

SGA Dining Service Open Forum  
Tuesday, October 25, 2011

Student's Comments and Dining Services Response:

Prof's Place

- Students miss the burgers, chicken tenders and French fries in Prof's Place
  - *Response: We are exploring the possibility of running burgers as a special at WOW or Prof's. Chicken and fries are offered exclusively at WOW.*
- The lines in Prof's Place are extremely long.
  - *Response: We are hoping to serve more efficiently once we have the electric supply for the additional grill*
- 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.*
- One student had an unsatisfactory customer service experience at Prof's Place.
  - *Response: We continue to enhance our Customer Service through daily huddles and reinforcing throughout our shifts. If you are not satisfied with a customer service experience, please find a manager immediately.*
- On the kiosk, Salami and cheese sandwich is only available as a combo. Students would like the opportunity to order just the sandwich.
  - *Response: This has been resolved. It is now offered a la carte as well.*
- On the kiosk, we do not have a choice of different bread selections for a grilled cheese sandwich. Can we add more bread options?
  - *Response: This has been resolved. Bread options are now available.*
- On the kiosk, chocolate chip pancakes are only available as a combo. Students would like the opportunity to order just the pancakes.
  - *Response: This has been resolved. It is now offered a la carte as well.*
- The Cheese steak is not covered under meal equivalency.
  - *Response: It is covered under the dinner equivalency of \$7.00 at \$6.95.*
- Some of the prices on the register do not match what is on the signage.
  - *Response: This has been looked at and resolved.*

Poblanos

- Why did you get rid of the old salsa? Could we offer a salsa without onions?
  - *Response: To answer both questions, we make our own fresh Pico d'Gallo, however we are exploring the possibility of adding bottled salsa as well.*

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.*
- Are we able to bring back the Red Wine Vinegar and Balsamic Vinaigrette?
  - *Response: Balsamic vinaigrette and red wine vinegar are available daily*
- The burgers and hot dogs are burnt black and still put out.
  - *Response: We had the chef retrain the grill employees on how to properly cook the grill items*
- Garlic knots do not taste like garlic.

- *Response: Garlic knots have olive oil, fresh garlic, Italian seasoning, crushed red peppers and parmesan cheese on them*
- Can we serve the Hawaiian pizza more often?
  - *Response: We did offer Hawaiian pizza last Wednesday; we have a pizza cycle to add variety to our menu. We are glad you enjoy it!*
- Better communicate vegan and vegetarian options.
  - *Response: Vegan and vegetarian items are available upon request, we carry them daily. We will work on better communicating our options through our website, RowanDining.com, our Facebook page, Rowan University Dining, and throughout our Dining Locations.*

#### The Food Court

- In the beginning of the semester, a student found that she would order a salad and certain ingredients would not be included. If we are out of certain ingredients she would like us to communicate it better.
  - *Response: This has been resolved. All ingredients offered on our menus are available. We will communicate better in the future through signage when product is not available.*