Best Practices Summary

Date: June 6, 2012 **Project/Point-Event:** Dining Services Calendar Communication Process

Team Leader/Dept: Kim Malm, Auxiliary Services Process **Owner/Dept:** Pat Clelland/GM Sodexo

Business Need: Collaboration and communication mechanisms were needed to establish a cohesive dining calendar coupled with information dissemination between students, parents, Housing, and Dining. Past scheduling has left students without Dining Hall services (as an example, finals week) due to non-communicated closures.

Summary of Event:

1. *A 2012-13 Dining Calendar was established to communicate hours of operation*
2. *Summer Mail out to parents/students will now include a Dining Calendar*
3. *Website will include Dining Calendar*
4. *Cross campus collaboration with the Vandal Card office occurred to enhance additional communication/resources*

Results: A Dining Services Calendar created collaboratively between Housing and Dining that fits the customer needs and will be well communicated through mailings and website notification.

Team Members: Pat Clelland, Cara Lehman, and Kelsi Nagle

Cross-collaboration with Vandal Card Office: (Pictured left to right) Mike Sohns, David Yeamans, and Terry Quinn

DINING CALENDAR 2012-2013	
2012	
August 16th	Thursday: Open for dinner only
August 17th- November 15th	Open
November 16th	Friday: Close after lunch
November 17th-24th	Dining Hall closed inclusive of Flex
November 25th	Sunday: Open for dinner only
November 26th-December 13th	Open
December 14th	Friday: Close after lunch
December 15-January 7, 2013	Dining Hall closed inclusive of Flex
2013	
January 7th	Monday: Open for dinner
January 8th-March 7th	Open
March 8th	Friday: Close after lunch
March 9-16th	Dining Hall closed inclusive of Flex
March 17th	Sunday: Open for dinner only
March 18th-May 9th	Open
May 10th	Friday: Close after lunch, inclusive of Flex
*Flex dollars must be used May 10th before 1pm or they will be lost.	

Pictured above left to right: External team members from the Vandal Card Office: Mike Sohns, David Yeamans, and Terry Quinn. Internal Auxiliary Service Team Members: Pat Clelland, Cara Lehman, and Kelsi Nagle.