

SEPTEMBER 2016

# AUXILIARY OPERATIONS

*We're here to serve you — the Notre Dame way*



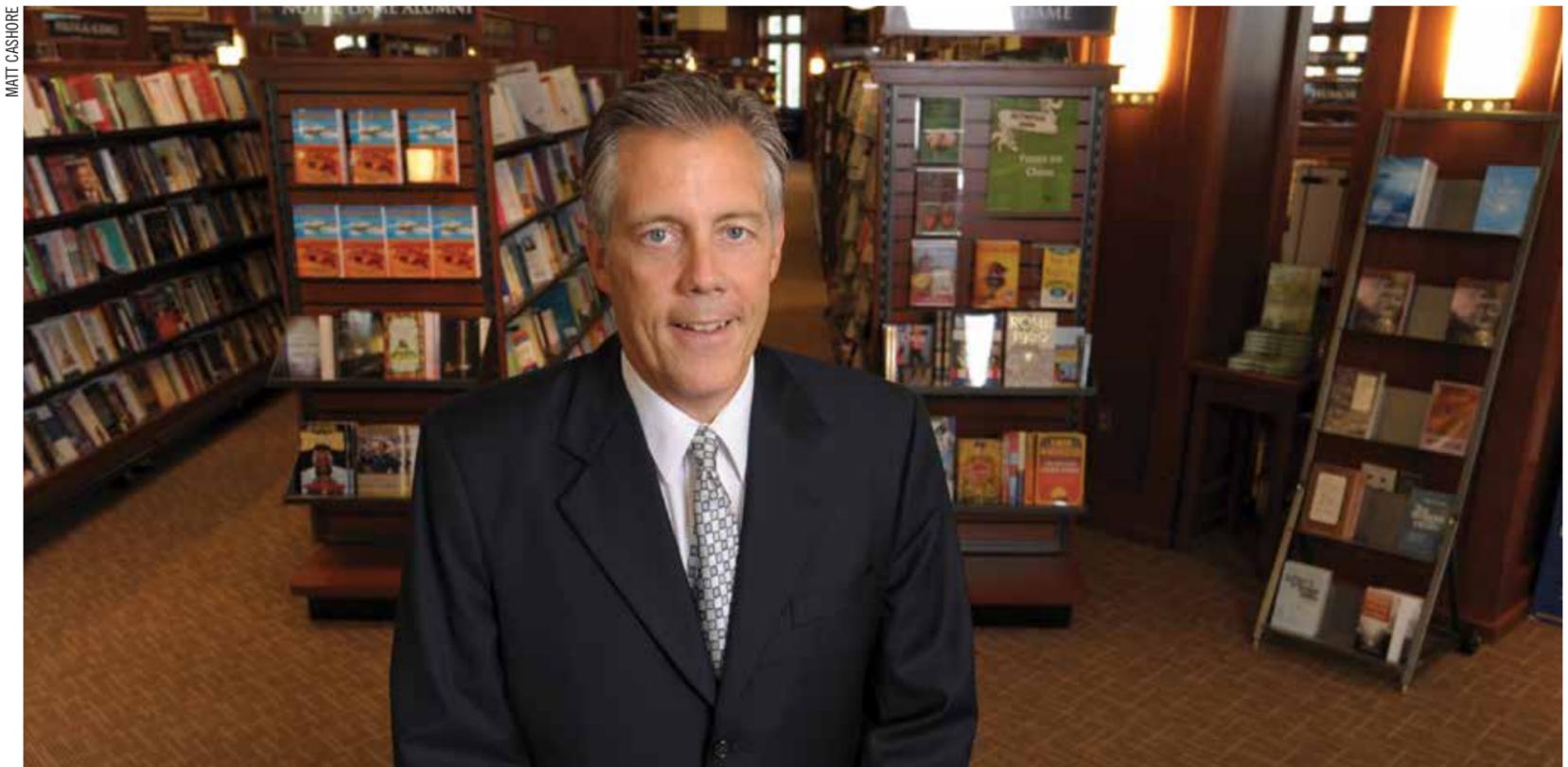
**INSIDE:** *The Morris Inn • What's new in campus dining • The people behind the operations • Food and drink*

# AUXILIARY OPERATIONS

**Auxiliary Operations** is a diverse group of seven revenue-generating units that support student life, academic endeavors, and research initiatives while serving as the key contributor to campus hospitality and customer service. The division employs over 2,100 full and part-time, temporary, on-call and contract staff.

