

# University Dining Service Newsletter April/May 2007

## Western BBQ Buffet

On Tuesday, April 17, 2007, Commons and Tainter Dining Halls will offer a dinner buffet with a good old-fashioned Western BBQ with a variety of sauces to suit any taste. Commons will serve from 4:00 – 7:30 p.m. and Tainter will serve from 4:00 – 7:00 p.m.

The menu includes: Creamy Coleslaw, Vegetable Trays & Dip, Melon Tray w/ Honeydew, Watermelon, and Cantaloupe, Smoked Chicken Quarters and Shredded Pork complimented by Sweet & Spicy, Fire Pit, Sweet Baby Ray's Original and Sweet Baby Ray's Honey BBQ Sauces. Also included are: Macaroni and Cheese, Red Roasted Rosemary Potatoes, Calabacitas, Calico Beans, Muffin Corn Bread, Strawberry Shortcake, and Apple Pie.

Cost:

Baseline-\$2.30

Flexline-\$6.00

Cash-\$7.00

Block-1 Meal

## Student Employees of Month



Month	Price Commons	Tainter Dining	Student Center	Catering
December 2006	Justin Marcelini	Noel Braatz	Matt Buhaug	
January 2007	Angela Bladl	Kristi Thimmesch		Sally Darvin
February 2007	Safu Shrestha	Matt Stadelman	Collin Strobush	Melissa Lusk
March 2007	Dan Blemke	Bethany Nelson	Ashley Lomberg	Katie Deiner

## Student Managers Hired

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

Memorial Student Center – Retail: Atul Nepal, and Sandhya Poudel

Tainter Dining – Jake Kneebone, Pat Fanninf, Sunit Pandey, and Ross Diener

Commons Dining – Luke McCorry, Bridgette Worzella, Promad Bolakhe, and Safu Shrestha

## Summer Camps Offer Students Job Opportunities

During the summer, UDS provides cafeteria meals and catering services to many groups holding conferences, classes, events and camps here on the campus. Most of the activity occurs during the months of June and July. Students interested in working during the summer may find a job that meets their needs right here with UDS.

Applications are now being accepted for summer employment.

## University Dining Service National Benchmarks

In October of 2006, the UW-Stout campus administered customer satisfaction surveys in seven dining operations on campus: The Pawn, Terrace Café, Heritage Café, Commons Dining Hall, Tainter Dining Hall, Expressway Carts (four locations) and Northern Express & PM. From these seven locations, 1490 surveys were completed. These completed surveys were then sent to Industry Insights for compilation and benchmarking against 87 other college foodservice operations from across the nation. A total of 99,737 surveys were completed in total from all institutions involved in the benchmarking.

UW-Stout's Dining Service overall ratings 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>3.7</b>
• <b>Tainter Cafeteria</b>	<b>3.8</b>	<b>3.7</b>
• <b>Terrace Café (Food Court)</b>	<b>3.9</b>	<b>3.7</b>
• <b>Pawn (Convenience Store)</b>	<b>3.8</b>	<b>3.7</b>
• <b>Northern Express &amp; PM</b>	<b>3.9</b>	<b>3.7</b>
• <b>Heritage Café (Sit-Down)</b>	<b>4.1</b>	<b>3.9</b>
• <b>Expressway Carts (Express Units)</b>	<b>4.0</b>	<b>3.8</b>

### Overall ratings for each factor assessed in the survey

	<b>UW-Stout</b>	<b>Industry</b>	<b>Contract Operations</b>
<b>General Satisfaction</b>	<b>3.8</b>	<b>3.7</b>	<b>3.2</b>
<b>Food</b>	<b>3.8</b>	<b>3.7</b>	<b>3.3</b>
<b>Menu Variety</b>	<b>3.6</b>	<b>3.6</b>	<b>3.2</b>
<b>Value of Food</b>	<b>3.7</b>	<b>3.4</b>	<b>2.9</b>
<b>Service</b>	<b>4.0</b>	<b>4.1</b>	<b>3.7</b>
<b>Cleanliness</b>	<b>4.1</b>	<b>4.1</b>	<b>3.7</b>

## Gap Analysis

A gap analysis done by the Survey provided 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 five gap analysis factors for all operations combined are listed below, those marked with an (\*) are also in the top five for the industry.

- 1. Freshness\***
- 2. Taste\***
- 3. Variety of Menu Choices**
- 4. Value\***
- 5. Variety of Healthy Menu Choices\***

## Student Employee Input Survey Results

Each year, the student employee of UDS are 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. For more information, check out the details posted in your facility.

