

SJC DINING EXPERIENCE

COMMUNICATIONS PACKAGE

Current Version 29 August 2021

Second Version 1 May 2021

First Version 1 July 2020

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 SERVICE** (private, commercial vendor that provides the unique meal plan service for SJC)
 - Contact Point: Clarence Tay (sjc.chef@ubc.ca), Owner and Operator
 - Alternative Contact: Syaiful Anwar, Executive Chef (chef@sjcculinaryservice.ca)
- **SJC COLLEGE ADMINISTRATION** (manages the safety, experience, welfare of SJC residents)
 - Contact Point: Office Manager: Stacy Barber (stacy.barber@ubc.ca)
 - Feedback form: <https://stjohns.ubc.ca/resident-feedback/>

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.

Explanation

- **SJC DINING SOCIETY (SJCDS)**

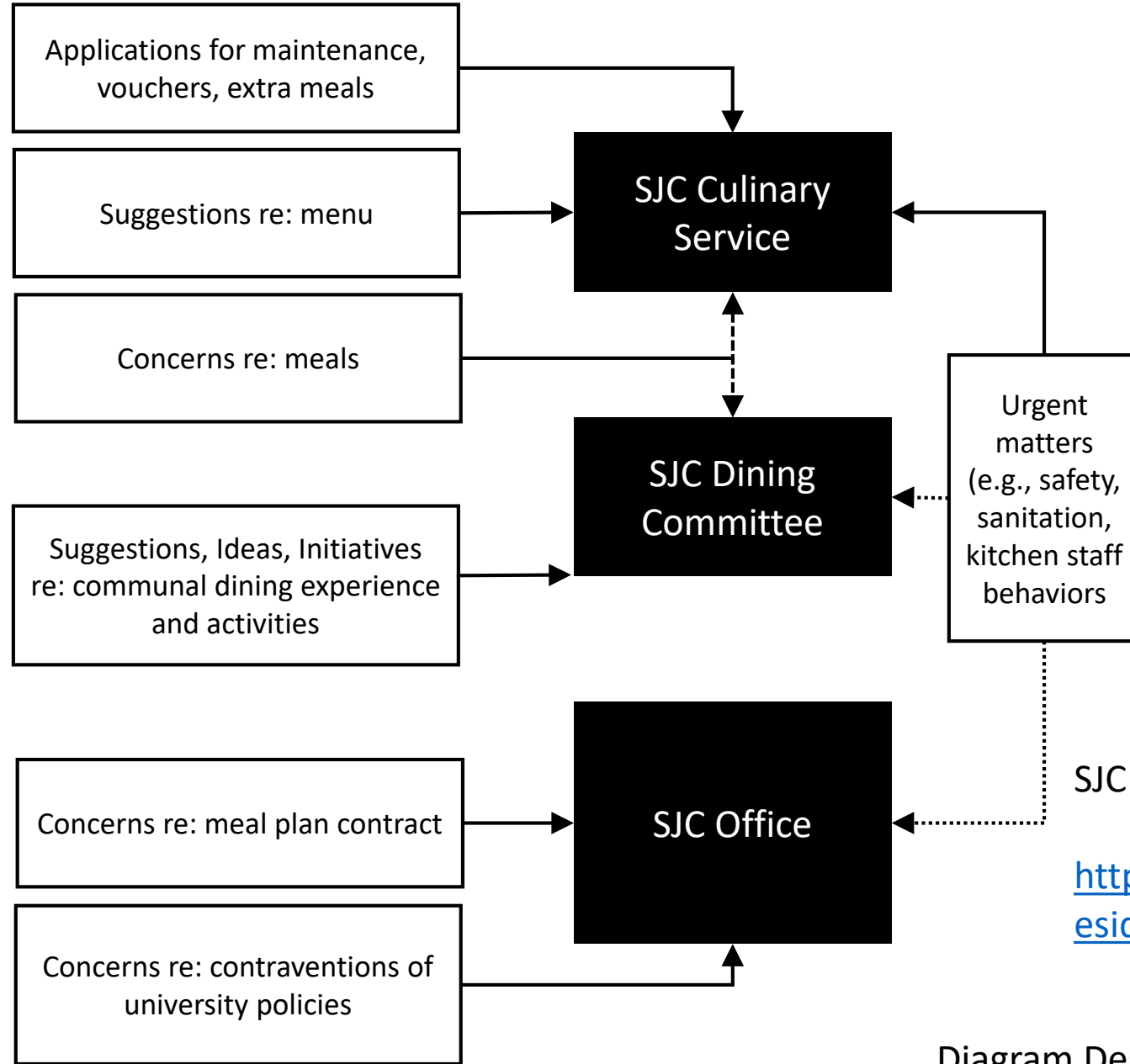
- This is a non-profit organization registered with the B.C. Registry of Societies
- The SJC DS is run and managed by the SJC Dining Society Board (See next slide)

Explanation

- **SJC DINING SOCIETY BOARD** (governs the contractual, legal, and financial relationship between the SJC College Administration and SJC Culinary Service)
 - 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 ······ →



SJC Feedback Form:
<https://stjohns.ubc.ca/resident-feedback/>

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. The vision of “the World Around our Table” is the cornerstone of SJC residential experience.
 - SJC residents stay in SJC because they value being part of our communal dining experience. The meal plan service provided by SJC Culinary Service is unique for the diversity and multicultural emphasis of the dinner menu – we want to have the world on our table.
 - Prospective Residents are strongly advised to understand SJC Culinary Service’ 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 Service
 - 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 Service, 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 Meal Delivery Service (current contact: edgarliao@yahoo.com).
 - 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 new residents who 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 Service 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 Service is not accepting guest or alumni reservations, until Covid-19 health restrictions are lifted.

FAQ

- **How do I get a voucher?**

- Apply using the voucher application form available in the Dining Hall and Mailroom at least 1 working day before the dinner you will miss.
- The conditions of use are all clearly stated on the voucher.
- Saturdays and Sundays are not considered working days – hence applications for vouchers for dinners to be missed on Sunday or Mondays should be made by Friday morning.

FAQ

- **How do I use a voucher?**

- You may use a voucher to (1) get an extra meal for yourself or (2) to invite a guest to dinner (this is currently not allowed under the college's Covid-19 policies)
- You must notify Mr Clarence Tay, the owner of SJC Culinary Service (sjc.chef@ubc.ca) at least 1 working day before the day you want to use the voucher (Saturdays and Sundays are not working days).

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 Service, which reserves the right to alter its policies at its discretion.
- During Covid-19, SJC Culinary Service will only serve residents. Their guests, colleagues, and SJC alumni currently cannot come for meals at SJC.

FAQ

- **What are the two kinds of vouchers currently in circulation?**
 - The current version of the voucher being used is green and non-transferable.



- A previous yellow version that was in circulation before September 2020 will still be honoured.



FAQ

- **Who Makes the Decisions Regarding the Contract with SJC Culinary Service 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 Service.