

**University Dining Service**  
**Newsletter**  
**April/May 2006**

**Comida Mexicana**  
**Moocho Mexican Buffet**  
**Tuesday, April 18, 2006**  
 Commons 4:00 - 7:30 p.m.      Tainter 4:00 - 7:00 p.m.

**Prices:**

Baseline	\$2.20
Flexline	\$5.50
Cash	\$6.50
Block Plan	1 Meal

**Menu**

**Sopa de Tortilla con Queso**  
*Con Queso Tortilla Soup*

**Burritos y Tacos**  
*Burritos & Tacos*

**Mesa de Ensaladas**  
*Salad Bar*

**Arroz a la Espanola**  
*Spanish Rice*

**Nachos con salsa de queso**  
*Nacho chips with cheese sauce*

**Churros con relleno de manzana**  
*Apple Churros*

**Pastel de Chocolate con Amaretto**  
*Amaretto Chocolate Cake*

**Helado con salsas Variadas**  
*Ice Cream & Toppings*

**Margaritas sin Alcohol**  
*Mock Margaritas*



**“Elaborados a la orden”**

*“Built to Order”*

**Ofrecemos:**

*Featuring:*

**Pollo**  
*Chicken*

**Crabe de ros**  
*Beef*

**Carne de cerdo**  
*Pork*

**Frijoles refritos**  
*Refried Beans*

**Frijoles negros**  
*Black Beans*

**Arroz con cilantro y jugo de lima**  
*Cilantro Lime Rice*

**Lechuga cortada entiras • Tomates • Cebollas Picadas • Aceitunas Negras**  
*Lettuce • Tomatoes • Onions • Black Olives*

**Jalapeños • Chiles Verdes**  
*Jalapeño Peppers • Green Chillies*

**Queso de Cheddar rallado**  
*Cheddar Cheese*

**Pico de Gallo**  
*Pico de Gallo*

**Guacamole**  
*Guacamole*

**Crema Agria**  
*Sour Cream*

**Salsa Picante**  
*Picante Sauce*



This publication was not produced at taxpayers expense.  
 This was designed by Erin Waters, a Junior majoring in Graphic Design.



### **NACUFS Intern**

University Dining Services is pleased to announce that Chris Mohr, a student manager from Tainter Hall, has been selected as a NACUFS summer intern at Penn State University at State College, PA. Chris has been an employee at Tainter since the spring 2003. He has worked a variety of positions in both front and back of the house. He was selected as Employee of the Month in April 2005, and hired as a student manager in fall of 2005. Chris's major is Hotel, Restaurant and Tourism Management, with a concentration in Food Service Management.

The eight week internship program at Penn State emphasizes food service management, with the interns learning the Food Pro computer food management system, human resource management, food purchasing and warehouse management, nutrition and menu development, and catering and banquet planning. A Serve Safe certification is part of the internship program. In addition to working at the large main campus that serves approximately 42,000 students, the interns will have a chance to travel to several of the Penn State branch campuses throughout Pennsylvania.

Penn State runs a premier dining program. This is a wonderful learning opportunity for Chris, and we are all excited about the information he can bring back with him from his experience.

### **Student Managers Hired**

Six new Student Managers were recently hired. They will be training 4<sup>th</sup> quarter. Congratulations.

Commons      Piyush Bhujel Thapa & Katie Alters  
MSC Retail    Hemmish Joshi, Dipak Regmi, Kavita Joshi, Roschelle Chad  
Catering      Greg Fouks, Andy Maher, Katrina Anderson

### **Student Employees of Month**



<b>Month</b>	<b>Price Commons</b>	<b>Tainter Dining</b>	<b>Student Center</b>	<b>Catering</b>
February	Noah Hall	Ross Diener	Paul Heinzen	
March	Cheri Munnik	Keith Gallistel	Barishtha Suwal	Dustyn Palosaari

### **ECE Conference**

The Memorial Student Center and University Catering will once again serve lunch for over 1000 people on Friday, April 21 and again on Saturday, April 22 for the ECE (Early Childhood Education) Conference. The luncheons will be served in the multipurpose room of the field house. ECE will also have lunch on Thursday, April 20, but for a smaller number of people. In addition, ECE has many other functions that require food service. The Ballrooms and Great Hall will be used for vendor displays and conference sessions all three days.



### **Exploring Our Mission**

The theme for this year's Family Weekend will be "Exploring Our Mission." Family Weekend will be held on April 7 – 9, 2006. There are many activities scheduled throughout the weekend including University Dining annual Family Weekend Buffet. This year, the Family Weekend Buffet will be served at lunch, rather than dinner. The menu includes: Caesar Salad, Assorted Garden Fresh Vegetables & Dip, Fruited Jell-O, Southern Chicken & Pasta, Roast Beef w/Demi Sauce on Crusty Baguette, Cheesy Baked Ziti, Buttered Green Beans, Mashed Potatoes & Beef Gravy, Assorted Bread Basket, Warm Peach & Cherry Cobbler, "Build Your Own" Ice Cream Sundae, and Coffee & Milk. The family weekend buffet is open to the public. Reservations are suggested. Tickets can be ordered in advance at the Service Desk of the Memorial Student Center. Buffet Prices: \$7.95 and \$6.75 for children under age 10. Tickets, if available on the day of this event, will cost \$1.00 more.