Led by Associate Vice President, David Harr, Auxiliary Operations includes Campus Dining and University Catering; Notre Dame Concessions and Clubs; Morris Inn and Notre Dame Conference Center at McKenna Hall; Hammes Notre Dame Bookstore and Retail Operations; St. Michael's Laundry; Notre Dame Licensing; and Cedar Grove Cemetery, Segura Arts Studio and the Campus Card Office.

## Here to serve you, the Notre Dame way



MATT CASHORE

David Harr in the Hammes Notre Dame Bookstore.

### 'Feedback is a gift'

BY COLLEEN O'CONNOR,  
AUXILIARY OPERATIONS

As Auxiliary Operations embraces its mantra, "Feedback is a Gift," the focus remains on servanthood. "Simply put, we are here to serve you, the campus community. That is our mission: to create a culture of hospitality and service excellence," says **David A. Harr**, associate vice president for Auxiliary Operations. "Step one is to listen," he says. "Step two is to collaborate to get things done. That is the Notre Dame

way. We listened, we heard and we followed up on feedback by collaborating with many campus departments to continue 'moving the needle' in a positive manner."

This past year, Campus Dining collaborated with the Office of Student Affairs and Student Government to bring changes in our retail units in LaFortune Student Center. Burger King has been replaced with Smashburger. Three new micro-restaurants coming to the Duncan Student Center at Notre Dame Stadium were selected in conjunction with feedback from students.

**feedback is a gift**

In addition, says Harr, the division has joined with the Office of Facilities Design and Operations and various building occupants on improvements such as refreshed designs for Decio Café and Starbucks, and renovation projects at St. Michael's Laundry.

"We have collaborated with the Office of Information Technologies on the evolving technology of our division, as well as on one of the largest campus initiatives ever — the design and future implementation of the Irish1Card, the new multi-

purpose campus ID card," Harr says.

"In partnership with the Office of Human Resources, we continue to address recruiting and training for our staff through focus groups, forums and 'Lunch and Learns.' For example, the Morris Inn/Notre Dame Conference Center is a hospitality industry leader in Net Promoter scores, continuing to provide outstanding service on campus, and has received the AAA Four Diamond Award for the third consecutive year."

The Notre Dame Licensing Department, he adds, continues to empower over 200 licensees as an arm of the University to use our trademarks as a means to

promote Notre Dame at large.

"And finally, within our own division, we are elevating service through trust and empowerment of our staff. Two departments underwent an Organizational Analysis and Design (OAD) this year: St. Michael's Laundry and Campus Dining, with the Campus Dining OAD being the largest one conducted at the University to date. Our third-party operators, Follett at the Hammes Bookstore and Levy Restaurants at Notre Dame Concessions and Club, are our strategic partners and align their operations the Notre Dame way."

# Campus Dining offers new options



Abayasinghe



Alberganti



Arthur



Kachmarik

## You asked—we listened

BY CAROL C. BRADLEY,  
NDWORKS

This fall, the campus sees a new retail dining outlet, Smashburger, and the renovation and re-opening of two others, Starbucks and the Decio Café.

“Smashburger is different and exciting,” says **Chris Abayasinghe**, director of Campus Dining, of the new outlet that replaces Burger

King in LaFortune Student Center. The fast casual restaurant serving “smashed-to-order” burgers, chicken, sandwiches and Haagen-Daz milkshakes, was selected by a committee including representatives from student government and Student Affairs as well as Campus Dining.

