

# Students dissatisfied with Chase cafeteria

By CATHY RAY  
Staff Writer

*Editor's note: The Food Service Advisory Committee is scheduled to hold a third open hearing to solicit student ideas and opinions for food services improvement at 3 p.m. Wednesday in Room 202-204 of the Carolina Union. Students and the public are encouraged to attend.*

Many Chase Cafeteria customers say they are not getting their money's worth eating at the South Campus cafeteria. Chase regulars said that in the past two weeks it has taken unusually long times to be served.

Students complained that food quality had gone down, the dinner hours had been shortened and the prices increased.

Sophomore Perry Green said that last week he waited in the Chase stairwell for 20 minutes before he was served. Green added that a friend went to get a second serving but had to wait so long that the serving line closed before he got his food.

Howard Southerland, ARA Food Services director, said that the unusually long lines happened because the salad bar, which had been separate, was combined with the main service line last week. He said that many students stopped at the salad bar and others had to wait behind them.

"We put the salad bar on the line hoping to reduce labor and make Chase look as if it were being utilized," he said.

Southerland said that economics was the main reason for the changes at Chase. "Sales are down and just like anyone else we have to tighten our belts," Southerland said.

Students also complain that prices at

Chase have risen this semester and the dinner hours reduced. Last semester students paid \$3.40 for dinner, but now pay \$3.80. Last semester cafeteria serving hours were 5:00-7:00, now Chase stops serving at 6:30 — one half-hour earlier.

Southerland said the reduced hours and price increases were a result of reduced volume. "Chase is down about 30 percent from last semester."

But, he said he didn't think that the decrease in the number of diners at Chase was caused by bad service. He said that Chase always had fewer diners in the spring than in the fall.

## Long lines main complaint, says ARA

By LYNN EARLEY  
Staff Writer

ARA Food Service employees are in constant contact with UNC students. They are expected to take and fill students' orders with speed, competence and, ideally, smiles. When an employee occasionally falls short of these goals, some students react negatively and conflicts arise.

Customers complain most often about long lines. Kirt Johnson, manager of the Fast Break in the Carolina Union, said, "The only problem I've had is with long lines. I encourage my people to adjust to that attitude. If my employees do have a problem with students, I move them from the front line."

Jerry Clark, manager of Chase Cafeteria, and Bob Gillooly, manager of the Pine Room, also list impatience caused by long lines as their major difficulty. "It (impatience) is directed against the employee, but the employee can do nothing about it," Gillooly said.

The employees at the Fast Break said their main objective is to serve students quickly. One cashier said, "I concentrate on getting the students out of there."

Deborah Houston and Brenda Hackney, staff members at Fast Break, mentioned that although there are complaints

Sophomore Bryant Brendle said that his main complaint was that Chase served "the same thing but with a different name. We had a dish called Shepards pie one night and the next night we had the same thing and they called it hamburger pie."

Students also said they have not been getting the meals specified in their contract, such as steak once a month. "We haven't had steak since we've been back this semester," said Dickerson. Diners at Chase also say they have not been getting the four entrees they had been promised.

As for claims that students have not

been getting four entrees, Southerland said that three entrees in the serving line plus the grilled area added up to four entrees.

He added that the students were getting a variety of meats but that there were limited ways to prepare them.

To alleviate some of the problems at Chase, an ARA district officer has been sent in. "He's here to control the spiraling costs of Chase and to give us new ideas," Southerland said.

However, Southerland added that there would be some significant changes at Chase next year. "Chase is definitely not going to continue as it is."

about the waiting, most students are reasonable.

Bea Novak and Deborah Campbell, cashiers at the Pine Room, said they have had problems with certain students. "I think any time there is rudeness, it's a reaction to something that needs adjustment," Novak said.

Employees at the Butcher Block and Greenhouse said that fewer problems occur there possibly because the pace is slower and the lines are shorter.

Most employees agreed that many problems arise due to misunderstood policies. Budget plan students are asked to give their cards to the cashier before the meal is rung up. Also, some condiments are kept under the counters and can be distributed only in limited amounts, with specified selections.

A cashier at Chase said that complaints should be voiced to the managers, but also said that the managers are often less accessible than the other employees.

Johnson, Clark and Gillooly said they encourage dissatisfied students to express their suggestions. They also emphasized that the good rapport they felt between the students and the employees helped to eliminate some problems.

Gillooly said that he has worked with food services on three campuses, and the students on this campus are the most cooperative he has encountered.

# Board moves to limit areas for Greek housing

The Chapel Hill Planning Board, in its latest work session on the proposed town zoning ordinance, has moved to limit the areas in which fraternity and sorority houses can be located.

