

MUHLENBERG COLLEGE DINING POLICY

Muhlenberg Dining Philosophy Statement

Muhlenberg College values the dining services program as a critical part of creating a healthy body and facilitating the development of an inquisitive and healthy mind. As part of a successful and active student center, Muhlenberg Dining offers excellent and unique experiences through creative and cultural menu planning, expert food preparation, and innovative presentation.

As an important part of Muhlenberg's learning community, each of our dining environments incorporate transparent facilities and inviting upscale casual dining opportunities in support of learning and socialization.

Muhlenberg takes pride in providing a nutritionally balanced, appealing selection of food to meet varying needs, desires, and life styles of students, faculty, staff, and guests through unique and engaging experiences.

Dining Services at Muhlenberg College will provide an affordable dining experience and be financially self-sustaining.

I. MEAL PLANS

A. Available Meal Plans and Descriptions

For a complete list of meal plans and descriptions, please [click here](#).

B. Meal Plan Eligibility Policy

Meal Plans provide affordable access to the Dining Program through various dining options and is able to accommodate a wide array of student dietary needs and lifestyles. Eligibility takes into consideration housing accommodations as well as the health and safety of our students.

To reference the complete Meal Plan Eligibility Policy and to determine which meal plan you are eligible for, please [click here](#).

To contact [Muhlenberg Dining Services](#), please call 484.664.3488.

C. Meal Plan Activation and Access

Meal Plans are only accessible when the College is in academic session.

Fall Semester meal plans, including Dining Dollars, are activated on Saturday of orientation weekend at dinner.

Spring Semester meal plans, including Dining Dollars, are activated on the Sunday before the start of classes.

To view the Academic Calendar, please [click here](#).

All meal plans are terminated on Saturday, the day following the last day of finals, at noon. Posted hours of operation for dining venues during Break Weeks and Finals Weeks include information regarding the acceptance of meals and dining dollars.

Meal plans are not accessible during breaks including: Between Fall and Spring Semester, Fall Break, Spring Break and Easter Break. Meal plans including Dining Dollars, are not active during pre-season athletics, Orientation and the week between Finals and Commencement. Students should plan to make other arrangements for meals not provided as part of Senior Week Activities.

D. *Menus, Hours of Operation and Door Rates*

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

E. *Changing Your Meal Plan*

Meal plan changes are permitted only Monday – Friday during the first week of classes each semester. Changes are made through the [Controller's Office](#) located on the lower level of the Haas College Center. [Controller's Office](#) hours are 8am-5pm Monday – Friday.

To contact the [Controller's Office](#), please call 484.664.3150.

F. *Dining Dollars*

Dining Dollars are included with each Meal Plan except the Traditional Plan and are used on a declining balance basis. Dining Dollars accepted at the GQ, Java Joe, LSC Café and may be used for entrance to the Wood Dining Commons.

Within the academic year, unused Dining Dollars will rollover from the fall semester to the spring semester. However, they will not rollover from the spring semester to the fall semester and will result in forfeiture. Dining Dollars may not be used to purchase gift cards.

NOTE: Students and/or parents may open a 'Berg Bucks Account through the [Controller's Office](#). 'Berg Bucks can be used on-campus at dining venues, the 'Berg Bookshop, vending machines, copy machines and on-campus laundry facilities in major residence halls.

For more information about opening a 'Berg Bucks Account and to view our 'Berg Bucks Policy, please [click here](#).

G. *Guest Privileges*

Meal Plan Members have the option to pay for friends or guests by use of Swipes or Dining Dollars, through the Gold, Silver, Bronze and Cardinal meal plans. Platinum meal plan members have 10 Guest Swipes to use at their discretion. Food shared with or given away to those who are not on a meal plan could result in higher meal plan costs to you.

I. *Missed Meals*

From years of experience, [Muhlenberg College Dining Services](#) understands that not all meals available within a meal plan will be utilized by every student. These missed meals are taken into consideration when the costs of the Meal Plans are determined and the price of the plans is reduced accordingly. If, for example, there were no missed meals, Meal Plans would cost substantially more a year than your present rate. Therefore, no credit is given to you for your missed meals.

J. *Box Lunch Program*

Box meals are available for meal plan members who will be absent for a meal because of a class or job which conflicts with a meal period. Box meals are available only when the meal plan is in effect. Your Student ID number will be required. The boxed meal will count as a consumed meal.

Please contact [Muhlenberg Dining Services](#) at 484.664.3488 to make arrangements for a box meal.

K. *Specific Venue Policies*

For specific venue policies and courtesies, please [click here](#).