Corey Robinson, student body president, commented earlier this year, “We have worked alongside the administration garnering student feedback about dining options in our student center and are pleased to offer a new, enhanced dining experience with homespun milkshakes. I think

this is a valuable lesson that student feedback creates tangible change.”

Starbucks, which was closed most of the summer for renovations, has opened with a fresh new space and offers—in addition to the familiar coffee and other drinks—an expanded food menu including sandwiches, snack items and fruit.

Decio Café reopened with an Italian-themed menu, “but healthy, with simple salads and ancient grains,” says Abayasinghe. The café, which serves Caffè L’Antico coffee, also features lasagnas in addition to a soup and a salad bar.

In another change to campus dining, **Luigi Alberganti** has been named to a new position, director of retail dining.

A native of Venezuela, Alberganti has extensive experience in restaurants and hospitality, and comes to Notre Dame from Las Vegas, Nevada, where he worked as director of restaurants at Mandalay Bay Resort and Casino by

MGM Resorts International.

In his new position, Alberganti will be handling concept development and improvement for new and existing retail outlets on campus—including three restaurants that will open next year in the Duncan Student Center.

He’s been evaluating what students are interested in, and will also be reviewing retail outlets and menus.

“The campus community is looking for a more adventurous style of eating. It’s conservative, but evolving,” he says. “We have more international students than ever.

Coming up next year for the new Duncan Student Center, the department is anticipating an Asian-concept restaurant based on noodle soups and rice bowls made to order; a restaurant with a “farm-to-fork” approach utilizing locally sourced foods; and an artisan coffee roaster serving gelato and pastries. Look forward to more information in a combined news release from students and

the department this fall.

**Scott Kachmarik**, director of student dining, will soon oversee long-awaited renovations to North Dining Hall. Campus Dining provides 2.8 million meals annually to the 6,540 students on campus meal plans, as well as to visitors, students, faculty and staff.

**Gary Arthur** serves as director of catering, which services more than 8,000 events per year.

In addition to retail outlets and the dining halls, the department manages coin-operated food and beverage concessions and laundry vending on campus and provides food service for the infirmary and the Early Childhood Development Center, as well as for the Congregation of Holy Cross (two residences, the seminary and a nursing home).



Visit **MorrisInnEvents.com** for information on upcoming events.



BARBARA JOHNSTON

Joe Kurth, director of Morris Inn and Notre Dame Conference Center

# The Wind Family Fireside Terrace:

Perfect for late summer and fall

With cozy outdoor furniture grouped around a fire pit, the Wind Family Fireside Terrace is the perfect spot to meet for drinks or dinner.

### Tiki and Tacos on the Terrace

From 5:30 to 7:30 p.m. Tuesday, August 30, join us for Tiki and Tacos on the Terrace. Listen to the sounds of ukulele and steel drums while enjoying tiki-inspired cocktails, tacos al pastor (pineapple and marinated pork) and jerk chicken with mango-curry sauce. View pricing at [morrisinn.nd.edu/dining/fireside-terrace](http://morrisinn.nd.edu/dining/fireside-terrace). No reservations necessary.



# Book holiday events now!

It's not too early to plan for Christmas...book your holiday party early and earn rewards!

Get a head start on the season by booking today, and Morris Inn will gift-wrap some great bonuses for your event:

- Book by August 31 and have your room rental fee waived
- Enjoy \$60 traditional guestrooms the night of the party
- Complimentary valet parking



For information, call 631-2000 or visit [morrisinn.nd.edu](http://morrisinn.nd.edu).

PHOTOS: PETER RINGENBERG



The Wind Family Fireside Terrace



— MORRIS INN AND NOTRE DAME CONFERENCE CENTER —

# Looking for new meeting, retreat or conference ideas? We have options!

Morris Inn and Notre Dame Conference Center staff are here to help our campus partners. Services and amenities include:

- A dedicated conference planning team as well as a la carte meeting planning services
- 28,000 square feet of meeting space
- 12 seminar rooms, configured to your specifications
- Spacious banquet and dining rooms
- 300-person Smith Ballroom
- 375-person McKenna Auditorium
- In-house audiovisual capabilities
- Wireless and high-speed wired internet access

In addition, look for new options for registration — online registration is now available via a conference app; in addition, staff can stuff welcome bags and create nametags or lanyards for participants. For more information, call 631-2121.



