Carleton Dining Board  
Thursday, May 19, 2016  
Sevy Meeting Room

Present:
Andrew Woosnam ‘18, Anna Thompson ‘17, Dan Bergeson, Eric Walker ‘17, Jenny Pope, Katie McKenna, Sarah Weiler

Comment Cards:

LDC
- Is a hot dog a sandwich?
- CUP HOLDERS please
  - They are back!
- It is often difficult to identify items which have nuts, even when looking in the ingredient book. Also, for people with more severe nut allergies, the rampant cross contamination makes many desserts (section) inaccessible. Thank you.
  - Anything that has nuts in it, has the nut written into the menu name. For example, Thai Peanut Chicken. As for dessert we try to keep them separated.

Burton
- Can we get grapefruit juice?
  - Sorry not a part board program
- The blue cheese mac and cheese from a few weeks ago – I have been dreaming about it. You should make it again!
  - We will put it into the rotation.
- Spinach-Artichoke Dip is SO GOOD. Also, Cathy, thanks for your comment about serving yourself over the pan to reduce waste! Will Do!
  - Thank you
- Could you cut the grapefruit the other direction again? You can’t really eat them how they have been cut recently. Thanks!
  - Yes – We will look into how the grapefruit is cut.
- Can we start recycling soy milk containers? There are so many added to landfills.
  - Yes we can
- Can you bring back fun eggs for brunch? (Eggs w/more stuff than cheese)
  - 5/15/16 Fun eggs today – sausage, potato & cheese
- Would you please bring back fun eggs at brunch? I miss their loaded goodness! 😊
  - 5/15/16 Fun eggs today – sausage, potato & cheese
- I miss vanilla chais!! Please bring them back!
  - We will put it in the rotation thanks
- Some days the pesto is a nice, creamy consistency. Most days, though, it’s super oily. Would you consider opting for the creamy kind more often?
  - We like to rotate our pesto so everyone can eat it. Thanks
- Would it be possible to have more/more consistent options that are both gluten-free AND vegetarian? I know that it is probably uncommon, but it’s quite difficult when there are
frequently fewer no options today there is just soup, potatoes, and cauliflower. I would so so so appreciate it. Thanks for all you do!
- **We will look into our gluten free/vegetarian options.**
- Can there be buffalo sauce for sandwiches or in the salad line?
  - **We will check into that.**

**Sayles**
- Thank you for the new teas in Sayles!
- More broccoli cheddar soup!
- Broccoli cheddar soup is sooo good! Please make some? ☺
  - **Thank you!**
- Carrot cake Please!
  - **I will talk to the Bakers**
- Breakfast, lunch and dinner – So good! 😊
  - **Thanks 😊**
- More pasta specials please
  - **Look for them on Chefs fare. We are glad you enjoy them.**
- Please do quesadilla specials soon!
  - **It’s on next week’s Special!**
- Sweet potato soup is SO GOOD!!!! 😊😊
  - **Thank-you I will pass it on to the cooks!**
- The kale salads are great! Also, a while back there was a kale soup and that was good.
  - **Thank-you!**
- Long time, no half tuna sandwiches (at least when I check)
  - **Look for them in grab n go case.**

**Email/On-line Comments**
- Hey! Y’all are doing a great job! I just have one comment about the cooked carrots that are sometimes served at the American Grill and are too seasoned and there is too much salt and pepper added to them. Thank you so much!
  - **Thanks for the great feedback. I’ll pass this on to the cooks at LDC! Have a great day!**
- My son is an incoming freshman in September, class of 2020. He is allergic to Pine Nuts (often found in hummus, pesto and Italian cookies). Do you have anything in your dining halls with pine nuts that he should be aware of?
  - **I’m so glad you wrote us! We don’t normally use a great deal of Pine Nuts. We try to label the 7 most common allergens in our products, and normally use the name of the allergen in the name of the product, for example: “Cashew Chicken Stir-fry”, or “Pecan Crusted Tilapia”, or “Creamy Broccoli Soup”. Since we make everything from scratch we also have ingredient lists at every station that lists all the ingredients used to make a product. I would strongly recommend that you and your son meet with one of our Chefs when you come to campus, if not the first day then sometime during the New Student Week. We would walk him around the serving area in both dining halls and help him understand where he can find information that he needs. It would also help the Chefs so that they can be more conscious of this allergy so whenever they use Pine Nuts they add this to the name of the item, i.e. “Pesto with Pine Nuts”. Our Executive Chef is Britton Good, copied on this e-mail. His e-mail is Britton.good@cafebonappetit.com his direct number is 507-222-4467. Please feel free to reach out to set up an appointment with**
him or give him a call if a phone call works better for you. Thanks for reaching out – let me know if there is anything we can do to help in this transition!

