



Executive Summary

University of Richmond Dining Services



Our Mission

Nourish a global community.

The University of Richmond's award-winning dining services program is ranked the #9 dining services program in the country by the Princeton Review. Independently managed, we strive to offer an unrivaled culinary experience every day. More than a meal, our high standards of professionalism are focused on the well-being of our students, communities that can be created around food, and fueling the pursuits of an ambitious and engaged campus.

Our three areas of focus are: Excellence, Healthy Dining, and Sustainability.

Excellence

Our mission is to provide excellence: excellent culinary experiences, excellent events and educational opportunities, and excellent customer service.

Our professional culinary and administrative teams strive to offer the very best food and service experience for our campus community and guests. Daily meals, pop-up events, and educational opportunities to learn more about food and culture, all add to the experience. Memories made in D-hall, conversations over coffee, ideas and insights shared with a meal—food and excellence are central to them all.

Healthy Dining

Every menu created at the University of Richmond balances deliciousness with nutrition. Our dietitians and chefs work closely to plan menus that offer traditional favorites, variety, and occasionally, adventure. Each semester we offer over 25 special events to entertain and educate students on the cultural, environmental, and personal impact that food can have in their lives.

Our goal is to nourish while teaching students to “eat smart”; encouraging them to make healthy choices and take a holistic approach to their relationship with food.

Sustainability

Sustainability is woven throughout Dining Service's mission to nourish the University of Richmond campus community. From green purchasing, efficient storage, and thoughtful food preparation processes to waste reduction, recycling, and environmentally sound cleaning practices, we remain focused on being good stewards of our institutional resources and strive to be leaders in these efforts within our industry.

University of Richmond Dining Services is a proud and active member of the National Association of College & University Food Services (NACUFS).

Business Snapshot

11th

Best Campus Food
2023 Princeton Review

25+

Special dining events
and educational programs
each semester



Food service
operational on
campus each day
between
7 a.m. and midnight

94%

Retail orders placed
via Grubhub

1,800

Catered Events



20

tons of HDC waste
composted during the
2022 spring semester

	Hours	2022-23 Customers	2021-22 Customers
HDC	Monday-Sunday	874,358	648,030
ETC	Monday-Sunday	186,879	197,468
Tyler's	Sunday-Friday	134,127	157,078
Catering	Monday-Sunday	107,084	84,072
8:15 at Boatwright	Monday-Sunday	146,619	142,086
Organic Krush	Monday-Sunday	52,554	53,075
Passport Cafe	Monday-Friday	90,868	92,737
Concessions	Sunday-Saturday	45,108	39,624
The Cellar	Wednesday	60,200	22,570
Lou's	Monday-Friday, limited hours	40,483	28,766
Dean's Den	Thursday-Sunday evenings only	18,295	18,263

Figures do not include administrative overhead data.

MEAL PLANS	September 2023**	2022
Spider Plus Unlimited	318	296
Spider Unlimited	1893	1916
Spider 40	472	356
Spider Blue	110	48
Spider Red	80	53
TOTAL	2873	2669

** current as of 9/13/23.



Our Locations

Heilman Dining Center

Affectionately called D-Hall or HDC, this award-winning operation is the campus's all-you-care-to-eat dining facility and popular gathering place. Healthy and fresh choices begin in the morning with cooked-to-order omelets and eggs, breakfast bars, and freshly baked treats. For lunch and dinner, a myriad of options satisfies carnivores, vegetarians, and vegans alike. Opportunities for customization are reflected in the numerous made-to-order stations, hot and cold deli selections, and international offerings. Traditional favorites, brick-oven pizza, and delectable desserts also tantalize customers.

Each year, the staff in the Heilman Dining Center put together a calendar of events for the University community to enjoy. From thematic dinners, such as the Welcome Back Luau, to observation of cultural celebrations, such as the [Latinx Heritage Month Dinner](#) and the Black History Month Dinner, you can find a special celebratory menu at least once a month throughout the academic year. In addition, pop-up events expose diners to new recipes or interesting foods like Caprese Plates made with local Hanover Tomatoes in the fall and "Make Your Own" Boba Tea in the spring.