### **Hmong Stout Student Organization (HSSO) Partner with UDS for Ethnic Sampling**

The sampling of ethnic foods from the Hmong culture was planned with cooperative efforts of UDS and HSSO. It was held Wednesday, March 29 from 4:30 – 6:30 in the Commons, during Hmong Awareness Week. It is estimated that at least 200 – 250 individuals sampled at least one of the items. Comments were all very positive with suggestions to put two of the items on the menu next year. The items sampled were prepared by Executive Chef David Leach. HSSO members provided input to authenticate the recipes prior to the public sampling.

Here are the items served and a brief description of each.

**STICKY RICE** - Also called: Mov Nplaum (Maw blau) A tasty sweet rice, part of an entrée or dessert.

**CHICKEN NOODLE SOUP** - Also called: Khaub Piaj (Kow pia)

Lai fun noodles create a thicker soup.

**LARB – LAJ (La)**- Also called: Spicy meat salad with a sour and spicy flavor profile. Well known spicy dish served in many Asian restaurants.

**VERMICELLI MIX** - Also called: Peev Choj (Peng chaw)

A common noodle, bean thread is used in this dish. The noodles may be used in soups, salads, vegetable or meal dishes.

**THAI FRIED BANANAS** - Battered using rice and tapioca flours as part of batter adding coconut then deep fried. This often is served as a dessert.

### **Student Employee Wages Up in 2006-07**

Minimum wage will increase to \$6.45 on June 1, 2006. The starting wage for new hires in University Dining Service title of foodservice worker will increase to \$6.60/hour. In order to avoid compression of employee wages, all students will receive a 15 cent across the board increase, plus any wage increases earned during 2<sup>nd</sup> semester as a result of merit and longevity increases. Titles outside the foodservice title will also be increasing to keep pace with the 15 cent increase so all starting wages in other titles will be raised at least 15 cents.



### **Graduation Buffet Scheduled**

University Dining Service will be hosting the Spring commencement buffet on Saturday, May 13 in the Memorial Student Center. The menu includes: Cumin Rubbed Pork Loin, Baked Ziti, Herb Roasted Chicken, Mashed Potatoes w/Pork Gravy, Chicken & Herb Stuffing, Vegetable Medley, Caesar Salad, Broccoli Cole Slaw, Fruited Gelatin, Greek Pasta Salad, Assorted Breads, Fruited Cheesecake Squares, Coffee, and Milk. Call X1482 or stop in Room 224 of MSC for tickets and/or reservations.

### **Gap Analysis**

A gap analysis (done by survey) provides insight, by operation, into those factors which are most important to customers and would most directly impact customer satisfaction, provided a focus is made on initiatives in these areas. The top 4 gap analysis factors for all UW-Stout operations combined are also those of the industry. The top five are:

1. **Freshness**
2. **Variety of Menu Choices**
3. **Taste**
4. **Value**
5. **Hours of Operation**

UDS will be focusing on improving all ratings and will be directing resources specifically to raising cleanliness and service levels. We ask that employees be pro-active in these areas and share ideas for ways to achieve higher ratings in these areas.



#### **April**

1991 Rod McRae, Catering Manager  
2001 David Leach, Executive Chef

#### **May**

1991 Lisa Miller, Food Service Manager

## **UDS celebrates National Nutrition Month-“Step Up to Nutrition & Health”**

During the month of March, Susan Block, R.D., and Samantha, her student UDS assistant, organized several events to help students learn about good nutrition. Throughout the month, displays about sugar, fat and exercise were featured in the Commons, Tainter and Terrace dining rooms. Each display had a nutrition contest where students had to guess the amount of sugar in various snacks (sugar amounts were shown using sugar cubes), guess the amount of fat in various foods (test tubes with shortening were used) or guess how long they would have to exercise to burn off the calories in certain foods. The contests went over well.

On March 22, a “Fear Factor” food tasting event was held in the Commons and Tainter dining rooms. The event gave students a chance to taste some unique foods they may have never tried before that also provided health benefits. No one had to eat bugs or worms! The foods featured were hummus, egg substitute, vegetarian taco meat filling (made with soy crumbles), light vanilla soy milk, blood oranges and whole-wheat pasta. The event was well received and several students expressed a desire that UDS consider serving whole-wheat pasta next year.

