

Manhattan College Dining Services

MEAL PLAN FREQUENTLY ASKED QUESTIONS & ANSWERS



1. HOW DO I CHOOSE A MEAL PLAN?

Residents can select a meal plan on their Housing Agreement. Commuters can purchase a meal plan by going to the Meal Plan/ID Office located on the 3rd floor-at the rear of Dante's Den cafeteria in Thomas Hall.

2. HOW DO I ACCESS MY MEAL PLAN?

You access your meal plan with your Student ID Card. You will need to present your id card to the cashier when getting your meals.

3. WHERE CAN I USE MY MEAL PLAN?

You can use your meal plan in Lockes Loft, Dante's Den, Plato's Cave and Leo's cafeterias. Depending on the meal plan selected, certain restrictions apply.

4. DO I HAVE TO PURCHASE A MEAL PLAN?

Yes. It is mandatory for all Residents to be on a meal plan. Commuter students do not have to be on a meal plan.

5. IF I DON'T LIKE MY MEALPLAN CAN I CHANGE IT?

Yes. Resident students are allowed to change their meal plan during the first week at the beginning of each semester.

6. IF I MOVE OFF CAMPUS, CAN I DROP MY MEAL PLAN?

Yes. You will no longer be on a meal plan once a cancellation notice has been received from Residents Life Office to the Mealplan/ID office.

7. HOW DO I KNOW HOW MANY MEALS I HAVE LEFT?

You can speak to the Meal Plan Coordinator, Karen Sepulveda whose office is located in Thomas Hall-3rd floor at the rear of Dante's Den, or call 718.862.7453. You may also ask the cashier at any time how much in ACD's you have left, but if you need to know how many meals, you will need to see the meal plan coordinator for that information.

8. CAN I USE MY MEAL PLAN FOR SOMEONE ELSE?

No. Meal plans are meant for sole use of the student for whom it was issued to and non-transferable. You may treat a friend with a guest pass, if you have the Ultimate Meal Plan.

9. CAN I ADD ACD'S OR MEALS IF I RUN OUT?

Yes. You can add only acds to your existing meal plan. Just fill out a meal plan form at the Meal Plan/ID Office.

10. IF I DON'T USE ALL OF MY MEALS BY THE END OF THE SEMESTER, CAN I USE THEM NEXT SEMESTER?

Resident Meal plans DO NOT carry over from semester to semester, nor do they carry over from week to week. Meal plans are reset every Monday morning to Sunday evening.

11. WHAT HAPPENS IF I AM SICK OR HURT AND CAN'T GET TO THE DINING HALLS TO EAT?

Call the Meal Plan Coordinator, Karen Sepulveda at 718-862-7453. Arrangements can be made for the student to receive their meals in situations such as this.

12. WHAT HAPPENS IF I CAN'T GET TO THE DINING HALL IN TIME TO EAT?

If you are unable to get to the cafeteria in time to use your meal equivalency, you can always use your ACD dollars or pay cash. If you have an academically related reason, such as class conflict, or student teaching internships, a copy of your schedule should be brought to the Meal Plan Office located in Thomas Hall, 3rd Floor at the rear of Dante's Den Cafeteria. A box lunch can be provided for you.



MEAL PLAN POLICIES

1. ID Cards: All students are required to have their Manhattan College ID Card in order to access the cafeteria. No one will be allowed into the cafeteria without a Manhattan College ID Card. Cashiers will not be allowed to enter your name or campus ID number into their cash registers without Supervisors' approval. It is the students' responsibility to bring their Student ID cards with them to access their meal plans.

2. Replacement ID Cards: There will be a replacement fee of \$35 if you lost your ID card. You do not need to pay to replace your ID card if the card has been cracked, defaced, name changed, or the magnetic strip no longer swipes for the dorms or for meals. You must go to the Meal Plan/ID office to have your card replaced during the hours of operation. You may call (718) 862-7453 to make an appointment with the Meal Plan Coordinator if you are unable to replace your card during the hours the office is open. Replacement cards can be purchased at the Meal Plan/ID Office at the rear of Dante's Den, 3rd Floor, and Room 300 D.