Recently, HDC began offering a new Live @ D-Hall series, featuring a live performance during the dinner hour once or twice each semester. So far, the schedule has included a local ukelele player, a beatbox artist from New York, and the campus jazz band.

There is something for everyone in D-Hall.



Retail Locations

The Cellar

Tyler Haynes Commons

The Cellar is the campus gastro pub offering a variety of appetizers, sandwiches, pasta, pizza, entrees, beverages, and desserts, as well as an extensive carryout menu. For those of legal age, beer and wine are available. The Cellar also features karaoke and sporting events on the big screen TV.

Dean's Den

Whitehurst

A mini convenience store with a maxi supply of snacks and beverages. Located in Whitehurst on the Richmond side of campus, it is the perfect solution for late night snacking needs.

Eight-Fifteen at Boatwright

Boatwright Memorial Library

A full-service coffee shop featuring La Colombe coffee and signature beverages. The emphasis on local is evident in the variety of grab-and-go foods, retail items, baked goods, milk, and house-made specials.



ETC

Heilman Center

The University's main convenience store is located in the lobby of Heilman Dining Center. It is fully stocked with freshly made coffee, snacks, beverages, frozen and refrigerated items, groceries, and health and beauty items. ETC also features made-in-Virginia products, Boar's Head deli meats and cheeses, and fresh produce.

Lou's

Queally Hall, Robins School of Business

Lou's is the place to go for a quick breakfast of assorted pastries, juice and fruit, and fresh coffee. For lunch, choose from a full selection of grab-and-go gourmet sandwiches, crisp made-to-order salads, hearty soups, assorted snacks, and beverages.

Organic Krush

Well-Being Center

All-organic selections range from breakfast and brunch specialties to salads, bowls, entrees, smoothies, and bakery items as well as gluten-free, dairy-free, and vegan choices. Organic Krush is a nationally recognized, alumna-owned brand with a menu crafted from ingredients free of pesticides, GMOs, and hormones. In 2022, Organic Krush won gold in the NACUFS Loyal E. Horton Dining Awards and took home the Grand Prize for Retail Sales - Single Concept.

Passport Cafe

Carole Weinstein International Center

Passport Cafe serves up global flare and flavor! The morning menu includes hot breakfast sandwiches, assorted breads and bagels, and locally roasted coffee. International selections are available for breakfast and lunch, including weekly specials, vegan and vegetarian entree options, made-to-order paninis, fresh salads, sushi, and snacks. Passport Cafe is currently under renovation and scheduled to reopen in February 2024.

Tyler's

Tyler Haynes Commons

Grab-and-go or dine-in and enjoy what is arguably the best view of Westhampton Lake. Variety is key at Tyler's, with a daily menu that includes traditional and specialty breakfast selections, flavorful wraps, burgers and grilled items, freshly prepared salads, snacks, smoothies, and gluten-free desserts.

Concessions

Dining Services manages concessions at athletic events on campus, including football, men's and women's basketball, men's and women's lacrosse, baseball, soccer, and field hockey.



nourish

Eating Smart at the University of Richmond®

Nutrition Services

Dining Services strives to provide students, staff, faculty, and guests with a wide variety of nutritious and enjoyable food selections daily. Whether there are special diet needs or students are trying to maintain a balanced approach to eating, Nutrition Services staff can provide the information and support the community needs to stay on track.

NOURISH is the brand that represents all things nutritious, from the services of our two registered dietitians, to programs, events, and learning opportunities around healthy choices. Built upon the pride that our students take in intellectual pursuits, we refer to “eating smart” because being “smart” resonates with our student population. All of Dining Services strives to nourish the body and minds of our students with offerings and opportunities to fully embrace a healthy and fun approach to food.

