

This N That

Oktoberfest Buffet

University Dining Service is offering an Oktoberfest buffet on Tuesday, October 21, 2003 from 11:00 a.m. – 1:00 p.m. in the Crystal Ballroom. The menu includes: Geschmorte Rippchen Ländlicher Art mit Kümmel-Sauerkraut (Braised Country style ribs with Sauerkraut and caraway seeds), Sauerbraten Fleischklösse (Sauerbraten meatballs), Knackwurst mit gegrillten Kartoffeln (Knockwurst on grilled potatoes), Kartoffelpüree mit Rindfleischsoße (Mashed potato w/beef gravy), Grüne Bohnen (Green beans), Kartoffelsalat (German potato salad), Pikanter Krautsalat (Sweet and sour cabbage salad), Grüner Salat mit Salatsosse (Chefs tossed salad with Italian dressing), Wiener Brot (Vienna Bread), Schwarzwälder Käsekuchen mit Kirschen (Black Forest Cheesecake), Apfelstrudel (Apple Strudel), Apfelwein (Apple Cider), Kaffee (Coffee), and Milch (Milk). Tickets are \$6.95/person, if purchased by October 17, \$7.95 after October 17. For tickets and information, please call x1482 or stop in Room 224 in the Memorial Student Center.

Years of Service

The Alumni Association and the Chancellor's Office will recognize staff members for 10, 15, 20, 25, 30, 35 and 40 years of service to the university at a reception to be held from 5:30-7 p.m., Friday, Oct. 17 in the Crystal Ballroom of the Memorial Student Center. Those being honored from Dining Service and their years of service are:

10 years	Donna Zerbian
15 years	Kim Hintzman
20 years	Gail Zurn

Congratulations to these dedicated employees.

ASLS Open House

The ASLS Training & Development Team has arranged campus open houses to give employees the opportunity to take a behind-the-scenes tour. Look at ASLS operations in the following facilities:

October 14	University Centers
November 11	Sports & Fitness Center
February 10	University Services Building
March 10	Price Commons
April 14	Student Health Services
May 12	General Services & Power Plant

Thanksgiving Feast

Commons and Tainter Dining will offer the annual Thanksgiving Feast on Tuesday, November 18, 2003. This popular meal includes: Carved Turkey Breast, Spiced Pork Loin, Mashed Potatoes and Gravy, Bread Dressing, Mushroom Stroganoff Casserole, Sweet Corn, Snicker Salad, Fresh Veggies with Dip, Cranberries, Dinner Rolls, Cherry Crisp, Pumpkin Pie, Ice Cream and Hot Mulled Apple Cider. Prices: Baseline \$2.15, Flexline \$5.25 and Cash \$6.50.

Rock & Roll Party

University Dining Service presents: Rock & Roll Party with an All-You-Can-Eat Pizzas and Subs on Wednesday October 8, 2003. The party will be held from 4:00 p.m. – 7:00 p.m. at Tainter Dining and 4:00 p.m. – 7:30 p.m. at Price Commons. Menu highlights include Pepperoni, Cheese and Sausage Pizza, Made-To-Order Subs, Spicy Cross Trax Fries, S'mores Bars, Sprechers Root Beer Floats, and Ice Cream with Candy Toppings. Test your knowledge of Classic Rock in the Rock Trivia Quiz and enter for prizes. "Music In Motion" DJ's will be spinning all the great rock classics.

Please note that continuous service between 2 p.m. and 4 p.m. will not be offered to allow for set-up for this special event in each dining hall. Prices: Baseline \$2.15, Flexline \$5.25 and Cash \$6.15.

Block Plan

University Dining Service is offering a Block Meal plan for off campus students, faculty and staff. The Gold, Silver and Bronze Block plans allow the customer to make an initial purchase of anywhere from 25 to 100 meals per semester. Additional meals can be purchased throughout the semester. The block meals provide the flexibility of eating at the Commons or Tainter, Expressway Carts, Heritage Café, The Pawn or Terrace Café. For more information, pick up a brochure or contact the Stout OneCard Office at 232-2887.

Great American Cookout a Success

On Tuesday September 9th, the 19th Annual Great American Cookout served 1163 diners a menu of buffalo burgers, grilled chicken and all the traditional cookout compliments. Everyone enjoyed the company of campus dignitaries, fellow students and music provided by Easy Chair.