- The **number of hours worked** by students each week are:
  - 0-5 Hours 10%
  - 5-10 Hours 38%
  - 10-15 Hours 29%
  - 15 + Hours 23%
  
- These **hours worked** are:
  - Just right 74%
  - Too many 6%
  - Too little 20%
  
- **Attributes** such as helpful, fair, considerate, friendly, knowledgeable **for full-time employees and managers**, were rated as **positive by 97%** of the respondents.
  
- The skills of the **Student Managers** in facilities were **4.5 on a 5 point scale**.
  
- **Rules and Policies** are seen as **appropriate and realistic by 94%** of respondents
  
- **98%** of employees feel they **are treated fairly** in regards to rules
  
- Top reasons for working in UDS in order of importance are:
  - flexible scheduling
  - convenience
  - meal & beverage program
  - wage rate
  
- **Morale** within the facilities was rated:
  - 45% High Morale
  - 53% Average Morale
  - 2% Low Morale

### Dining Service – Building Plans In The Future

There are two major projects for dining service operations down at Madison making their way through the state approval and bidding process so that architects and foodservice designers can be assigned to them.

One project is the renovation and upgrading of the second floor of the Merle Price Commons. This project is slated to be done during the spring and summer of 2008. The project will include infrastructure issues in the back of the house areas along with a brand new serving area and upgraded seating areas. It is scheduled to be completed prior to the opening of school in fall 2008.

The second project is the building of a brand new dining hall for north campus. The current facility is at the end of its life cycle and improvements to that facility would not be cost effective. The new dining hall location will be more centrally located for north campus residents. It will include traditional dining meals, convenience items and a late night operation. Construction of the new dining hall is schedule to be started in spring of 2008 and completed for opening for dining operations in the fall of 2009.



**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

**Hawaiian Luau Enjoyed By Students**

On February 20, 2007, students in the Commons and Tainter dining halls enjoyed a tropical menu served buffet style along with decorations and games such as the limbo, Hawaiian trivia, pineapple bowling, and a hula hoop contest. The menu highlights were: Coconut Shrimp, Chicken Teriyaki Skewers, Portabella Mushroom Teriyaki, Tropical Fruit Salad, Sugar Snap Peas, Coconut Bread w/Honey butter, Peach Cake and White Chocolate Macadamia Nut Cookies. Shrimp and Chicken were most popular.

Ratings were as follows:

	Excellent	Good	Fair	Poor
Overall Rating	26%	44%	22%	8%
Games/Decorations	29%	48%	19%	5%



**April**

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

**May**

- 1991 Lisa Miller, Food Service Manager



### **Graduation Buffet Scheduled**

University Dining Service will be hosting the spring commencement buffet on Saturday, May 12 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.

### **Dining Service “Bucks Reward Program” A Success!**

Two managers at the Student Center, Kristi Kirby, Service Manager and DeLayne Allen, Student Manager, planned and facilitated a successful promotion in the dining locations of the Memorial Student Center. The promotion had several objectives; to increase sales of certain products, to increase customer counts, to increase traffic on slow days and to show customer appreciation in a fun and unique way.

The Dining “Bucks Reward Program” allowed customers in The Pawn, Terrace Café, Terrace Shoppe, and the Heritage Cafe to receive **“Dining Bucks”** when they purchased certain products, menu items or specials during the spring semester. Bucks awarded also doubled on Friday, to encourage more business on a traditionally slower day of the week. The program ran through March 30, 2007. Customers then took their **“Reward Bucks”** to a **Silent Auction** held on **Wednesday, April 4, in the Terrace Café.**

All told, there were twenty-seven silent bid packages to be bid on and 27 successful bidders. Examples of the packages included: “Movie Night Basket”, “Relaxation Basket”, “Spaghetti Dinner Package”, “Golf Accessory Package”, “Beach Party Basket”, “Ben & Jerry’s Ice Cream Social”, “Fishing Basket”, “I-Pod”, “Coffee Gift Pack”. There were over 135 bids collected for the items displayed. For those unable to secure a successful bid at the Silent Auction, a box was provided to collect all unspent Bucks for a prize drawing and anyone without a buck could also enter this drawing. This drawing took place on Friday, April 6 and included things like a color television w/DVD player, I-Pod, and clothing items.

The assessment of this event was very positive from participants, visitors to the auction, and employees. Everyone encourages a repeat of the promotion next year. UDS believes it achieved its goals and does plan to do this again next year.

Thanks to all the employees that helped make this promotion a success.

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