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21.02 DINING SERVICES

21.02.1 POLICY STATEMENT

It is the policy of Rowan University to provide appropriate dining services to meet the varied needs of the campus community. The University is committed to the following goals in support of the above policy. Presently, Dining Services are handled by Chartwells. Please contact John Hallman at extension 4640 with any questions.

- To serve balanced, wholesome meals
- To purchase the very best food available
- To give kind, courteous and prompt service
- To provide pleasant and clean surroundings in which to eat
- To meet and maintain high sanitary standards
- To solicit and be receptive to our customers’ thoughts and suggestions
- To give maximum value at minimum cost
- To continually re-evaluate our program
- To provide a menu with variety for all tastes
- To ensure equal opportunity and to encourage our staff to advance according to their abilities and desires

21.02.2 TRUSTEES MANDATORY DINING SERVICES POLICY

All students living in the traditional residence halls are required to purchase one of the available meal plans.
21.02.3 SERVICE FOR STUDENTS

The Dining Service office is located in Room G-14 of the Student Center. The Dining Service Staff and Rowan University are pleased to offer the following meal plan options:

- Any 19 Meal Plan with $200 in Flex Dollars
- Any 14 Meal Plan with $250 in Flex Dollars
- Any 10 Meal Plan with $300 in Flex Dollars
- Any 7 Meal Plan with $350 in Flex Dollars
- Any 50 Block Plan with $150 in Flex Dollars
- Any 25 Block Plan with $150 in Flex Dollars
- Any 25 Block Staff Plan

The Dining Service office oversees all dining options throughout the campus. These operations are:

**The Cafeteria** - Traditional board operation with a full course menu, deli, pizza, grill selections, salad bar, fresh fruits, pasta, desserts and more.

**The Food Court** - Offers grill and fryer selections, deli, salad and more.

**Owl’s Nest** - Waitress service option with a limited buffet, salad bar, soup, and ala carte menu.

**Market Basket** - An on-campus retail convenience store carrying a wide variety of beverages, frozen foods, candy, toiletries and more.

**Off Campus Delivery** - Order authentic Chinese cuisine or pizza delivered hot to your dorm.

**Smoothie Bar in the Recreation Center** - All fruit smoothies made to order, plus a variety of other wholesome items.
Who is Required to Purchase a Meal Plan?
All first year Residence Hall students are required to purchase either the 19 Meal Plan or the 14 Meal Plan for the first semester. First year Residence Hall students may change to as low as a 10 Meal Plan in the second semester. All other residence hall students must select from the 19, 14, 10, or 7 Meal Plans. All students not residing in a residence hall may select a 19, 14, 10, 7, 50 Block Plan or 25 Block Plan.

How Does the Meal Plan Work?
19, 14, 10 and 7 Meal Plans
Your Rowan Card (University I.D. Card) will be encoded to access your Dining Service Account. You must present your Rowan Card to the cashier for entrance into the Cafeteria. When you enter, a meal will be deducted from your account for that week. Only one meal may be eaten in each mealtime. The week begins on Monday and ends on Sunday. As one of your meals, you may choose from selected combo options in the Food Court (See Cash Equivalency). Each meal plan comes with Flex Dollars that may be accessed using your Rowan Card and used in any dining location on campus including some vending and Pizza Delivery, Chinese Delivery and Recreation Center Smoothie Bar (See Flex Dollars) for more options.

How Does the 50 & 25 Block Plans Work?
All non-Residence Hall Students may choose any meal plan including the 50 or 25 Block Plan. The Block Plan works much like the other plans except they may be used for any meal in the semester, regardless of meal zone. One meal is deducted from your account each time you eat a meal. Unlike the other plans, you may eat more than one meal in a meal zone. You do not lose a meal if you choose not to eat a meal. Blocks do not carry over from one semester to the next. As with the other plans you may use one of your meals as an equivalency in the Food Court (for more information, please see cash equivalency). These plans also include $150 in Flex Dollars (See Flex).

How Do the Flex Dollars Work?
Flex Dollars are integrated into all meal plans to give you added flexibility and convenience. Flex Dollars may be used at any Campus dining location in addition to Pizza Delivery, Chinese Delivery and the Recreation Center Smoothie Bar. They also may be used to supplement your meal plan in lieu of a meal or paying for a friend to eat with you.
How Do I Cancel or Change My Meal Plan?
Cancellations of the 19, 14, 10 & 7 Meal Plans are allowed except for students residing in a residence hall, and are pro-rated on a weekly basis through the first five weeks only, (similar to tuition and fees). Thereafter, there will be no refund for the remaining weeks. The 50 and 25 Block Plan will be refunded on a meal remaining basis until the end of the fifth week after which there will be no refund for the remaining unused meals. Unspent Flex Dollar balances will roll over from the fall to spring semesters and are refundable only at the end of the academic year, or at the time of withdrawal or termination of the Meal Plan.

You may change your Meal Plan (up or down) to a plan that suits you best during the first two weeks of the semester. You may change to a higher plan at any time. To make changes, stop in the Bursar’s Office in Savitz Hall.

What is Cash Equivalency?
You May use Cash Equivalency in the Food Court in lieu of a meal in the Cafeteria. Each location will offer selected combos at or below the cash price, which can be used as a meal. If you don’t choose one of the selected combos or cash equivalency specials, you may use the cash allowance for that time period towards your purchase. If your purchase exceeds the cash allowance you may charge the remaining balance to your Flex, or Declining Balance account, or use cash.

