


DINING: *report*




Sodexo



Fall, 2007

The beginning of a new school year means new friends, experiences and the start of an entire year of campus dining events. Both retail and resident dining opened 2007/2008 school year with high expectations of success for these dining events.

We are pleased to present our Fall 2007 Dining Report highlighting these events and activities.

ISU Dining continues it's commitment of superior service and support to Indiana State University.

Should you have any questions, comments or suggestions, please do not hesitate to contact me.

Regards,

Sue Sluyter
Resident District Manager
812-237-4138



Sycamore Dining



EFF

Sycamore Towers Dining opened the semester with a new concept of Friday dinners. Friday dinners are held in conjunction with Hall Staff Programs. “Every Freaking Friday” menus were matched to the program theme. The popularity of the customers using the new service scored high when surveyed. It was also a chance for Dining Services to experiment with different items, formats and combinations. Along with theme menus, Pepsi donated a bike that was raffled off at every Friday dinner.

FAMILY WEEKEND

Sycamore continued to stir up excitement with premium night on September 12. The excitement continued with Family Weekend on September 22nd. Recipes selected from students and their parents were highlighted at this sensational brunch. Credit is given to the authors of the culinary creations by way of signs, and the actual recipes, in case anyone should want to try it for themselves. It is always exciting to chat with the moms who glow with pride at their creations “in the spotlight”. They are both proud and happy that their student can relax and enjoy a little bit of home. Recipes included: Rigatoni, Cream Corn, Breakfast Casserole and Chocolate Éclair.

SYCAMORE PREVIEW DAY

On September 29th and October 8th, the Sycamore Towers hosted ISU’s Saturday “Sycamore Preview Day’s” with hundreds of potential students and their parents. The Towers’ weekend brunch is always a delicious adventure in dining.

HALLOWEEN

October brought a scary dinner to Sycamore, as we celebrate the season of Halloween.

Sycamore Dining



THANKSGIVING

November brought a traditional Thanksgiving dinner to Sycamore diners. Students were thrilled with all their favorite foods that surround this purely American feast. Just to be on the safe side, pizza and the grill were ready to fill any gaps, but with turkey, ham, mashed potatoes and gravy, green bean casserole, sweet potatoes, breads & spreads, and specialty desserts, there wasn't much more to be desired.



The end of November wrapped up with another premium night at Sycamore. The beginning of December brought another visit from potential students and parents as Sycamore Preview Day was served at the Towers Dining.



HOLIDAY DINNER

Christmas rounded out the holiday season at Sycamore Dining as a traditional Holiday Dinner was served on December 11th. The atmosphere of music, cheer, sweet and savory aromas, combine and entice everyone to have "just a bit more" and enjoy the company of good friends.



CRAM JAM—FINALS WEEK

Exam Week Study Break was held on December 12th. Students were able to take a break from the exam cram and join us for breakfast and some fun. Nothing's better to break up the drudgery of the grueling finals schedule.



During the winter break, Sycamore Dining will prepare for our next exciting semester of food of fun with new promotions.





Sycamore Dining

CUSTOMER SATISFACTION SURVEYS

In October, Student Surveys were conducted in Sycamore Dining. The feedback will both gauge where we stand vs. the student's expectations and will provide direction in tailoring our program into future.

In keeping with our commitment to provide students, faculty and staff with the best possible service, Sue Sluyter, Resident District Manager, has been working with student groups to gather their input on Dining Services for both "now" and for the future.

Some of the groups which have produced productive feedback include: Student Government Association, Residence Hall Association, NAACP, Greek Organizations, Resident Hall Area Councils and Lincoln Leadership Section, among others.



Lincoln Dining



CASINO NIGHT

Lincoln Dining opened the new semester by hosting a casino night on August 16th for all new and returning RA's. Food, music and fun were had by all.

PREMIUM NIGHT

Premium night premiered at Lincoln Dining of September 12. The excitement continued on the 19th when Lincoln Dining presented our "Stir Up The Excitement in Texas" promotion. The "On The Road" travel series of monthly specials featured Austin, Texas with all the Tex-mex favorites as well as other southwest spices. To help get out students in the mood, music decorations and a trivia contest were held. Door prizes were given.

