

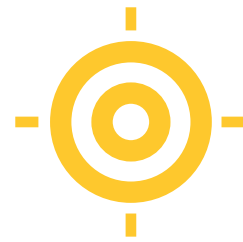


2018-2019

# Annual Report

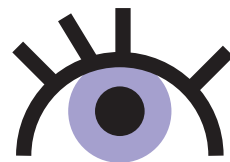


Dining and Summer Conferences  
University of Wisconsin - Stevens Point



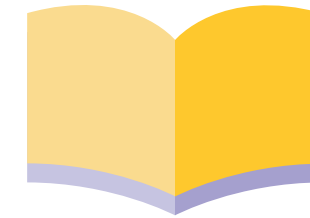
## Mission

As a student-focused organization, Dining and Summer Conferences enhances the educational experience by creating sustainable meals and nourishing a diverse community.



## Vision

Dining and Summer Conferences seeks to bring diversity to the table by engaging the campus community with innovative hospitality.



## History

UW-Stevens Point (UWSP) made the decision in 2008 to transition to self-operated dining after many decades of contracted food service. In June 2009, Dining and Summer Conferences (DSC) was created as a department within the Division of Student Affairs and we have been serving the campus community ever since.

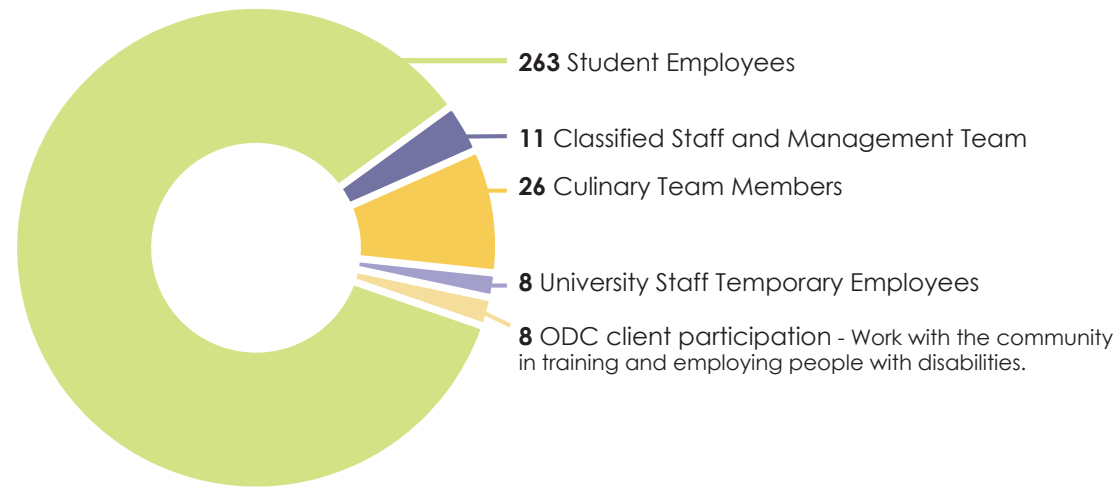
DSC is self-supporting and receives no funding from the University, State, or Federal resources. DSC is managed very much like a commercial restaurant operation. All expenses incurred, including the cost of food, wages and benefits, operating supplies, utilities, repairs and maintenance, and occupancy costs, must be covered by revenue generated across the dining units on campus.

Dining and Summer Conferences has served UWSP students for 10 years! We have gone through many name changes and a few facility updates, but we are still focused on providing UWSP students a dining program that fits their every need.

Looking back on the last 10 years, Dining has served millions of meals and employed thousands of students. This year was our time to reflect and plan for the next 10 years of self-operated dining at UWSP!



