

University Dining Service Newsletter October & November 2009

Customer Satisfaction Benchmarking Survey

Starting shortly after October 26, 2009, 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 services and for individual types of operations on the campus.

UW-Stout has participated in this survey for the past eight 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 a “king size” candy choice. 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 6 Santa Fe Salad
- October 13 Garden Chili
- October 20 Quinoa Pilaf
- October 27 Princess Raspberry Bar
- November 3 Apple Sausage Corn Baked Pancakes
- November 10 Sour Cream Onion & Chive Corn Muffin
- November 17 No Sample Bar - Special Meal
- November 24 No Sample Bar – Thanksgiving Break
- December 1 Maple Spice Bread
- December 8 No Sample Bar - Special Meal
- December 15 Vegetable and Tofu Jambalaya



Thanksgiving Feast

Commons and Tainter Dining will offer the annual Thanksgiving Feast on Tuesday, November 17, 2009. 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 \$6.40, Cash \$7.50 and Block Plan 1 meal.

New North Campus Dining Facility Takes Shape

As you may have noticed, the newest addition to north campus is quickly taking shape. West of Hovlid Hall and directly across the street from Red Cedar Hall you can see the new dining facility being constructed. This facility will replace Tainter Dining with opening for the new facility scheduled for fall 2010.

The new facility will be much more convenient for students as it is much more centrally located for the majority of north campus residents. There will be direct connections from Fleming and Hovlid halls into the dining facility. Red Cedar will be right across the street and Wigen just a short walk south. The facility will also have accessible design for students with disabilities.

There will be cafeteria service in this facility much like that offered at the newly remodeled Commons. Dinner will be served until 7:30 p.m. Monday – Thursday. You'll find all your favorite foods there with a seating area that has large windows to the west with lots of natural light. The furnishings will all be new and menu monitors will guide you to your desired service station.

There will be a convenience store as part of this facility. So, north campus students will continue to have easy access to grocery or ready-to-eat items without traveling to south campus or making a trip off campus. The store will stay open for late night PM operations and expand the menu to offer your favorite made-to-order fast foods. Weekend hours for the convenience store have not been set but are expected to be later than current north campus operations are.

Personnel Updates

Phone interviews have been conducted of candidates for the vacant Dining Service Unit Manager position at the Memorial Student Center. The successful candidates will soon be invited to the campus for an on-campus interview. It is expected that a job offer can be made to the successful candidate in October for a start date in November.

A welcome to Kristen Thimmesch, who has joined the dining service staff of the Commons as an LTE. Kristen is filling the vacancy created by the resignation of DeLayne Allen in August. Kristen will work in this position and be available to train the new Service Lead upon hire. Kristen has worked as a student employee in the past for University Dining Service. Interviews for this position, and the service lead position still held by Tami Seehaver, will be conducted in October. Tami is going to move into the salad area position, vacated by Dianne Seehaver, after her replacement is on board.

Welcome Back Great American Cookout a Success

On Tuesday, September 15, 2009, University Dining Service held the 25th Annual “Great American Cookout”. The cookout featured inflatable games and a DJ for music. The weather was perfect for this event. A total of 1301 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 eighteen administrators participate.

To celebrate this long running tradition dining service had commemorative Frisbees that doubled as plate holders. University Housing and Dining partnered to add a special gift for students this year. Each diner received a high temp commemorative tongs for students to use on their own next great cookout event.

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!!

Memorial Student Center Remodel Project Update

The Student Center remodel project is now at the architect selection stage. Interested architectural firms will be invited to interviews in Madison for screening. Then those selected will conduct site visits in October and prepare a proposal. A selection of the architect from proposals will then occur in November. Once the architectural firm is selected, a campus committee will begin to meet and plan for the final remodeling project documents to be drafted for bid.



Pizza & Wing Party – Rock n’ Roll

Commons and Tainter will be hosting a Pizza & Wing party on Wednesday, October 14, 2009. Decorations will reflect the era when Rock n’ Roll made its mark on our world.

