

NEWS

ARA food service gone, Marriott dishes out meals

By JO FLEISCHER
Co-Editor

Marriott Corporation, one of the largest hotel and food service companies in the nation, is now serving UNC following its contract selection April 25.

Marriott, is one of the world's largest food service companies, serves over 60 college campuses including Georgetown University, The College of William and Mary and Indiana University. The company also serves airlines as the world's largest in-flight caterer, and operates several restaurant chains including Roy Roger's Restaurants, Big Boy Restaurants and Hot Shot Cafeterias, said Bill Dux, Marriott's director of food services at UNC.

Marriott was selected by the

Campus Food Service Advisory Committee because its representatives showed that they could provide the University with the highest quality and the best service at the lowest price, said Charles Antle, the associate vice chancellor of business and finance.

"Their proposal showed that they would be using more managers than the others and we knew that they were used to dealing with high quality institutions," he said. "The other schools that were already using them gave them very high marks in terms of quality."

The company was operating Lenior Hall by May 20, due to ARA's unwillingness to remain until the suggested June 30 transition deadline, Antle said.

"I and Marriott found out at about the same time that we had a commitment for the TOPS orientation on May 20, and much to their credit, Marriott came in at the University's request, and were able to begin service by then," Antle said.

Dux said that even though it was only a couple of weeks after they had been awarded the contract, they were eager to prove themselves.

"ARA wanted to pull out immediately following graduation, so we were more than willing to begin serving by the first orientation session if that's what the University wanted," he said.

All of the employees that Marriott hired for the summer had previously been employees of ARA, and all employees maintained the same status and seniority, Dux said. "We didn't hire anybody that wasn't with ARA, as is standard practice with our company," he said.

Antle said UNC was a difficult campus to serve because, unlike other campuses, the contractor has competition from other sources on campus. Caterers often serve special events, the hospital provides its own meal service, and athletes often eat at a training table. These factors, along with the lack of a combined room and board plan, which guarantees a certain amount of revenue to the contractor, forces the food contractor to compete with other businesses both on and off campus, he said.

The company plans to begin some minor renovations in the operation of both Lenior and Chase halls, but is now concentrating on getting the operation running smoothly, and doing some cleaning of the dining facilities in order to begin full operations in the fall.

There will not be many highly visible changes in the facilities themselves, since they are provided by the University, but Marriott is striving to improve the service and food quality, Dux said.

"We are mainly concentrating on food quality, food service seems to have been the hot issue on this campus, and we want to make sure we can become a part of the University, and not the hot issue," Dux said.

The snack bars around campus will be a key area targeted for renovations, he said. The main emphasis will be to make them more attractive and to offer a wider variety of snacks.

Lenior and Chase halls will remain relatively unchanged, except for minor changes to improve the logistics of their operations. The Commons area will be the only one changed extensively, with the fast-food area to be renamed H. B. Quix. It will be redone with a concept similar to a Roy Roger's Restaurant, and offer fast food comparable or surpassing the quality of the area's various fast food chains, he said.

Dux stressed that the main emphasis will be on improving food quality.

"I was here during the survey process when the various companies were bidding for the process, and I saw the potential that food service here has," Dux said. "The main change will be in what we call batch cooking, like not having 50 or 60 biscuits sitting out at 7:30 in the morning, or having all the hamburgers cooked at 11 for the 1:00 rush."

The mandatory meal card plan will be made more flexible, although

the requirement is University policy and not controlled by Marriott. The \$100 minimum requirement will still be in affect, but at the end of a semester, balances over \$100 can be automatically applied to the next semester's account. At the end of the school year, students may apply for a refund and receive the balance of their accounts back, Dux said.

Antle said the meal plan was implemented in 1982 after the University made \$4.5 million renovations to Lenior Hall and felt it needed to demonstrate some minimal level of use to the food service contractor.

The pricing structure will also be evaluated before the fall semester to ensure that it is in line with area restaurants serving similar menus, he said.

"That way we can show the reasons why our pricing structure is as it is, and if we see that something is out of line, we will change it."

"I recently had someone tell me that our beverage prices were outrageous, but those prices are the same as they have been, same drinks and the same sizes. We'll make the adjustments if they are reasonable and have some basis, but if someone says prime rib should be 25 cents, well, it's a more logical process than that."

The company hopes to maintain a positive relationship with UNC students, faculty and staff, he said.

"It's very important that we listen to what they say," Dux said. "Any food service that's successful is going to have to do that. My door is open to all our customers — students and faculty — and the last thing I want to do if they have a question is push them away."

Country-western star killed

From Associated Press reports

INDUSTRY, ILL. — The leader of a country-western band from Iowa was killed when her husband accidentally ran over her with the band's bus near here, authorities said.

Dorla Stewart Watson, 43, of Keokuk, was killed on U.S. Highway 67 a mile north of here and 12 miles south of Macomb when her husband, Larry Gale Watson, backed over her with the bus Saturday, police said.

Police said Mrs. Watson and the band — Dorla Stewart and the CC

Riders — were headed for a show in Beardstown when a truck being towed by the bus broke loose. Watson decided to stop and retrieve the truck. Mrs. Watson apparently got out of the bus to give directions while her husband drove, police said.

The back windows of the bus were boarded over so Larry Watson could not have seen his wife standing behind the bus, police said.

Mrs. Watson died of massive head and chest injuries and multiple fractures at the scene.

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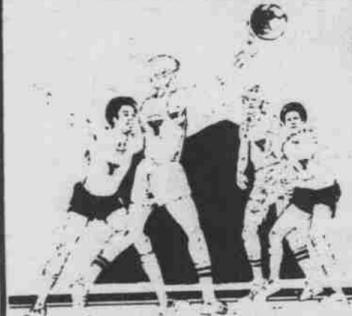
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Hormones give boys edge in math

From Associated Press reports

PHILADELPHIA — The clear superiority of junior high boys over girls at math cannot be explained by differences in upbringing or attitudes, and probably results from the influence of male sex hormones, a researcher said Monday.

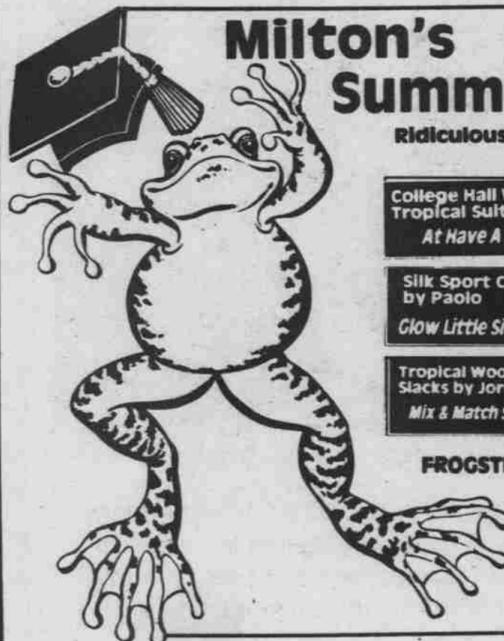
Dr. Camilla P. Benbow acknowledged that the idea of males' biological edge in math is "unpopular and controversial."

The Iowa State University psychologist presented her findings at the annual meeting of the American Association for the Advancement of

Science.

Another researcher at the meeting, Dr. Marlaine E. Lockheed of the World Bank, said she reviewed 31 studies that looked into sex differences in math between grades

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