoff Casserole, Sweet Corn, Snicker Salad, Fresh Veggies with Dip, Cranberries, Dinner Rolls, Cherry Crisp, Pumpkin Pie, Ice Cream and Hot Mulled Apple Cider. Prices: Baseline \$2.40, Flexline \$5.95, Cash \$7.00 and Block Plan 1 meal.



October

3	Kim Hintzman, Cook
6	Donna Zerbian, Service Lead
11	Kristi Kirby, Food Service Manager
23	Kathy Matthews, Cook
25	Melissa Eierman, Dietician

November

5	Jan Rasmussen, Office Manager
19	Darlene Frey, Financial Specialist
23	Ann Thies, Director
26	Joanie Dulin, Office Assistant
30	Rod McRae, Catering Manager

Customer Satisfaction Benchmarking Survey

Starting shortly after October 26, 2008, University Dining Service will have a Customer Satisfaction Benchmarking survey administered in each of the dining operations on campus. This valuable survey opportunity is made available by NACUFS (National Association of College and University Food Services). NACUFS coordinates this with Industry Insights, an independent research firm, and each university pays a fee to participate.

Results from the survey are then benchmarked against national averages. The benchmarks are for all of dining service and for individual types of operations on the campus.

UW-Stout has participated in this survey for the past three years and can, therefore, also compare consecutive year ratings in various operations. These surveys will be administered to customers in the units of during normal hours of operation.

The operations included are:

- Commons Dining Hall
- Tainter Dining Hall
- Terrace Café
- Heritage Café
- Pawn
- Northern Express & Tainter PM
- Expressway Carts

The incentive for completing a survey will be your choice of a “king size” candy bar. Please take advantage of this opportunity to give UDS feedback. Your Opinion Counts!

Sample Bar Weekly – Give us Feedback!!

Every Tuesday at Commons and Tainter Dining Hall, we offer samples of new recipes or products and ask for customer feedback. Take a minute each of these Tuesdays to try the sample and tell us what you think. Your opinion counts!

October 7 Focaccia Hero
October 14 Chocolate Cherry Cookies
October 21 Italian Style Black Bean Salad
October 28 Grilled Turkey Caesar Melt
November 4 Spanish Rice Turkey Casserole
November 11 Coconut Macaroons
November 18 Thanksgiving Feast, No Sample Bar
November 25 Tuesday before Thanksgiving, No Sample Bar
December 2 Trident Salmon w/sauce
December 9 Holiday Feast, No Sample Bar
December 16 Banana Double Layer Cake



Pizza & Wing Party – Rock n’ Roll

Commons and Tainter will be hosting a Pizza & Wing party on Wednesday, October 15, 2008. Decorations will reflect the era when Rock n’ Roll made its mark on our world. Entertainment will be provided by a DJ at each location, “spinning” the best of Rock n’ Roll.

The party will be held from 4:00 p.m. – 7:00 p.m. at Tainter Dining Hall and 4:00 p.m. - 7:30 p.m. at the Commons Dining Hall.

The menu will provide an all-you-care-to-eat Pizza and Buffalo Wing party. Menu offerings include: Pepperoni, Sausage, & Cheese Pizzas, Buffalo Wing, Spicy Cross Trax Fries, Full Salad Bar, S’More Bars, A Build Your Own Sundae Bar w/Ice Cream & Candy Toppings, and Root Beer – On Tap!

Please note that continuous service between 2:00 p.m. and 4:00 p.m. will be modified to allow for set-up for this special event in each dining hall and we will close from 3:30 – 4:00 p.m.

Prices for this meal will be normal dinner prices: Baseline \$2.40, Flexline \$6.20, Cash \$7.30, and Block Plan 1 meal.



EBI Housing Survey Benchmarks for Dining

In the spring semester of 2008, University Housing participated in the annual national benchmarking study done by the Educational Benchmarking Institute. A total of 300 colleges participated in this study. On the UW-Stout campus, over 1745 responses were obtained for seven dining service questions that comprise address ratings for Factor 8 –“Satisfaction with Dining Service”. This factor is designated as the 3rd predictor of overall program effectiveness in the full residence experience. You can see the rating for this single factor in Table #1 below.

The mean ratings of the individual dining service questions can be seen in Table #2 below. The rating scale was 7 points with 1 being very dissatisfied and 7 being very satisfied. The mean ratings are compared to six selected colleges chosen for their similarity to UW-Stout. These schools were: University of Wisconsin-Stevens Point, University of Wisconsin-Platteville, University of Wisconsin-River Falls, University of Wisconsin-La Crosse, Michigan Technological University and St. Cloud State in Minnesota. There is also a mean rating for each question compared to the mean rating of all responding colleges.