II. MUHLENBERG CATERING

A. Changes/Guarantees/Cancellations

All cancellations and/or changes referring to the menu, count, and event arrangements must be confirmed three (3) days prior to the event. Functions canceled within three (3) days of the event may incur a charge. We will prepare for the estimated number and charge accordingly should a final count not be confirmed.

B. Payment

All catered functions must be secured by payment before they occur. Departmental Accounts, Checks, Visa, MasterCard or American Express are all valid payment methods.

Non-Venue, Non-College groups are required to make a deposit of 75% two weeks prior to their event with the balance due three (3) days prior to the event.

A Guest Count under the minimum may incur a \$25.00 charge. A Delivery Fee of \$25.00-\$50.00 may apply to events off campus. A nominal fee may apply for those events with less than 12 guests.

Non-College groups are subject to a 20% Service Charge and 6% Tax for all events. Tax Exempt organizations are required to submit a copy of their exemption certificate prior to their event. Prices are valid through July 2013.

C. Linen

As a standard, we provide tablecloths for all food and beverage tables. Linens for guest tables are included with full service plated of breakfast, lunch, dinner and buffets.

Linens for guest tables at receptions, continental breakfast, breaks and meetings and boxed lunches can be provided at an additional charge. The same applies to registration tables, nametags, head tables and any additional tables that will not be directly used for food and beverage set up.

Other linen colors, depending on availability, may be placed as special orders. Specialty linens are also available for your food and guest tables at an additional cost. Please set up an appointment to view the linens.

D. *Attendants*

To ensure that your event is a success, catering staff will be provided for all served meals, buffets and most receptions.

If additional time is needed, a fee of \$25.00 per hour, per attendant, will apply.

E. *Service Staff*

Continental breakfasts, breaks, and most receptions are priced for self-service. Buffet style functions are staffed with one attendant for every 25 guests and are included with the per person price. All waited meals servers are included.

F. *Catering Equipment*

As the host of the catering event, you are responsible for the equipment we have provided for the service of your catered event. Any missing or damaged catering equipment or supplies will be charged to your account at replacement cost. For very large events, specialty equipment may need to be rented at an additional charge.

G. *Floral Charges*

We will be happy to order, receive and handle specific floral and decorative requests for an additional fee determined in accordance with your specific needs.

H. *Food Safety*

Due to food safety liability, guests may not remove food from the function site.

I. *Internal Events*

Before a catering quote can be provided for an on campus event, an authorized Facility Reservation Request Form (FRRF) or R25 confirmation must be obtained from the Office of Seegers Union & Campus Events, confirming your reservation of a space on campus.

In an effort to effectively support and manage the many meetings and events that occur every day on the Muhlenberg campus, a completed FRRF or an online R25 space request must be submitted to the Office of Seegers Union & Campus Events at least fourteen (14) business days prior to the event date. FRRFs are

available at the Information Desk, located inside the main entrance to the J. Conrad and Hazel J. Seegers Union.

For questions about or assistance with scheduling a college space and associated resources, or hosting a college recognized event off campus, please contact the Office of Seegers Union & Campus Events at 484-664-3494. Upon approval and receipt of a FRRF or R25 confirmation, Red Door Catering at Muhlenberg College will be happy to provide a quote for your catered event.

The No Frills Catering Guide is designed to be an economical choice for groups on a budget. It is the responsibility of the group to pick up, set up and clean up the event. For health and safety reasons, no food should be left unattended following the conclusion of the event. Failure by a group who does not dispose of trash related to the No Frills Catering may incur additional housekeeping charges.

Please visit our website at www.muhlenberg.edu/dining to review our Catering guide, then contact a catering representative at 484-664-3488 or email us at catering@muhlenberg.edu. Be sure to have your departmental or organizational account information accessible.

J. *Meal Credit for Catered Events*

Muhlenberg Dining will extend one meal credit, in exchange for one meal swipe from an active meal plan owned by a student, toward a Muhlenberg Dining Service catered event, hosted on campus by a College academic or administrative department or a recognized student organization. The swipe will apply toward the cost of one catered meal at the designated event. One credit per person, per catered event is permitted.

Attaining permission to use meal credits in exchange for a swipe from students is the responsibility of the department or student organization hosting the catered event. Students are **not** required to participate in the Meal Credit program nor can student organizations require students to participate in the program.

To participate in the Meal Credit program, please complete the form on our catering web site and e-mail it to catering@muhlenberg.edu. The following information must be provided:

- a. Student's Name
- b. Student ID Number

The sponsoring department or organization must provide Muhlenberg Dining Services with this information at least seventy two (72) hours prior to the event. Muhlenberg Dining will deduct the pre-determined amount from the per-person

price. The balance of the cost for each meal, meals not eligible for a meal credit deduction and any other associated costs will be billed to the sponsoring department or student organization.

