

SJC DINING EXPERIENCE

COMMUNICATIONS PACKAGE

Correct As Of 6 August 2020

**First Version 1 July 2020
(Direct questions and feedback to
edgarliao@yahoo.com)**

Introduction

- The Dining Experience Communications Package provides guidance to SJC residents on the communication of feedback and suggestions regarding different aspects of the meal plan and dining experience in SJC.
- This package (i) explains the different entities and groups of people who are involved in your meal plan and dining experience in SJC (ii) provides a diagram to show you who to contact regarding different kinds of questions, concerns, or feedback you may have during your stay in SJC (iii) explains the current steps involved in interacting with the server for your daily breakfast and dinner (Monday to Friday, and Sunday) (iv) addresses some frequently-asked questions
- This is a living document subject to update and revisions when necessary.

Explanation

- **SJC CULINARY SERVICES** (private, commercial vendor that provides the unique meal plan service for SJC)
 - Contact Point: Clarence Tay (sjc.chef@ubc.ca), Owner and Operator
- **SJC COLLEGE ADMINISTRATION** (manages the safety, experience, welfare of SJC residents)
 - Contact Point: Office Manager: Stacy Barber (stacy.barber@ubc.ca)

Explanation

- **SJC DINING COMMITTEE**

- Each year, a group of resident-volunteers forms a committee to facilitate the communal dining experience in SJC. The Chair(s) of the Committee will convene a meeting early in the fall to plan strategies and activities for the year. Resident-volunteers can step forward to help out during this meeting, or at any time.
- The current co-chairs of this committee are: Stanley Chia (stanley.chia95@gmail.com) and Edgar Liao (edgarliao@yahoo.com)

Explanation

- **SJC DINING SOCIETY (SJCDS)**

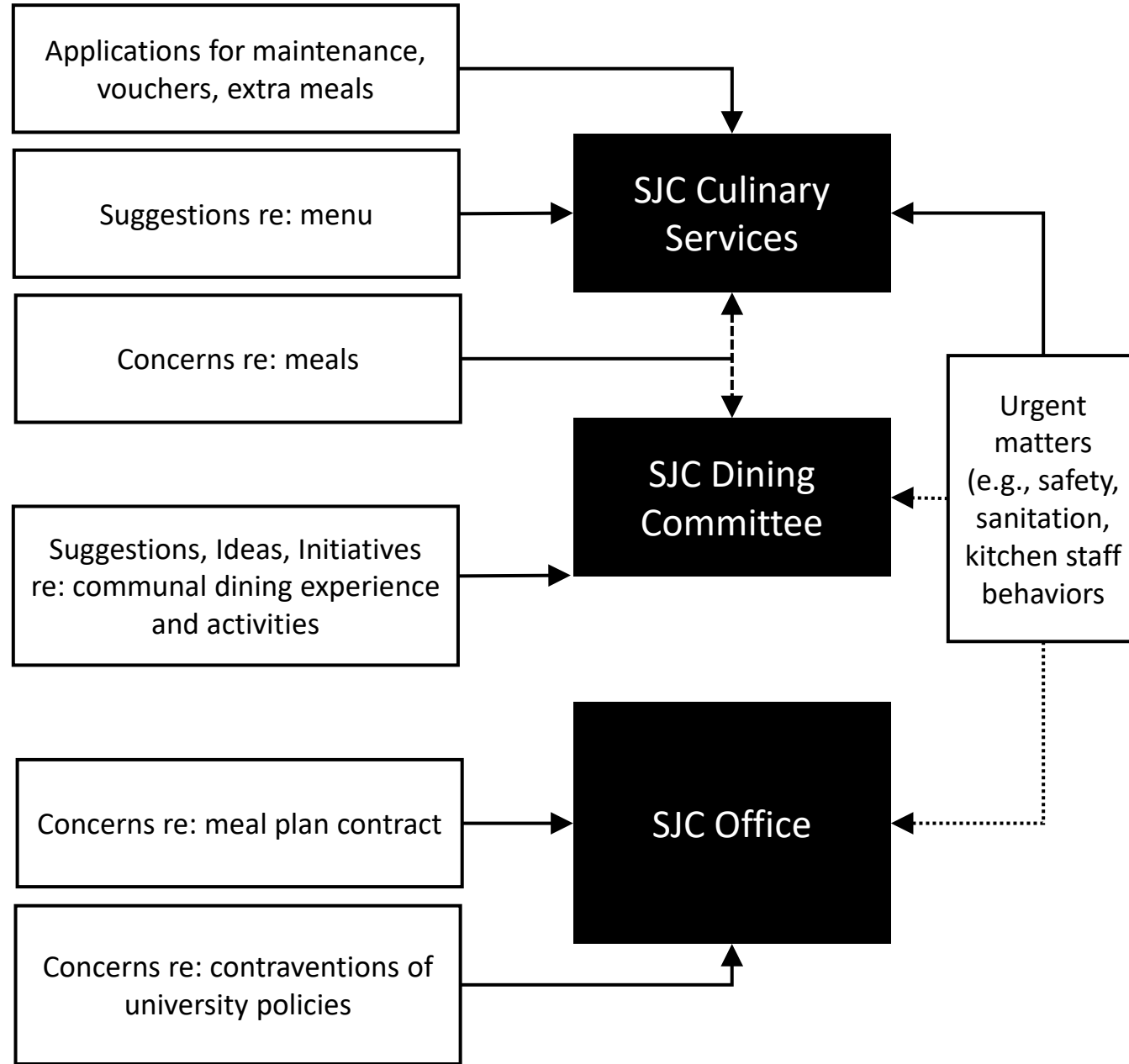
- This is a non-profit organization registered with the B.C. Registry of Societies
- The SJC DS is run and managed by the SJC Dining Society Board (See next slide)