CELEBRATE THE CITY

"Celebrate the City" followed in October where New York was the focal point. Offerings included assorted ethnic dishes representing many of the backgrounds of the teeming city. The food was as exciting as it was different. Tunes from Broadway's theaters filled the air and the aromas of cooked-to-order specialties accentuated the vibrant pulse of the city that never sleeps.

CANS ACROSS AMERICA

November's destination brought Cans Across America to Indiana State University. The goal was to collect as much food product for distribution to local food banks. Our campus wide tally was added together with other Sodexo operated Campus dining services across the county in an attempt to break the Guinness Book of World Records for the most food collected from one event in a single day.

Lincoln Dining



THANKSGIVING

November also brought a traditional Thanksgiving Dinner to Lincoln Dining. Turkey and all the trimmings were enjoyed by all.

HOME FOR THE HOLIDAYS



On December 6th, Lincoln presented “Home for the Holidays”. The road tour comes home for all the students holiday favorites. Over the break, students were asked to bring back recipes for their favorite dishes. Ones that bring them “comfort & joy” during the holiday season. We selected from these submissions and built an exciting menu of traditional fare and “mom’s specialty” offerings. The atmosphere is warm and wonderful, the food is hot and delicious—let it snow, let it snow!



CRAM JAM

The season ends with Exam Week Study Break. Here students took a break from the grueling exam study week to have some delicious snacks and delightful fun.



Einstein Brother Bagels



Einstein's continued to greet students and faculty each morning with it's fresh baked bagels, delicious muffins and fresh brewed coffee. Stopping by for a bagel and coffee is the perfect way to give your day something to live up to.

Over the fall semester, Einstein's offered two Limited Time Offers. Take your dog on a walk included a bagel dog, bag of chips and medium drink at a special price. Once the weather turned colder, Einstein's offered a cup of soup for \$ 1.50.



Seasonal items are always a big hit at Einstein's. Pumpkin Bagels and Pumpkin Cream Cheese is always a favorite this time of year. Winter Blend coffee returned as well.

Congratulations to Einstein's on their excellent customer and corporate compliance scores.

- * Received a score of 96 on secret shopper
- * Received a score of 92 from Einstein's on Einstein's corporate audit.
- * Received a 100% on Board of Health Inspection.



Generations



Generations continued its tradition of serving faculty, staff and students with a daily lunch buffet. With the introduction of a new Executive Chef, Angie Cottrell, Generations has seen many new menu items this semester. Angie has taken our taste buds on a journey with items such as Crab Rangoon Casserole, Fried Cabbage, and Harvard Beets.

Fall Semester Special Luncheons Included:

Fall Festival featured a menu of Brats sautéed in peppers and onions, Crab Cakes, Roasted Chicken and Ham & Bean Soup.

Native American Heritage Day was celebrated with Rainbow Trout, Acorn Squash, Pork Parpsole and Wild Rice.

Hispanic Heritage brought Mexican Crab Cakes, Red Beans and rice and a sweet Corn Cake to the table.

International Wednesdays brought a trip around the globe to Generations. Live cooking was presented at lunch. Generations visited the nationalities of Mexican, Italian, Asian and Southern Creole this semester.

Thanksgiving is always a favorite Generations lunch among students, faculty and staff at ISU. This year we ran our Thanksgiving special lunch for two days. Each day featured a traditional holiday menu of turkey, noodles, corn pudding and waldorf salad. Generations entertained over 450 customers during this two day period.

Generations



During the month of November, ISU Dining conducted a survey of Generations to see what our customers thought. It was an inaugural on-line survey for ISU Dining and the response was fantastic. Over 450 responses to the survey were received. Most loved attributes of Generations were food selection, environment and price. Our customers love the buffet theme lunches.



Our Holiday lunch continued to be a popular choice for the ISU community. Carved ham and other traditional favorites were featured. A full dessert bar, salad and soups were offered.

Carolers from ISU entertained our diners with tunes of the holiday season. Frosty the Snowman was in attendance as well.