## Unique experiences available for your event



**A tailored Sorin's Wine Academy Dinner:** Sorin's Wine Academy events, held monthly at Morris Inn, feature vintners with Notre Dame connections. Selections from each winery are paired with a five-course meal showcasing the talents of Morris Inn Executive Chef Patrick Dahms and his culinary team. For a unique experience, Chef Patrick will create a wine dinner or wine tasting especially for your group.



**Kick the food up a notch:** For something out of the ordinary in conference food, try Morris Inn's chef-manned stations — enjoy warm doughnuts with a choice of sweet caramel or cinnamon sugar toppings, or create your own fried rice dish with a choice of ingredients. For dinner, try our do-it-yourself bloody mary bar or take a trip to the islands on the Wind Family Fireside Terrace with a refreshing cocktail of coconut water and rum, accompanied by tacos al pastor (a delicious combination of pineapple and marinated pork).

### UPCOMING EVENTS *at Morris Inn*



- Monday, August 29:** Gordian Knot
- Wednesday, October 12:** Gallo
- Monday, November 7:** Renato Ratti
- Monday, December 12:** Talbot

Dinners begin with a reception from 6 to 6:30 p.m.; dinner begins at 6:30 p.m. Tickets are \$95 person. Prices include meal and wine pairings but do not include tax and gratuity. Call 631-2020 to make a reservation, or register online at [morrissinnevents.com](http://morrissinnevents.com).

# What's going on in AUXILIARY OPERATIONS

by Colleen O'Connor for NDWorks



MATT CASHORE

Lori Bush, Leon Glon, Donnie Keen and Karmin Meade.

## Cedar Grove Cemetery expands mission with addition of Cottage House

You will soon notice a new structure being built in Cedar Grove Cemetery along Holy Cross Drive.

Cottage House will facilitate and enhance the cemetery's ministry by providing a private place for families to meet with the cemetery services coordinator and make onsite burial arrangements, both pre-need and at-need.

The counseling room will include a display case of urns from which families can choose. A selection of monuments will also be onsite, enabling families to make their burial selections in one place. "The Cottage House will ensure a peaceful environment as our Notre Dame families plan their own or a loved one's final arrangements," said **Lori Bush**, director of finance and administration.

The 1,100 square foot building will be eco-friendly. A LEED building, it will feature geothermal heating and air. It will also serve as an office for cemetery staff as well as storage for all cemetery records. According to **Leon Glon**, manager, "Since I have been here, the records have been in four different campus buildings. Now, for the first time, they will be kept together at Cedar Grove."

### OPEN HOUSE - Football Weekends 2016

Cedar Grove Cemetery will host an Open House and self-guided tour this fall on home football weekends as follows: 10 a.m. to 6 p.m. on Friday and 11 a.m. to 2:30 p.m. on Saturday. For more information, call 574-631-5660.

## Textbook price matching program new at Hammes Bookstore

Hammes Bookstore is offering students a new textbook price-matching program.

Here is how it works: If the textbook you need costs \$150 at the Bookstore and Amazon is selling it for \$100, just present your smart phone with the Amazon advertisement at check-out. You pay \$150 but you get a \$50 credit, usable anywhere in the store, including for other textbooks. Price matching applies to textbook rentals as well.

"The Hammes Notre Dame Bookstore is conscious of the rising cost of course material," says **David Werda**, director of retail operations. "Our new price matching program, as well as our textbook rental program — where you can save up to 80 percent off a new book — helps address those concerns."



ROBERT CASAREZ

Werda

## St. Michael's Laundry

**Larose Saint Jean**, director of St. Michael's Laundry, is a native of Haiti. He joined the University in February, and oversees laundry services including dry and wet cleaning; tailoring and alterations; shoe repair; linen rental; departmental uniform purchase and rental and laundry service for departments such as the Athletic Department, Morris Inn, residence halls, and ROTC.

