

FAQ : Dining changes September 20, 2021

Why was the service model changed at the Bistro?

Like many universities and food service providers we are impacted by a staffing shortage. We have 35 open full-time positions and are down 250 open part-time student positions. Additionally, The Bistro volume so far this semester equals about 1/3 the usual volume. Rather than close stations at both residential dining locations, it makes the most sense to consolidate some services to one dining hall with more options.

Can I still use my meal plan at the Bistro?

Yes! Though more menu options will be available at Neubig, there will be a few options available at The Bistro Monday through Friday from 11 a.m. through 9 p.m. for eat in or takeout.

Can I still sit at tables at The Bistro?

Yes, there will be seating available, and customers will have the option of taking the food out of the dining hall at The Bistro only.

Where can I find information about student employment?

We have very flexible schedules for students. Students can work as few as 3 hours or as many as 25 hours each week. We rely on our student employees to help us provide great service to our campus community and welcome new applications all year long. Students can email us at asc.staff@cortland.edu, ask to speak with a dining manager or scan the QR codes posted at many of our dining locations.

Will the menus still be published in advance on the Cortland Auxiliary website?

Customers can plan ahead and review the menus in advance on the website. It may take a few days to load our site with new information at the start of this change. The menus will also be posted at the locations as well.

Will I have to wait in line at Neubig?

Even when we add the small volume of patrons from The Bistro to Neubig dining, we will still have fewer transactions than we had in prior years at Neubig dining. Currently, there are no movement restrictions in our dining hall and students do not have to stand in one line to reach the stations. Occasionally, at peak times, it may take a few minutes to serve everyone at a popular station. However, the customers move quickly through. Plus, though the variety has been reduced at The Bistro, the hours have also been extended during the week. There will be options at The Bistro until 9 p.m. Monday through Friday.

Will meal plans be refunded due to this change?

No, by consolidating staff to one centralized location, we can provide better service and more options for our campus community.