La Vincita



Over the summer, Charleston Market went through a face lift and name change. LaVincita was introduced to the HMSU Commons this year. To keep in stride with its commitment to customer satisfaction surveys, LaVincita was added for students who wanted pizza, pasta and so much more on a daily basis.



LaVincita offers two varieties of pizza each day, 6 days a week. In addition to pizza, a pasta and the traditional menu that our customer love is offered. Students requested a cook to order menu as well. Each night, LaVincita offers a cooked to order menu of mozzarella cheese sticks, hot wings, chicken tenders, potato skins and jalapeno pepper poppers.



Evening hours is new this year at LaVincita. To fill that pizza and pasta need for our late diners, LaVincita is open from 5:00pm until 8:00pm each night except Saturday.

To liven up our menu mid semester, LaVincita offered a new Philly Cheese Steak Calzone. This calzone became an instant hit with students and faculty alike with its crunchy crust filled with cheese and sliced roast beef seasoned with peppers and onions.





Burger King

Burger King is celebrating 50 years of the whopper sandwich this year. The whopper has been around since 1957. It's a fire-grilled classic and has everything you would expect from a great tasting burger.



To date, Indiana State Burger King has sold 7770 whopper sandwiches this semester. To accompany that great tasting whopper, Burger King also introduced two new Limited Time offerings:



Bacon Double Home-style Melt includes two burgers, 3 slices of Swiss cheese, and sourdough bread with a garlic spread.

Firecracker Tendercrisp Chicken Sandwich includes a firecracker hot sauce, lettuce, tomato and a juicy filet of chicken.



Congratulations goes out to Burger King on their Corporate Quality Review and Health Department Inspections. Our Burger King earned a score of 94 on their Corporate Quality Review. The OER is a 2 1/2 hour inspection performed by a Corporate Burger King representative. Burger King received a score of 100 of their Health Department Inspection.





Taco Bell

Did you know that over 2 billion consumers each year think outside of the bun and dine at Taco Bell? Of that 2 billion, 47,830 of these consumers dined at Taco Bell, Indiana State University this semester.



Taco Bell continues to be a favorite among students, faculty and staff at Indiana State. Our run for the border continues with the addition of three new limited time offers at Taco Bell this semester.

Chili Cheese Nacho Bellgrande - nachos piled high with beans, chili sauce, beef, cheese, sour cream and tomatoes.

Chipotle Stuff Burrito— a flour tortilla stuff with beef, chipotle seasoned rice, beans, chipotle sauce, cheese, and sour cream and then grilled.

Chicken or Steak Taquitos - a flour tortilla filled with meat and cheddar cheese then grilled and served with a side of guacamole or salsa.

Congratulations to our Taco Bell staff on their recent Department of Health Inspection. They received a perfect score, 100%.



Campus Cupboard



For one stop shopping, the Campus Cupboard is the place to be. Our convenience store on campus provides students with a full line up of ready to eat food including sandwiches, fresh fruit, yogurt, fresh salads and desserts. By far, the favorite sandwich continues to be the peanut butter and jelly sandwich that we offer through our Smart Market program. To date over 1486 peanut butter and jelly sandwiches have been sold.

SPECIAL PROMOTIONS

The Campus Cupboard is also the place for our students to get and stay connected. Promotions that have run in the Cupboard this semester include:

Life Connected—To help our students connect with something is to give them a sense of familiarity and reassurance. The start of a new school year gives students a clean slate that's ready to be filled with fresh opportunities.

Adventure Minded—To take on a new adventure is to experience life to the fullest. Seeking adventure can stir up energy, an idea, or inspire new thinking.

GIVEAWAYS

Our students stayed connected and experienced new adventures this semester and won prizes along the way. Each promotion gave students a chance to win free beverages, music download cards, MP3 player, and a roundtrip airline ticket. ISU had the grand prize winner of the roundtrip airline ticket.

Pepsi has also provided our students with some fun. A mountain bike was raffled off this semester. Congrats go to K. Benzouine, winner of the bike

Our holiday stocking, a student favorite, was won by Clinton Evans of Indianapolis.