Demonstration Kitchen

Located in the Well-Being Center, the Demonstration Kitchen is committed to helping students build strong nutrition habits and create a culture of health and wellness through cooking demonstrations and classes. These programs encourage and promote healthy eating with fresh, minimally processed ingredients while also building community among students, staff, and faculty.

Through the Cooking Basics series, held each Wednesday and Friday during the academic year, participants are empowered to make balanced food choices, understand good nutrition practices, and learn cooking techniques. A Lunch & Learn series is held each Thursday for faculty and staff to enjoy a fresh new recipe, from prep to plate. Additional programs, such as information tables and tastings, are held regularly each month. Demonstrations are taught by the UR registered dietitians, UR chefs and guest chefs from the Richmond area.

Nutrislice

Nutrislice powers our online menus and is also available as a convenient mobile app. Dining Services menus, both online and on the app, provide nutrition information, ingredient lists, and allergens for all food made on campus. Users can also filter out foods by allergen or dietary need, as well as use the nutrition calculator to tabulate the nutritional makeup of a meal.

FARE

A special diets kitchen in the newly renovated servery of the Heilman Dining Center, [FARE](#) offers an allergen-aware area for students with dietary concerns.



Catering Services

University Catering's services are available to the entire campus community as well as to guests of the University of Richmond. We can accommodate numerous types and sizes of events, from coffee serving for a small meeting, to seated meals for large conferences. Throughout the academic year, catering hosts an average of 1,800 events.

In 2022, the catering team managed a full three days of events for the Inauguration of President Hallock, including 1,500 boxed lunches, two dinners in the backyard of the President's home, and various receptions and smaller celebrations. They received a Gold NACUFS Loyal E. Horton award in Catering Special Event for their efforts.

Events & Support Services

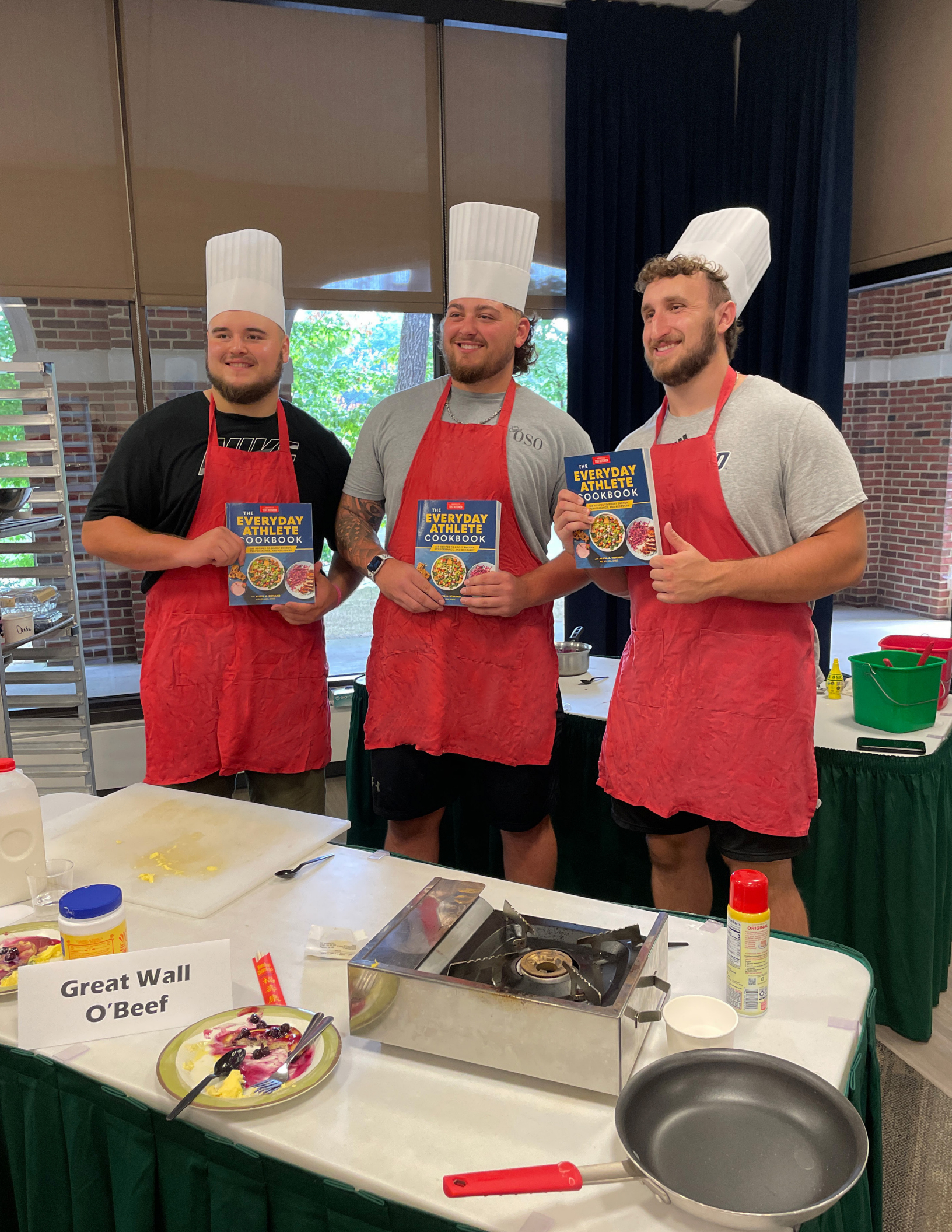
The mission of the Events and Support Services team is to provide innovative and efficient services, ensure excellence, and maintain high levels of satisfaction for students, faculty, staff, and guests with exemplary customer service and sound financial practices.