Based on staff input, he is already working on facility renovations including the installation of 12-foot-high doors on the east side of the building to increase airflow during the summer months and new equipment to better service our campus constituents.

"I love to do laundry, and I want to challenge myself," Saint Jean says. "I have been welcomed to Notre Dame. It's a great place for me and my family. I'm glad to be here."

Before joining the University, Saint Jean served as director of laundry for Crothall Services at Ritz Carlton Hotel, Denver, Colorado.

For more information, visit [laundry.nd.edu](http://laundry.nd.edu).



ROBERT CASAREZ

Saint Jean

## Athletic Concessions and Clubs now managed by Levy Restaurants

Levy Restaurants has been named the new provider for athletic concessions and clubs.

"We are very happy to be here," said **Karen Schirmuhly**, director of operations, Notre Dame Concessions and Clubs. "We are excited about the 2016 season and the new spaces and amenities coming in 2017 with the completion of the Campus Crossroads project."

Levy will also be rolling out expanded menus and enhanced presentations for Club Naimoli at Purcell Pavilion and O'Brien's at Compton Ice Arena.

Football fans will notice a few new menu items this season, among them: vegetarian and vegan options such as vegetarian chili in a bread bowl; a

super-wrap with quinoa and veggies; a loaded corn beef sandwich; and a Fighting Irish nacho with tortilla chip, white cheese sauce, corn beef and pickled cabbage. In addition, many of the familiar external vendors will return, including Gigi's Cupcakes, Ben's Pretzels, Nelson's BBQ and the South Bend Chocolate Company.

"We are also looking forward to establishing a new relationship with the many non-profit organizations that work with us, and, through them, bringing money back into the community," says Schirmuhly. Levy Restaurants has over 100 locations throughout the United States, providing service for the Indiana Pacers, Detroit Lions, Chicago Cubs and White Sox, to name a few, as well as for special events such as professional sports, play-offs, World Series and Super Bowls.



ROBERT CASAREZ

Schirmuhly

## Irish1Card to replace current campus ID card

Earlier this year the University began a project to replace the current ID card, which features a barcode and a magnetic strip, to smart card technology. The project is a joint effort between OIT and the Campus Card Office.

"The new cards are a response to changing needs for security and increased functionality," says **Robert Casarez**, senior business and technology specialist for Auxiliary Operations.

Transition to the new card, dubbed the Irish1Card, will begin May 2017 with the re-carding of select groups. Re-carding, in which all current ID card holders will exchange their current card for a new card, will continue through fall 2017, Casarez says.

Among other features, the Irish1Card will:

- Use a "tap and go" contactless function as opposed to "swiping" at select locations.
- Provide greater security for financial transactions and fraud protection
- Increase user options, such as managing meal plan purchases online
- Allow online submission of personal photos for the card
- Offer improved convenience for departmental charges

During the initial phase of the project all current uses and functionality will be maintained. The project includes an upgrade to the campus card system, which will support the current card technology until use is phased out. Future project phases will include replacement of card readers for building access, event access, and laundry and vending machine purchases.



CAROL C. BRADLEY

From left, Robert Casarez, Laura DeLuca (OIT), Gina Grear (OIT) and Dan Tormey

This winter, the Campus Card Office will conduct a voting initiative to allow campus users to participate in determining the new design of the card. Additional communication about the transition process will be released in the coming weeks.

More information will follow. Questions and comments about the Irish1Card may be directed to **Dan Tormey** at 631-4111.

## Segura Arts Studio announces traveling exhibition

An exhibition "Images of Social Justice from the Segura Arts Studio" opens Sunday, August 28, at the Snite Museum of Art. The exhibition of 50 fine art prints continues through Sunday, Dec. 4.

A reception is scheduled for Sunday, Oct. 2 from 2:00 to 4:00 p.m., with a gallery talk at 3 p.m. by artist and Notre Dame professor **Maria Tomasula**.

