

January 27, 2021

Hello!

It seems like it's been forever, but all of us Dining Services and Chartwells can't wait to see you back to campus! The Chartwells team has been working hard to make your dining experience as safe and positive as possible. We realize this is a lengthy email, but it contains a lot of important information.

What's New?

- Based on a vote conducted among students at the end of the fall semester, **Tu Taco has replaced Smoked** at the Student Choice option in the Tuck Shop.
- The popular PJ's Diner, offered at breakfast Monday through Friday, is now known as the **Tuck Diner** and will be offered at Grill 27 in the Tuck Shop. Tuck Diner meals are eligible for a meal exchange...which means you can use a **meal swipe in the Tuck Shop** (between 7:30-9:30 a.m. Monday through Friday on Tuck Diner items only)
- A meal exchange will be available from Grill 27 in the Tuck Shop on weekends. The meal exchange will include a sandwich, fries (or chips), and a fountain drink. And...the soda dispenser has returned to the Tuck Shop!
- **Many of your favorites from the Daily Grind are now available in the Pitt Stop.** This will provide you with the opportunity to access both food and beverages in one central location in the Student Union. The Daily Grind will remain closed for this semester.

Temporary Changes in Effect for the Semester

Unfortunately, COVID-19 continues to require temporary changes to the dining experience. While these are not ideal, remember they are in place for your safety:

- The **temporary elimination of self-serve areas.** For your safety, all food items in PJ's will either be served by a member of the Chartwells team or be pre-wrapped.
- All Chartwells **transactions will be cashless.** You will be able to use your meal plan meals in PJ's and the Pitt Stop (meal exchange). At the retail locations (Tuck Shop, Daily Grind, and Pitt Stop) you will be able to use dining dollars, Mountain Cat Cash, and debit/credit cards.
- Due to the need to ensure social distancing and maintain appropriate dedensification, **entry to PJ's will require a reservation** via the Chartwells website (dineoncampus.com/upj). During the shelter-in-place period you will be allotted a 15-minute time period to get your meal to-go from PJ's (no seating will be available during this period). If circumstances allow for in-house dining to resume, restrictions will be in place limiting the number of people permitted to be seated at any given time. You will be allotted 30 minutes to eat inside PJ's (seating will be limited to two patrons per table). Once you make your reservation, you will simply need to show your confirmation (on your smartphone) to the attendant at PJ's.
- **Practice physical distancing.** When standing in line at PJs and the Tuck Shop, remember to allow 6 feet between you the next person in line.
- **Wear your face covering.** Remember to wear your face covering except when you are eating. Sometimes it's easy to forget to replace it after you've finished eating.
- **Maintain dedensification.** Tables and chairs in PJ's have been arranged to ensure appropriate dedensification. Please do not rearrange furniture to create seating for large groups.

Shelter-in-Place & Elevated Risk Postures

When our campus is under a shelter-in-place or an Elevated Risk posture, the following changes will be made to campus dining:

- **All meals will be take-out only** – PJ's will be closed for in-person dining during these periods. We don't want you to go hungry, so feel free to ask for extra portions of your favorite menu items! Students are able to fill up to 2 take-out containers from the stations inside PJs **and** 2 containers from Fresh 52.
- All food **from the Tuck Shop and Pitt Stop will be available through mobile ordering only**, using the BOOST app. This actually offers a huge advantage because it eliminates the need to wait in line. You'll simply go in, grab your food, and

leave. Remember you will also be able to **use the BOOST app throughout the entire semester** and you can pay with dining dollars, Mountain Cat Cash, and meal swipes (on meal exchanges only). Tuck Shop sales on weekends must be done via BOOST.

Always Available

Despite COVID, many of the improvements Chartwells introduced this year will continue to be available.

- **Made to order salads and sandwiches** – Fresh salads and deli sandwiches made to your specifications are available in PJ's at Fresh 52 via the BOOST app. (these items will be included in the meal swipe for that meal period – there is no additional meal swipe required)
- **Mobile Ordering** – You can now order from the BOOST app and pay using your dining dollars (or meal swipes on meal exchanges). BOOST can be used to order from the Tuck Shop and Pitt Stop.
- **To-Go Options** – When PJ's is open for in-person seating, you will still have the option of getting your meals to go with the *Go Green!* program. You are charged a once-a-semester meal swipe for the container (it's green!) and then one meal swipe each time you fill the container with a to-go meal. Any time you return to PJ's for another to-go meal, just bring your container and you will be given a clean one.
- **Allergen-Free Dining!** G8 is a special food station where all items are gluten-free and do not contain any of the eight most common allergens. If you have a food allergy, you can create an Allergen ID on the Dine on Campus app. This will create a digital ID to **privately inform** staff of your dietary needs. Our highly trained culinarians are also available to speak with you about your specific needs.

Hours of Operation:

- **Pitt Stop** – Monday through Friday, 7:30 a.m. to 1:30 p.m. & 8 p.m. to midnight. One meal exchange is available per meal period.
- **Tuck Shop** – Monday through Friday, 11 a.m. to 8 p.m. (Tuck Diner options available 7:30-9:30 a.m.); Saturday and Sunday 2-8 p.m. (via BOOST app only; meal exchange will be available from Grill 27 on the weekends)
- **PJ's Dining Hall** – Weekdays from 11 a.m.-2 p.m. (breakfast is available in the Tuck Shop from 7:30-9:30 a.m. as a meal exchange) and 4-7 p.m. and weekends from 11 a.m.-2 p.m. and 4-7 p.m. (brunch and dinner only)

Don't Forget

- **Meal plans will go into effect with the evening meal on Sunday, January 31.**
- You **must have a valid Pitt-Johnstown Mountain Cat Card** (ID card) in order to use your meal plan. If you have lost your ID or do not have one, contact the ID Center immediately (upjid@pitt.edu)
- All unused **dining dollars will expire** at the end of the spring semester. Dining dollars only carry over from fall to spring terms (provided a student is enrolled in a meal plan during both semesters)
- **The deadline to change your meal plan** has been extended until 5 p.m., Wednesday, February 3. You can change your meal plan online at my.pitt.edu (the change form is in the Johnstown Campus Housing & Dining Services task center). No meal plan changes can be made after this date. Please note the system will be unavailable from 12:01 a.m., Monday, February 1 until midnight. During the outage, you can submit your meal plan change request via email to upjmeals@pitt.edu.
- **If you leave campus** prior to the end of the semester, remember to cancel your housing and meal plan.

The attached document will provide you with additional details on how to use Boost and the online reservation system. It also contains information on how to keep up-to-date on social media.

We greatly appreciate your patience and continuing cooperation as we maneuver these unprecedented challenges. (And I apologize for this enormous email message...but thanks for reading it!)

See you soon!

You Housing & Dining Services Team