

This N That

Summer Happenings

Some of the larger conference groups and estimated attendance for 2004 are:

June 9-12	DD Conference	350
June 13-17	Drug/Alcohol Conference	260
June 13-19	Girls Perimeter	100
June 20-22	Boys Perimeter	90
July 12-17	Summer Festival	450
July 13-17	NCA/Dance Camp	110

In addition to the above groups, other events contribute to Dining Service revenue. Weddings, concessions, smaller conferences and similar events are also scheduled. The Pawn will once again provide regular service weekdays this summer. Cafeteria service for groups will be done in Price Commons.

NACUFS Intern

John Dunning is our 2003 Summer NACUFS intern. He will be at UW-Stout from June 14 to August 7, 2004. John is a Nutrition-Dietetics major at Virginia Tech University. His future plans are to become a military dietician for the US Navy. John is an avid outdoorsman and weight lifter. He enjoys camping, hiking, and jogging. John will have a vast number of responsibilities and projects he will be working on while he is here. His home base will be the Memorial Student Center, but he will be working in all locations throughout the summer. Please welcome John to UDS.

Facelift @ Commons Dish room

Remodeling of the Price Commons dish room is complete. Customers will now place their trays on a tray accumulator, rather than having to bus their own dishes to the dish racks. As part of this remodeling, the Adamation dish washer was upgraded and a new pulper was installed.

Mid-Night Study Break

The Spring Mid-Night Study Break was held on Thursday, May 13, from 10:30 p.m. to 12:30 a.m. The menu was changed from breakfast selections to offer a picnic style menu. Housing and Residence Life offered Bingo as the on-going activity during the event and we again gathered items for the Dunn County Food Pantry. The participation totaled 612 people. We gathered over 300 items for the Food Pantry. A survey of the event showed the following ratings of the event based on standard "grading system" reference of highest rating getting an "A" and lowest rating related to a "F".

Grade	A	B	C	D	F
Overall	41%	32%	20%	6%	1%
Activities	43%	38%	16%	3%	0%
Menu	16%	22%	31%	24%	7%

The ratings and written feedback have indicated that a "breakfast" menu is most desired. Bingo, with prizes, appears to be successful again.

Expressway Cart Satisfaction Scores High

A survey of customers at all four Expressway Cart locations on campus was conducted in March. The satisfaction levels, based on a five point scale with 5 being most pleased, are shown below. The general overall satisfaction rating was 4.7.

Specific Category Average of All Locations

Food Overall	4.5
Taste	4.5
Eye Appeal	4.5
Fresh	4.4
Value	3.9
Variety	4.0
Healthy	4.0
Vegetarian	3.9
Service Overall	4.8
Speed of Service	4.8
Hours	4.2
Friendliness	4.8

Block Plan First Year Results

Based on feedback received and use of the Block Plan by off-campus students, it has been decided to continue this as a dining plan option. There were a total of 80 plans sold totaling \$17,425 in revenue. Students redeemed 89% of the meals purchased. Redemption of the meals for the year reflected 45% of them used for cafeteria meals, 50% used in Student Center operations and 5% used at Carts or Tainter Express/PM. Next year, the Student Center will be offering a "Block Plan Meal Deal" each day for Lunch in the Terrace Café. This is expected to add value to the dining plan for students in a hurry over lunch and wanting to save time by eating in the Terrace but get a full meal in exchange for one of the Block Plan meals.

Taste of the Tropics Buffet

The new spring Taste of the Tropics buffet menu introduced at Commons and Tainter Dining Halls was served to 1005 diners on April 20. Students seemed to like the theme and the menu items. Three hundred eighty five students completed surveys and showed the following result for the question:

"How would you rate tonight's special meal?"

Excellent	35%
Good	44%
Fair	17%
Poor	4%

Fall Professional Development Day

Planning is underway for the fall Professional Development day for full-time and student management staff. The date will be Wednesday, August 25, 2004. Some of the topics already arranged for this days activities are a presentation by Lisa Walter on "Keeping Your Cool on the Front Line", Training On Harassment in the Workplace by Donna Weber, Safety Training on Fire Extinguisher Use, and Back Care. Topics that are in the process of being arranged for the rest of the day will focus on individual health and wellness.

Pawn Late Night Results

The switch of the late night dining location from the Terrace Café to the Pawn for the 2003-04 was done for several reasons. First, the switch is in line with the UDS Master Plan to create a gathering/social place for students on the lower level of the MSC. Second, the switch was expected to reduce the amount of labor required to serve customers during late night. Third, the expansion of menu offerings afforded with the additional grab and go options was expected to improve sales and customer satisfaction. Fourth, sales were expected to stay the same or increase for late night. The end of the year report results reflect that we have indeed accomplished what we expected to do. Sales have increased 10% from last year. Labor costs as a percent of sales have been reduced by an average of 15% from the previous year. Customers have adjusted to the new location and changes in the recreation center during the year will enhance the on-going use of this location for late night dining.

Upcoming Retirements

This summer, two long-term UDS employees will be retiring from the University. Dorothy Boda will be retiring on August 6, 2004 after over 25 years of service. Susan Faber will be retiring on August 20, 2004 after nearly 30 years of service. Parties to recognize their many years of service to the University, the campus community and students are being planned. Notices of these dates and locations will be sent to permanent UDS employees this summer.

Horizon

May 24	Pre-Session Begins
June 14	Summer Session Begins
June 22	Freshmen Registration
June 23	Freshmen Registration
June 24	Freshmen Registration
June 9-11	DD Conference

June 29	Freshmen Registration
June 30	Freshmen Registration
July 1	Freshmen Registration
July 7	Freshmen Registration
July 8	Freshmen Registration
July 9	Freshmen Registration
August 6	Summer Session Ends
August 7	Post-Session Begins

Celebrate

Work Anniversaries

June	
1983	Rosalie Werner, Office Manager
July	
2000	Kristina Niles, Service Lead
2001	Kathy Foster, Office Assistant
2002	Danielle Tuschl, Catering Lead

Birthdays

June	
17	Linda Potter, Cook
22	Lisa Miller, Baker
July	
7	Diane Larson, Baker
13	Brian Kalscheuer, Food Service Manager
31	Diane Ternes, Cook

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