Accompanying the show is a brochure reproducing 23 of the works, with an essay by art critic Sarah Kirk Hanley. A selection of prints from this exhibition will move to the Institute for Latino Studies' Galeria America in the spring and will travel nationally over the next few years.

"We are very grateful for the ongoing collaboration with our colleagues in the Snite Museum of Art," said **Doug Franson**, assistant director, Segura Arts Studio. "Visiting artists in-residence at the studio regularly offer gallery talks and lectures at the Snite. Since the studio opened in 2013, the museum serves as the studio's official archives, accepting into their collections an archive impression of every fine art print published at Notre Dame. Many of these new prints are included in the upcoming exhibition."



ROBERT CASAREZ

Doug Franson, Jill Lerner, Jes O'Hearn and Joe Segura



### Images of Social Justice from the Segura Arts Studio

Sunday, Aug. 28 through Sunday, Dec. 4 at the Snite Museum of Art

An exhibition of 52 prints at the Snite Museum of Art illustrates the history of Segura Art Studio's published work and describes its mission of working with underrepresented artists—with an emphasis of artists whose work has a political message.

Sue Coe, *La Frontera*, 1997, lithograph; Segura Arts Studio.



CAROL C. BRADLEY

Gerhold

## Licensing Department issues first ever 'Consumer Products Brand Standards Guide'

For the first time, Notre Dame Licensing is making available an official Consumer Products Brand Standards Guide that will instruct the University's licensees on the appropriate use of Notre Dame's trademarks and logos on apparel, novelties, and other licensed merchandise.

The new guide will be located on the department's website, [licensing.nd.edu](http://licensing.nd.edu), later this fall, and users will need to obtain a password from Licensing to download the document.

In July, 2015, the University partnered with a new licensing agency, Fermata Partners, based in Atlanta, Georgia. According to **Tomi Gerhold**, interim director of licensing, "Fermata has brought a new and fresh perspective to our Licensing Program, and one of the first projects we collaborated on was the brand standards guide."

# PLACES TO EAT

from fine dining to fast food



The University offers a wide variety of food service options on campus, from fine dining at Sorin's in Morris Inn to fast food franchises such as Taco Bell and Pizza Hut. New in LaFortune Student Center this fall is Smashburger ("Smashing is Better"), a fast casual restaurant serving smashed-to-order burgers in addition to chicken sandwiches, salads and sides made using only fresh ingredients, as well as hand-spun shakes featuring Haagen-Dazs ice cream. Also in LaFortune, look for the newly remodeled Starbucks. On the southeast side of campus, look for a renovated Decio Cafe in the Decio Faculty Hall. A revamped menu will feature healthy, rustic Italian food, salads and ancient grains. For more information on retail outlets, nutrition guidelines and deals, visit [food.nd.edu](http://food.nd.edu)



**à la Descartes**  
Jordan Hall of Science  
M-F, 8 a.m. to 5 p.m.



**au bon pain**  
Hesburgh Library  
Concourse  
Sun-Th, 7 a.m. to 1 a.m.  
Fri, 7 a.m. to 10 p.m.  
Sat, 9 a.m. to 10 p.m.  
(Hours take effect after Labor Day)

**au bon pain express**

Hesburgh Center for International Studies  
M-F, 8 a.m. to 3 p.m.



**Café Commons**  
Mendoza College of Business  
M-Th, 7 a.m. to 5 p.m.  
Fri, 7 a.m. to 4 p.m.



**Café de Grasta**  
Grace Hall  
M-F, 7 a.m. to 3 p.m.



**Café Poché**  
Bond Hall  
M-F, 8 a.m. to 3 p.m.



**Crossings**  
Law School  
M-Th, 7 a.m. to 5 p.m.  
Fri, 7 a.m. to 4 p.m.



**Decio Cafe**  
Decio Faculty Building  
M-F, 7 a.m. to 3 p.m.



**Einstein Bros Bagels**  
Hammes Notre Dame Bookstore  
Fall: M-Sat, 8 a.m. to 10 p.m.  
Sun, 9 a.m. to 9 p.m.  
Spring/Summer:  
M-Sat, 8 a.m. to 9 p.m.  
Sun, 9 a.m. to 7 p.m.



