

# **MUHLENBERG DINING VENUES POLICY**

## **I. ALL VENUES**

*The policies and courtesies below apply to all dining venues on campus including: Wood Dining Commons, Mule Express, The General's Quarters, Java Joe, LSC Café and the Mobile Mule. The policies and courtesies also pertain to catered events and all locations within dining venues including, but not limited to: loading dock areas, storage areas, kitchens, production areas and office suites.*

### **A. *Menus, Hours of Operation and Door Rates – Academic Year***

For menus, hours of operation and door rates for all dining venues, please [click here](#).

Adjustments to posted hours are not permissible unless approved by the [Office of Seegers Union and Campus Events](#).

### **B. *Customer Responsibilities***

To ensure guest safety, all guests are required to wear a shirt and shoes at all times when patronizing on campus dining venues. Failure to comply will result in refusal of service and may result in dismissal from respective on campus dining venue.

Skateboards, scooters, rollerblades, bikes and wheelies may not be ridden inside on campus dining venues. These items may be carried in and placed safely as to not cause injury to guests. Bikes are not permitted in any on campus dining venue.

Customers are expected to clear tables and to place their trays, dishes and eating utensils in the appropriately designated areas. Each customer is asked to carry his/her own tray and dishes to the dish return located outside of the food gallery in the Wood Dining Commons.

Customers dining at retail locations are responsible for proper disposal of trash including recycling. If a tray is used, it must be placed on top of a trash receptacle.

These customer responsibilities save labor and keep the cost of meals lower. It also allows your table to be occupied by other guests who wish to dine in a clean and attractive setting.

### ***C. Student Organization Events***

At various times throughout the academic year, Muhlenberg Dining Services assists campus organizations in promoting special events and charitable fund raising by hosting themed meals in various on-campus dining venues. In order to insure the continued success of this program, the following guidelines have been developed:

#### ***Expectations***

##### *Register Your Event*

1. Register your event with [Office of Seegers Union and Campus Events](#) by completing a Facility Reservation Request Form. This form is available at the Information Desk in the Seegers Union.

##### *Meet with Dining Services to Plan*

1. Three weeks prior to the date of your event contact the Dining Services Marketing Manager to arrange a meeting.
2. The initial meeting should include key representatives of the organization along with members of the Dining Services management team.
3. Information discussed during the planning meeting will include the type of event to be held, date, time, name and contact information for the person coordinating the event with Dining Services, marketing support, menu ideas, and fund raising support (if applicable).

##### *Menu*

1. The Executive Chef will work with the organization to plan a menu that best highlights the theme of the event.
2. The chef will integrate the requested theme into the planned menu for the time of the event to insure that the standards of variety, food preparation and service, and nutritional value are met.

##### *Marketing*

1. Campus organizations are encouraged to promote their event through use of napkin basket inserts, digital signage in the Wood Dining Commons, Seegers Signage, social media, the Weekly, etc. The organization is responsible for distribution of this material.
2. Campus organizations are invited to use the digital signage in the Wood Dining Commons to advertise their event that is associated with a program in an on-campus dining venue. Information must be in Power Point format and submitted to the Dining Services Marketing Manager for approval three days prior to placement on the digital signs.
3. No Banners, Posters or signage of any kind is permitted anywhere in the Wood Dining Commons, including the Mezzanine Railing, Alcoves and main floor. Helium balloons are **not permitted** in the Wood Dining Commons.
4. Members of the organization are required to be present throughout the event to provide information to the dining public.

*Dining Room Lay-out, Display of Materials, Media Support*

1. Due to the popularity of the Wood Dining Commons as a dining destination and because of the quality and type of furniture, the dining room lay-out will not be reconfigured.
2. Use of media, other than the digital signage, must be requested through, and approved by, the [Office of Seegers Union and Campus Events](#). Requests may be made using the Facility Reservation Request Form.
3. A limited amount of space on the information table located across from the Napkin Board may be available for use during an event with prior approval from Dining Services. The organization will supply all informational handouts and is responsible for setting up, attending and breaking down the display. No Banners, Posters or signage of any kind is permitted anywhere in the Wood Dining Commons, including the Mezzanine Railing, Alcoves and main floor. Helium balloons are **not permitted** in the Wood Dining Commons.

**D. Fundraising Initiatives**

1. Organizations wishing to raise funds through electronic donations of 'Berg Bucks may do so with the prior approval of the [Controller's Office](#) and [Dining Services](#).

2. After receiving approval from the Controller's Office, a member of the organization must submit a Muhlenberg Dining Fundraising Request Form to [diningcomments@muhlenberg.edu](mailto:diningcomments@muhlenberg.edu) **at least two weeks** prior to the event. The fundraising Request Form may be found on the [Muhlenberg Dining Policies and FAQ web page](#).
3. Organizations must then register their event with the [Office of Seegers Union and Campus Events](#) by completing a Facility Reservation Request Form. This form is available at the Information Desk in Seegers Union.
4. Members of the organization are responsible for all fundraising efforts. Dining Services staff will not solicit for funds or track cash donations.
5. Donations of 'Berg Bucks are limited to one (1) fundraising initiative per semester and are based off a first come, first served basis. **The 'Berg Bucks must be used toward the purchase of food items that will be donated to a non-profit organization.**
6. Donations of Dining Dollars or Swipes are **not** permitted at any time.