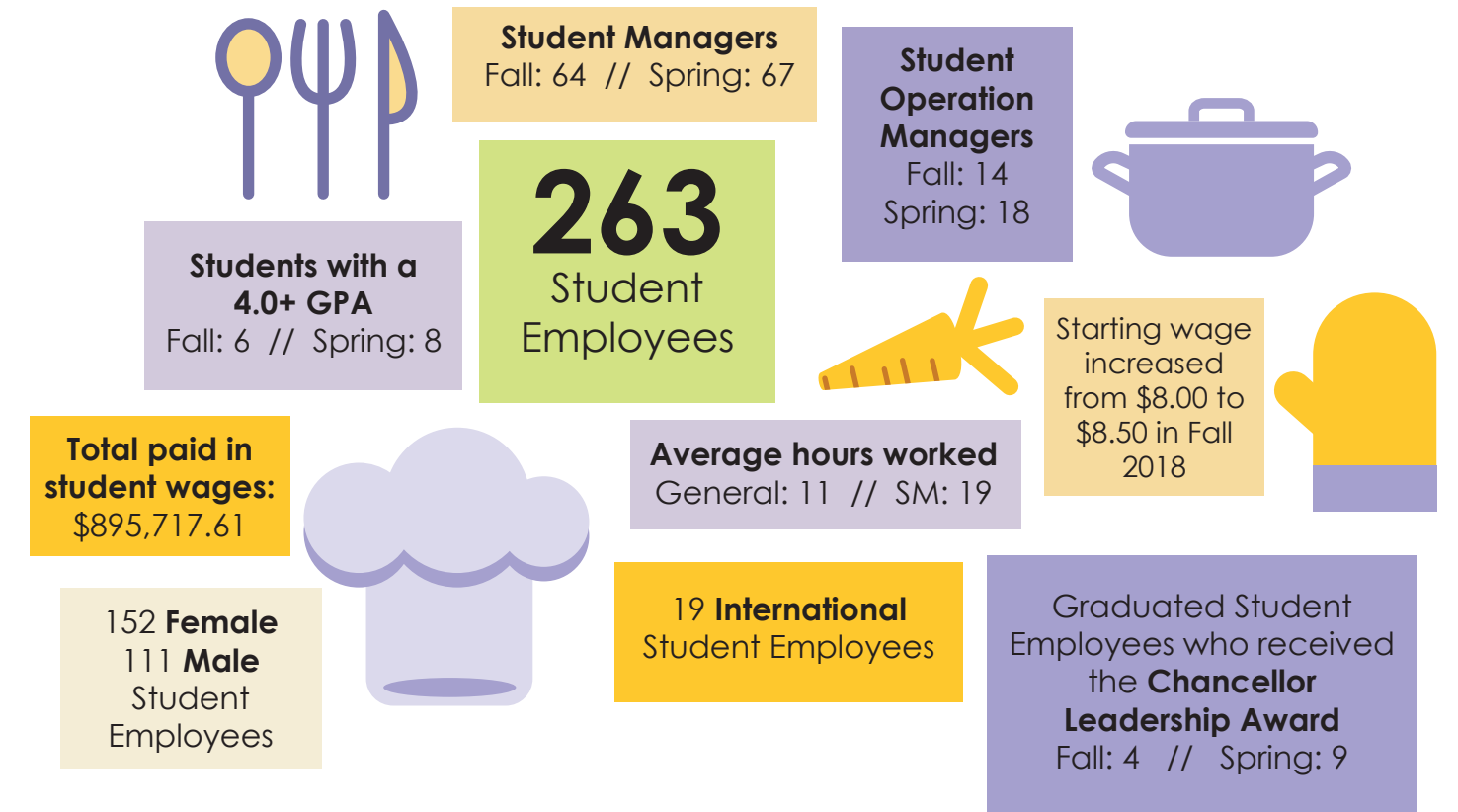
## Our Team



### New Team Members:

- **Marty Kalepp** – Residential Dining Chef
  - **Laura Force** – Training Officer
  - **Sara Williams** – Food Production Assistant
  - **Kui Fang Huang** – Food Service Assistant 4
  - **Shana Kizewski** – Food Service Assistant 4
  - **Dan Kriefall** – Food Service Assistant 2
- 1 Promotion – **Chris Kotolski**, Food Retail/Catering Lead 2 at Wausau Dining

## Student Employment



### Student Manger of the Semester Program

Each winner receives \$100 bonus, travel mug and recognition at orientation.

Fall 2018:

- Preston Mertins** for DUC Food Court
- Jenna Ewers** for Lower @ Allen
- Arianna Anderson** for Cafés
- Lauren Santos** for Catering
- Nick Brazee** for Admin/CBORD/Graphic

Spring 2019:

- Preston Mertins** for DUC Food Court
- Matthew West** for Lower @ Allen
- Alexis Pacala** for Cafés
- Shelby Fehrenbach** for Catering
- Sydney Wayner** for Admin/CBORD/Graphic



## Meal Plans

### Residential Meal Plan:

All Dawg Dollar Plan: \$1,472 Dawg Dollars

- ▶ Dawg Dollars are worth one dollar each and all food/beverage purchases are tax exempt.
- ▶ \$200 Dawg Dollars will be available for roll-over into Spring if the student has an active Residential Dining meal plan.
- ▶ The All Dawg Dollar plan has no administrative fees and gives the student 100% of purchasing power for food!

