

Staff Employee of the Week

Team Dining Services

TEAM: Virginia Tech Dining Services (Christine Boling, Robert Coffey, Ted Faulkner, Jessica Filip, Craig Gelbert, Brian Grove, Jenny Lindsey, and Earlene Meredith)

HOME DEPARTMENT: Housing and Dining Services

COLLEGE OR VP AREA: Vice President for Student Affairs

NOMINATED FOR: Governor's Award for Teamwork



NOMINATED BY: Rick Johnson

SUMMARY

The Dining leadership team guides, directs, and coordinates a large and complex award winning dining program with annual sales of \$43 million. Even though the dining program at Virginia Tech is one of the largest in the US, they were nominated not for size and complexity, but for outstanding quality service, innovation, and efficiency.

Quality service is evident in a variety of ways. Dining was ranked #1 nationally by the Princeton Review in 2010 and 2008 and won the prestigious Ivy Award in 2009. In 2008, the ACUHO-I/EBI benchmarking study ranked Dining #1 out of 302 institutions nationally.

Dining is considered one of the “innovators” in the field of university dining. Over 50 universities and contract companies have visited Dining the last eight years to benchmark the VT program, with some visiting multiple times (UNC-Chapel Hill, Cornell, Colorado State), and designed their facilities based on VT's. In addition to innovation in facilities and programs, Dining led the nation in the implementation of the most comprehensive food safety program on a university campus – HACCP.

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