Dining Service Advisory Committee Members

The University Dining Service Advisory Committee represents students, faculty and staff working with the management of UDS to improve operations and satisfy customer needs. If you have ideas or suggestions you want discussed by the Advisory Committee, feel free to contact one of the members via their campus e-mail address. Student members are: Tara Andrews, Marian Kuehn, Casy Cernohous, Erik Landru, Kelly Droege, Stacy Kalis, and Tom Gunn. Staff/Faculty members are: Jerry Duncanson, Sharon Droege, Sue Faber, and Carol Seaborn.

You may also email suggestions or request to be a member to Ann Thies, Director of Dining Service at thiesa@uwstout.edu.

The committee meets monthly. The October meeting is Tuesday, October 7th at 5 p.m. in the Vintage Room of the Merle Price Commons.

Customer Satisfaction Benchmarking Survey

Beginning the week of October 27th, staff of Student Life Promotions will be administering a Customer Satisfaction Benchmarking survey in each of the dining operations on campus. This valuable survey is made available by the National Association of College and University Food Services (NACUFS). NACUFS coordinates this with Industry Insights, an independent research firm, and each university pays for participation.

Results from the survey are then benchmarked against national averages. The benchmarks are for all of dining service and for individual types of operations on the campus. UW-Stout has participated in this survey for the past three years and can, therefore, also compare consecutive year ratings in various operations.

These surveys will be administered to customers in the units during normal hours of operation. The operations included are: Commons Dining Hall, Tainter Dining Hall, Terrace Café, Heritage Café, and The Pawn.

The incentive for completing a survey will be a “king size” candy bar. Please take advantage of this opportunity to give UDS feedback – Your Opinion Counts!

Pawn Goes Late Night

This year, The Pawn became the late night operation in the Student Center. The Terrace Café now closes at 3:00 p.m. In The Pawn, the Grill, Simply Subs, Freshens, and PapaZa’s Pizza open at 3:00 p.m. and close at 11:30 p.m.

As of September 23rd, year to date sales for late night operations in the Student Center are up 11%. This is good news, especially when coupled with the fact that closing times Sunday through Thursday are ½ hour earlier than last year.

Avoiding Food Allergy Reactions–What You Can Do

Follow the recipe as it is written. If the recipe is incorrect, inform your manager AND the dietitian so that the recipe can be corrected to include all the ingredients. No secret ingredients.

Avoid cross-contamination. Wash all containers thoroughly (soap and water) before placing another food in the container. Make sure to clean utensils, cutting boards, pans, and other food service equipment before preparing a different food.

Change gloves and wash hands between food items. Inform Susan Block (dietitian) of ingredient changes that are permanent. Inform cafeteria lead of temporary ingredient substitutions (**so they can inform customers**)

“When in doubt, do without!” Tell the student to AVOID the food item if you are unable to determine the ingredients.

Food Allergy Information Responsibilities

Follow the recipe.
Avoid cross contamination.
Inform the customers about ingredients.
Review food-handling procedures often.

Weekly Sample Bar– Give us Feedback!

Every Tuesday, the Commons and Tainter Dining Halls offer samples of new recipes or products and ask for customer feedback. Take a minute each of these Tuesdays to try the sample and tell us what you think. Your Opinion Counts!

October 7	Bow Thai Noodle Bowl
October 14	Homemade Roasted Red Pepper Soup
October 21	Cookies & Crème Pie
October 28	Chicken A La King over Biscuits

Expressway Cart Continue to Fill Needs

The two newest Expressway Carts continue to experience sales growth. The Harvey Hall cart is up 168% over first year sales, and leads all carts in sales. The Library Learning Center cart is up 21% over last year’s sales.

Celebrate

Birthday

October

3	Kim Hintzman, Cook
6	Donna Zerbian, Service Lead
6	Bobbette Tunnyhill, Food Service Manager
11	Kristi Kirby, Food Service Manager
23	Kathy Matthews, Cook
25	Gail Zurn, Storekeeper
29	Kathy Foster, Office Assistant

November

5	Jan Rasmussen, Office Manager
19	Darlene Frey, Financial Specialist
23	Ann Thies, Director
30	Rod McRae, Catering Manager

Work Anniversary

October

1974	Jan Rasmussen, Office Manager
1982	Ann Thies, Director
2001	Diane Ternes, Cook

November

1974	Sue Faber, Cook
1997	Bobbette Tunnyhill, Food Service Manager
1999	Fred Weiss, Service Lead
1999	Dianne Seehaver, Service Lead

Horizon

October 8	Pizza /Sub Party
October 18	Homecoming
October 21	Oktoberfest Buffet
October 21	Advisement Day, No Classes
November 18	Thanksgiving Feast
November 26-28	Thanksgiving Break, no classes
November 27	Thanksgiving Day

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Articles should be submitted to Jim Selz
Not an official document
For information only