	Fall	Spring
Traditional meal plans:	2630	2438
Off campus meal plans:	365	443
Meal plan participation:	91.25%	96.5%
<i>Carry Over from Fall: \$230,983 Dawg Dollars</i>		

### Off-Campus Meal Plan Options:

\$50, \$200, \$300, or \$1,472 Dawg Dollars

- ▶ All UWSP students can add an off-campus plan at any time in the semester.

### Food Allergens and Dietary Preferences:

Dining continues to identify food allergies through our Net Nutrition program and nutritional labeling. Our Registered Dietitian works closely with students who have special dietary needs. Labels inform students about gluten-free, vegetarian, and vegan options. It is our goal to continue to offer accurate information and provide a variety of choices to all students on the meal plan.



## Sustainable Dining Practices

30%  
Local\* Food  
Purchases

14  
Local\*  
Vendors

\$1,267,340  
Spent on Local  
Purchases

\$57,600  
Spent on Fair  
Trade Purchases

\*Local vendors are within 250 miles

### Partnerships with Other UWSP Departments:

SGA-Green Fund: Green on the Go containers

An Eco-friendly, reusable container to be used for to-go meals. As a reusable and recyclable container, the Green on the Go container is helping our campus reduce unnecessary waste.

CASE – The Cupboard: Food for Friends Program

This program created an easy way to donate food that was purchased with meal plans to students in need.

Office of Sustainability: Earth Week and Sustainability Fair

During Earth Week, Dining introduced new plant-based proteins and brought in samples from vendors including Morning Star Farms and Beyond Burger.

Dining Advisory Board: Plastic Straws

Dining eliminated the use of plastic straws in all dining locations in March 2019. Dining then offered a reusable alternative and sold 588 stainless steel straws in just 3 months.



## Retail Dining



### Revamped Stations:

- ▶ Mainline Dinner - previously Creme de la Crêpe
- ▶ A la Mode - previously Spicy Meatball

### Introduced New Weekly Specials:

- ▶ Mac and Cheese Mondays
- ▶ Wing Wednesday
- ▶ Popcorn Chicken Bowl Wednesday

### Celebrated Thematic Special Events:

- ▶ National Cheese Curd Day  
526 orders of cheese curds sold
- ▶ National Caramel Apple Day  
355 caramel apple sundae boats sold
- ▶ National Gingerbread House Day  
297 votes on 3 employee built gingerbread houses
- ▶ National Maple Syrup Day  
618 maple entrées plated

### Remodeled the lower level of the Allen Center:

- ▶ Replaced the floor and relocated exercise equipment for dining room.
- ▶ Redesigned the floor layout for the convenience store and two grab and go stations
- ▶ Transformed hallway into a prep area and hand washing station for dining employees
- ▶ Moved management team members, Lower student managers, and CBORD student managers to new offices.

### Revamped End of Semester Bulk Ordering:

- ▶ Created Bulk Purchasing in Lower Dining Room where students grab what they want in bulk and pay in efforts to use their Dawg Dollars and not lose them.
- ▶ Bulk Sales in Spring \$143,058 Dawg Dollars

### Worked out the kinks during year of transition:

- ▶ Ordered a new Turbo Chef for grill line to increase offerings.



## Cafés



### Opened new Common Ground Cafe in Fall 2018:

- Purchased local coffee from Mission Coffee in Plover, WI and New Roots in Ringle, WI
- Featured monthly drink specials
- Offered Zest baked goods
- Limited the use of plastic by featuring canned soda

### Featured weekly drink specials

### Introduced new products:

- Hope Hummus
- Healthy Roots cold-pressed juice
- Featured new bubly sparkling water for \$1.25 in celebration of the UW-Stevens Point's 125<sup>th</sup> anniversary

### Celebrated Thematic Special Events:

- November 8th - National Cappuccino Day  
211 crafted beverages sold



### Sit & Stay A While:

- Promoted the grab a mug and stay a while program
- Ordered a new Turbo Chef for the deli bar to offer hot sandwiches



