



| You Talked..... | We Listened! |
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| <p>The Speed of Service in the RFoC has become slower over last year</p> | <p>Beginning February 1st, we will be adding another team member to the grill area during the noon hour, as well as peak dinner hours We will also be adding a third cash register during the noon hour</p> |
| <p>The convenience items in the RFoC are not as easily available as the were in the past</p> | <p>We are going to increase the Grab-n-Go Fresh Fruit Cups, Yogurt Parfaits, Sandwiches and Garden Salads in the RFoC. Look for them in the Grab-n-Go cooler next to the beverages</p> |
| <p>The variety of food options is not enough for those of us that live in the residence halls and eat here every day</p> | <p>We have created a new menu just for you! This menu includes many of your favorite items from the past, as well as a few new items. We have also created a fun and exciting events calendar that will showcase seasonal favorites, special events, and just plain old fashioned fun.....Keep your eyes out!</p> |
| <p>The hours of operation does not work with the changes to the class schedule</p> | <p>You are absolutely right! We have done our homework, and have found that many students have not been able to dine with us due to the new schedule. So, rather than closing the doors at 10:30 after breakfast, the doors will remain open for service. We will have the grill, produce market, and Grab-n-Go open for service at 10:30. The other concepts will be open at 11:00 as usual. In addition to adding to the lunch hour, we will be offering a dinner selection in the Boxer Bistro for athletes and students with class conflicts. Now, we do ask that you eat in the RFoC whenever possible, but if you miss a meal due to an athletic event, practice or a class, we will make sure that you are taken care of.</p> |





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| <p>We are paying too high of a price to eat in the “dining room”</p> | <p>We understand that your dollar needs to stretch farther than it did a year ago. With the current state of the economy, every last penny counts, and it should. It actually should no matter the state of the economy. With this in mind, we have refreshed our menus, as well as our menu concepts. We are currently offering value meals and combos at the Grille, Pizza, and Deli. We are also bringing back old favorites (like mexi nuggets) at a low cost to you.</p> |
| <p>Sometimes the staff are not as friendly as they should be.</p> | <p>Although we pride ourselves in customer service, we apologize if we sometimes seem a bit rushed and/or stern in how we deal with our customers. In order to ensure excellent customer service, we have recently conducted a Hospitality Training for all of our team members. This training is being followed up by an incentive program in our efforts to excel in Hospitality and Customer service</p> |
| <p>There is not enough nutritional information available</p> | <p style="text-align: center;"><i>Just4U</i>[®]</p> <p>You will see this logo on all of our healthy options. Each concept will have nutritional information listed for each menu item. Please make sure that you check the portion size, as changes to the portioning will change the nutritional content. If you have questions regarding portion sizing, please feel free to ask an RFoC team member for assistance</p> |
| <p>I would like to see more healthy options available</p> | <p>We have increased our Health and Wellness program with the addition of the Just4U program. The goal of the program is to help point the way to healthier lifestyles by highlighting ‘better-for-you’ menu selections. Look for HEALTH-FINDER Nutrition Messages at each menu concept.</p> |