The Events Team consists of key players in maintaining and administering the Event Management System (EMS) to facilitate scheduling operations at the University. EMS is a facility and event management software application that powers the Centralized Scheduling Service (CSS), a web-based scheduling portal for faculty, staff, and students. This comprehensive system of record for all non-academic scheduling on campus helps to coordinate the many services such as catering and multimedia support that make every event a memorable one.

This team is also responsible for the coordination and oversight of all campus events programming. The Support Services Team is responsible for the general set up and break down of campus events, but also manages residence hall, apartment, and office furnishings. Together, the Events and Support Services Office is an integral piece in both day-to-day campus operations and all campus events.

Marketing

Marketing promotes events, specials, services, and more across all dining locations and programs. Working daily with the culinary team, managers, and leadership team, marketing manages menu boards, the departmental website, signage, publications, and social media. We gather feedback from the campus community using several channels, including URHeard, our online comment form, Text N Tell, a texting platform available in the Heilman Dining Center, and social media engagement. We participate in the Dining Services Student Advisory Group meetings, as well as work with campus partners on special projects and event promotion. We also manage award submissions and media relations.



Campus Partnerships

Dining Services is more than a meal. Across campus we partner with other departments and services to educate and engage students through a variety of programs, both inside and outside the dining hall.

Athletics

Our dietitians work with individual teams to educate athletes on sport nutrition and balanced approaches to fueling their bodies. To further engage students, we host cooking competitions to give athletes hands-on opportunities to put their nutrition training into practice. We also provide a high-protein Spider Breakfast on weekend mornings just for student athletes, as well as breakfast and lunch bags for away-game travel days.

Academics

Hundreds of events each year are catered by our catering services team, including academic event receptions, special meals for meetings, and more. Our culinary team also partners with the Office of International Education for the annual International Education Week and [International Dinner](#).

Chaplaincy

Staff within the Office of the Chaplaincy advise our team on religious holidays that require special foods, such as Ramadan and Rosh Hashannah. The Chaplaincy are excellent partners in helping our department enhance students cultural understanding through food.

Center for Student Involvement & Student Center for Equity and Inclusion

Staff and student representatives with the Center for Student Involvement (CSI) and the Center for Student Equity and Inclusion work with Dining staff on Heilman Dining Center events each year. Both offices work with our team on the creation of authentic menus and culturally appropriate approaches to celebrating different groups on campus.