## On Point Catering

718

Catered Events

8

Catered Weddings

74,417

Catering Customers

1,570

Students, Faculty and Staff served at Convocation Picnic

4.7/5

on Catering Satisfaction Survey

1,245

served at Homecoming Picnic

### Support recruitment and retention

2,478 Admissions Recruitment Vouchers Redeemed

478 Athletic Recruiting Vouchers Redeemed



## Summer Conferences

43

Summer Camps

3

Off-Campus Camps

### Special Olympics

1,629

Participants

6,924

meals served to coaches and athletes in one weekend

### Admissions

11

Service Days

4,400

meals served to STAR participants and their families

40

On-Campus Camps

4096

Campers

### Total meals served during the summer:

Breakfast: 14,395

Lunch: 18,034

Dinner: 13,148



## Inclusion Initiatives

### Student Manager Development Trainings

- ▶ Pronoun Training  
with Sylf Bustamante, Gender and Sexuality Resource Center
- ▶ Motivation and Performance  
with Jason Seiwert, Counseling Center
- ▶ Working with Specialty Able Staff  
with Andy Held, Disability and Assistive Technology Center
- ▶ Working with International Staff  
with Ginny Bondeson, International Student and Scholar Services
- ▶ Point To Food Safety Assessment  
with Russell Reeves, Dining and Summer Conferences

### Professional Staff Development Trainings

- ▶ Surviving Organizational Change  
with Lisa Schaufenbuel, Human Resources
- ▶ Inclusivity Training  
with Lindsay Bernhagen, Center for Inclusive Teaching and Learning
- ▶ Student Employee Relations  
with Rebecca Rogge, Dean of Students
- ▶ Fire Safety Training  
with Stevens Point Area Fire Department





## Major Unit Achievements

- ▶ DSC brought home a silver award for the NACUFS Sustainability Outreach & Education program presented in Spring 2018, but received in July 2018.
- ▶ DSC submitted entry for Residential Dining Special Event for the NACUFS Loyal Horton Awards. Winners announced in June 2019.
- ▶ DSC took over internal money handling responsibilities due to staffing changes in the Centers and have managed this task without adding labor.
- ▶ DSC lead the creation of weather emergency/power outage protocol impacting catering events and student organizations going forward. Plans will be shared with student organizations at Fall 2019 orientation meeting.
- ▶ DSC started discussions with Aspirus to possibly supply food service for a new overnight wing at their Stevens Point Complex.
- ▶ DSC revamped the pre-order bulk ordering process to an easier purchasing process where customers come in and choose groceries to buy with their dawg dollars in an effort to use their dawg dollars and not lose them.
- ▶ DSC introduced new concepts to the DUC Food Court including A la Mode, the dessert station, to increase student participation.
- ▶ DSC collaborated with the UWSP daycare for the children to make seasonal decorations for the window display in Lower @ Allen and hosted thank you snack break in May 2019.
- ▶ DSC supported the UCLCC day care meals program and served 8,838 breakfasts, 7,680 lunches and 7,699 afternoon snacks for a total of 24,217 meals.
- ▶ DSC supported the Stevens Point Area YMCA day care meals program and served a total of 23,850 lunches.
- ▶ DSC successfully integrated student management staff from Upper DeBot during renovation.
- ▶ DSC now has one SOM/SM hiring process for all locations and created a new online New Hire Orientation Video with questionnaire for new student employees.
- ▶ DSC and RHA hosted the 7th annual Finals Frenzy Fun Run/Walk Spring Fest event.
- ▶ DSC planned for operations to begin at UWSP Wausau on 6/17/19
  - ▶ Hired from internal staff for continuity and reduced training needs from afar
  - ▶ Became fiscally responsible for meal plan prices
  - ▶ Enhanced culinary and service levels to increase revenue and customer satisfaction
  - ▶ Assisted in catering and alcohol services at branch campus

### DSC staff participated in the following campus committees:

- Suzette** - Member of the Centralized Budget Finance Operations Action Team
- Suzette** - Member of EOC—Emergency Operations Center
- Marshall** - Head of Grievance Committee
- Marshall** - Member of the Student Affairs Planning and Vision Committee.
- Sheldon** - Member of the Parking Advisory Board
- Nora** - Member of PCI Compliance Board
- Russell** - Faculty advisor for the UWSP Cycling Club
- Russell** - Member of EOC—Emergency Operations Center

**Angel Alcantar** attended the Forward Foods conference in Ann Arbor, MI. Chefs and Registered Dietitians discuss the direction of campus sustainability with Plant Base Foods including the health impacts and benefits to changing to a plant base diet.

**Angel Alcantar** and **Becky Konkol** networked with UW campuses to create a group initiative with WI Farm to College.

**Becky Konkol** attended the Health and Hunger Summit 2019 to learn about food insecurity and it's impacts to college students.