NOTE: *Your replacement card will have a new issue number that has been assigned with your Campus ID Number. Therefore, if you find your lost card, you will not be able to use the card again, request a refund of replacement fee or request to have your old ID card reactivated. When you receive your replacement care, the old on will be deactivated.*

3. Meal Equivalencies: A Meal Equivalency is a meal option that is deducted from your meal plan that can be used for Breakfast, Lunch and Dinner. The meal equivalency window is as follows:

Dante's Den Lunch 12:00 pm - 2:00 pm Dinner 4:30 pm - 7:30 pm	Plato's Cave Lunch 12:00 pm - 2:00 pm Dinner 5:00 pm - 8:00 pm	Leo Cafeteria Breakfast 8:30 am - 10:30 am Lunch 11:00 am - 2:00 pm	Locke's Loft Lunch 12:00 pm - 2:00 pm Dinner 5:00 pm - 8:00 pm (Fridays 5:00 pm - 6:00 pm)
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4. Commuters: Commuters and Graduate Students are encouraged to sign up on a Commuter Meal Plan. There are two types of plans available for these students:

- » Plus Plans - offers meal swipes and ACDs for a-la-cart purchases (pay by item).
- » ACD's Only – (A la Cart Dining) This plan provides you with the ultimate flexibility in how and where you spend your ACD's. The ACD's Only Plan can be used in all our locations.

5. Meal Plan Office Hours:

Monday - Tuesday: 11:00 am - 2:30 pm Wednesday - Friday: 11:30 am - 3:00 pm
3:00 pm - 7:00 pm

6. Student Meal Accounts: Students can request to know the balance of their meal plan at the Meal Plan/ID Office. You may not ask the cashier to check your balance. If there is a problem with your meal account, the cashier has been instructed to send you to the Meal Plan Office.

7. Guest Passes: Two (2) passes are issued per semester only to students who are currently on the Ultimate Meal Plan. They can obtain the passes from the Meal Plan Office with the guests' name & date of visit and must have the authorized signature of the Meal Plan Coordinator. The guest pass is valid for one (1) meal.

8. Meal Passes: The Meal Plan Coordinator is the only person authorized to give out meal passes. Forgetting your ID is not an acceptable excuse and you will be requested to go back to your dorm. Passes will not be given out for more than on day. At that time, the Meal Plan Coordinator will deduct your meal on the computer. You will not have your meal deducted at the register by any of the Cashiers. Please do not ask the Cashier to enter your Campus ID Number because you do not have your ID card. You MUST get a meal pass from the Meal Plan/ID Office located at the rear of Dante's Den Cafeteria on the 3rd floor of Thomas Hall.

9. Hours of Operations:

Locke's Loft Monday-Friday Breakfast: 7:30 am – 10:45 am Lunch: 10:45 am - 4:45 pm Dinner: 4:45 pm - 7:30 pm Saturday & Sunday Brunch: 11:30 am - 1:30 pm Dinner: 5:00 pm - 7:00 pm	Plato's Cave Monday-Thursday 12:00 pm- 12:00 am (late night dining) Friday: 8:00 am - 6:00 pm Leo's Café Monday-Thursday 7:45 am – 2:00 pm	Dante's Den Monday-Friday Breakfast: 8:30 am - 10:30 am Lunch: 11:30 am - 2:00 pm Dinner: 4:30 pm - 7:30 pm* *No dinner on Fridays
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10. Plan of Action: In the event that a student is found using another students' ID card, the student will be directed to turn in the ID card to the Cashier, Supervisor of the Cafeteria or the Meal Plan Coordinator, and submit his/her name & Campus ID Number. The turned in ID card will be given to the Dean of Students, whose office is located on the 5th floor of Thomas Hall. The Office of Residence Life will then follow course of action.

- » If an ID card was taken away because it no longer swiped at the register, the card will be turned over to the Meal Plan Office. The student will have to pick up his/her card at that office.
- » If a dispute occurred in the cafeteria and after the supervisor and Meal Plan Coordinator have been informed and the situation could not be resolved, the matter will then be taken to the Dean of Students.