To schedule a meeting or for any inquires, please e-mail the Dining Services Marketing Manager at [diningcomments@muhlenberg.edu](mailto:diningcomments@muhlenberg.edu) or call 484.664.4047.

#### ***E. Accessibility for Students with Disabilities***

Several tables in the Wood Dining Commons meet ADA requirements, are clearly marked, and are accessible to students with disabilities.

## **II. WOOD DINING COMMONS**

*The policies and courtesies below apply ONLY to the Wood Dining Commons.*

### ***A. Wood Dining Commons Access***

The Wood Dining Commons is intended for providing a quality meal in a pleasant atmosphere. Because of the way the style of service is structured, we are unable to permit anyone access without the purchase of a meal via cash, credit card, 'Berg Bucks or with use of the meal plan.

### ***B. Taking Food outside of Venue***

Customers are permitted to take food out of the Wood Dining Commons **ONLY** by utilizing a “To-go” container originally provided by Muhlenberg Dining Services. “To-go” containers are available from the WDC greeter upon entry.

The following rules apply:

1. Your “To-go” meal must be a reasonable amount of fare and you are only permitted to take what you can fit inside a to-go container.
2. The “To-go” program is **not** intended to be a second meal in addition to eating inside the Wood Dining Commons.

If a “To-go” box is not requested, food served in the Wood Dining Commons must be consumed in the dining room with the exception of one (1) piece of fruit, one (1) piece of dessert or one (1) frozen yogurt cone.

Students who do not follow these rules will be asked to leave the Wood Dining Commons immediately.

Any disciplinary problems in any dining service facility will be reported directly and immediately to [Campus Safety](#).

### ***C. Unauthorized Access, Theft, Unruly Behavior***

All students are expected to conduct themselves in a mature, civil manner at all times. This includes extending common courtesy to all personnel and guests of Muhlenberg Dining operations. All Dining Service staff is empowered to see that proper conduct is maintained in dining areas and to report any offenders. Book bags are permitted in the Dining locations. However, Dining Service Management has the right to inspect all bags as you leave.

Students who take or attempt to take dishes, glasses, silverware, salt and pepper shakers, trays, etc. from any dining venue are subject to a \$50.00 fine and face additional judicial action. Costs resulting from theft will lead to increased meal plan prices.

Any disciplinary problems in any dining service facility will be reported directly and immediately to [Campus Safety](#).

### ***F. Wood Dining Commons Alcove Reservations***

The Wood Dining Commons is recognized as the preferred dining area for members of the Campus Community to come together over a meal. There may be times when groups wish to reserve space in the Wood Dining Commons to

conduct meetings while enjoying a meal. With the needs of all of our guests in mind, please refer to the following policy for reserving space:

1. Reservations will be limited to the alcoves located in the Mezzanine, the main seating area of the Wood Dining Commons cannot be reserved while in Academic Session.
2. Alcoves in the Mezzanine may be reserved during the following off peak times:
  - a. Monday – Thursday: 7:00 AM - 11:00 AM
  - b. Monday – Thursday: 2:00 PM - 5:00 PM
  - c. Friday – Sunday: Any time

Note: Reserved Alcoves will not be held past 11:00 AM or 5:00 PM thus reserving groups are encouraged to be prompt.

To reserve an Alcove, register your event with the [Office of Seegers Union and Campus Events](#) by completing a Facility Reservation Request Form. This form is available at the Information Desk in Seegers Union.

3. No Banners, Posters, or signage of any kind is permitted anywhere in the Wood Dining Commons, including the Mezzanine Railing, Alcoves and main floor. No helium balloons are permitted in the Wood Dining Commons.

To contact the [Office of Seegers Union & Campus Events](#), please call 484.664.3494.

## E. Music in the Wood Dining Commons

The Wood Dining Commons has the ability to play music via MP3 player, CD or AM/FM radio. The WDC stereo system is capable of playing music in two designated zones in the venue; the Dining Commons and the Food Gallery.

Music is permitted **ONLY** during events sponsored by on-campus student organizations or faculty/staff departments.

To ensure that all meals are enjoyable for all guests, music is permitted **ONLY** in the Food Gallery. The sound system may be utilized throughout the entire venue outside of the Academic Session.

To play music in the Wood Dining Commons for a college-sponsored event, please follow these guidelines:

1. Register your event with the [Office of Seegers Union and Campus Events](#) by completing a Facility Reservation Request Form. This form is available at the Information Desk in Seegers Union and must be completed at least three (3) days prior to your event.
2. Requestor is responsible for providing music and/or MP3 Player, CD. Wood Dining Commons Manager on Duty is responsible for operation of stereo system and volume setting.
3. Requestor is responsible for ensuring that the music is appropriate for a public setting and does not contain obscene language. Wood Dining Commons Manager on Duty has authority to discontinue music if it is inappropriate.
4. Requestor must be present during entire event and must collect their MP3 Player and/or CD at conclusion of event. Muhlenberg Dining is **NOT** responsible for any personal property.
5. It is the organization's responsibility to make arrangements to test equipment at least three (3) days prior to the event.