

**ABOUT**  
CUSTOMER

**CUSTOMER SINCE:**

January 2011

**LOCATION:**

Hanover, NH

**OPERATION SIZE:**

6,350 Students

**COMPUTRITION SOLUTIONS:**

- Foodservice Operations Management Pro
- Label Elite
- Universal XChange Gateway
- Meal Choice Connect
- Nutrition Food Labeling

**PILLARS OF AUTOMATION:**



Operational Efficiency



Human Satisfaction



Risk Reduction



Budget Protection

**INTRODUCTION**

Operated as a separate business entity from Dartmouth College's administration, Dartmouth Dining Services (DDS) has three main goals: improve health, reduce impact of food supply, and connect people to the natural sources of food.<sup>1</sup> By managing its own organic farm and purchasing produce locally, the food service team at DDS takes pride in cooking real food from real ingredients.<sup>1</sup>

Sustainability is a priority for DDS and in their efforts of becoming the greenest college in the world they provide bins that are designated by category so that trash may be properly grouped and disposed according to landfill, composting, or recycling.<sup>1</sup>

Dartmouth Dining Services offers campus-wide food options for students at various venues from 7am until 2am.<sup>2</sup> Considered the biggest innovation at Dartmouth Dining Services, The Class of 1953 Commons is an all-you-can-eat facility that features the following eight serving stations, offering made-to-order options and a variety of cuisines<sup>1,3</sup>:

**WORLD VIEW**  
international

**THE PAVILION**  
kosher meals

**THE HEARTH**  
pizza, calzones, pastas

**THE BAKERY**  
baked goods

**HERBIVORE**  
vegetarian and vegan specialties

**BIG GREENS**  
salad bar

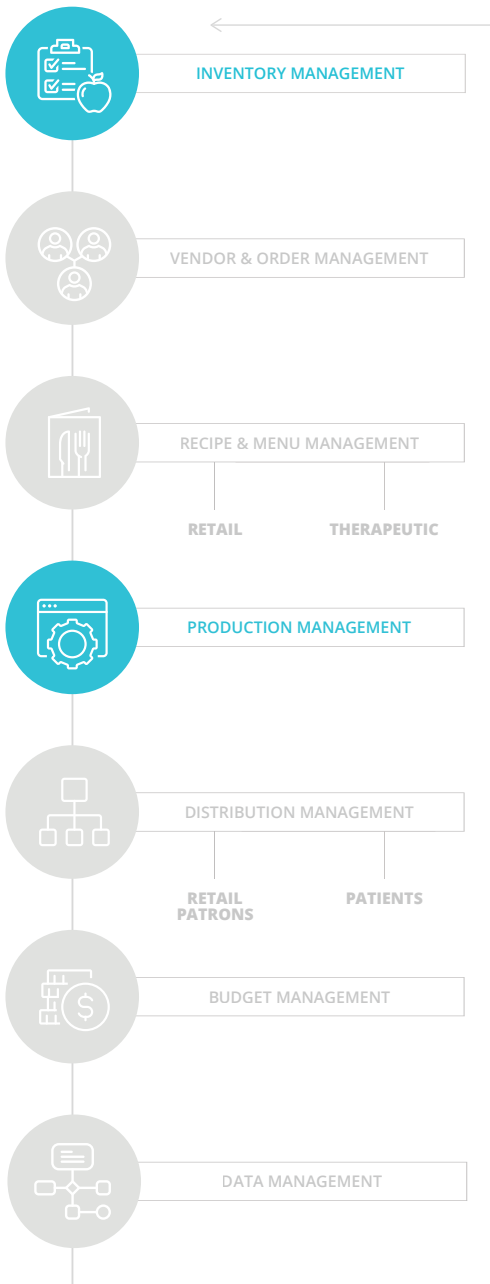
**THE GRILL**  
burgers and sandwiches  
featuring halal selections

**MA THAYER'S**  
traditional college favorites  
with lean choices

Besides the '53 Commons, Dartmouth also has three cafés – Courtyard Café, Collis Café and Novack Café – as well as their Byrne Hall Catering service.<sup>2</sup> Additionally, students have a professional staff of dietitians to go to for support in making healthy food choices and maintaining a nutritious lifestyle.<sup>5</sup>



SUPPLY CHAIN



## AUTOMATING DINING SERVICES

With a campus of over six thousand students, Dining Services must be prepared to provide food that is appropriate for various food intolerances and allergies.<sup>4</sup> Over the years, Dartmouth Dining Services has progressively advanced their dining program by way of automation to continually provide students, as well as staff and guests, with the best possible dining experience.