Subconnection

subconnection™



At SubConnection, our customers are greeted with that open air freshness. Subconnection offers sub sandwiches made with high quality meats, garden fresh produce and fresh breads. Portions are generous and made to order.

The winter semester brought several limited time offerings at Subconnection. These included:

Chicken Mex Club Sub
Ham & Swiss with Honey Dijon Sub
Honey Mustard Turkey Sub



If a sandwich is not in the taste buds for the day, Subconnection offers a full range of salads from a side salad to a fully loaded Mandarin Orange Salad with grilled chicken.

For the lighter fare, Subconnection offers 3 subs that are under 7 grams of fat. Along with these subs, yogurt and cottage cheese are offered daily.

For the sweet lover, subs has added six new cookies this semester.



Chocolate Turtle
Peanut Butter Chocolate Chunk
Cranberry White Chocolate
Chocolate Obsession
Chocolate Chip Peanut Butter
Sugar Free Lemon Cookie



Edy's



Another new addition to the HMSU Commons this semester is Edy's Ice Cream where students, faculty and staff were invited to share a taste of the summer.

Edy's was founded in 1929 when William Dreyer and Joseph Edy, a candy maker, formed a partnership and founded a small ice cream factory on Grand Avenue in Oakland, California. William Dreyer made his first frozen dessert in 1906 to celebrate his German's ship arrival in America.



Edy's opening in the Commons was a huge success. In the first month of opening, Edy's sold over 753 gallons of ice cream. Waffle cones became an instant hit, with over 764 waffle cones and 538 waffle bowls sold. Fun fact: the waffle cone was invented at the 1904 World's Fair in St. Louis when an ice cream vendor didn't have enough dishes to keep up with the demand, so he teamed up with a waffle vendor who rolled his waffles into cones.



Edy's has offered several seasonal ice cream flavors this semester:

Pumpkin
Black Cherry Vanilla
Egg Nog Shakes
Dreamcicle Shakes

In addition to the special flavors, Edy's carries a full line of delicious ice cream and sherbet. You can order your ice cream plain or have it fully loaded with toppings such as cookies, Butterfinger candy, M&M candy, chocolate chips, peanut butter and more. For the fruit lovers, Edy's offers strawberries, pineapples, cherries and co-



COFFEE SHOPS



ISU Dining is please to offer students, faculty and staff three coffee shops around campus. Common's Coffee, located in Hulman Memorial Student Union, offers a full line of Einstein's specialty coffee. In addition to a hot steaming cup of coffee, you can enjoy a frozen blended drink from Café Mocha for the chocolate lover to strawberry for the fruit lover.



In December, a promotional price of \$.99 for any size hot coffee was offered at Commons Coffee.

Cup & Chaucer located at Cunningham Memorial Library started off the semester taking part in the Library Extravaganza. On September 6, 2007, an extravaganza was held to acquaint students with all the library had to offer. Samples of coffee and Smart Market greeted students, faculty and staff as they entered the extravaganza.



For that healthy start in the morning, Cup & Chaucer introduced cereal and milk to our customers. A variety of cereal was offered.

Seasonal coffee offered this semester included:

Toffee Nut Latte
Harvest Spice White Chocolate
Toasted Marshmallow Cocoa



The Daily Grind, located at Stalker Hall is a favorite of students for their early morning coffee. Customer counts at both Cup & Chaucer and Stalker Hall have increased this semester.





Catering



From start to finish our catering goal is to provide the finest professional service available while creating stunning food presentations that are of the highest quality.



ISU Catering is pleased to introduce our new Executive Chef, Mrs. Angie Cottrell. Angie has added variety and spice to the menu and has taken our taste buds on a fabulous journey this semester while creating some stunning food presentations.

Some of our memorable highlights in catering this semester included:



Eli Lilly - Creative Educators gather at Indiana State to attend workshops over a three time period. ISU Catering is pleased to provide breakfast, lunch and dinner each day. We really enjoy putting together the theme lunches and dinners. Some of our themes this year were super heroes, Victorian, car racing and nautical theme.



Campus Wide Welcome Back Picnic - We welcomed back the ISU community with a menu full of hamburgers, brats and all the fixings.

