

# This N That

## NACUFS Customer Satisfaction Survey Results

The results of the annual NACUFS benchmarking survey are in. The details have yet to be reviewed and documented. When completed, these details will then be shared with the staff of each unit.

Here is a quick summary of the overall ratings received this year based on a 5 point scale:

	<b>UW-Stout</b>	<b>Industry Average</b>
General Satisfaction	3.78	3.63
Food	3.89	3.72
Menu Variety	3.54	3.50
Value of Food	3.58	3.29
Service	4.09	4.10
Cleanliness	4.08	4.08
Healthy Choices	3.41	3.30
Cafeteria Services	3.73	3.57
Retail Operations	3.83	3.71

Thanks to each and every staff member for helping us beat nearly every industry standard on this survey. You make the difference!

## Taste of Ireland

Price Commons and Tainter Dining will offer a "Taste of Ireland" buffet on Wednesday, March 17, during normal dinner hours. Some of the menu highlights to look forward to are: Cheddar and Bleu Cheese, Potato Patch Soup, Irish Pub Salad, Beef Shepherd's Pie, Vegetarian Shepherd's Pie, Corned Beef and Cabbage, Champ Potatoes, Oven Roasted Winter Vegetables, Irish Soda Bread, Irish Lace Cookies, Blarney Blaster and Irish Cream Coffee. Hall residents will be able to dine at this special buffet at the regular dinner cost of \$2.15 - a real value and treat. Flexline participants will be charged \$7.50 and cash customers \$8.50.

## Culinary Competition

David Leach, Executive Chef for University Dining Service, will again be entering a Culinary Competition held at the NACUFS (National Association of College and University Food Service) Region IV conference. The competition will be held on Tuesday, March 9, 2004 at Southern Illinois University-Edwardsville.

Last year, Chef Leach tied for third place in Region 4 and earned an ACF bronze medal for his entry of potato encrusted tenderloin topped with lobster and a Boursin cheese sauce. This year, Chef David will be preparing Marinated Smoked Salmon with Swiss Chard on a bed of Potatoes Anna. Participants in the competition are allowed 2 induction cookers, a full sized chafer with two half pans, two sauté pans, two large cutting boards, four 10" plates, and assorted utensils. Contestants are allowed 75 minutes to compete and will receive the mandatory ingredient of a head on, eviscerated, and scaled salmon. All other ingredients are supplied by the contestant. The contestants must prepare four portions. Competitors are judged by three ACF approved judges using a 40 point scale. The first place winner will represent the Midwest region in the NACUFS National Culinary Challenge in Las Vegas in July 2004.

## Cruising Cuisines

On Tuesday, February 10, Commons and Tainter Dining Halls will offer students the opportunity to experience Cruising Cuisines during regular dinner hours. Menu highlights include: Black Bean Enchilada Casserole, Chicken Enchilada Casserole, Black Bean & Corn Salad, Spanish Rice, Tostadas & Salsa, Refried Beans, Apple Churros, and Mexican Hot Chocolate. Also, Italian Meatballs & Spaghetti, Garlic Bread, Mixed Greens & Salad Toppings, Antipasto Tray, Old World Breads, Tiramisu, Teriyaki Chicken Skewers, Fried and White Rice, Oriental Vegetables, California Sushi, Crab Sushi, Egg Drop Soup and Fortune Cookies. Prices for this meal are: \$2.15 Baseline, \$5.50 Flexline and \$6.50 Cash.

## Mid-Night Breakfast A Success

The Mid-Night Breakfast was held December 14, 2003, from 10:30 p.m. - 12:30 a.m. at Price Commons and Tainter Dining Halls. This event, which was free to hall residents, offered a breakfast meal and the opportunity to relieve stress by playing games. This eve of exam week event was co-sponsored by Housing and Residence Life and University Dining Service.

There were 697 attendees at the Commons and 338 at Tainter, for a total of 1035 individuals. They were a hungry lot, consuming 529 donuts, 821 servings of eggs, 919 servings of French Toast, 513 muffins, 918 servings of fresh fruit and much more. This was sure to fuel them up for a long night of studying. Bingo games were on-going and prizes were given out to participants. Approximately 621 items were collected for the Dunn County Food Pantry.