Explanation

- **SJC DINING SOCIETY BOARD** (governs the contractual, legal, and financial relationship between the SJC College Administration and SJC Culinary Services)
 - The Board comprises of appointees of the SJC College Administration and other persons with relevant expertise
 - The Board may invite resident(s) to be observer(s) at Board meetings
 - Contact Points: SJC Principal (sjc.principal@ubc.ca)

WHO TO CONTACT REGARDING MEAL PLAN AND DINING

- Contact Directly →
- Contact Either - - - - - →
- Copy (CC) to ······ →



SERVERY INTERACTION PROCESS (BREAKFAST AND DINNER) IN LINE WITH COVID-19 GUIDELINES



Please wait here until the server asks you to enter (only 1 resident in the servery at a time)



Get a box of salad (in a disposable container)



Firmly hold your tray and push it slightly forward to allow the server to ladle food onto your tray. Please do not place your tray on any part of the serving unit.



Proceed down the line for the rest of your course



Get a bowl of soup at the end of the line and your choice of fruit or dessert (if available)



Request for your choice of beverage, which will be poured into your own mug.



Help yourself to the napkins placed outside the servery



Enjoy Your Meal! (Dine-In or Take-Out)



Frequently-Asked Questions

- **Can I stay in SJC without being on the Meal Plan?**
 - Being a participant in the meal plan is mandatory in the SJC Residency Contract
 - SJC residents stay in SJC because they value being part of our communal dining experience. The meal plan service provided by SJC Culinary Services, which is unique for the diversity and multicultural emphasis of the dinner menu, is the cornerstone of this experience.
 - Prospective Residents are strongly advised to understand SJC Culinary Services' meal plan policies and menu before committing to residency in SJC (<https://stjohns.ubc.ca/sjc-culinary-services/>).

Frequently-Asked Questions

- **How Do I Join the SJC Dining Committee?**

- The Dining Committee will hold meetings throughout the year. Residents who are interested in joining are encouraged to attend.
- Residents can also join the Committee as volunteers to help in its activities and programs at any time throughout the year.
- The Committee Does Not
 - Make Policies or Decisions for SJC Culinary Services
 - Make Decisions regarding the Meal Plan Contract, including the meal plan fees

Frequently-Asked Questions

- **What does the Dining Committee do?**
 - Facilitate the Communal Dining Experience in SJC
 - Serve as one of the many channels for feedback and communication between SJC residents, SJC Culinary Services, and the Dining Society Board
 - Organize Activities and Initiatives in pursuit of the vision of “The World Around our Table”

FAQ

- **If I am sick and unwell, can I have my meals delivered to my room?**
 - If you find that you are sick with symptoms that could be infectious, we request that you stay in your room for the duration of your symptoms. Please ask to be placed on the meal delivery service on a temporary basis. To do so, contact the Dining Committee.
 - Since Covid-19, the SJC Dining Committee has been operating a volunteer-run meal delivery service to send meals to residents who are sick, have symptoms related to Covid-19, or are required to quarantine. This service is expected to continue in the immediate future, subject to further notice and the availability of resident-volunteers

FAQ

- **I heard that I can apply to get a voucher in lieu of missed meals?**
 - SJC Culinary Services extends a privilege to SJC residents where SJC residents can apply for vouchers in lieu of missed meals.
 - These vouchers can then be used by residents to apply for an extra meal on another day or bring guests for dinner. Currently, SJC Culinary Services is not accepting guest or alumni reservations, until Covid-19 health restrictions are lifted.

FAQ

- **Can I sell/trade/exchange my vouchers?**

- No. Vouchers are meant to be used by the resident to whom the vouchers were issued (as indicated by the name and room number on the voucher). The vouchers are non-transferable.
- The voucher system is a privilege extended by SJC Culinary Services, which reserves the right to alter its policies at its discretion.
- During Covid-19, SJC Culinary Services will only serve residents. Their guests, colleagues, and SJC alumni currently cannot come for meals at SJC.

FAQ

- **What is the difference between the yellow and the green voucher?**
 - Residents will be issued a new green version of the voucher from September 2020 onwards. SJC Culinary Services will enforce the non-transferability of these vouchers.
 - This will allow SJC Culinary Services to better ensure the safety and comfort of residents, to manage costs, and to encourage residents to participate in communal dining.
 - The yellow vouchers that were in circulation up to August 2020 will still be honoured and SJC Culinary Services has agreed not to enforce the non-transferability of these yellow vouchers.

- Previous Yellow Voucher (Out of Circulation on 31 August 2020 – can still be used by any resident thereafter)



- New Green (In Use from 1 September 2020 onwards – can be used only by the resident to whom the voucher is issued)



FAQ

- **Who Makes the Decisions Regarding the Contract with SJC Culinary Services and Meal Plan Increases?**
 - Each year, the Dining Society Board reviews the meal plan fees and makes a decision on whether to increase the meal plan fees, or keep them at the current rate, for the next contract.
 - Residents will not be subject to increases during their current contract.
 - The volunteer-run Dining Committee and its volunteers do not make decisions about the meal plan and the contract between SJC and SJC Culinary Services