Distinguished Alumni - This was the 50th anniversary of inception. ISU Dining Catering served over 300 guests at this very special event held in the Hulman Center.



Terre Haute Air Show - This was an all day affair for ISU Dining Catering. Our tent, which we humorously named the Indiana State University Foundation Terminal, served all day snacks, afternoon appetizers and dinner.



Catering



Winter Catering Showcase - ISU Special Event Planners were treated to new and exciting menu choices from ISU Dining Catering Department. Angie Cottrell, Executive Chef, prepared menu items like Mango Habanera Salmon, Sweet Bourbon Steak and Chocolate & Kahula Panna Cotta with Raspberry sauce.



Pfizer Holiday Party - ISU Dining catered to over 656 guests at Pfizer's annual Holiday Party held at the Hulman Center. The theme of this party was trains. To make this a special event, our own Jim Herman, personally carved the train out of a block of ice for the centerpiece. Earlier in the day, Pfizer sponsored a cookie decorating event for the children. They could decorate their own cookies and for a special treat Santa Clause was asked to take time out of his busy schedule to stop by.



December Graduation— Graduation is a busy time of year whether it be spring or winter commencement. ISU Catering hosted many parties this December for some of ISU's finest.



Concessions

Concessions continued to stay on top of it's game this winter season. Some of our most memorable moments in Concessions were:



- Terre Haute North Vs. South Football Game. Terre Haute South took the bell home this year and the fans took a satisfied hunger and thirst home, thanks to our Concessions.

- September was ISU Football time. Concessions were on hand at all home games to make sure fans minds stayed in the game.

- Regional Band Competition was held at Memorial Stadium. Area Class B and D Bands, based on schools enrollment, performed at Memorial Stadium on October 13th. It is a day where all the area bands hard work is visible. ISU Dining Concessions showed off their hard work as well, keeping students and parents well fed.

- Hulman Center was home to the John Mellencamp Concert the last Friday in October.

- November brought the basketball lovers to Hulman Center. Concessions was on hand for Mens basketball and Women's basketball through the months of November and December.

Community



ISU Dining has been very active in the ISU and Terre Haute Community this past semester. To highlight a few:

Food Donation - ISU Dining Services awarded a \$20,000 grant to provide meals for children in the local area over this past summer. Feeding our Future is another initiative of So-dexho's Stop Hunger Foundation. This makes Terre Haute the only city of its size to share in a program that operates in other large metropolitan areas across the country. The premise that "hunger doesn't take a vacation" drives the focus on children who will not be able to receive a meal in school during the summer months. Contributions to the Foundation come from (among other sources) our local employees, about a third of whom, contribute via weekly payroll deductions to this worthy cause.



Our students have contributed almost \$1,000 by the purchase of assorted baked goods in Resident Dining's Carry-out facilities. A portions of the proceeds is transferred directly to the Foundation each month. ISU student's generosity has long been a known quality, and this just reinforces that "strength if character" realization.



The Vigo County area affiliate of America's Second Harvest, stops by ISU Dining Services kitchens each day to collect surplus food product that would otherwise be wasted. The total collected for this year (through September) is close to 16,000 pounds of wholesome food that can be used in area soup kitchens, feeding center and pantries to make the world a little better, one day at a time.





Terre Haute Air Show - ISU Dining joined forces with Admissions and the ISU Foundation to help create a very successful air show. We donated 1000 hot dogs to the ISU Student Tent and a Pepsi Truck.

Food, Feedback & Fun - Dining services met with representatives of major student organizations to seek feedback on dining services.



Student Health Promotions - Dining Services and Burford Hall teamed up to present "Healthy Eating on Campus".

Sue Sluyter, Resident District Manager, represented ISU at a Food Service Sustainability Meeting at Purdue University with representatives from Indiana University, Purdue, Ball State and Notre Dame University.




In addition to representing ISU Dining off campus, Sue Sluyter, trained 12 dietetic students in Serv Safe Food Safety Certification Course. She met with student groups from RHA, Lincoln, Hines, and Jones area council to solicit feedback on how ISU Dining Services could better serve the student population.



