

OrderIT

Michigan State University

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MSU Culinary Services

Culinary Services at MSU

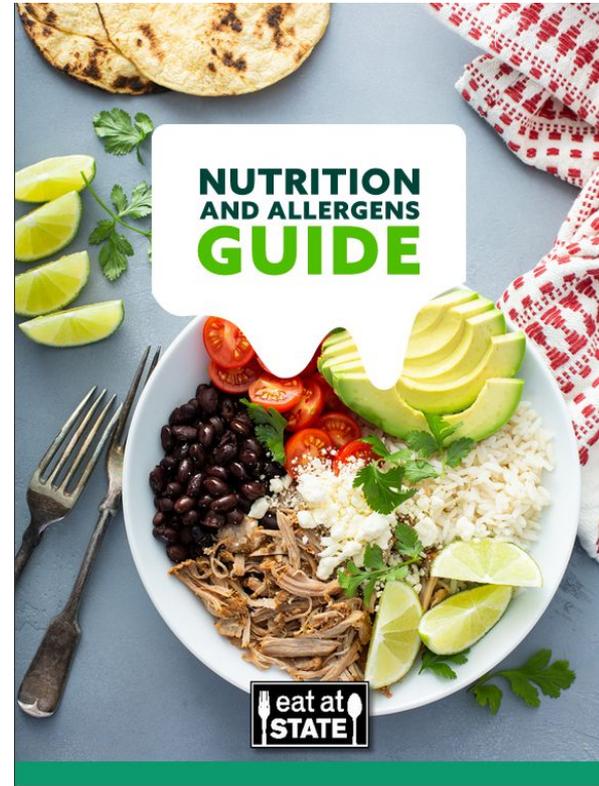


- 51K total students; approximately 16K live on campus
- 7 residential all-you-care-to-eat dining halls
- 2 grab 'n go and mobile ordering dining halls
- 1 Market + 12 retail locations
- 2 full-service Starbucks + retail branded concepts (Subway, Panera, Panda Express)
- Concessions
- Support Services: Bakery, Food Stores (procurement and warehouse), Linen Services
- Catering & Events
- Student Organic Farm



Dietary Restrictions at MSU

- 1:6 students report a dietary restriction
- Wheat/Gluten, Peanuts and Tree Nuts are top reported
- Multiple allergens and allergies not within the Major 9 are becoming more prevalent: 36% of total inquires in the past year



[Go.msu.edu/dietaryguide](https://go.msu.edu/dietaryguide)

Dietary Accommodations at MSU

- Allergen conscious stations
- 3 nut-conscious dining halls and nut-conscious bakery
- Made-to-flow service
- Ingredients and allergens indicated on menus, online and grab 'n go containers
- Team member training
- Thrive
- OrderIT



THRIVE
 — Dine Allergen Free —



Garlic Breadsticks

Contains: Soy, Wheat/Gluten

Grilled Chicken Breast



Pasta

Contains: Eggs, Wheat/Gluten

Boneless Pit Ham

Contains: Pork



Fire and Ice Sauce

Contains: Alcohol, Milk, Wheat/Gluten



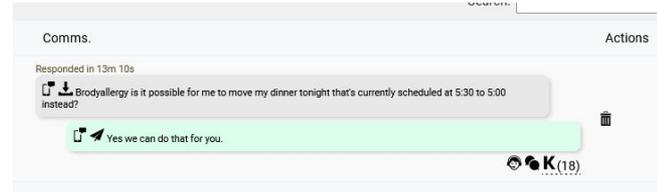
Pomodoro Sauce

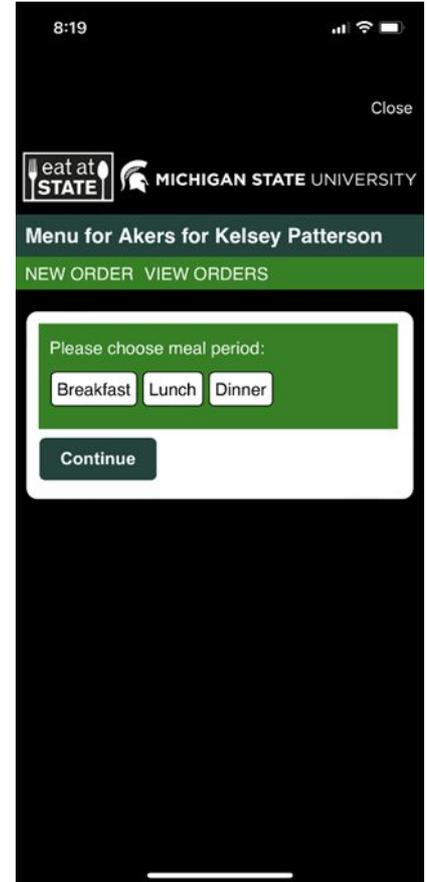
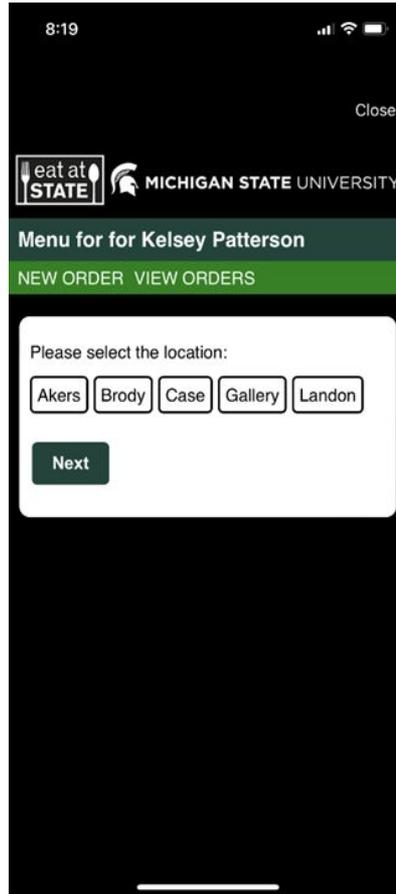
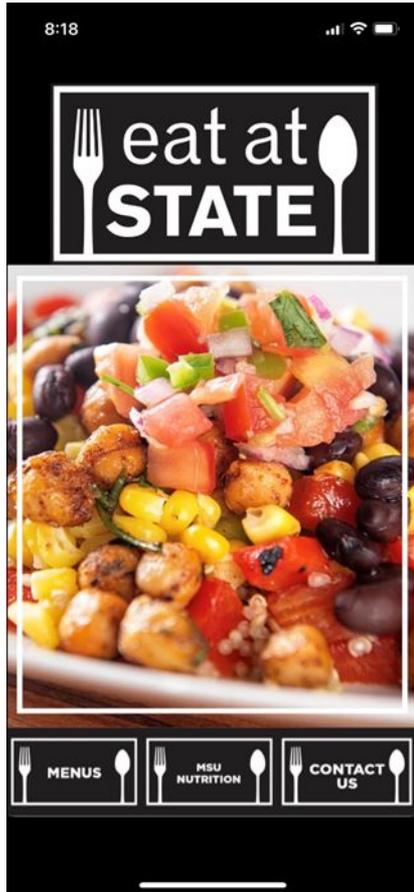
OrderIT at MSU

