Student Dining Committee Notes

9/20/2012

The students in attendance were asked if they thought it would be a problem if Fast Track was closed the Thursday, Friday, and Saturday of Fall Break. After some discussion, it was determined that this would not be a problem.

The representative from Hart asked how they could access and use the $50 they were given last semester as part of an incentive to submit entries for RCC of the year. Paula will check on this, but she thinks the money was to have been used by the end of last spring semester.

The new cones at Winslow were a big hit.(in order to continue using those cones Dining will have to see if a different dispenser is available, since they don't fit the existing one. They are also a little more expensive, but given how popular they were, Dining is willing to provide them)

Saturday and Sunday mornings have been a problem prior to the hot line being set up(11am is when it opens on the weekend). Product runs out, and some of the students working the Mongo don't seem to know how to make omelets. (Tim has already changed the schedule on the manager who works on Saturday, so that he is in earlier to provide supervision. The Mongo does have to close between 10:30 and 11:00am so that it can be reset for lunch, but Tim will look at putting out some hot breakfast sandwiches during that time so there is something besides cold food available).

The ice cream tubs at Winslow are not always kept stocked, and the variety is lacking, i.e., there will be more than 1 tub of a particular flavor. (stock is on hand, this is a training issue that will be addressed. The managers will also be made aware of this so that they can be periodically checking and making sure things are well stocked)

It was also noted that while the caramel syrup was warm, the chocolate sauce didn't seem to be. (Tim will check the equipment)

There was discussion about the fact that in the future non-food purchases at Fast Track will have to be taxed, or alternatively, Flex purchases of non-food items would no longer be permitted. The students were very adamant about the fact that if they couldn't purchase non-food items with Flex, in all likelihood they wouldn't; they had no problem with the additional cost of the tax as long as they could continue to use their Flex for those purchases.

There was a complaint about a worker that day in the deli who handled some dirty items while in the process of preparing a sandwich, and didn't change his gloves. (Tim will address this with further training)

A request was made for more variety of vegetables on the hot line, other than the plain and seasoned version of steamed vegetables. Suggestions included corn(very popular), green beans, and peas and

carrots. (Tim said those all do appear on the hot line as part of the menu rotation, but he would look at increasing the frequency of some, particularly the corn. The plain steamed vegetables need to remain, for those students looking for healthier options)

A question was asked about why are there sometimes different style rolls served; the "sister Shubert" rolls were more popular, although there weren't complaints about the other ones. (which rolls are served depended on the entrée items. Those that were a little more "upscale" or special got the "sister Shubert" ones, which are more expensive and can't be served on a daily basis)

Other requests that were made:

Sleeves for the "to go" cups (Tim will get these; they will probably be available at the register, to maintain some control over them due to cost considerations)

Lids for the "to go" cups (these are available, they are inside the "to go" boxes)

Napkins in "to go" boxes (napkins are available throughout the dining rooms and can be taken on the way out)

Fried chicken everyday for the lunch wraps, instead of alternating with grilled chicken (this will be considered, but there is an issue with the additional labor that will be required to prepare both, and space out front for both)

The students miss the mac 'n cheese bowls. (Tim will look at offering mac 'n cheese regularly in the soup well next to where the cheese sauce will be located)

Paula asked for any ideas on why business at Hart is down. Some thought that a lot of the students didn't know it was there. A suggestion was made to offer coffee samples outside in the mornings. Another idea was to promote the sale of plain coffee, which is much less expensive, but many students might not realize it was available.