- Recently, I and many other people have had extremely negative experiences with one of the staff members at the LDC regarding Bon Appetit policy. Innocent violations of the dining hall’s policies regarding how to serve yourself food and the take-out policy have been addressed by a certain staff member very poorly. In each of these instances, the students involved have not been disrespectful or antagonistic, but the staff member was extremely curt and aggressive, and caused emotional distress on the parts of students. While these students understand that Bon Appetit wishes to enforce rules for safety and health reasons, these interactions have created an unwelcoming, hostile atmosphere at the dining hall, and the incidents could have been handled in a much more friendly, respectful manner. Thank you.
  - I appreciate your taking the time to send us this feedback. I will discuss with the team about the way we approach students. I think sometimes the team gets frustrated with the number of students who are breaking the take-out policy, and the number of students that come into the dining halls without going through the checker. Our team is trying to protect our program by holding students to the rules. Most often any student approached is very defensive no matter how we approach them, we are often met with disrespect when we are only trying to do our jobs. I will have the Managers bring this to the team’s attention. Anything you can do to assist us in keeping the rules would be greatly appreciated!
- In precise terms, what is the harm in sneaking into the dining hall? Does Bon Appetit lose money when students sneak in? Does the dining hall run out of food? Is there more food waste? I’m curious because there seems to have been a lot of suspicion in the LDC recently about students sneaking in.
  - I’m sure that you realize that the term “sneaking” already implies that this is not something that is ok to do. This is theft. It is the same as leaving a restaurant without paying. When students come into the dining hall, without swiping in, it does affect Bon Appétit financially as well as the school. It also affects the students on the meal plan as theft can be passed down to students in increased board plan costs by the school. We create our budget based on the number of students that are paying for the meal plans. We build into our calculations the number of meals the students normally eat out of their 15 meal plan or 20 meal plan. We don’t charge the college for the “missed meals”. When those not on a meal plan sneak in, or those on a 15 meal plan who run out of meals sneak in, those meals are not captured and therefore are additional costs not budgeted. We also calculate out based on the number of swipes into the dining hall how much each plate costs us to produce. The Chefs are held to this budget. If students are coming in without swiping, this cost goes up. When the costs goes up the Chef needs to work on the menu management to insure that the price goes down – that cold impact the food students are offered due to the increased cost of students sneaking in and not paying for their meals. Contractually we are to have food available for 15 minutes past the meal period. We see a great many students “sneaking” into the dining hall after the checkers are gone. This happens so that often we do have additional food waste to accommodate all the students. There is more attention to this issue during spring term, as that is when we see more students coming into the dining halls without swiping especially at LDC through the open patio. The College is as concerned as we are so they have installed cameras to try to deter the students from this practice. We can then look up the students and report them to the Deans Office. I hope that this has been helpful
for you to understand some of the concerns you mentioned. I would be happy to discuss with you personally if you have further questions.

Discussion

- **New procedure for re-entering LDC after taking food out to the patio to eat.**
- **OneCard swiped a second time.**

- Student Naturalist Project at LDC – Sorry for the delayed response. I’ve just finished putting all the boxes up around campus. Perhaps you’ve seen the ones now next to the LDC! I really am very sorry to keep bumping heads, and I sincerely hope we can reach some kind of common ground. The problem with the table tents and the chalkboard is that they are both extremely temporary, only present for a week or so. In addition, I would like to have my information close enough to the box that it can be read while the box is in sight, like on the wall of the back room of the dining hall, or on the pillars against the east windows of the building. These would be very high quality, on laminated 11” x 17” paper so they are made to last, instead of wrinkling or tearing. They are more than just posters or pamphlets one would make to advertise for an event, they are a part of the Cole Student Naturalist project, which is intended to bring nature education to the students on campus. The posters are the educational material to be paired with the boxes, and I would need them to be nearby to be effective. I’m imagining something more like the purpose of the signage on a pillar in the lower dining hall seating that explains the use of the carpet tiles used as flooring, which was another project that required educational material. All of the bird boxes have been approved by Grounds to remain in place for the next two or more years, and the posters are a part of that project. I realize that no building on campus is capable of agreeing to something that long term, which is why I would use non-permanent command strips to put them up, in case they need to be taken down or replaced for any reason. I hope you will approve the placement of these educational posters, at least to give them a try for just the remainder of the term. I can re-negotiate putting them back up come Fall term. I have attached the files, so you can see what the final products look like. Thank you.
  - **Response by J. Pope on 5-23-2016** – I have reached out to our Carleton client contact – Dan Bergeson to ask again about your poster project. He said you can attach your posters to the North or South Facing Side of the column in the lower level in LDC. Please connect with Eric Rasmussen, Bon Appétit Director of Operations before you put up your sign to make sure it is in the correct spot. Eric’s office is in the LDC kitchen. Dan Bergeson would like these posters taken down in winter term and depending on student interest, put back up again in the spring. I have included Eric R on this e-mail. Thank you.

May/June Events:

- **May 16 - 20**
  - Featuring Mediterranean Cuisine in both Dining Halls and in Sayles Café
- **May 21**
  - Spring Concert – both Dining Halls closed for dinner – Dinner will be at the Rec Center under a tent
- **May 30 – June 3**
  - Sayles Exam Packs go on sale
- **Monday, May 30**
  - Cookie Decorating for Memorial Day
• **Wednesday, June 1**  
  o Res Hall A Palooza – Carnival food at dinner  
• **Thursday, June 2**  
  o Omelets – 8:00 a.m. – 10:00 a.m.  
  o Waffle Bar – 8:00 p.m. – 10:00 p.m.  
  o Sushi for lunch in LDC  
• **Friday, June 3**  
  o Omelets – 8:00 a.m. – 10:00 a.m.  
  o Waffle Bar – 8:00 p.m. – 10:00 p.m.  
  o Made-to-Order Individual Pizzas for lunch in Burton  
  o Late Night Breakfast 10:00 p.m. – 11:00 p.m. in LDC  
• **Sunday, June 5**  
  o Dinner is the last meal in Burton  
• **Tuesday, June 7**  
  o Breakfast is the last meal in LDC  

**Next Dining Board Meeting:**  
• **Fall 2016**