- Increase in complexity of individuals with documented dietary needs
- Large campus and not always easy to access Thrive, or allergens fall outside of the Major 9
- Email ordering creates issues:
 - Team members change
 - Students misunderstanding the menu = allergic reactions
 - Long email threads
 - Student inconsistent ordering patterns
 - Last minute menu changes
 - Students and team members not checking their email

OrderIT Solution

- Mobile ordering app
- Student profile, including allergens and any static notes
- Student user agreement
- Students and team members communicate through the app and text messaging
- Ordering cut offs
- Standard, static menu with the option for notes
- Management portal so all orders and communication can be tracked and recorded
- Recipe Numbers print for internal kitchen use





8:19 Close

eat at STATE MICHIGAN STATE UNIVERSITY

Menu for Akers for Kelsey Patterson

NEW ORDER VIEW ORDERS

Please choose meal period:

Breakfast **Lunch** Dinner

Choose your pick-up time:

11:00 a.m. 11:15 a.m. 11:30 a.m.

11:45 a.m. 12:00 p.m. 12:15 p.m.

12:30 p.m. 12:45 p.m. 1:00 p.m.

1:15 p.m.

1:30 p.m. 1:45 p.m. 2:00 p.m.

2:15 p.m. 2:30 p.m. 2:45 p.m.

8:19 Close

eat at STATE MICHIGAN STATE UNIVERSITY

Menu for Akers for Kelsey Patterson

NEW ORDER VIEW ORDERS

Choose Lunch Option:

Grill **Sandwich/Wrap** Bowl/Plate

SUBMIT

8:20 Close

NEW ORDER VIEW ORDERS

Choose Lunch Option:

Grill **Sandwich/Wrap** Bowl/Plate

Choose Starch:

Red Lentil Pasta Steamed Rice Quinoa

Oven Roasted Red Skin Potatoes

Choose Protein: (can choose 2)

Grilled Chicken Breast Bacon

Ground Beef Herb Grilled Tofu

Black Beans

Choose Veg/Toppings:

Vegetable Stir Fry Blend Broccoli

Red Onions Carrots Spinach

Mushrooms Tomatoes

8:20 Close

eat at STATE MICHIGAN STATE UNIVERSITY

Menu for Akers for Kelsey Patterson

NEW ORDER VIEW ORDERS

Thank you, your feedback as **Kelsey Patterson | Akers** has successfully been saved on the system.



Standard Menu

This order is for the day AFTER the date listed below.

Response Captured:	04/13/2024 07:51:13 AM UTC-4
Student:	
E-mail Address:	
Mobile Number:	
Allergens:	
Location:	

MENU PAGE

Meal Period:	Dinner
Brody - Dinner	Brody530pm

DINNER

Dinner Option:	Grill
Bread Grill	298116 Bun Burger 4** GF Udis
Protein Grill	2947 Chicken Breast Grilled - 2947
Toppings Grill	205550 Cheese American Kraft 5# 214940 Pickle Dill Chip 239495 Onion Red Jumbo 25# 220058 Tomato Sliced 1/4** 220348 Lettuce Leaf
Condiments Grill	640770 Dressing Mayonnaise PC 641003 Dressing Ranch 1.5oz
Lunch Sides	East 9030 Potato Red Skin Oven Roasted - 9030
comment	No pepper please

Name (printed): _____

Initials: _____

OrderIT: Things to Consider

- Ordering cut off time
- Static menu versus rotating or specials
- Designated managers to communicate
- Order communication to staff
- Meal pick up process
- Missed or late meal pick up policy and communication



Questions?

Thank you!

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