The House Dining Committee has identified several areas for improvement in regards to our house dining halls. Bon Appétit (BA) has been working hard to address and resolve these issues. The areas discussed in the most recent committee meeting were as follows:

I. **Ice Cream**: Freezers have been ordered for Maseeh and McCormick for ice cream to be available. They are backordered, but BA should have a date of arrival soon.

II. **Signage**: More comprehensive signage is in place for specialty diets/dietary needs (i.e. vegan, halal). There is a one page for each item posted in the dining hall that lists all stations currently serving items for each dietary need.

III. **Labor Issues**: More labor hours and staff members have been added, especially cleaning staff.

IV. **Vegan**: Jim Dodge (Vegan chef at BA) came to campus to go through menus and meet with the chefs. He is also helping to organize a visit from a vegan chef to help make the vegan menu more unique and exciting.

V. **Taj Station**: Indian food station has kind of veered off course, but BA has a meeting set up at Maseeh to give the station an overhaul and get back to its’ original purpose.

VI. **Simmons Late Night**: Panini’s and smoothies will be available again at Simmons, starting on Sunday, October 23rd. BA is just waiting for the equipment to arrive.

VII. **Brunch hours** – BA confirmed that brunch hours will change to 10:00 a.m. – 1:00 p.m., starting on Saturday, October 22.

There are also areas that still require improvement. The committee and Bon Appétit are working together to continue to address these issues, whether through action or further examination:

I. **Signage**: Making sure that signage is visible and accessible to students within the dining halls, particularly for those with dietary needs.
II. **Customization**: Ensuring that the customization options, particularly at areas such as the stir-fry, are available and well known to students.

III. **Multiple Swipes**: We are hearing from some students that they like the current meal plan, but would like more options - specifically the option to swipe their meal plan card multiple times per meal period. Here are a few examples of how adding options such as this, will cost more money:

a. Multiple swipes per day will lead to fewer (total) missed meals, and as the missed meal factor goes down, BA's costs go up. Further, it will skew meal swipes toward the expensive meals, and away from breakfast. So we would really have to have 3 levels: 7 basic, 7 any, and 7 any-any. If BA's cost goes up, price will have to follow.

b. Multiple swipes per day lead to more variability in the number of students eating a given meal. Since BA must prepare for the maximum, not the average number of students, cost goes up.

c. Allowing guests to swipe off of a student's main account may reduce the total walk in traffic, cutting into BA's revenue. Again, price would have to go up to maintain revenue.

IV. **Miscellaneous**

a. Bon Appétit hosts a number of special events in the dining halls. A complete listing can be found here: http://www.cafebonappetit.com/menu/your-cafe/mit/events

b. Visibility of front of the house managers has been addressed at previous committee meetings. Bon Appétit has been working to get manager pictures and bios available in the halls and online. In addition, managers will be asked to wear nametags and be noticeably present in the dining halls when they are not otherwise occupied.