Certain policies and procedures must be followed to maintain a cost effective and efficient dining program. We invite you to select and eat what you like in the Dining Hall; however removal of china, glassware, utensils and food except a piece of fruit or cookie dessert, are prohibited. The Health Department requires that shirts and shoes be worn in the dining facilities at all times.

The following are essential items regarding the use of your meal card.
1. It is necessary to present your Rowan Card each time you eat a meal in the Cafeteria.
2. The Rowan Card must be presented at all locations to utilize Cash Equivalency or to access your Flex Account.
3. The Rowan Card is not transferable for any reason. Rowan Cards used by someone other than the card owner will be taken by the Dining Service Staff and admittance will be denied. The owner of the card will be notified.
4. Authorized personnel reserve the right to request and review a Rowan Card at any time.
5. Lost or damaged Rowan Cards should be reported immediately to the Bursar’s Office by dialing 256-GONE. Replacement Cards can be obtained at the Information Desk in the Student Center for $10.00. The Information Desk is opened Monday through Friday from 8:30 a.m. to 4:30p.m. Or they can be reached by phone at 256-4606.

All students may place funds in an All Campus (Debit Card) Account.

Services available:

- The Student Dining Hall (Cafeteria)
- The Food Court
- Soda Vending Machines
- Laundry Facilities
- The Market Basket
- Pizza and Chinese Delivery to Student Room
- Long Distance Telephone Service
- College Bookstore
- Owl's Nest

Service Hours:

<table>
<thead>
<tr>
<th>Service</th>
<th>Days</th>
<th>Time</th>
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<tbody>
<tr>
<td>Dining Hall (Cafeteria)</td>
<td>Monday - Friday</td>
<td>7:00 am to 2:00 pm</td>
</tr>
<tr>
<td></td>
<td>Saturday - Sunday</td>
<td>10:00 am to 7:00 pm</td>
</tr>
<tr>
<td>Food Court</td>
<td>Monday - Thursday</td>
<td>10:30 am to 2:00pm</td>
</tr>
<tr>
<td></td>
<td>Friday</td>
<td>10:30 am to midnight</td>
</tr>
<tr>
<td></td>
<td>Saturday - Sunday</td>
<td>7:00 pm to midnight</td>
</tr>
<tr>
<td>Market Basket</td>
<td>Monday - Friday</td>
<td>7:00 am to 11:00 pm</td>
</tr>
<tr>
<td></td>
<td>Saturday</td>
<td>8:00 am to 11:00 pm</td>
</tr>
<tr>
<td></td>
<td>Sunday</td>
<td>9:00 am to 11:00 pm</td>
</tr>
<tr>
<td>Owl's Nest</td>
<td>Monday - Friday</td>
<td>11:00 am to 2:00 pm</td>
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21.02.4 FACILITIES

LISTING AND CAPACITY

<table>
<thead>
<tr>
<th>Listing</th>
<th>Capacity</th>
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<tbody>
<tr>
<td>Student Center Dining Hall</td>
<td>475</td>
</tr>
<tr>
<td>Food Court</td>
<td>150</td>
</tr>
<tr>
<td>Owl's Nest</td>
<td>175</td>
</tr>
<tr>
<td>Room 144</td>
<td>90</td>
</tr>
<tr>
<td>Rathskeller</td>
<td>212</td>
</tr>
<tr>
<td>Ballroom</td>
<td>400</td>
</tr>
<tr>
<td>Patio</td>
<td>75</td>
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21.02.5 SPECIAL SERVICES/FACULTY-STAFF DINING ROOM

Owl's Nest - Buffet style and full service.

Catering - Receptions to candlelight dinners. Brochure available in Dining Services Office located in the Student Center.

21.02.6 BUSINESS OPERATIONS

Cash Handling Procedure

Owl's Nest: Cash Register - All cash is rung up on Register. Guest checks are written by server. Guests pay Cashier. Computer system - Allows students to use flex dollars or All Campus Account. Records transactions.

Dining Hall: Allows students to use Dining Service Account and all Campus Account Cards. Records transactions. Cash Register - all cash is rung up on the register.
Food Court: All serving units have a Computer System for Dining Service Accounts as well as All Campus Account Cards. Five (5) cash registers are at this location to record all cash transactions.

Market Basket: Computer System - Allows students to use Dining Service Account and All Campus Account Cards. Records transactions. Cash Register - all cash is rung up on the register.

All cash is delivered to the Dining Service Office. A Daily Sales Report is compiled and deposit slips are made for all cash and checks received by the Department.

Food Purchasing

All food purchased for any of the operations is done by contractor.

Equipment Purchasing (State)

Purchasing of equipment is also done on a bidding process through the Purchasing Department. Wherever possible, State of New Jersey Division of Purchase and Property annual contract vendors are used for obtaining equipment.

Equipment Purchasing (Contractor)

Some equipment is purchased by contractor.

Storage Procedure

All merchandise received by the unit is placed in the proper storage areas or refrigerated unit (meat freezer, produce, beverage, or dairy box) where it is properly stored for use by the unit. Inventory counts are taken at the end of each week of all merchandise.

Safety

It is important for the safety of the employees and customers that accidents be avoided in the organization. Most accidents happen because of carelessness. It is the responsibility of the supervisor to take the necessary actions to see that accidents do not occur in their units. Good management attitude and proper employee training towards safety will help avoid any major accidents.
Health Regulation - Chapter XII - NJ State Sanitary Code

Dining Service and Food Court as a retail food establishment must meet all the guidelines provided in Chapter XII of the NJ State Health Department (see Exhibit 12-50. Certificate of meeting the code requirements must be displayed at each unit.