



## SVSU Dining Services FAQ for Winter 2021

Campus Dining is ready to safely serve students on campus with dining locations open for hot meals, beverages, snacks, grab and go, and more. Please review this document as it will continually be updated as new information becomes available.

All dining locations on campus will be operated in alignment with current state executive orders as well as guidance from the local health department and SVSU guidelines.

### ***Which dining locations will be open for winter semester?***

All of SVSU's dining locations on campus are open for the winter semester with ***exception to the Ryder Pod and the Curtiss P.O.D Mini Mart.***

Hours of Operation & any changes to hours are posted on [svsu.campusdish.com](http://svsu.campusdish.com) and also sent to students through their SVSU email.

### ***When will dining locations open for fall semester?***

#### **Marketplace at Doan**

Monday – Friday: 8:00 a.m. – 8:00 p.m.

Saturday – Sunday: 11:00 a.m. – 8:00 p.m.

#### **C-Store**

Monday – Thursday: 11:00 a.m. – Midnight

Friday – Sunday: 12:00 p.m. – Midnight

#### **Papa John's**

Open Daily: 6:00 p.m. – Midnight

#### **Cardinal Café**

Monday – Thursday: 10:30 a.m. – 7:30 p.m.

Quick Eats: 10:30 a.m. – 2:00 p.m.

Friday (Subway & Panda Express only): 11:00 a.m. – 2:00 p.m.

Saturday – Sunday: Closed

*\*\*Freshens has been converted to mobile ordering only through the Grubhub app\*\**

### **Starbucks**

Monday – Thursday: 8:00 a.m. – 7:30 p.m.

Friday: 8:00 a.m. – 2:00 p.m.

Saturday: Closed

Sunday: 12:00 p.m. – 6:00 p.m.

### **Einstein Bros Bagels**

Monday – Thursday: 8:00 am – 4:00 p.m.

Friday: 8:00 a.m. – 2:00 p.m.

Saturday – Sunday: Closed

### **P.O.D. Mini Mart**

CLOSED until further notice

### **Ryder P.O.D. Express**

CLOSED until further notice

*Remember to always check your SVSU email for Hours of Operation update emails.*

### ***Do I have to wear a face covering?***

SVSU Face and Mask Covering Police ***require*** everyone able to medically tolerate a face covering to wear a covering over their nose and mouth inside all dining facilities. If you are dining in, you may remove your face mask only once you are seated at your table. Face coverings must be worn when leaving your table to exit the restaurant or obtain more food, beverage, silverware, etc. When you are finished actively eating at your table, we ask that guests put their face covering immediately back on.

### ***How is Dining Services monitoring contact tracing?***

Starting on Monday, Nov. 2, SVSU Dining Services will begin logging all patron information for those who visit the following dining locations: Marketplace, Einstein Bros. Bagels, and Cardinal

Cafe. The purpose of collecting name, phone number, date, and time of visit is required per the Michigan Department of Health and Human Services (MDHSS) Epidemic Order issued on October 29, 2020 for any establishment that has fixed seating in the event contact tracing is needed for COVID-19 exposure.

The information will only be collected from guests who pay with cash or credit card. Please be courteous when asked for your information. This will not impact those who pay with their SVSU ID Card, since this information is already on file.

### ***Will there be to-go options available at the Marketplace at Doan?***

Yes, take-out is available for students/ staff to pre-order meals for pick-up via the **Grubhub app**. Meals can be paid for on the Grubhub app by meal swipes only.

Grubhub will be available the following times for the Marketplace at Doan:

#### Monday-Friday

Lunch: 11:00 am - 1:45 pm

Dinner: 5:00 pm - 7:45 pm

How to Order Take-out from the Marketplace:

- Download the Grubhub app
- Link your SVSU account
- Place your order for the Marketplace (or other dining location on campus)
  - Choose “Meal + Dining DB” when checking out, 1 meal will be deducted for each order places
- Enable push notifications to be notified when your order is ready for pick up
  - We highly encourage students to enable push notifications to reduce traffic at Grubhub pick up area
- Your order will be ready for you to pick-up from the Marketplace at Doan Grubhub pick-up zone.

Grubhub at the Marketplace at Doan is in addition to dine-in seating. Dine-in seating will still be available for the complete all-you-care-to-eat experience. There will be a limited menu for take-out at the Marketplace with core menu items.

*Please note: Only one meal can be placed per order at the Marketplace (with the exception of semester block meal plans). If you place an order for multiple meals at one time on the Grubhub app for the Marketplace at Doan, your order will be automatically cancelled.*

### ***How many people can I sit with while I eat?***

In order to ensure the safest transition back to campus as possible, we have adjusted our seating guidelines in the Marketplace at Doan for a **temporary** period of time. Seating will be limited to *one guest per table* while dining in. A limited number of long tables in the

Marketplace will be available for two guests to sit together while remaining 6-feet apart. Please note: We ask that students do not move chairs or tables while dining in.

### ***What do I do with the clean and sanitized table tents at the Dining tables when I am finished eating?***

When you are seated at a table marked with a “clean and sanitized” table tent, please make sure to flip this tent over when you are finished to indicate to Dining Associates and other guests that this table needs to be cleaned.

### ***What are other options for students if Marketplace is at capacity?***

The Grubhub app is an easy way for students to quickly place an order at the marketplace on their mobile device and have it ready for pick-up. Please limit time spent dining in the Marketplace to 30 mins when possible to accommodate other students.