NOTE: A meal credit is determined by "plate cost", or the amount of food typically consumed by the average individual in the Resident Dining Program (the Wood Dining Commons or the Mule Express) during a meal. The value of a meal credit may change prior to each academic year and will be determined prior to the start of the fall semester for the academic year.

K. External Events

For Clients interested in an on campus catered event, before a catering quote can be provided for an on campus venue for an External Event, a space and associated resources need to be contracted with Muhlenberg College's Conference and Event Services (CES) office.

To book a meeting, program or event on the Muhlenberg College campus, please contact a CES representative at 484-664-3810 or email us at ces@muhlenberg.edu.

Upon the College's acknowledgement of your event inquiry and tentative availability, Muhlenberg Dining Services may then be contacted to begin making catering arrangements. We recommend that you visit our website at www.muhlenberg.edu/dining to become familiar with our Catering Guide, then contact a catering representative at 484-664-3488 or e-mail us at catering@muhlenberg.edu.

Please note that confirmation of our catering services for your event is not available until CES is in receipt of a fully executed Muhlenberg Facilities Agreement along with the deposit.

For clients interested in off campus catering, please visit our website at www.muhlenberg.edu/dining to become familiar with our Catering guide, then contact a catering representative at 484-664-3488 or e-mail us at catering@muhlenberg.edu.

Catering arrangements and menu selections should be confirmed within at least three (3) days prior to your event. While we can sometimes accommodate your needs with less lead time, sufficient notice allows us to schedule production and staffing.

After we have finalized all the details of your event, you will receive an event sheet to confirm with a signature. Please carefully review all information on this event order form for accuracy and completeness before signing. Make any

necessary changes, sign and return to us three (3) business days in advance of the event.

L. Policy on Exclusivity – Muhlenberg Dining Services is the College Approved Food Service Provider

Muhlenberg College Dining Services is the campus approved food service provider and shall have the right of first refusal to provide food and beverage for events being held on campus. Muhlenberg Dining Services shall provide all catering services for college approved functions in Seegers Union such as receptions, banquets, private parties, refreshment services, and carryout service.

Requests for exception may be considered under the follow criteria:

- a. College departments and/or recognized student organizations host an event where the food is donated by a third party provider and no funds are exchanged for services by the third party provider.
- b. A reasonable alternative to provide a specific food or food related service cannot be accommodated.
- c. Events where the a specific level of cultural or religious authenticity is an integral part of the program cannot be accommodated.

Requests to be considered for authorized exceptions must be submitted in writing fourteen business days prior to the event and must be sent to diningcomments@muhlenberg.edu. The request will be reviewed for consideration by the General Manager and the culinary team to determine whether an exception can be made..

Facility Exemptions

Muhlenberg College departments and student organizations may use the following locations to host an event with food service provided by Muhlenberg Dining Services or a third party caterer, carry-in, and potluck meals:

- Hoffman House
- Home of the President
- ML Underground
- Multi-Cultural Center

- Hillel House
- All Residence Facilities (Residence Halls, MILE Houses, Etc.)

Expectations for Authorized Exceptions & Facility Exemption

College departments and student organizations who are approved for exceptions and/or use third party alternatives agree to the following expectations:

1. Third party caterers must be approved by The Office of Seegers Union & Campus Events fourteen days prior to the event.
 - a. Third party caterers are required to provide a certificate of Insurance naming Muhlenberg College as additionally insured.
 - b. Third party caterers may not utilize College owned kitchens or kitchen equipment to prepare food. These areas may be used only as a staging area.
 - c. Kitchens are to be left in clean and organized condition.
2. College departments and student organization hosting events where food is brought in (i.e., third party catering, carry-in, delivery, potluck meals, etc.) are responsible for:
 - a. Provision of any and all service ware, dishware, glassware, utensils, napkins, etc.
 - b. Removal all food, beverages and trash.
 - c. Kitchens, service areas and dining areas to be left in clean and organized condition.
3. Costs to restore facilities not left in clean and organized condition will be assessed on the sponsoring department or student organization.
4. Please report any damage or need for repairs to the Office of Seegers Union and Campus Events at the conclusion of your events at TeamSeegers@muhlenberg.edu.

External Events and Clients

All external groups hosting events on Muhlenberg College property are required to use Muhlenberg Dining Services for all food and beverage service. Please contact [Conference and Event Services](#) at 484-664-3810 for additional information.