ISU Dining partnered with the ISU Union Board to promote a very successful Caring Cans/Jam the Bus initiative on November 7, 2007. ISU Dining was attempting to break the world record of a single food collection in one day nationwide. While the results were still being tallied for the world record, ISU Dining and the Union Board doubled the amount of food collected from the previous year. Over 2,000 pounds of canned food was donated to Catholic Charities.





ISU Dining loves our student workers. Students who are employed with ISU Dining are awarded an ISU Bookstore book voucher twice a year in addition to their regular pay. This semester, ISU Dining awarded \$2100.00 in book scholarships to our students.

On a final note, ISU Dining Services' commitment to training and team work is top notch. The staff of ISU Dining participates in frequent training sessions of importance to their specific jobs or, to improve their customer service skills. One special training was undertaken this semester. Kathleen Biaggi, Senior Human Resources Director was on campus in November to train 74 front-line employees on diversity. Sodexo employees were trained in many other topics: safe food handling, back safety, respectful work environment and chemical hazards.

As for teamwork, there is a constant sharing of personnel and expertise to meet catering obligations during the busy seasons, or whenever customer needs require it. ISU remains a great environment for great things to grow.


EXPERIENTIAL LEARNING

ISU Dining Services is an active participant in ISU's commitment to Experiential learning.

College of Arts and Sciences
Family & Consumer Science

This fall, ten dietetic students under the supervision of Dr. Lynn Duerr were hand on in our Residential Dining Operations. As part of the Family and Consumer Science curriculum, Quantity Foods class ensures that students have real life food production experience.





College of Business
Management 401

Ten members acted as consultants on the development of food service space in the new College of Business and Student Recreation Center. As the team gathered information, ISU Dining Services and Sue Sluyter were a major resource. During several meetings, phone conversations and emails: sales, labor, product and equipment data was shared. Students learned first hand all that goes into running a food service operation.

Management 631

Team members of this graduate level course were responsible for putting together a case study of an organization challenge. Together with Sue Sluyter, the group evaluated our current student employment program. The group made several recommendations on how we can recruit and retain student employees.

College of Education
Higher Ed Administration

Stacy Ploskonka, graduate student in Higher Ed Administration used ISU Dining Services as her project for Will Barrett's Assessment Class. Stacy worked hand in hand with Sue Sluyter. Together they met with seven student groups, gathered feedback and information from ISU's student residents.





Our People



Peggy Baker recently celebrated her 25th year of service to Indiana State Dining Services. She began her career on August 18, 1982.

Peggy has worked at various location on campus; Sandison, Burford, Lincoln Quad and Sycamore. She currently is the Production Supervisor at Sycamore Dining. Peggy ensures that all the food is ordered and arrives on time for those daily tasty meals served at Sycamore Dining.

Her other responsibilities are to work with the cooks in the kitchen and safety training.

Peggy is married to her husband of 4 years, Randy and has two daughters, Beth and Kim. She is the proud grandmother to Olivia who is 14 months old.

Her hobbies include gardening, Ohio State Football and spending as much time as possible with Olivia.





Hail & Farewells



The fall semester brought a few personnel changes to ISU Dining. We bid farewell to Jan Michael Giglio. Jan Michael was our Executive Chef in Generations for the past three years.

Jan Michael moved over to the corporate side of Sodexo and accepted a position as Executive Chef for our Pfizer account here in Terre Haute. We wish him well.



Joining our team at ISU Dining this semester is Mrs. Angie Cottrell. Angie is a 2004 graduate of IvyTech Indianapolis in Hospitality Administration with a focus in Culinary Arts. Her resume is filled with experience and knowledge. Her experience includes Banquet Chef at the Walden Inn, Greencastle, Indiana. She has both front and back of the house experience from the Beef House and Maple Corner in Covington, Indiana. Angie has also taught Culinary Arts in the Rockville Correctional Facility for three years.

Before joining ISU Dining, Angie was the Food Production Manager at St. Mary of the Woods College.

Angie is married to Brad and has three children. She lives on a rural farm in Rockville, Indiana with cattle, chickens and a goat.

You can always find Angie in the kitchen. Just look for the tall white chef's hat and you are sure to find a smiling chef underneath.