A survey of 339 attendees showed the following "grades" for this exam week event:

### Overall Satisfaction With Event

Grade	A	B	C	D	F
Commons	42%	38%	15%	2%	3%
Tainter	46%	46%	8%	0%	0%

### Menu Selections

Grade	A	B	C	D	F
Commons	19%	38%	29%	9%	5%
Tainter	37%	42%	15%	6%	0%

### Entertainment/Games

Grade	A	B	C	D	F
Commons	26%	35%	23%	9%	7%
Tainter	39%	47%	10%	4%	0%

Thanks to all who came and contributed!

We are considering a Picnic Theme for the spring Mid-Night Breakfast.

## To Go Meals Popular Yet Controversial

Since their introduction, the “To Go” Meal option at Commons and Tainter has proven very popular. However, there are those that question the environmental and social impact of such a service. As a result of these concerns, UDS has done research on packaging options, recycling options and has begun to monitor the use of this service. A position paper for UDS can be found on our web site. While we encourage and support eating in dining rooms, as a customer oriented service business, we also aim to provide what our customers demand and demand for convenience is high. This year, the to go charge was instituted to cover the cost of this service so that those using it pay, and those not using it do not pay. This added cost may have decreased the use of the service first semester as seen below:

	<b>02-03</b>	<b>03-04</b>	<b>Difference</b>
Commons	22,840	20,600	-10%
Tainter	10,859	7,444	-31%

## Sample Bar Success Stories

During first semester, 11 sample bar items were tried in Commons and Tainter dining rooms. Six of these samples were rated high enough to be added to the 2004-05 menu:

Faux Egg Salad

M & M Bars- a “Recipe from Home”  
provided by Sue Schultz

Zucchini Pizza Roll

Bow Thai Noodle Salad

Cookies and Crème Pie

Gourmet Grilled Cheese

This is a great way to get first hand feedback from our customer base. If you have any ideas for sample bar items, please share them with Mike Kuhlman or Maria Butkowski. We are sure there are plenty of “all time favorites” out there that would enhance our menus.

## Pizza & Pasta Party

Dining Service will be hosting a Pizza & Pasta Party in the Student Center on Tuesday, March 30. The menu includes: Chicago-style Deep Dish Pizza, Vegetable Lasagna Alfredo, Anti Pasta Salad, Italian Tossed Salad, Creamy Italian Pasta Salad, Garlic Breadsticks, Dessert Pizzas, Neapolitan, Italian Coffee Bar, and Milk. The buffet will be served from 11:00 a.m. – 1:00 p.m. Call X1482 or stop in Room 224 of MSC for tickets or reservations.

## Sample Bar

Following are the sample bar items scheduled for second semester at Commons and Tainter:

January 27	Little Sicily Grilled Cheese
February 3	Pistachio Fruit Salad
February 17	Meatball Sandwich
February 24	Hamburger Soup
March 2	Cheddar Broccoli Salad
March 16	Build your own Burger
March 23	Mocha Cappuccino Pudding Cake
March 30	Rice and Bean Casserole
April 6	Garbanzo and Mixed Veggie Salad
April 13	Crispy Baked Chicken
April 27	Sushi Rice Salad
May 4	Cornish Meat and Vegetarian Pasties

## Horizon

February 10	Cruising Cuisines
February 25	Ash Wednesday
March 6-14	Spring Break
March 15	Fourth Quarter Begins
March 17	Taste of Ireland
March 30	Pizza & Pasta Party
March 30	Advisement Day, no classes

# Celebrate

## UDS Birthday

### February

11 Ken Sebranek, Baker

### March

30 Dorothy Boda, Service Lead

31 Danielle Tuschl, Catering Lead

## Employment Anniversary

### February

1988 Linda Potter, Cook

1997 Donna Zerbian, Service Lead

1999 Barb Stephens, Service Lead

2000 Pat Niles, Assistant Director

### March

1989 Barb Merten, Salad Cook

1992 Sandy Richards, Cook

University Dining Service Newsletter

A UDS Publication

February/March 2004

Articles should be submitted to Jim Selz

Not an official document

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