
DINING SERVICE COMMITTEE AGENDA

TUESDAY, DECEMBER 6, 2011

- Welcome! Thank you for joining us at Dining Services Committee Meeting!
- Updates
 - Winter Wonderland Holiday Dinner
 - December 8th, 3:30pm-7:00pm, The Marketplace
 - The Smoke House in The Food Court
 - Enter today! A FREE combo meal is given out weekly.
 - Helping Hands Across America- Ends Friday, December 9th
 - Donated items are given to The Food Bank of South Jersey; Over 300 lbs have been donated! Thank you!
 - Make your donation in the Market Basket! Purchase a \$5 or \$10 pre-packed bag.
 - Multicultural Mondays
 - Enjoy cuisine from all over the world at 360 Degrees in The Marketplace from 3:30pm-7:00pm every Monday. December 12th we will feature cuisine from Israel.
 - Kiosk in Prof's Place is now up and running!
 - Bleu Cheese and Ranch dressing available at Prof's Place- Ask our employees when you come up.
 - Vegan and Vegetarian options are posted on our website, Rowandining.com. You can find our daily vegan and vegetarian options for The Marketplace and The Market Basket. Please see our management team if you have any questions.
 - Next Dining Services meeting is next semester; please feel free to reach out to me and the rest of our management team. You can submit your comments on Rowandining.com or find a comment box in all of our locations. I will post the dates on our website, Facebook and around our dining locations.
 - Grilled Chicken sandwich and Chicken Bacon Ranch wrap or sandwich is now available at WOW in The Food Court!
- Check our website for more information about Dining Services, RowanDining.com
- **“Like” Rowan University Dining on Facebook!**
- Comments

University	Meal Equivalency	# of Times Per Day	Amounts
Rowan University	Yes	4	Breakfast : \$4.45, Lunch: \$6.40, Dinner \$7.00, Late Night \$6.40
Temple University	Yes	5	Breakfast: \$5.60, Brunch(weekends):\$7.20, Lunch: \$7.20, Late Lunch Bonus: \$7.70, Dinner: \$7.20, Forth Meal- M-TH- \$7.20
The College of New Jersey	Yes	1	Lunch: 11:00am-1:30pm: \$6.50
Rutgers	No		Students use Dining Dollars at Retail Locations
Rider	No		Students use Dining Dollars at Retail Locations
Monmouth	No		Students use Dining Dollars at Retail Locations
University of the Sciences	No		Students are able to use a meal swipe at one of their retail units for dinner, Monday-Friday from 4:30pm-7:30pm.
Montclair	Yes but for Block Plans only	3	Breakfast: \$4.15, Lunch and Dinner: \$5.80
Kean University	No		Students use Dining Dollars at Retail Locations

Student Comments:

Meal Equivalency Prices do not cover our meal:

- *Response: Meal Equivalency is designed to assist the student when they cannot or choose not to eat in the Market Place. Each meal plan has dining dollars and Boro bucks attached to the plan to help when their orders exceed the equivalency amount.*

Marketplace:

- Needs more variety. Suggestions: Fried chicken and rice. Mix up the pizza variety- Pizza is greasy
 - *Response: Thank you for your suggestion. We will be looking at our menus over winter break to determine how we can incorporate more specials as well as diversify our menus.*
- Late night is great, pizza is great during late night
 - *Response: Thank you! We are glad you enjoy it. We know you are busy students so don't forget you can always call ahead to Il Forno late night! Call 856-256-5476. Our menu is posted on our website, Rowandining.com*
- Cleanliness in the Marketplace, tables are dirty and there are never any forks.
 - *Response: We apologize for your experience in the Marketplace. We will do our best to keep the tables clean and we hope you will see improved service. In terms of the utensils, we did place an order for utensils for The Marketplace in the beginning of November. We will be placing another order for Spring 2012 Semester.*
- The ice cream machine in The Marketplace never works.
 - *Response: We had trouble with our ice cream machine last year so we did purchase a new machine for this year. Unfortunately, we have still experienced issues now and again with this new machine. We apologize for any inconvenience and we plan on having the machine run smoothly for Spring 2012 Semester.*
- Pizza takes a long time in The Marketplace
 - *Response: The pizza may take longer at certain time periods because we also bake our catering pizza orders for various events on campus in the same oven. We will do our best to get the pizza out as quickly as possible.*
- During the transition period between lunch and dinner (2:30pm-3:30pm) there is not enough food available in The Marketplace
 - *Response: We will work to improve how quickly we change over our stations as each meal period ends. As we change over from lunch to dinner, between 2:30pm-3:30pm, we do close Chef's Table, Il Forno Pasta and 360 Degrees. However, our Salad Bar, Il Forno Pizza, Su Pane, Grill Central and Dessert are always available. Keep this in mind when you are choosing which dining location you eat at during this time period.*
- Garlic knots do not taste good in The Marketplace
 - *Response: We are sorry you feel this way. Our garlic knots have olive oil, fresh garlic, Italian seasoning, crushed red peppers and parmesan cheese on them*
- Could there not be oil on vegetables come days?
 - *Response: Our Chefs will prepare steamed vegetables for you at any time.*

Retail:

- Portions are the same in retail so why does meal equivalency change for these items?
 - *Response: The rate changes with the meal periods so students can purchase more food when they typically eat larger meals (dinner) and spend less when they eat less*

(breakfast). Even though the portions are the same, you have more money to spend at dinner time if you would like to eat a larger meal.

- Why are we not reimbursed if we don't use the whole meal equivalency
 - *Response: It is the student's choice whether they would like to use their whole meal equivalency amount or not. If they choose not to use the entire amount, the rest will be forfeited.*
- Is there a possibility that we could get a dining location on the other side of campus?
 - *Response: At the moment, there is not. The buildings are not engineered for a dining location at this time. We can discuss the possibility when we review our contract with the university for the next academic year.*
- Why can't we swipe in guests with meal plans? Could we get guest meals attached to the meal plan ex: Ten guest meals per semester?
 - *Response: Guest meal options are not built into our meal plans. However, you can use Boro Bucks, Dining Dollars and cash to allow your guests to enjoy a meal in The Marketplace. We did offer a buy in plan for guest meals in the past with zero participation. If we find this is a concern for many students, we can look into adding guest meals when structuring our meal plans.*

Market Basket

- Prices are not on products and products are not available
 - *Response: Prices are on all of our dry goods products. We will look into pricing all of our products in this location. In terms of product available, we only get one order in a week for The Market Basket. We can look into the possibility of a second order each week or increasing our weekly order.*
- Can meal equivalency be an option at the Market Basket?
 - *Response: While we can not add this mid year, we can look into adding this as an option for 2012-2013 academic year.*

Food Court

- Are we able to get iced tea, lemonade, or juice as an option?
 - *Response: We can speak to our vendor about other options we can add to our beverage selections.*
- Mac n' cheese, Jerk Chicken, and the ribs are great at the smoke house.
 - *Response: Thank you! We are glad you enjoy it!*
- Poblanos pulled chicken- are we able to get plain chicken?
 - *Response: Certainly, you can now get unseasoned pulled chicken at Poblanos in The Food Court.*