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 are: Baseline \$2.40, Flexline \$6.40, Cash \$7.50, Block Plan 1 meal.



October

1974 Jan Rasmussen, Office Manager

1982 Ann Thies, Director

2001 Diane Ternes, Cook

November

2007 Melissa Eierman, Dietician

Commons Grand Opening

There was a Grand Opening event and ribbon-cutting the evening of Monday, September 28, 2009, for the Price Commons remodeled second floor dining area. The Chancellor attended and shared some history and an overview of the project, cutting the ribbon, and escorting attendees to the second floor. The contributors to the success of this event were thanked during the ribbon cutting ceremony. The list included many campus individuals and departments – especially our own dining service staff.

The Grand Opening was a student and contributor focused event that lasted 2 hours. Attendees were offered samples of new menu items at the new stations, there was continuous running of a special power point about the remodeling, and prize giveaways. The catering staff provided the chocolate fountain which was a big hit and Chef David sculpted an ice display in the shape of the Stout “S”. Attendees received a gift bag of signature chocolate chip cookies as a thank you for attending.

An open house is planned for faculty and staff to attend on Tuesday, October 20, 2010 from 2:00- 3:30 p.m. with three time slots for tours of the second floor. There will also be food samples and sharing of the power point about the remodeling as well as prize drawings. Watch for more details on the open house.

Professional Development Day A Success

The permanent staff of UDS along with the Student Managers attended all day training sessions on September 1, 2010. The day covered: Conflict Resolution, presented by Dr. Robert Salt; Principles and Practices of Student Life Services, presented by Phil Lyons, Assistant Vice Chancellor SLS; a presentation of the Campus Master Plan by George Acker, Campus Planner; annual back care and fire safety training, and a special presentation by Police Chief Lisa Walter on “If Bad Things Happen”. Lunch was an opportunity to provide feedback on the newly remodeled Commons service and seating areas.

The staff rated all the sessions and the overall average rating was 4.3 on a 5.0 scale. Written assessment indicated that staff felt the day provided relevant and helpful training or information for them as employees at the university in dining service.

Student Employees of Month



Month	Price Commons	Tainter Dining	Student Center	Catering
March			Tucker Anderson	
April			Tye Villarreal	
May			Lauren Lind	
September	Patrick Walsh	Reynolds Buettner	Whitney Jameson	

UDS Represents Careers at Career Conference

University Dining Service will again staff a booth at the UW-Stout Career Conference on Thursday, October 8, 2009. The booth is paid for by the NACUFS (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.



October

- 3 Kim Hintzman, Baker
- 6 Donna Zerbian, Service Lead
- 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 Manager
- 30 Rod McRae, Catering Manager

Oktoberfest



Oktoberfest Buffet

University Dining Service is offering an Oktoberfest buffet on Tuesday, October 20, 2009 from 11:00 a.m. – 1:00 p.m. in the Great Hall of the Student Center.

The menu includes: Langsam-Gerösteter Schweinebraten mit Sauerkraut (Slow-Roasted Pork with Sauerkraut), Sauerbraten Fleischklösse (Sauerbraten meatballs), Kielbasa auf Bett der gebutterten Aubeln (Kielbasa on Bed of Buttered Noodles), Kartoffelpüree mit Kindfleischsosse (Mashed Potatoes with Beef Gravy), Grüner Salat mit Salatsosse (Chefs Tossed Salad with Italian Dressing), Kartoffelsalat (German potato salad), Waldorf Salat (Waldorf Salad) Grüne Bohnen (Green Beans), Wiener Brot (Vienna Bread), Apfelstrudel (Apple Strudel), Schwarzwaldler Kirschkuchen (Black Forest Cake), Apfelwein (Apple Cider), Kaffee (Coffee), and Milch (Milk).

Tickets are \$8.50/person in advance and \$9.50/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

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