III. MEDICAL NEEDS

Muhlenberg College acknowledges that it has a continuing obligation, and it is the College's policy, to make reasonable modifications in policies, practices and procedures when the modifications are necessary to afford the College's goods or services to students and prospective students (collectively "students") with disabilities.

A. General Information

Muhlenberg College students who consult with Dining Services personnel about questions or concerns related to dining services options, food sensitivities, etc. may be asked to complete a **Dining Services Pre-Screening Questionnaire**.

Information obtained on the Questionnaire provides an excellent springboard for additional dialogue with the Dining Services personnel. This process can also facilitate a referral to other campus Departments for more discussion and activity.

At any time, a Muhlenberg College student with a documented medical condition that may significantly and directly impact the ability to fully utilize or access dining services may submit a **Special Dining Services Request**, along with supporting medical documentation, to the Office of Disability Services. Students making application are encouraged to review all components of the application and documentation process.

The **Diagnostician Form** should be presented to the medical professional who will be providing written documentation of the condition.

Special Dining Services Request applications and documentation are individually considered by the Directors of the Office of Disability Services and Student Health Services. The medical conditions documented through this process must rise to the standards of a disability under the Americans with Disabilities Amendments Act (ADAAA) (revised 2008). Decisions about Special Dining Services accommodations are made based on the severity of the condition and the critical medical necessity of the request.

The accommodations requested through this process must be an integral component of a treatment plan prescribed by a medical professional qualified to treat the particular condition.

For students who have been determined eligible through this process, a **Special Dining Services Accommodation Plan** will be individually developed in a collaborative process that includes the student, Director of Health Services, Representatives of Dining Services, the Director of the Office of Disability Services and other campus representatives, as appropriate.

It should be noted that documentation of a medical condition does not guarantee that a request will be approved.

Further, situations such as diets for weight loss and personally elected dietary restrictions (vegetarian, gluten free, etc.) generally do not warrant special dining services accommodations through this process, as these are considered lifestyle choices and not conditions consistent with a determination of disability.

B. Students with Undocumented Medical Needs

In our continuing efforts to meet our customer's needs, we try to give every consideration to students who have special nutritional needs. We are, however, limited by time and facilities. We do have a Registered Dietitian available by appointment to assist students.

If a student is seeks advice about eating on campus, the student must contact the Muhlenberg Dining Services General Manager who will then pre-screen student with the Dining Services Medical Needs Pre-Screen Questionnaire. the individual and make the appropriate referral.

To schedule an appointment with our registered dietitian please contact the General Manager of [Muhlenberg Dining Services](#) for assistance at 484.664.3490.

C. Additional Services related to Medical Needs

1. Dining Services will post prominent notices concerning food allergies at each of its student food eatery facilities; the notices are printed in a bold font no smaller than 40 points and will state the following, or something substantially similar to the following:

"Food-Allergic Individuals: Be aware that we handle and prepare egg, milk, wheat, shellfish, fish, soy, peanut, tree nut products, and other potential allergens in our cafes and kitchens. Before placing your order, please inform your server if you or a person in your party has a food allergy. Please direct questions to the manager."

In addition, Dining Services agrees to display notices and training aids, to reduce the risk of cross contamination, in a prominent location in the cooking areas and/or food preparation areas.

2. A Dining Service Regional Nutritionist will, as it has done in the past, visit Muhlenberg College a minimum of once per month during academic session to discuss the nutritional needs of students with food allergies and to reevaluate Dining Services and procedures. To schedule an appointment with our Registered Dietitian please contact the General Manager of [Muhlenberg Dining Services](#) for assistance at 484.664.3490.

3. Dining Services will ensure that the managers receive annual training concerning the nutritional needs of students with food allergies. Dining Services will provide educational training to all food service staff a minimum of twice per year, including at least once before the fall and spring semesters begin. This mandatory training will include the following:

- (a) Instruction on celiac disease and food allergies, including food products that contain allergens, cross-contamination, and proper food storage and preparation;
- (b) Instruction on how to handle inquiries regarding food allergies, including questions regarding ingredients and sub-ingredients in the meals;
- (c) Instruction that the on-site Food Service Manager should promptly notify the Health Center when a student seeks modifications to, or an exemption from, the College's mandatory meal plan; and
- (d) A question and answer session to review each of the foregoing areas.

D. *Students with Illness requiring confinement to their room.*

Students who are Meal Plan Members and under observation in the [Student Health Center](#) and/or are confined to an on campus residence for health reasons, Student Health Services will issue a Diet Recommendations slip to get a Student Illness Care Kit Meal (SICK Meal) from the Wood Dining Commons. If a student requires a SICK Meal, a roommate or friend must present the student's meal card and diet recommendation slip from Student Health Services to the Manager of the Wood Dining Commons. The student will receive the required food items along with wishes for a speedy recovery.