**Huddle Mart**  
The Huddle  
LaFortune Student Center  
M-Th, 7:30 a.m. to 4 a.m.  
Fri, 7:30 a.m. to 2 a.m.  
Sat, 9:30 a.m. to 2 a.m.  
Sun, 9:30 a.m. to 4 a.m.



**Kitz Kafé**  
Stinson-Remick Hall  
M-Th, 8 a.m. to 11 p.m.  
Fri, 8 a.m. to 5 p.m.



**Legends of Notre Dame**  
South of the stadium  
Sun, 11 a.m. to 9 p.m.  
M-W, 11 a.m. to 10 p.m.  
Th-Sat, 11 a.m. to 12 a.m.



**North Food Court**  
North Dining Hall  
M-F Breakfast  
7 a.m. to 11 a.m.  
Sat-Sun Continental  
8 a.m. to 11 a.m.  
M-F Lunch  
11 a.m. to 2 p.m.  
Sat-Sun Brunch  
11 a.m. to 1:30 p.m.  
M-Th Dinner  
4:30 p.m. to 8 p.m.  
Fri-Sun, 4:30 p.m. to 7 p.m.



**Reckers**  
South Dining Hall (south entrance)  
M-S, open 24 hours



**Rohr's**  
Morris Inn  
Sun-Th, 11 a.m. to 1 a.m.  
Fri-Sat, 11 a.m. to 2 a.m.



**Smashburger**  
The Huddle  
LaFortune Student Center  
M-F, 10 a.m. to 10 p.m.  
Sat, Sun 11 a.m. to 10 p.m.



**Sorin's**  
Morris Inn  
Breakfast  
6:30 a.m. to 11 a.m.  
Lunch  
11 a.m. to 2 p.m.  
Dinner  
5:30 p.m. to 9:30 p.m.  
Not open for dinner on Sun or Mon



**South Market Food**  
South Dining Hall  
M-F Breakfast  
7 a.m. to 11 a.m.  
Sat-Sun Continental  
8 a.m. to 11 a.m.  
M-F Lunch  
11 a.m. to 2 p.m.  
Sat-Sun Brunch  
11 a.m. to 1:30 p.m.  
M-Th Dinner  
4:30 p.m. to 9 p.m.  
Fri-Sun, Dinner  
4:30 p.m. to 7:30 p.m.



**Starbucks**  
The Huddle  
LaFortune Student Center  
M-F, 7:30 a.m. to 1 a.m.  
Sat-Sun, 9:30 a.m. to 1 a.m.

**Starbucks**

Hammes Bookstore on Eddy Street  
M-Th, 7 a.m. to 7 p.m.  
Fri-Sat, 7 a.m. to 9 p.m.  
Sun, 9 a.m. to 5 p.m.



**Subway**  
The Huddle  
LaFortune Student Center  
M-F, 8 a.m. to 1 a.m.  
Sat-Sun, 9:30 a.m. to 1 a.m.



**Taco Bell**  
LaFortune Student Center  
M-Th, 10:30 a.m. to 1:30 a.m.  
Fri, 10:30 a.m. to 4 a.m.  
Sat, 11 a.m. to 4 a.m.  
Sun, 6 p.m. to 1:30 a.m.



**Pizza Hut**  
LaFortune Student Center  
M-Th, 10:30 a.m. to 1:30 a.m.  
Fri, 10:30 a.m. to 4 a.m.  
Sat, 11 a.m. to 4 a.m.  
Sun, 6 p.m. to 1:30 a.m.



**Waddick's**  
O'Shaughnessy Hall  
M-Th, 7 a.m. to 5 p.m.  
Fri, 7 a.m. to 4 p.m.

**Warren Grille**  
Warren Golf Course Clubhouse  
M, 11 a.m. to 6 p.m.  
Tues-Sun, 7 a.m. to 6 p.m.