The new proposal would limit fraternities and sororities to areas zoned R-5 (highest density of people for a residential district). Fraternity or sorority courts would be permitted in either R-5 or non-residential areas.

A public hearing on the ordinance is scheduled for March 17.

Originally, the ordinance had six residential districts and Greek housing was in the R-6 classification, which was the highest density residential district.

The Chapel Hill Town Council changed the designation to R-5.

The council also changed the zoning designation of a strip of land on North Street between Airport Road and Henderson Street that had been R-5. This precludes Greek construction in an area which Greek houses had expressed an interest in building.

—DIANE LUPTON

# UNC library system ranked 1st

The library system at The University of North Carolina at Chapel Hill ranks first in the Southeast and 15th in the United States and Canada according to a recent report released by the Association of Research Libraries.

Dr. James F. Govan, University librarian and a professor of library science at UNC, said the support of the local campus administration, the UNC Board of Governors, and the faculty have contributed greatly to the library system's high ranking.

Govan added that the special collections and a particularly able staff, in addition to community concern, were positive factors in the report's outcome.

The Association based its rankings on data such as total number of volumes, number of volumes added during the past year, number of current serials and spending for salaries and materials.

Other libraries ranked in the area are the ones at University of Virginia and Duke University, which were ranked 24th and 32nd.

UNC's 14 libraries contain more than 2.6 million volumes and will be able to add 1.8 million additional books upon the completion of the new central library, which is scheduled to open in the summer of 1982.

—DALE JENKINS

# Student Academic Advising Service established

By TED AVERY  
Staff Writer

A new student service, sponsored by the N.C. Fellows, will be available in five UNC dorms next semester, service co-ordinator Barbara Rosser said Sunday.

The Student Academic Advising Service, using student volunteers, will be implemented in Morrison, Granville South and Henderson Residence College, she said.

She said the service would make available to students information on academic procedures and would refer students to groups qualified to help in non-academic areas.

Dean Donald Jicha, who will serve as academic advisor of the service, said General College advisors would be working in conjunction with the student advisors. He said the General College advisors would be involved in the selection of applicants for student advisors.

Rosser said the service would "lighten the administrative advisor's burden by answering students' questions nitpicky (procedural) details." The student advisors would be trained to be knowledgeable about academic procedures.

"We're not trying to do their (the administrators') job — we just want to supplement what they're doing," she said.

Rosser said the dorm sites were chosen because the dorms were characteristic of three different dorm types. The program would focus on these dorms to get an idea about the problems of further expansion of the service to similar dorms.

The service will need 50 volunteers next semester: two per floor in Morrison, one per floor in Granville South and two per dorm in HRC. Only applicants within the dorms serviced will be considered for academic advisor positions, Jicha said.

Applications will be available in 08 Steele Building on March 16.

# CGC budget workshop today

Any campus organization wishing to receive funding from the Student Activities Fees should send a representative to the Campus Governing Council budget workshop at 6:30 today in room 217 of the Carolina Union.

The representative should also get a

budget request form available in the CGC office in Suite C of the Union prior to the workshop.

At the workshop each group must present a one page description of the organization and explain the organization's structure and purpose.

Budgets are due March 19.

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*Is it not sharing your food with the hungry, taking the homeless into your house, clothing the naked when you meet them and never evading a duty to your kinsfolk?"*

*Then shall your light break forth like the dawn and soon you will grow healthy like a wound newly healed . . ."* Isaiah 58:6-8

**Ash Wednesday, March 4, 1981**

7:30 a.m.	The Holy Eucharist: Rite II
10:00 a.m.	The Holy Eucharist: 1928 Prayer Book
5:15 p.m.	The Holy Eucharist: Rite II
8:00 p.m.	The Holy Eucharist: Rite I
10:00 p.m.	The Way of the Cross: A Devotional Service

A Penitential Order will be said and the imposition of ashes will be available at every Eucharist. A priest will be available from 7:00 a.m. until 11:00 p.m. for spiritual counsel or for the Rite for the Reconciliation of a Penitent.

**Weekdays in Lent**

Mondays	12:15 p.m. The Holy Eucharist: Rite II	5:15 p.m. Evening Prayer
Tuesdays	7:30 a.m. The Holy Eucharist: Rite II	5:15 p.m. Evening Prayer
Wednesdays	10:00 a.m. The Holy Eucharist: 1928 Prayerbook	5:15 p.m. Evening Prayer (Evensong, April 1 and 8)
Thursdays	5:15 p.m. The Holy Eucharist: Rite II	
Fridays	12:15 p.m. The Holy Eucharist: Rite I	5:15 p.m. Evening Prayer and the Litany

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