**Laura Force** and the student HR team implemented New Hire Packets for each new student dining employee as part of the on-boarding experience

**Russell Reeves** was elected as the NACUFS National Learning Committee Chair

**Russell Reeves** rated and selected all applicants for two NACUFS Institutes and has been selected to evaluate the newly formed Planning Institute in June 2019

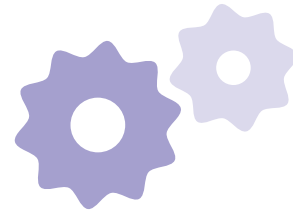
**Sierra Kelley** and **Becky Konkol** attended the NACUFS National Conference in July 2018 in Providence, Rhode Island; both were recognized in the 2018 NACUFS Sustainability Outreach & Education award category.

**Sierra Kelley** collaborated with another Student Affairs department, Health Service, to help with marketing and website updates.

**Suzette Conley** and **Russell Reeves** attended the NACUFS Midwest Conference in March 2019 at the University of Northern Iowa; Suzette volunteered at two events during the conference

**Suzette Conley** was invited to be a NACUFS Loyal Horton Awards judge—expense paid trip to Lansing MI for 3 days in April to review 103 entries for 6 awards

**Suzette Conley** volunteered to call and thank donors for donating to UWSP during GratiTuesday



## Goals and Priorities

### Review of Huron Assessment Report

Eliminate bulk sales opportunities at end of semester

Develop and implement new catering policies and procedures for ordering, payments, waivers, and staffing levels

Determine new local and sustainable business practices

Planning and marketing of new meal plans for 2020/21

### Dining Operations Initiatives:

Recruitment, hiring and training of additional culinary team members

Continual revision of plans for menu offerings, staffing plans, hours of operation for all temporary locations, etc. to optimize customer service and satisfaction while controlling costs

Track renovation progress, manage budget to ensure completion in Fall 2019

Work with Facilities and other UWSP departments to plan/prepare/move/clean for the transition from temporary locations back to DeBot

Continue the development of menu items and plans, staffing plans, operating hours, and equipment needs for the newly renovated DeBot Dining Center

Develop meal plans for 2020/21 Academic year by October 2019

### Catering Initiatives:

Create and conduct a catering survey with current customers to identify areas for improvement

Develop and implement assessment tool to be used on every catering order

Begin collecting data in 2019/20, assessment begins in 2020/21 due to transition year

Maintain high quality On Point Catering services during period of transition through improved communication, further developed systems and culinary team meetings

### Sustainability Initiatives:

Collaborate with the SGA Sustainability Committee to better advertise vegetarian visibility, Green on the Go containers and other sustainability initiatives

Continued development of the Green on the Go container program—new methods of distribution to students, collection methods and re-distribution to students by August 2019

### Marketing Initiatives:

Increase social media presence and engagement with UWSP student population through more effective marketing/advertising/education of Dining activities and events

Increase marketing of student employment opportunities and meal plan offerings to on and off campus students through postcard and email blasts

### Training Initiatives:

Increase number of management staff participating in NACUFS Institutes, conferences, webinars and other opportunities for professional development

Continue student employee retention practices:

Continue stay interviews

Increase training opportunities beginning Fall 2019

Continue financial incentive every semester for those working at least 8 weeks in previous semester

Development of DSC Training Team including Culinary Staff and SOM from each location:

Review current training models

Determine training outline

Determine training materials/timeline for all locations

Full implementation to be completed by Spring 2020.

Continue the progress of the DSC Assessment Team; reviewing the Point to Food Safety program results and implications on student employee retention

Expand CBORD knowledge base through more frequent visits by CBORD staff and attending webinars/online trainings provided by CBORD

### CBORD Goals:

Assess current CBORD system, develop training plan for 2 years

Continue online CBORD training for Registered Dietitian

Maintain an active role in UWSP PCI compliance committee

Standardize inventory procedures at all locations through cross training of staff to assist with inventory in multiple locations

Mobile inventory application implemented and operational in all food production locations for weekly inventory by August 2019

Plan for CBORD operations in the new DeBot Dining Center by December 2019

Develop commissary plans for cold pantry and bakery at DeBot and distribution to all locations to be planned and operational by January 2020

Order scheduler and advance prep sheets implemented and operational in locations deemed viable by February 2020

### Dining Operations at UW-Stevens Point at Wausau

Review Summer 2019 operations and assess for Summer 2020 operations

Plan and manage Fall 2019 operations in the most fiscally responsible way allowed and possible

Communicate and provide financials to support informed business decisions going forward





**Dining and Summer Conferences**  
**University of Wisconsin - Stevens Point**

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