House Dining Committee Minutes  
Wednesday, April 9, 2014  
Flowers Private Dining Room  

In attendance: Bette Colombo, Charles Stewart, Steve Hall,  
Emilio Pace, Lena Yang, Mike Myers, Naomi Carton,  
Reggie Kernisant, Kathy Sylvester, Lauren Patterson, Kelly McDonald  

I. Discussion of changes made by Bon Appetit to address issues brought up by students & staff  
   a) BA promoted Debbie as the new Director of Operations.  
      As the new director of operations Debbie will audit all residential dining halls and will be in  
      charge of ensuring that BA staff fully understands the dining program at MIT.  
   b) There will be a new kosher supervisor on the weekends to fill the previous void on Saturdays  
      & Sundays.  
   c) BA will be working with chefs to improve the quality and variety of menus at all residential  
      dining halls.  

II. Update On customer service-driven focus groups and surveys/Student Voice  
   a) HDC discussed possible ways to improve our survey to get the answers we need for a better  
      customer service experience.  
   b) How do we reach out to students and staff without causing survey fatigue?  
   c) What is the structure of IAP and what changes need to be made to ensure the longevity of the  
      IAP meal program?  
   d) Ideas exchanged included a price increase to ensure the IAP meal plan can be sustained no  
      matter how many students sign up. Could IAP just be another part of the meal plan?  

III. Brief Review of Meal Plan Data & Data Request  
   a) Data shows that students are returning the to-go meal trays at a very high rate.  
      Students are not always returning the to-go trays to the dining hall they received them from.  
      Will this be an issue in the future?  
   b) Concerns were raised about the online menu being accurate and updated at all times and  
      solutions to maintain accurate, real-time updates were discussed.  
   c) Is it possible to look at previous menus from earlier on in the semester and if so, is it also  
      possible to provide an archive these menus online?  

IV. The next meeting date and location is to be determined and will be communicated to the HDC.