

## Shenandoah University Dining FAQ

Welcome to our frequently asked questions page. Here you will find quick answers to dining hall questions about operations, dietary guidance, and food safety.

If you would like to reach out to our team directly, please use the following contacts:

**Jeffrey Soloway, General Manager**

[soloway-jeffrey@aramark.com](mailto:soloway-jeffrey@aramark.com) | 540-664-3418

**Kevin Fleming, Executive Chef**

[fleming-kevin@aramark.com](mailto:fleming-kevin@aramark.com) | 540-277-7264

**Hanna Serrano, Registered Dietitian**

[serrano-hanna@aramark.com](mailto:serrano-hanna@aramark.com) | 540-568-5731

### **Operations**

- Who is our food service provider?
  - Aramark Collegiate Hospitality has been proud to serve Shenandoah University since fall semester 2024.
- Is there a posted daily menu somewhere?
  - The menu is posted daily for each meal period on our website under [Locations and Menus](#).
- How does meal exchange work and what can I get for my swipe?
  - [Meal Plan 101](#)
  - [Meal Exchange Options](#)
- How do I find a manager or supervisor in a dining location?
  - Managers and Supervisors wear RED or are dressed in business attire. You may also ask a cashier or staff member to speak to a manager and they will get their attention for you.
- Why was a new coffee machine installed at Allen Dining Hall?
  - Based on student feedback, two new machines have been installed to provide hot chocolate and iced espresso drinks along with even more beverage choices.
- When dining at Allen, how do I get a larger portion of what is being served?

- Portioning has been addressed with our staff to ensure they are providing additional portions upon request. If a staff member does not provide adequate servings, please bring this to a manager or supervisor's attention.
- Can I bring food from Brandt to Allen and join my friends without paying to enter Allen
  - Yes, you can bring in food, but if you want additional food or drinks you will need to swipe or purchase.
- How can students and guests provide feedback?
  - There are many ways we gather feedback from our guests.
    - In person, find or ask for a manager or supervisor on the floor.
    - Take the [Your Voice Counts Survey](#) which comes to us in real time. We use these surveys to make quick changes in our dining locations.
    - Provide suggestions on our Napkin Talk wall in Allen Dining Hall.
    - Email our General Manager, Jeff Soloway, at [Soloway-jeffrey@aramark.com](mailto:Soloway-jeffrey@aramark.com)
- If I am unsatisfied with my meal, who do I talk to?
  - Please bring this to a manager or supervisor's attention. Managers and Supervisors wear RED or are dressed in business attire. Or you may reach out to our General Manager, Jeff Soloway, at [Soloway-jeffrey@aramark.com](mailto:Soloway-jeffrey@aramark.com).
- Why did Buzzin's change this year and is it going to open again?
  - Buzzin's was changed due to mechanical and structural issues. We are working on getting Buzzin's evaluated by an engineering company. As soon as we receive the evaluation, a decision will be made to determine what Buzzin's may become. This will be posted as soon as a decision is made.

### **Dietary Guidance**

- I have food allergies/intolerances or a special diet, what should I do to ensure my safety?
  - First, review and follow the steps on our [Health and Wellness](#) page.
  - Second, reach out to the following individuals to address and discuss your needs one on one:
    - General Manager, Jeffrey Soloway, [soloway-jeffrey@aramark.com](mailto:soloway-jeffrey@aramark.com)
    - Registered Dietitian, Hanna Serrano, [serrano-hanna@aramark.com](mailto:serrano-hanna@aramark.com)
- I have general questions regarding my diet and healthy eating. Can I speak with the dietitian?
  - Yes, Hanna can answer any questions you may have.

- I am Gluten Free- what options are there for me?
  - The True Balance station is available during every meal period, which prepares a whole meal made without the top 9 major allergens (fish, shellfish, milk, egg, soy, peanuts, tree nuts, sesame, wheat and gluten). We also have options made without gluten upon request at other stations like pizza and the grill.
  - If you would like further support, please reach out to Hanna Serrano, Registered Dietitian, to set up a virtual meeting to discuss your needs at [serrano-hanna@aramark.com](mailto:serrano-hanna@aramark.com)
  - To set up a one-on-one tour with our team to walk through your dining options, please reach out to our General Manager, Jeff Soloway, [Soloway-jeffrey@aramark.com](mailto:Soloway-jeffrey@aramark.com)

### **Food Safety**

- What does Shenandoah Dining do to ensure the safety of our food?
  - There are a wide range of inspections and programs used to ensure a safe dining experience for all:
    - Department of Health inspections
    - In depth 3<sup>rd</sup> party inspections
    - Managers who are ServSafe certified
    - Monthly Manager led Quality Assurance and Food Safety Audits
    - Regular food safety instruction for all associates
    - Regular allergy training
- Have there been medically verified cases of foodborne illnesses in our dining facilities this year? What should I do if I feel I have contracted a foodborne illness?
  - There have been no cases of foodborne illnesses diagnosed on campus this year. There are many viruses circulating through our community that have similar symptoms.
  - Those who believe they are suffering from a foodborne illness should seek medical assistance immediately as they can be severe and must be diagnosed and treated by a medical professional.
  - If you find yourself in this situation, please make sure that we are aware so we can provide appropriate support.
- Is there a pest control issue in the dining facilities, and if so what is being done about it?
  - There is not a pest control issue, and the University has pest control management on site weekly to inspect all dining service areas.
  - The pest control management company inspects and services all premises.
  - If someone sees a pest, we ask for immediate notification so we can respond as quickly and thoroughly as possible.