

**Profile of
University Dining Services
University of Wisconsin–Stout
2023 Regents University Staff Excellence Program Award Recipient**

Highlights from nomination materials:

- University Dining Services includes many levels of university staff: managers, chefs, cooks, retail and catering leads, production assistants, and food service and office leads, along with hundreds of student employees.
- University Dining Services is one of five self-operated dining services in the UW System. This means that revenue is retained on campus, dining closely aligns with university initiatives, and the unit is engaged with the student experience. UW-Stout's quality of catering and service is consistently mentioned as "one of the best in the UW System," which the unit is proud of; it is also aligned with the "service excellence" emphasized throughout many of the university's academic programs, including Hotel, Restaurant, and Tourism Management.
- University Dining, a unit in Student Life & Services, is consistently a top-performing enterprise. The university staff, who comprise most of the professional staff in dining, are among the most well-trained, committed, and energetic staff on the UW-Stout campus.
- University Dining is responsible for several long-standing traditions on the UW-Stout campus that are instrumental in creating a sense of community and belonging.
 - The Great Stout Cookout, recognized nationally as an exemplary program, welcomes students back to campus. This outdoor campus-wide event, where campus administrators serve traditional Wisconsin cookout fare in the first days of the semester to students, is a cultural tradition designed to officially welcome all students back for the academic year.
 - Oktoberfest and the Holiday Buffet bring faculty, staff, retirees, and community members together to celebrate the respective season with traditional foods and cultural entertainment.
 - The handing out of exam bags, donated and put together by University Dining Services with healthy snacks and notes of encouragement, are distributed by administrators to students at the start of finals.
- In a recent student employee satisfaction survey (data as of April 2023), students find University fulltime staff 100% Helpful; 97% Cooperative; 100% Friendly; 97% Knowledgeable; and 92% Good Trainers.
- Examples of ideas implemented during the pandemic: contactless ordering and delivery service for those in quarantine and isolation; TRANSACT, the mobile ordering application which allowed guests to order meals from their favorite venues and skip socially distanced lines; and warehousing items to balance food shortages.
- The team is well known in the greater Menomonie community, not only for their excellent cuisine, but also for their exemplary service catering a wide range of events from weddings, housewarmings, retirement gatherings for 30 to 40 guests to annually serving a holiday meal to 900 employees at the Walmart Distribution Center.
- Past national awards and accolades: Menu Directions Culinary Competition - Executive Chef David Leach; National Association of College and University Food Services (NACUFS) Silver Award Special Meal; NACUFS Gold Award for catering online menu; NACUFS Silver Award Fireside Café.

In the words of colleagues:

- "This is a staff who truly cares about the well-being of our students, thinks creatively about how best to foster a positive institutional culture, and consistently goes above and beyond to help students and the university succeed."—*Katherine P. Frank, Chancellor, UW-Stout*
- "University staff in [University Dining Services] are professionals. They know that they do more than just feed students. They feed minds, they support learning, and they are often the front-line staff who notice and comment on students who need a referral for additional support. Daily, they create a space, not only where students are nourished, but where they can thrive in meeting their personal and professional goals. Consistently, they work to ensure, not only that students are well-fed, but that exemplary service is paramount in all their interactions."—*Sandi Scott, Dean of Students, UW-Stout*