

University Dining Service Newsletter February/March 2007

Hawaiian Luau Buffet

On Tuesday, February 20, 2007, Commons and Tainter Dining Halls will offer diners a buffet designed to experience a Hawaiian Luau, without the plane ride. The menu reflects popular traditional Hawaiian dishes. The dining room décor will be reflective of a luau.

Hawaiian Luau Menu

Build Your Own Mandarin Salad

Tossed Green w/Grape Tomatoes,
Fried Wonton Strips and Croutons
Sesame Seed Dressing
Ranch Dressing
French Dressing

Fresh Fruit Salad

Coconut Shrimp
Chicken Teriyaki Skewers
Portabella Mushroom Teriyaki

White Rice
Baby Red Potatoes

Sugar Snap Pea Pods

Dinner Rolls

Peach Cake
White Chocolate Macadamia Nut Cookies

Venetian Sunset Punch

Service Times:

Tainter 4:00 – 7:00 p.m.
Commons 4:00 – 7:30 p.m.

Prices:

Baseline	\$2.30
Flexline	\$6.50
Cash	\$7.50
Block Plan	1 Meal

New Hobart Dishmachine Saves Resources

UDS installed a new flight-type dishmachine in the Memorial Student Center over the semester break. This new dishmachine is state-of-the art and replaced the original dishmachine that was over 20 years old.

The new machine is much more energy and resource efficient. It is estimated that the annual savings in the use of this machine will be over \$6,000. These savings will come in the form of reduced utility use and reduced cleaning chemicals. We will also save about 750,000 gallons of water per year. In addition the machine will save labor as it is rated to wash up to 19,000 dishes/hour versus the old machine at 13,043 dishes/hour.

The machine is operating to our expectations. The new blow dryer provides much dryer dishes. The machine was purchased with a 2 ½ year factory warranty so maintenance, if needed, should not be an expense for quite some time.

ServSafe Certification of UDS Staff

In December, all permanent service, production and management staff of UDS received the latest edition of the National Restaurant Association Education Foundation's ServSafe course book. The staff was then provided with a day of class on this topic, which concluded with taking the certification exam.

This exam is the industry standard required by local municipalities for all restaurant managers/operators in most every state across the nation. Due to the large number of student employees trained, lead and directed by our permanent staff, everyone's certification is an important safeguard to insuring safe food service practices are used by all. If you ever have a question, please ask the experts and professionals to train you!

Holiday Feast 2006

Price Commons and Tainter offered a holiday buffet in December. The menu highlights were: Chicken Cordon Bleu, Carved Pit Ham, Au Grain Potatoes, Green Bean Casserole, Apple Crumb Pie, Spritz Cookies, Mistletoe Punch, Egg Nog and more.

The Commons had 929 diners and Tainter had 418 for a total of 1347 participants in this buffet. Both locations offered students the opportunity to decorate their own cookies. Holiday music was provided at both dining halls. The linens, candlelight and special decorations were much appreciated.

Surveys of customers yielded these results:

Overall rating of the meal:

- 36% Excellent
- 50% Good
- 10% Fair
- 4% Poor

Entertainment & Decorations:

- 35% Excellent
- 49% Good
- 12% Fair
- 2% Poor

When asked is the time on this special meal well spent? 98% replied Yes!!

NACUFS Customer Satisfaction Benchmarking

Soon all the data from the fall customer satisfaction benchmarking survey will be out and shared with employees, public, and the dining advisory committee. A quick review of the data shows we did very well this year with most scores higher than last year and again, effectively meeting or beating most industry averages.

Good job. Watch for details soon.

“Bowl Me Over” Debuts at Tainter Dining

Students dining on north campus will see the introduction of a new concept: “Bowl Me Over”. This is in a trial stage and is being offered to expand the healthy meal selections at lunches and dinners. Customers will see signage with a featured toss your own salad recipe for the day. Bowls to toss these entrée salads in will be provided at the entrée stations. There will be such items as: Chicken Caesar Salad; Seafood Salad; Italian Antipasta Salad; Health Nut Salad. It is hoped students will not limit their choices to these suggestions, but use the concept to be creative and mix up their menu choices in this way.

Student Employee Opinion Survey

During the month of February, UDS will be providing every student employee with the opportunity to assess their experiences as an employee in their facility. They will be asked to rate the performance of staff and student managers and this feedback will be used to help improve and direct these individuals in optimum performance. Questions on morale, effectiveness of policy and rules, as well as training will be asked with a goal to improve our student employment program.

Please take time to complete this important tool.

UDS Professional Development Day in Review

UDS Professional Development Day was held January 17, 2007 for all permanent staff and student managers. The program was well received and rated high by the attendees. On a five point scale, the average score was 4.1.

The updates session got a 3.7 rating and staff indicated they like to see the big picture of UDS and beyond our borders.

Safety training was in the form of a Jeopardy game, and received a rating of 4.2, along with positive comments about the new delivery method.

A speaker on industry trends, such as organic foods and sustainability received a rating of 3.2 with some individual's comments showing high interest in this topic.

A lunch, coordinated with us by our Prime Vendor and manufacturer representatives, provided an opportunity for staff to assess specific lines of food products without having to go to a food show. The feedback was positive, with a rating of 4.4.

The garnishing demonstration included participation by attendees and received a rating of 4.7.

Several of our international students from Nepal shared a special presentation that educated us on their home country and cultures. The presentation included personal comments, facts via a power point and a visit via a beautiful video. This presentation got the highest rating of the day at 4.8. Be sure to thank them for sharing!

The last activities of the day provided staff the opportunity to hear about the Center's remodeling project and then provide feedback on all major capital projects coming up. Groups brainstormed what are important features and aspects of service and facility that need to be considered in these projects. These activities were rated at 3.8 and 4.2 respectively.



February

11 Ken Sebranek, Baker

March

9 Susan Block, Registered Dietician

31 Danielle Tuschl, Catering Lead

Midnight Breakfast a Success

The Midnight Breakfast, which was free to hall residents, was held December 17, 2006, from 10:00 p.m. – 12:00 a.m. This event offered a breakfast meal on the eve of exam week, and the opportunity to relieve stress by playing Bingo for prizes. This event was held at both the Commons and Tainter Dining Halls and was co-sponsored by Housing and Residence Life.

There were 609 attendees at the Commons and 345 at Tainter; a total of 954. Housing & Residence Life staff kept the bingo games going and prizes were given out to many participants. Surveys showed the event was graded quite high: 49% gave the event a “A” grade, 40% a “B” 8% a “C” leaving 3% for below average.

Food items collected for the Dunn County Food Pantry were delivered in December. Thanks to all who contributed!!!



February

1988 Linda Potter, Cook
1997 Donna Zerbian, Service Lead
1999 Barb Stephens, Service Lead

March

1989 Barb Merten, Salad Cook

Kronos – Payroll Conversion

With many thanks for the Human Resource department and kudos to those in UDS doing payroll duties, we are happy to say every UDS student employee is using Kronos for timekeeping records. Key UDS personnel who deserve special thanks: Rosalie Werner, Janice Rasmussen, and Lisa Miller.

Our next step will be to begin using Kronos to gather labor costing data on student employees for our margin analysis reports. It is important that all students learn this well and make the correct selections when logging in to work. Please ask if you have questions when this process begins in your location.

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