UR Well

Dining Services works with UR Well for both student and staff wellness in relation to nutrition, healthy approaches to food, and general wellness. With offices located just around the corner from Organic Krush in the Well-Being Center, the UR Well staff are wonderful partners in fulfilling our goals of healthy dining, realizing that choices our students make now are choices they will make in the future.

Office of Sustainability and ReThink Waste

Through our sustainability efforts, we teach students about supporting the local economy, recycling, composting, and making sustainable food choices. In cooperation with the Office of Sustainability, we initiated many measures to encourage sustainability such as buying local, purchasing sustainability sourced seafood, using green cleaning via the Apex Warewashing Program, composting or recycling waste products, as well as giving back to the community through collaboration with the Central Virginia Foodbank and Caritas. ReThink Waste are our partners in composting and recycling and help us conduct waste studies and awareness events.



Our People

Dining Services employs over 200 staff across campus, from a variety of culinary backgrounds. Our team provides delicious, satisfying meals and a caring and nurturing environment that fuels the Spider Nation!

Dining Services is a close-knit campus community, serving in their roles daily from 4 a.m. until well after midnight. We feed 91% of our students for their entire four years at UR and our staff come to know them and care about their well-being and success.

Staff who start as utility personnel or cashiers, often follow their ambitions to move up the ranks to line staff, cooks, and even managers. Many of our staff stay with Dining Services for decades and are valued by our students as their family away from home.

Dining Services offers many opportunities for students to work on campus. Schedules and jobs vary with each dining location, and managers work closely with their student staffs to prioritize the commitment to their studies. Many students who start working for Dining Services their first year continue through to graduation.

We Stand Out

Simply put, we stand out because of our people and the programs that we run. We are recognized by the Princeton Review as one of the best dining programs in the country and have garnered many awards from NACUFS and other organizations. Each Dining Services location is constantly challenging itself to do more and our awards are a reflection of a dedicated staff whose daily goal is to offer high-quality food, excellent customer service, and thoughtful sustainability practices.

2023

- Ranked #11 for Best Campus Food by the Princeton Review
- NACUFS Loyal E. Horton Dining Award, Gold Prize, Catering Special Event
- NACUFS Loyal E. Horton Dining Award, Gold Prize, Residential Dining Facility
- American Culinary Federation Silver Medal, Chef Culinary Conference Team Competition
- NACUFS Regional Culinary Challenge, Bronze Medal

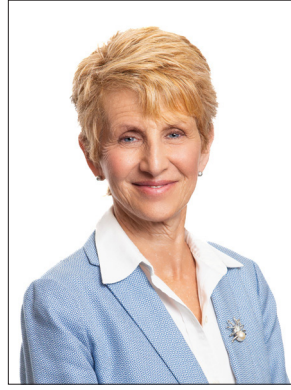
2022

- Ranked #9 for Best Campus Food by the Princeton Review
- NACUFS Grand Prize in Retail Sales - Single Concept, Organic Krush
- NACUFS Loyal E. Horton Dining Award, Gold Prize, Retail Sales, Single Concept, Organic Krush
- American Culinary Federation Silver Medal, Chef Culinary Conference Team Competition
- NACUFS Distinguished Service Award, Terry Baker, Regional Ambassador