Table #1 – Factor 8 – Overall Satisfaction – all dining service question ratings combined.

UW-Stout Rating	Select 6 Rating	Select 6 Rank	All Respondents Rating	All – Ranking
4.91	4.63	2 of 6	4.71	61 of 300

Table #2 – Seven questions of survey – mean ratings and ranking within groups

Question – Satisfaction w/	UW-Stout Rating	Select 6 Rating	Select 6 Ranking	All Respondents Rating	All Respondents Ranking
Service Staff	5.29	5.23	3 of 6	5.24	110 of 300
Cleanliness	5.22	5.10	3 of 6	5.19	123 of 300
Environment	5.16	5.22	5 of 6	5.26	163 of 300
Value of Plan	4.82	4.04	1 of 6	4.18	23 of 300
Hours of Operation	4.72	4.41	2 of 6	4.43	57 of 300
Variety of Plans	4.67	4.34	2 of 6	4.34	47 of 300
Quality of Food	4.45	4.03	2 of 6	4.32	82 of 300



October

- 1974 Jan Rasmussen, Office Manager
- 1982 Ann Thies, Director
- 2001 Diane Ternes, Cook

November

- 1999 Dianne Seehaver, Service Lead
- 2007 Melissa Eierman, Dietician

2007-08 Student Center Dining Service Benchmarks

In the spring of 2008, the Memorial Student Center participated in a national benchmarking study done by the Association of College Unions International in partnership, with the Educational Benchmarking Institute, (ACUI/EBI). The survey was conducted among 113 colleges nationwide. The select six schools were: Georgia Institute of Technology, Minnesota State–Mankato, Radford University, North Dakota State, University of Wisconsin-Oshkosh, and University of Wisconsin-Eau Claire.

Ten factors are assessed in this annual study. Two of the factors focus specifically on dining operations offered in student centers across the nation. The dining service factors combine the results of eight specific dining service questions. The factors and the questions are both benchmarked against all participants in the survey as well as six specially selected institutions with similar characteristics to UW-Stout.

Below are the results of this study for 2007-08.

Tables for Questions and Factors on Dining Service

Mean Ratings of Individual Dining Service Questions
(Using 7 Point Rating 1=Very Dissatisfied & 7 Very Satisfied)

Question/Topic	UW-Stout	Select 6	All Respondents
Variety of Places	5.31	4.98	4.63
Food Prices	4.12	4.12	3.91
Food Quality	4.89	4.76	4.64
Customer Service	5.30	5.16	5.06
Dining Room Cleanliness	5.57	5.59	5.35
Dining Room Atmosphere	5.48	5.59	5.35
Dining Room Seating Availability	5.43	5.33	5.18
Courteousness of Staff	5.54	5.48	5.39

Mean Ratings & Rank of Two Dining Service Factors Assessed Via 8 Questions

Factor	UW-Stout	Select 6	All Respondents
Food-Variety-Quality & Price	4.74	4.62	4.39
	Ranking	2 of 7	23 of 113
Aspects of Dining	5.41	5.33	4.18
	Ranking	2 of 7	24 of 113

Oktoberfest



Oktoberfest Buffet

University Dining Service is offering an Oktoberfest buffet on Tuesday, October 21, 2008 from 11:00 a.m. – 1:00 p.m. in the Great Hall of the Student Center.

The menu includes: Langsam-gebratenes Schweinefleisch mit Sauerkraut (Slow-roasted Pork with Sauerkraut), Sauerbraten Fleischklöschchen (Sauerbraten meatballs), Kielbasa, Gestampfte Soße der Kartoffel (Mashed potato w/gravy), Eiernudeln (Egg Noodles), Grüne Bohnen (Green beans), Deutscher Kartoffelsalat (German potato salad), Sahniger Moosbeere-Salat (Creamy Cranberry Salad) Chefs geworfener Salat mit Italienischer Salatsoße (Chefs tossed salad with Italian dressing), Wien Brot (Vienna Bread), Schwartz Waldenkirch Torte (Black Forest Cake), Apfelstrudel (Apple Strudel), Apple Zider (Apple Cider), Kaffee (Coffee), and Milch (Milk).

Tickets are \$8.49/person in advance and \$9.49/person the day of event. For tickets and information, please call x1482 or stop in Room 224 in the Memorial Student Center to get tickets or try our new “Shoppes @ Stout”. This is easily accessed from the UDS home page: www.uwstout.edu/dining

University Dining Service Newsletter
A UDS Publication
October/November 2008
Articles should be submitted to Jim Selz
Not an official document
For information only
Not printed at tax payer expense