## PRODUCTION & INVENTORY

In 2011, DDS implemented Computrition's Foodservice Operations Management (FOM) system to automate and advance its on-campus dining services. Additionally, they installed computers in the kitchens to allow production staff to directly input post-meal data into the system, have instant access to reports and share recipe documents regardless of which prep area the staff is working. Since automating, DDS staff no longer needs to maintain paper production books and forecasting is now completed within days versus weeks.

Similarly, the use of tablets has allowed storeroom staff to instantly enter inventory data into the system versus writing out the inventory by hand to input into the system later. This advancement has produced tighter inventory control, more organized storage, and product usage. By using FOM, Dining Services has the capability to appropriately develop recipes and menus tailored to accommodate the unique dietary needs of their student population.

*The new menu board system allows for up to the minute display of choices, allergen information and religious classification by integrating with Computrition menu management software.*

## RETAIL SERVICES

Aside from improving their production and inventory management, Dartmouth has steadily integrated additional technology to also improve the delivery of food-related information to patrons. Previously, DDS would use PowerPoint along with a channelplayer to manually create menu tags for allergen information to be displayed in their retail space. During the winter session of 2017, DDS launched digital menu board technology at their Class of 1953 Commons and Courtyard Café. With the integration of these digital menu boards and Computrition’s software solutions, Dartmouth can display real-time menu choices, allergen and nutritional information, as well as religious classification for the patrons in their all-you-can-eat dining area. Elimination of manual work has decreased errors and produced a savings in administrative labor and supply costs.

There are 14 smart screen televisions throughout the 1953 Commons venue that display meals with corresponding portion sizes, applicable nutritional and classification symbols. The use of digital menu boards at the Courtyard Café replaced standard menu boards, which formerly limited DDS to only display pricing information. By upgrading to digital menu boards, each serving counter now has two digital screens to feature pricing, along with menu items, descriptions, nutritional tagging and moving graphics.

## MENUS & LABELS

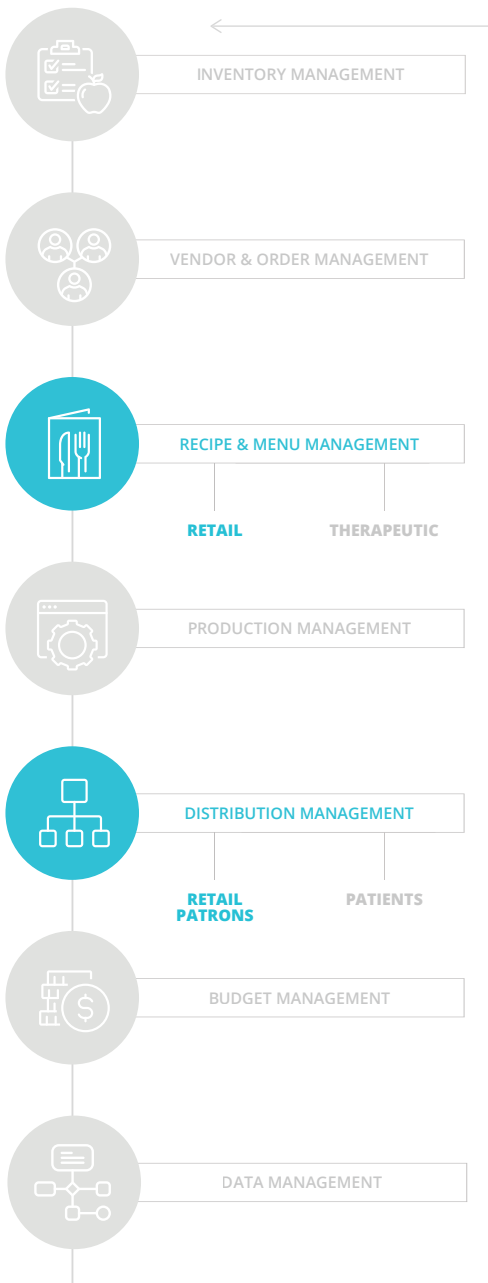
With Computrition’s Web Menus solution, students can access menus for all the different campus venues through any browser. The system allows students to select meal options and tallies the total nutritional content for the meal.