During the last week of March, the Terrace featured a healthy lunch special each day. Menu items included: Turkey Burger with Mozzarella Cheese, Chicken and Vegetable Skewers with Brown Rice, Shrimp Pizza, Fruit and Yogurt Parfait and a Salmon Burger with fat-free Cucumber-Dill Sauce.

On March 29, UDS had a booth at the annual Employee & Community Health Fair held in the MPR. The display featured free food samples from the Heritage Café and Terrace Smoothie shop, the UDS website where nutritional calculations can be done and some of the nutritional information and brochures we produce.

Lastly, a daily health tip (sponsored by UDS) was sent out using the daily campus email and bulletin boards and table tents featuring information about Nutrition Month were displayed throughout our dining facilities. Thank you to all the UDS employees who helped with this project and to those who participated in various events!



### **April**

4 Barb Merten, Salad Cook  
24 Dawn Lauer, Cook

### **May**

15 Linda Fane, Cook  
21 Barb Stephens, Service Lead  
26 David Leach, Executive Chef

## **NACUFS Customer Satisfaction Survey**

In October of 2005, the campus administered customer satisfaction surveys in its six dining operations on campus: The Pawn, Terrace Café, Heritage Café, Commons Dining Hall, Tainter Dining Hall and Expressway Carts (four locations).

There were 1197 surveys completed on the UW-Stout campus, which were sent to Industry Insights for compilation and benchmarking against 77 other college foodservice operations from across the nation. A total of 96,651 surveys were completed in total from all institutions involved in the benchmarking.

UW-Stout Dining Services overall rating for each operation were equal to or higher than the industry average for that category. Scores were based on a 1 to 5 scale with 1 being very dissatisfied and 5 being the most satisfied.

### **Summary by Type of Operation**

	<b>UW-Stout</b>	<b>Industry Average</b>
• <b>Commons Cafeteria</b>	<b>3.7</b>	<b>3.6</b>
• <b>Tainter Cafeteria</b>	<b>3.3</b>	<b>3.6</b>
• <b>Terrace Café (Food Court)</b>	<b>3.8</b>	<b>3.7</b>
• <b>Pawn (Convenience Store)</b>	<b>3.6</b>	<b>3.8</b>
• <b>Heritage Café (Sit-Down)</b>	<b>3.8</b>	<b>3.8</b>
• <b>Express Carts (Express Units)</b>	<b>4.0</b>	<b>3.8</b>

Overall ratings for each factor assessed in the survey are listed below.

	<b>UW-Stout</b>	<b>Industry Average</b>
• <b>General Satisfaction</b>	<b>3.7</b>	<b>3.7</b>
• <b>Food</b>	<b>3.7</b>	<b>3.7</b>
• <b>Menu Variety</b>	<b>3.5</b>	<b>3.5</b>
• <b>Value of Food</b>	<b>3.6</b>	<b>3.3</b>
• <b>Service</b>	<b>4.0</b>	<b>4.0</b>
• <b>Cleanliness</b>	<b>4.1</b>	<b>4.0</b>

### **2006-07 Changes in University Dining Service Operations**

- Heritage Café – open longer hours due to increased popularity and customer requests. Open Monday – Friday – 9:30 a.m. – 3 p.m.
- Tainter Dining Hall – Keeping breakfast service!
- Commons and Tainter Dining Halls – offering Deli Stations during extended service to increase options for the increasing number of late lunch diners between 1:45 and 4 p.m.
- All operations, except Expressway Carts, open during Advisement Days.
- All operations closed during Thanksgiving (the highest count during 2005-06 period was 10 at one meal, and 1-5 people at other meal).
- Pawn PM – Open until midnight Sunday through Thursday due to requests for longer hours.

## Student Employee Input Survey Results

Each year, UDS student employees surveyed in regards to the performance of key UDS staff, morale, training success and recruitment insights. Here are some of the facts from the most recent survey. Check out the details posted in your facility.

- The number of hours worked by students each week were said to be:
  - Just right 75%
  - Too Many 2%
  - Too Little 23%
- The number of hours worked by students each week is:
  - -5 Hours 9%
  - 5-10 Hours 29%
  - 10-15 Hours 30%
  - +15 Hours 32%
- Full-time employees and managers attributes, such as helpful, fair considerate, friendly, knowledgeable were rated as positive by 95% of the respondents.
- The skills of the Student Managers in facilities were rated by students with an overall average score of 4.5 on a 5 point scale.
- Rules and Policies are seen as appropriate and realistic by 92% of respondents.
- 96% of employees feel they are treated fairly in regards to rules.
- Top reasons for working in UDS are: Flexible scheduling & Convenience.
- Morale within the facilities was rated:
  - 41% High
  - 58% Average
  - 1% Low

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Articles should be submitted to Jim Selz  
Not an official document. For information only  
Not printed at tax payer expense