



Wayne State Dining FAQ for Fall 2020

Wayne State Dining is open to safely serve students on campus with dining locations offering hot meals, beverages, snacks, grab and go, and more. Please review this document frequently as it will be continually updated as new information becomes available.

When are fall meal plans activated?

Meal plans are now active. If you have yet to sign up for a meal plan, it will be processed within 24 hours each business day, except for Friday after 12 pm it will not be processed until the following business day. University holidays will also delay processing.

When will the residential dining halls open for fall semester?

Towers Café is open. Visit www.dining.wayne.edu for hours of operation.

When will all other dining locations open for fall semester?

Fall 2020 dining locations are open. Visit www.dining.wayne.edu for locations and hours of operation.

Will there be any changes to meal plan options?

Yes! We have updated and right sized our meal plans for optimal value. Visit www.dining.wayne.edu to view all our new meal plan options for residence hall residents, apartment residents, commuters, faculty, and staff. Students may bill to student account or purchase with credit/debit. Faculty and staff members may purchase with credit/debit.

Will I still have five guest meals with my meal plan?

Yes, resident meal plans still include five guest meals per semester. Some examples of how students can still use their guest meals include using them for their own meals if they are running low on meal swipes for the week, using them for resident friends that might be running low on meal swipes, or treating a commuter friend to a meal in the residential restaurants. All customers in our dining halls must be Wayne State students, faculty, or staff with OneCards. Guest meals are complimentary and not factored into total meals available when pricing resident meal plans.

New this year, we have teamed up with Wayne State Housing and The W Food Pantry to create the Warrior Meal Share Program. Students may donate up to 3 guest meal swipes per semester to students who face food insecurities. For more information, please visit our [website](#).

What will cleaning look like in dining facilities?

Enhanced cleaning protocols are in place in dining facilities for high-risk/high-touch areas.

Will I have to wear a face covering?

Wayne State University *requires* everyone to wear a face covering over their nose and mouth inside all dining facilities. If you are dining in, you may remove your face mask only once you are seated at your table. Face coverings must be worn when leaving your table to exit the restaurant or obtain more food, beverage, silverware, etc.

What measures are being taken to help students social distance inside dining facilities?

Following current state and local guidelines, seating capacity is limited to 50% capacity inside dining locations. Table and chair configurations encourage proper social distancing, including removal of chairs and/or tables where possible. Plexiglass barriers are positioned at various points of service. Clear signage, including floor graphics, are visible in all dining locations to assist guests. It is important for students to ensure they are socially distancing with six feet of space between.

What can I do to dine safely inside the residential restaurants?

Wayne State Dining Services is pleased to safely offer dine-in service in the residential restaurants at WSU while following all state and local guidelines for seating capacity.

Choosing to dine-in? The following guidelines should be followed to enjoy a sit-down meal in the residential restaurants this fall:

Complete the Campus Daily Screener: Complete your [Campus Daily Screener](#) daily. Make sure to enter Towers Residential Suites or Student Center Building when specifying which building you will need access to.

Slow the spread: Do not enter the restaurant if you have done any of the following in the last two weeks: traveled outside the country, been near anyone with COVID-19 or flu-like symptoms, or experienced symptoms of COVID-19 yourself. Symptoms include but are not limited to: coughing, shortness of breath, difficulty breathing, chills, muscle pain, shaking with chills, fever, sore throat, headache, and new loss of taste or smell.

Wear your mask: Wayne State University requires everyone to wear a face covering over their nose and mouth inside all dining facilities. If you are dining in, you may remove your face mask only once you are seated at your table. Face coverings must be worn when leaving your table to exit the restaurant or obtain more food, beverage, silverware, etc.

Practice social distancing: Please follow all posted signage inside the residential restaurants to ensure proper social distancing in order to keep yourself and others safe.

Take advantage of sanitizer stations: Sanitizer stations are available throughout all dining locations. Hand sanitizer should not be used as a replacement for hand washing.

Get your food to-go: To-go is the preferred method of dining this Fall. Takeout containers are available at every station in Towers Café. Grubhub Campus mobile ordering is encouraged at Panda Express, Taco Bell, Starbucks, and Dunkin' for a contactless meal pickup experience.

Should we expect long wait times in the residential restaurants?

It is typical at the start of every academic year to have minor delays in service due to new student employees learning unfamiliar positions, diners learning the layout of the restaurants for the first time, and large numbers of students attempting to dine at peak dining periods. These matters tend to work themselves out within the first couple weeks of classes. In terms of how COVID-19 will impact wait times, based on review of historical dining counts, current housing disbursement, and expected on-campus population, restaurants should be able to serve WSU students with minimal wait times given the new service standards that have been put in place. In addition, students can do the following to help wait times collectively:

Limit the amount of time dining: Students should limit the amount of time sitting inside the residential restaurants while eating to 30 minutes when possible. This will allow students to practice better social distancing and give others the opportunity to sit down for a meal.

Avoid peak dining times: While residential restaurants are operating with limited seating capacities due to social distancing guidelines, avoiding peak dining times will help spread diners out throughout the day and as a result allow more seating opportunities for students overall. Peak lunch time in the residential restaurants is considered 12:00-1:00 p.m. Peak dinner time is considered 5:00-6:00 p.m.

Choose to take out: Takeout containers are available at every station in Towers Café. Grubhub Campus mobile ordering is encouraged at Panda Express, Taco Bell, Starbucks, and Dunkin' for a contactless meal pickup experience.

Do I need a carabiner to exchange for a to-go container?

Wayne State Dining has suspended handing out carabiners for Fall 2020. We will instead have reusable to-go containers available for meal plan holders. Please make sure to return your used container upon your next visit to Towers Café so it can be properly sanitized.

What menu changes should we expect?

To offer the safest dining experience possible, we have reengineered our menu and stations in Towers Café. Self-serve stations are now attended by an associate, such as pizza, salad, cereal, and fountain beverages. Entrees, side dishes, condiments, and desserts are present at all stations to reduce traveling between food stations and tables. We will continue to evaluate and adjust our dining hall accordingly.

Will the “Friday Meal Deal” or “Faculty/Staff Fridays” promotion continue for 2020-2021?

Wayne State Dining has temporarily discontinued promotions in the residential restaurants. We are working actively to suspend any promotions that would drive additional traffic to the residential restaurants while managing current state and local guidelines surrounding seating capacity.

What other changes will guests experience when dining on campus?

All self-serve areas have been reworked or converted to full-service to provide no-touch options. Reusable items such as salt and pepper shakers have been eliminated; condiments are available at individual stations. For many branded locations like Starbucks, Taco Bell, Panda Express, and Dunkin’, remote ordering through the Grubhub app is available for students to order and pay remotely then simply pick up at the location without waiting in line. All Wayne State Dining locations no longer accept cash transactions, but do accept Credit/Debit, Warrior Dollars, and OneCard Dollars. Towers Café also accept Meal Swipes.

Questions?

We’re here to help! Contact Wayne State Dining Services at dining@wayne.edu.