Furthermore, Dartmouth’s Dining Services is able to stay compliant with food labeling laws and properly label their grab-and-go food packages with Computrition’s Nutrition Food Labeling solution.

## ACHIEVEMENTS

The improvements that Dartmouth Dining Services achieved since automating their foodservice operation led them to be the first organization in the education sector to be awarded Computrition’s Prodigy Award in 2017.

SUPPLY CHAIN



## RESOURCES

The following resources provide an inside look at Dartmouth Dining Services and presents valuable insights from various key players of the DDS team including their Culinary Operations Manager, Dietitians, Director of Sustainability and Manager of Dartmouth's Organic Farm:

[EATING WELL, EATING HEALTHY AT DARTMOUTH.](http://bit.ly/2tTB811)<sup>6</sup>  
<http://bit.ly/2tTB811>

[FOOD SUSTAINABILITY AT DARTMOUTH COLLEGE.](https://vimeo.com/35387936)<sup>1</sup>  
<https://vimeo.com/35387936>

## REFERENCES

1

"Food Sustainability at Dartmouth College."  
Dartmouth Film & Media Studies, 20 Jan. 2012. Web. 30 June 2017.  
<https://vimeo.com/35387936>.

2

"Locations & Hours."  
Dartmouth Dining. Dartmouth College, n.d. Web. 30 June 2017.  
<http://www.dartmouth.edu/dining/locations/>

3

"Class of 1953 Commons."  
Dartmouth Dining. Dartmouth College, n.d. Web. 30 June 2017.  
<http://www.dartmouth.edu/dining/53commons/53dining.html>

4

"Dartmouth at a Glance."  
Dartmouth College, n.d. Web. 30 June 2017.  
<http://www.dartmouth.edu/dining/nutrition/>

5

"DDS Nutritional Info: Eating Well, Eating Healthy at Dartmouth."  
Dartmouth Dining, 07 Jan. 2016. Web. 30 June 2017.  
<https://www.youtube.com/watch?v=4pFWytrjb8c>



## ABOUT US

Since its inception in 1980, Computrition's core objective has been to provide industry-leading, comprehensive software solutions to support food and nutrition professionals and to promote the quality, efficiency, and safety of their operations in the healthcare industry.

Our flagship solution, **Hospitality Suite**, is a powerful automation system that customers are using to decrease costs, improve revenue, and increase patient satisfaction.

Computrition is based out of Los Angeles, California, with satellite offices throughout the United States and Canada. We are composed of dietitians, former foodservice directors, IT professionals, and former clients who understand the needs of our customer base. In short, we know what you are looking for in a healthcare foodservice software system because we are a company of professionals *who are just like you.*

## WE OFFER AUTOMATED SOLUTIONS FOR THE FOLLOWING:

- **Foodservice**
- **Nutrition Services**
- **Point-of-Sale**
- **Room Service**
- **Tray Tracking**
- **Floor Stocking**
- **Food Labeling**
- **Data Management**
- **Touch Screen Menu Selections**
- **Bedside Meal Ordering**  
*via Mobile Device or In-Room Monitor*
- **Call Center**
- **Employee Account Management**
- **Mobile Menus**
- **Retail Meal Ordering**
- **Customer Loyalty Rewards**

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