

I. *Vision*
Creating a welcoming and inclusive dining experience.

II. *Values*

Respect the Individual – We treat everyone with respect and dignity.

Passion for Service - We provide high quality service and programs developed with creativity, innovation, and a commitment to continuous improvement.

Teamwork – We share common goals and work together to achieve them.

Integrity – We conduct ourselves with impeccable standards.

Inclusiveness - We respect and celebrate the diversity of individuals, perspectives, and ideas while promoting social justice

Continuous Learning and Growth - We support the engagement of our team with new skills, methods, and possibilities.

Sustainability We contribute toward a sustainable future and model high sustainability practices.

Empowerment – We work together to set goals, communicate, and trust our teams to put guests first and make sound supported decisions.

III. *Mission*

Dining Services is dedicated to supporting and improving the student and community experience by providing nourishment, fostering strong community, and creating a welcoming and inclusive dining experience while advancing the University’s mission and goals.

IV. *Goals*

Dining Services Goals Mapped to the UMD and Student Life Strategic Plans

| Dining Services Goal | Mapping to University Goals | Mapping to Student Life Goals |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|------------------------------------------|
| <p>1. Provide Outstanding Food Intentionally and consistently offer:</p> <ul style="list-style-type: none"> • products that are healthy, sustainable, and delicious • menus that are innovative and responsive • the highest quality ingredients and meals possible • customization options • an appreciation of global influences and modern eating trends • student and community satisfaction | <p>2, 5, 6</p> | <p>2.2, 3.2, 4.2, 4.3, 5.1</p> |
| <p>2. Ensure Quality Operations</p> <ul style="list-style-type: none"> • food safety is paramount and documented • maintain pristine food operations • model ourselves as the Champions of Change • sustainability guides operating decisions | <p>5, 6</p> | <p>3.2, 5.1, 6.3</p> |
| <p>3. Offer Exceptional Service</p> <ul style="list-style-type: none"> • provide support and service to students, campus partners, and team members • maximize relationships and partnerships with UMD community and partners • create community on campus • identify opportunities for shared services • advance wellness, diversity, and inclusion | <p>2, 5, 6</p> | <p>2.1, 4.1, 4.2, 4.3, 5.1, 5.3, 6.3</p> |

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| <p>4. Advance Equity, Diversity, Inclusiveness, and Social Justice with the Campus Community</p> <ul style="list-style-type: none"> • Provide inclusive menus • Offer themed events to celebrate and honor cultural events and groups • Hire, recruit, and partner team members from diverse backgrounds • Create opportunities for team members to feel appreciated, welcome, and heard | <p>2, 5</p> | <p>1.1, 2.1, 2.2, 2.3, 4.2, 4.3, 5.3</p> |
| <p>5. Maintain Responsible Financials</p> <ul style="list-style-type: none"> • expand resources for the University’s financial stability and growth • ensure services are accessible and affordable to all • generate income that keeps Dining viable | <p>5</p> | <p>5.1, 5.2, 5.3</p> |

IV. Objectives/Outcomes/Assessment

| Objective/Outcome | Mapping to Department/Committee Goal | Assessment Strategy |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|---------------------------------------------------------|
| Update and implement new Dining Services Handbook with Mission, Vision and Values for all team members: managers, hourly team members and students. | 1 | Document completed handbook; delivered to staff |
| Create Quality Team; hold quarterly meetings; set quarterly goals | 1, 2, 3 | Hold meetings; establish goals |
| Introduce Data Analysis to Dining Services. | 3, 5 | Find program; connect our data systems; create reports. |
| Develop comprehensive brand strategy and marketing plan. | 3 | Completed marketing and branding plan |

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| Meet with Athletics representative twice annually to review progress, assess communications, needs and upcoming events | 3, 4 | Meetings documented, reviews completed |
| Collaborate with Sustainability quarterly to review upcoming events, to offer additional support to Dining to move forward with new sustainability goals (i.e. reusable vs. compostable goals; reusable to go container; Sustainability Student Ambassadors). | 3, 4 | Meetings documented, goals set, reviews completed |
| Check in with Residence life twice monthly to address issues with StarRez, student needs and feedback, meal rates, special events | 3, 4 | Check-ins issues addressed documented |
| Meet with Kirby Student Center leaders monthly to better partner on all Student events and Camps, Conferences and Events | 3, 4 | Meetings documented |
| Meal items will have dietary information that acknowledges dietary restrictions. | 1, 2, 3, 4 | Menu items reviewed by Dining Services Dietitian. |
| Meet with Multicultural Center leadership twice annually to set goals and review upcoming events | 4 | Meetings documented, goals set, reviews completed |
| Partner with ODI to create opportunities for themed meals that serve as a substitute for banquets that may not happen this year - one in October, November, February, March, April. | 1, 3, 4 | Completion of schedule and menu for 4 events. |
| Partner with recruiter and area work force development groups to forge local relationships and opportunities for a diverse and thriving work team. | 3, 4 | Ongoing progress of postings, open houses, recruiting. Dining Services Director assesses improvement in total number of applicants and increased diversity of staff |