To contact the [Student Health Center](#) Director, please call 484.664.3199.

III. YOUR CAMPUS ID CARD

Your Campus ID card is not transferable. It must be carried with you at all times, and presented upon request. It is the property of the college and must be returned to Seegers Union upon your separation from the college.

Meal Plan participants must present their card at each meal. Food service privileges are not transferable.

A \$25.00 replacement fee is assessed if your card is lost, stolen, or mutilated.

A. Meal Access With Your Campus ID Card

Muhlenberg College uses a Campus ID Card that incorporates access to your meal plan and 'Berg Bucks. This card contains a magnetic strip that is encoded with data that will activate the readers at the Dining Service Venues.

A selected meal plan, Dining Dollars and 'Berg Bucks, are entered on Campus ID Cards and are used each time students dine on campus. Your Campus ID Card should be treated like a signed check or credit card. It is valuable, so protect it. You must present your meal card to the cashier at each meal.

For additional information, please reference the [Muhlenberg Meal Plan Eligibility Policy](#).

B. Your Campus ID Card and Meal Plan is Nontransferable

Students are welcome to entertain guests that are dining with the Meal Plan participant via a swipe, paying the meal price with cash, Dining Dollars or 'Berg Bucks.

Falsifying, altering, or misusing your or anyone else's Campus ID card in any way is strictly prohibited (i.e., letting someone else use your card, you using someone else's card or attempting to sneak guests into any dining venue without paying, etc.) and are violations of the "[Muhlenberg College Student Social Code](#)". Any incident of misuse will be forwarded to the Judicial Affairs Officer for appropriate disciplinary action through the Muhlenberg College Judicial System.

C. Forgot Your Campus ID Card?

You have two options if you forget your ID Card and want to gain access to meals:

1. Return to your room and get it.

2. Pay cash for that meal and save the receipt. We will refund your money upon presentation of your card and the receipt within 48 hours. No exceptions are permitted.

D. *What If I Lose, Misplace, or Damage My Campus ID Card?*

Report a lost or stolen card immediately to the [Office of Seegers Union & Campus Events](#) or the [Campus Safety Office](#). Once reported, your card will be instantly invalidated preventing unauthorized use.

New cards can be obtained in the [Office of Seegers Union & Campus Events](#) from 8:30 a.m. to 4:30 p.m., Monday - Friday, or in the [Campus Safety Office](#) during other times. Take good care of your card. The price of a replacement card is \$25.00.

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

To contact [Campus Safety](#), please call 484.664.3112.

IV. WE CARE!

The Muhlenberg College Dining Service team is committed to providing the best in terms of atmosphere, menu selection and customer service. We strive to meet our goals and exceed your expectations. To achieve this, an open line of communication is essential. Your ideas and suggestions are always appreciated. Please feel free to call or better yet to stop in and see us in person.

A. *Comments/Suggestions*

If you have a suggestion or concerns related to your dining experience or the dining program, please let [Dining Services](#) management know. There are several options for you to use:

1. [Dining Services Management](#): Our managers and supervisors are always available to assist customers. Take a few minutes to talk with them, to get the fastest response to your concerns.
2. Napkin Board: Comments posted on the Napkin Board are responded to by the [Dining Services Management](#) within one week, unless your comment contains offensive and inappropriate language (such comments are thrown away). These responses are posted directly on the Napkin Board and remain there for one week.

3. Customer Loyalty Surveys: Once a semester, Muhlenberg Dining uses a third party to survey its services for students, faculty and staff. The results are an integral part in building and improving our program.

4. "Muhlenberg Dining" [Facebook Page](#) & "Berg Dining" [Twitter Page](#): We communicate events, answer questions, and advertise any deals going on here. Make sure to become a fan so you are always updated on a daily basis.

5. Mystery Shopper Program: To participate as a Mystery Shopper, please complete an application located at the Information Desk of [Office of the Student Union & Campus Events](#).

Service issues should be addressed with Supervisors or Managers immediately. If you do not receive satisfactory response or satisfaction, ask to speak with the General Manager of [Muhlenberg Dining Services](#) or please call 484.664.3488.

If the situation warrants further action, please visit the [Office of the Student Union & Campus Events](#) located behind the Information Desk or please call 484.664.3494.

Our best wishes go with you during your stay at Muhlenberg College. If our management and staff can be of any service, please do not hesitate to ask.