
DINING SERVICE COMMITTEE AGENDA
TUESDAY, NOVEMBER 1, 2011

- Welcome! Thank you for joining us at Dining Services Committee Meeting!
- Introductions of staff members
- Updates
 - Wellness Week with Julie Rhule, R.D.
 - Wednesday, November 2nd, Know Your Numbers, calculate BMI and Daily Caloric Intake-11:30am-2:00pm
 - Thursday, November 3rd, Portion Distortion 11:30am-2:00pm
 - Election Day-no classes- Changes in Hours of Operation
 - Marketplace -8:00am-7:00pm
 - Il Forno After Hours 7:30pm-11:00pm
 - Market Basket 8:00am-11:00pm
 - Food Court- WOW and Poblanos Only- 12:00pm-9:00pm
 - Prof's Place -12:00pm-1:00am
 - The Rec Café, Pronto Express, Owl's Nest and Jazzman's- Closed
 - Feedback from Autumn Harvest/Pumpkin Contest
 - The Smoke House in The Food Court
 - Weekly give-a-ways!
 - La Famiglia theme meal- 10:30am-2:00pm in The Marketplace- November 9th
 - Thanksgiving Dinner- November 16th in The Marketplace 3:30pm-7:00pm
 - Multicultural Mondays
 - Enjoy cuisine from all over the world at 360 Degrees in The Marketplace from 3:30pm-7:00pm every Monday. November 7th we will be featuring menu items from Algeria.
 - Food Drive Information coming soon- Anyone interested in helping us spread the word please get in contact with me, Janine Liebel, 856-256-5662, Janine.Liebel@Sodexo.com
 - Gluten Free Wraps are available upon request at WOW, Poblanos and The Press in The Food Court
 - Comment Card boxes in all locations

- Check our website for more information about Dining Services, RowanDining.com
- **“Like” Rowan University Dining on Facebook!**
- Next Meeting December 6, 2011 at 6:00pm in Room 144 in The Student Center
- Comments

Dining Services Committee Comments 11/1/2011
Student Comments and Feedback

Prof's Place

- Where is the grilled chicken at Prof's Place?

- *Response: We will offer grilled chicken at WOW in The Food Court but it will not be available in Prof's Place.*
- Could we add French toast as an option?
 - *Yes we can add French Toast as an option in Prof's Place. We can incorporate this after thanksgiving break.*
- Why are French fries no longer an option at Prof's Place?
 - *Response: Chicken and fries are offered exclusively at WOW.*
- The order kiosk is still broken. Students would like to be able to place their orders at the registers to reduce the lines until this is fixed.
 - *Response: The kiosk's hard drive has been sent to the manufacturer for technical repairs. It has taken much longer to repair than expected. Again, we are very sorry for this inconvenience.*
- Tater tots are not a bad option but you can't add it as part of a combo.
 - *Response: You can add Tater Tots as part of a combo but it is at an additional cost. Our combo meals are priced for chips and a drink.*
- Can you add Bleu cheese as an option for the buffalo chicken sandwich?
 - *Response: Absolutely, we now offer bleu cheese and ranch dressing at Prof's Place. Just ask one of our employees! Thank you for the suggestion!*

The Food Court

- The meat in Pablanos was changed from ground beef to pulled bottom round beef, why did you make that change?
 - *Response: We made that change as an upgrade in the quality of meat that we serve in Pablanos. We can look into possibly adding both as an option.*
- WOW- The only vegetarian option is the cheese sticks. Could we make this an option as a combo?
 - *Response: Unfortunately, we are not able to offer cheese sticks as a combo at WOW.*
- WOW- Boneless wings are salty.
 - *Response: WOW Café and Wingery supplies us with their signature seasonings and breading. We can pass your feedback to them.*
- WOW- Why do we have to pay for sauce?
 - *Response: You should receive one free sauce but each additional sauce has an added cost..*
- WOW- Can WOW open earlier on the weekends?
 - *Response: This would be a decision that the University would have to make.*
- Smoke House- Why are there jalapenos in The Mac n' Cheese? Could you make the Mac n' Cheese plain and offer it as an option to add?
 - *Response: We do change The Smoke House menu weekly. We wanted to add more variety to the menu but we appreciate your feedback!*

Marketplace

- There are never any forks available in The Marketplace
 - *Response: We just placed an order for utensils for The Marketplace, it should be in this week, the week of October 31, 2011.*
- When students ask employees in The Marketplace for vegan and vegetarian options they have no idea what we have available.
 - *Response: If you are looking for vegan and vegetarian options, you can come right to the office in The Marketplace. It is located to the right of Chef's Table.*

Our manager will be happy to help you. We will also work with our employees to better communicate what we offer. If you visit Rowandining.com, on our locations and menu page, you will find information on our daily vegan and vegetarian offerings at The Marketplace.

- Can we keep butter, margarine, peanut butter ect out through out the day? Students would like to have the option of a peanut butter and jelly sandwich during the day.
 - *Response: We can keep peanut butter and jelly out throughout the day in The Marketplace.*
- When the change over from lunch to dinner occurs, students find that there is not enough food available.
 - *Response: We will work to improve how quickly we change over our stations as each meal period ends.*

The Market Basket

- There is no pricing information on any of the items.
 - *Response: This is a wonderful suggestion! We have spoken to one of our venders we will be able to get pricing on all of our items.*

General

- Meal Equivalency does not cover the cost of their 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.*
- Meal Equivalency is not horrible, it does cover a lot.
 - *Response: Thank you, we do appreciate that!*
- One student finds that employees will automatically charge their purchase to dining dollars.
 - *Response: We apologize for this and if it does happen again please ask for a manager or supervisor. We will speak to our employees about asking customers how they would like to pay before swiping their card.*