### ***What will cleaning look like in the dining facilities?***

There will be enhanced cleaning of high-touch surfaces in our locations such as tables, door handles, and other high-risk areas. We ask that when guests enter the Marketplace, they find a table marked with a “clean and sanitized card” before getting their food (and flip this card over when they are done.)

Frequent hand washing, the use of gloves, and checking the health of our associates prior to starting work each day will be implemented. We have implemented additional safety processes and protocols to help ensure the safety of campus operations, these can be found in greater detail on our website:

<https://svsu.campusdish.com/COVID19Information>

### ***What measures are being taken to help students' social distance inside dining facilities?***

Following current state and local guidelines, seating will be limited to 50% capacity inside the dining locations. Table and chair configurations will encourage proper social distancing, including removal of chairs and/or tables where possible. Plexiglass barriers will be positioned at various points of service. Clear signage, including floor graphics, will be visible in all dining locations to assist guests.

### ***What can guests do to dine safely inside Marketplace at Doan?***

In addition to the new Grubhub take-out service, Campus Dining is pleased to safely offer dine-in service in the Marketplace at Doan while following all state and local guidelines for seating capacity. The following guidelines should be followed to enjoy a sit-down meal in the Marketplace at Doan this winter. Please also refer to the following during your visit to other dining locations on campus:

**Required Face Coverings:** If you are dining in, you may remove your face mask only once you are seated at your table. When leaving your table to exit the restaurant or obtain more food, beverage, silverware, etc., face masks or coverings must be worn. When you are not actively eating, we ask that the facial covering be put back on.

**Social Distancing:** Table spacing, floor graphics, and line queuing will be used to assist in maintaining proper distancing at our locations.

**Full Service:** All self-serve areas have been converted to full service to provide no-touch food options. Reusable items such as condiment stations, the use of personal refillable cups, and salt and pepper shakers have been eliminated until further notice. These items will be provided in single use portions.

**Contact Tracing:** Dining Services logs all patron information for those who visit the Marketplace Doan and other dining locations on campus that have seating areas open. The purpose of collecting name, phone number, date, and time of visit is required per the Michigan Department of Health and Human Services (MDHSS) Epidemic Order issued on October 29 for any establishment that has fixed seating in the event contact tracing is needed for COVID-19 exposure.

The information will only be collected from guests who pay with cash or credit card. Please be courteous when asked for your information. This will not impact those who pay with their SVSU ID Card, since this information is already on file.

**Take advantage of sanitizer stations:** Sanitizer stations will be available throughout the residential restaurant. Hand sanitizer should not be used as a replacement for hand washing.

**To-go meals:** The Marketplace at Doan will now offer to-go meals available through the Grubhub app. Your order may be paid for through the app with meal swipes only. Enable notifications to be notified when your order is ready for pick up.

**Limit time spent out of seat:** Wait until you are finished to bring dishes to dish room to help limit time spent out of your seat

**Limit the amount of time dining:** Students should limit the amount of time sitting while eating to 30 minutes when possible. This will allow students to practice better social distancing and give others the opportunity to sit down for a meal.

**Slow the spread:** Do not enter the restaurant if you have traveled outside the country, been near anyone with COVID-19 or flu-like symptoms, or experienced symptoms of COVID-19 yourself. Symptoms include but are not limited to: coughing, shortness of breath, difficulty breathing, chills, muscle pain, shaking with chills, fever, sore throat, headache, and new loss of taste or smell.

**Take-Out Food Safety:** The safety and quality of the products we serve is of the utmost importance to SVSU dining services. In order to mitigate risk and assure the safety of your dining experience we strongly advise that **take-out food should be consumed within 1 hour of pick up. After 1 hour, any remaining leftovers need to be discarded.**

### ***What other major changes will be made in the guest experience when dining on campus?***

All self-serve areas have been reworked or converted to full-service to provide no-touch options. Reusable items such as salt and pepper shakers have been eliminated; condiments will be available at individual stations. For many locations like Starbucks, Cardinal Café, Papa John's, Einstein Bros. Bagels, and now the Marketplace at Doan, remote ordering through the Grubhub app is available for students to order and pay remotely and simply pick up at the location without waiting in line.

### ***What changes will be made at the Cardinal Café?***

- Grab and Go Items:
  - Greens to Go & Grille Works is converted to a new concept called Quick Eats, implementing a new grab and go pre-made meal program with grab and go items to reduce lines & encourage social distancing at the location.
- Grubhub:
  - Remote ordering through the Grub Hub app is available for students to order and pay remotely and simply pick up at the location without waiting in line. Make sure to enable notification for the app to be notified when your order is ready.
- Freshens Smoothies: available to purchase in the Grubhub app only

### ***What changes will be made at Starbucks?***

Seating will no longer be available at the Starbucks location to ensure proper social distancing. There is a new Grubhub window to reduce traffic build up at the location. Please remember to enable push notifications to be notified when your order is ready for pick-up.

### ***How can I change/ see which meal plan I have?***

You have up to the first Friday of classes to be able to change your meal plan for the current semester. (*Update as of 1/18/21*): Due to the first week of classes being completely remote, the meal plan change deadline has been extended to 1/22/21. If you would like to change your meal plan, you will need to contact the Housing Office to get a meal plan change form. If you have any other questions or concerns, please feel free to contact our office Monday-Friday 8 a.m. - 4:30 p.m.

### ***Questions?***

Contact SVSU Campus Dining at [dining@svsu.edu](mailto:dining@svsu.edu)