2021

- Ranked #14 for Best Food by the Princeton Review

Leadership Team



Theresa Baker
Executive Director of Dining Services



Rich Jacobs
Director of Retail Operations



Tyler Betzhold
Executive Chef



Karen Hensley
Senior Registered Dietitian



Kirsten McKinney
Director of Marketing for Campus Operations



Caroline Kirkland Reynolds
Director of Event & Support Services



Vincent Savage
Director of Residential Dining

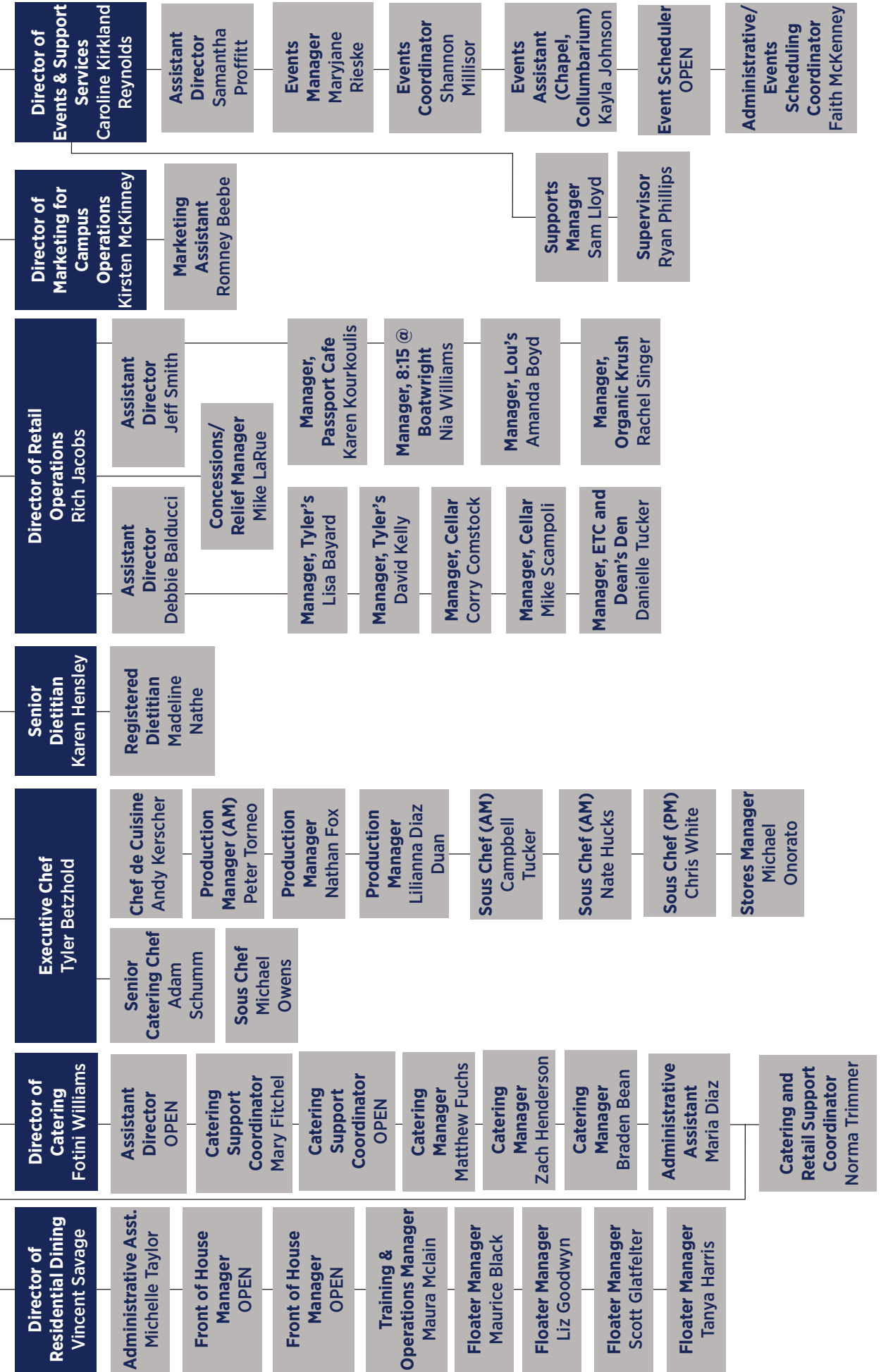


Fotini Williams
Director of Catering Services

Updated 12/19/23

Terry Baker Executive Director of Dining Services

Office & Catering Specialist Crissy Poindexter





Dining Services

dining.richmond.edu