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## Virginia Tech Staff Employee of the Week

February 11, 2008

**Team Name:** Dining Leadership Team

- Christine Boling, Contract Administrator
- Robert Coffey, Senior Associate Director
- Ted Faulkner, Associate Director
- Brian Grove, Associate Director
- Jenny Lindsey, Administrative Dietitian
- Earlene Meredith, Administrative Assistant
- Chris Moore, Assistant Director of Housing & Dining Services



**Employee's Home Department:** Programs Housing and Dining Services

**Employee's College or VP Area:** VP for Student Affairs

**Nominated For:** Governor's Award for Teamwork

**Nominated By:** Rick Johnson, Director of Housing and Dining Services

### Summary

The Dining leadership team guides, directs, and coordinates a large and complex award winning dining program with annual sales of \$33 million. Even though the dining program at Virginia Tech is one of the largest in the US, they are being nominated not for size and complexity, but for consistent quality service, innovation, and efficiency.

Quality service is evidenced in a variety of ways. Dining Services was ranked #2 nationally by the Princeton Review in 2006 and was nominated in 2006 and 2007 for the prestigious Ivy Award. In 2005, the ACUHO-I/EBI benchmarking study ranked Dining Services #1 out of six peer institutions (Penn State, Rutgers, Purdue, Colorado State, University of Illinois, and University of Michigan), #1 out of 65 Carnegie Class Institutions; and #4 out of 233 institutions nationally.

Dining Services is considered one of the "innovators" in the field of university dining. Over 40 universities and contract companies have visited during the last six years to benchmark the Virginia Tech program, with some visiting multiple times, and designed their facilities based on Virginia Tech's. In addition to innovation in facilities and programs, Dining Services led the nation in the implementation of the most comprehensive food safety program on a university campus-HACCP.

Not only has Dining Services consistently provided quality service and innovation, but they have done it in a cost effective manner. Dining Service's rates are some of the lowest in the state and nationally, thus, keeping the cost of education low to the citizens of Virginia.

About the "[Staff Employee of the Week](#)" Program

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