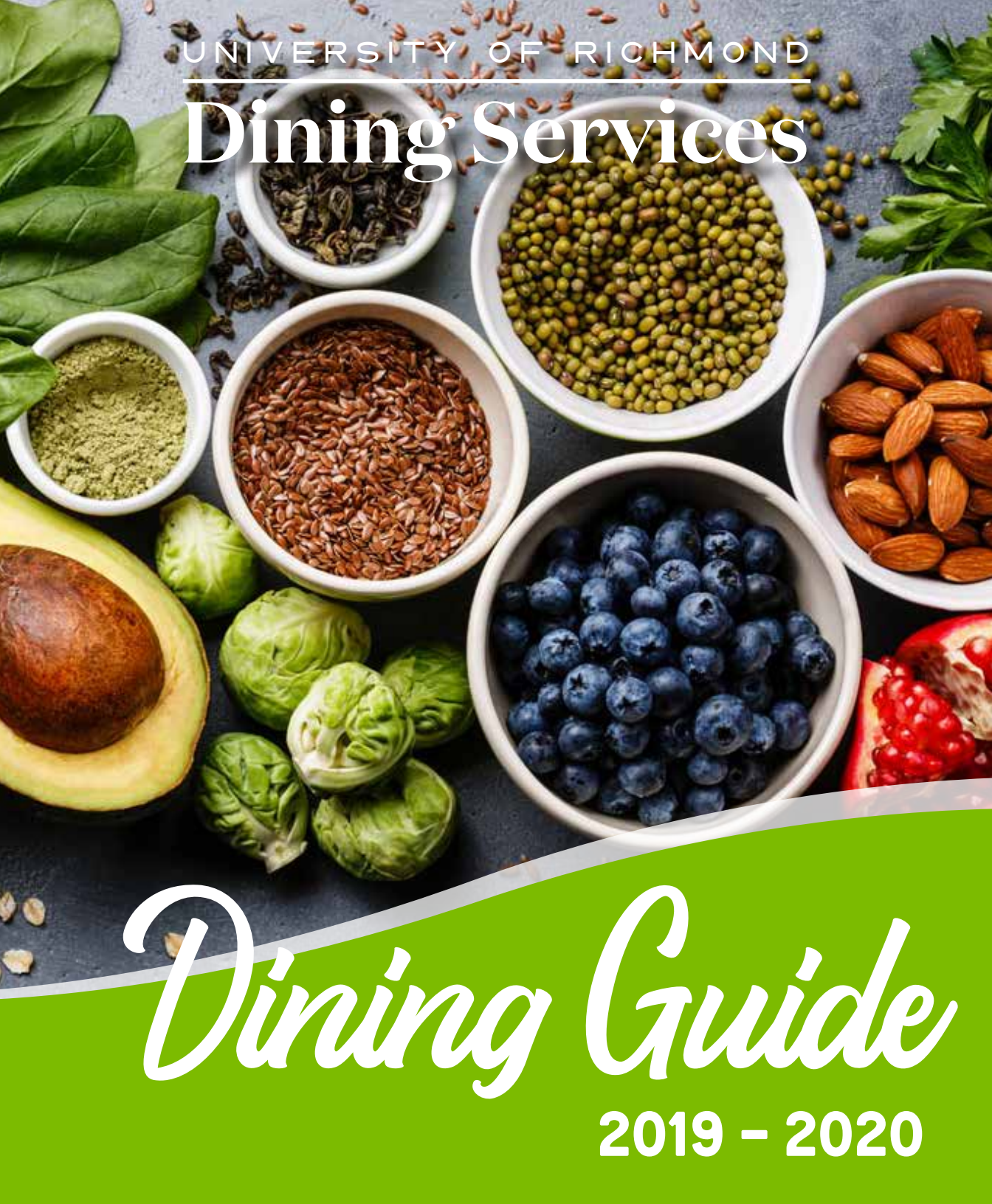




UNIVERSITY OF RICHMOND

Dining Services

Dining Guide

2019 – 2020

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Welcome



From pizza to sushi and everything in between, when classes are in session students, faculty, staff and visitors will find something to eat on campus most days from 7:00 a.m. – 12:00 a.m. or later. There are many diverse operations providing a variety of foods and services on campus as well as a café at UR Downtown.

For students on meal plans there are lots of options for meals at the Heilman Dining Center from a variety of

cooked-to-order stations, brick oven pizza, fresh soups, salads, special themed and holiday dinners and so much more. In addition, all meal plans include Dining Dollars to be used for drinks, snacks or sundries at the campus convenience stores (ETC, Dean's Den) or for delicious meal options at any of Dining Services' retail locations on campus or at UR Downtown. A map of all the dining and retail locations on campus and directions to the downtown venue is conveniently included at the back of this booklet. Welcome and enjoy!

Our Mission:

Professionals committed to nourishing a global community.

More detailed information and menus are available on the web at: <http://dining.richmond.edu>

@URDINING



Meal Plan

All undergraduate students living on campus, except those residing in the University Forest and Gateway apartments, are required to participate in a meal plan based on their housing assignment. Residence hall meal plans are designed to provide for students basic meal needs throughout the week. Dining Dollars are offered as part of all the meal plans to provide for the occasional retail purchase or guest meals. Both meal plans for students in the residence halls: the Spider Unlimited and Spider Plus Unlimited, include unlimited meals at the Heilman Dining Center, Dining Dollars and two bonus guest meals per semester. The Spider Plus Unlimited includes extra Dining Dollars for: Specialty coffee at Eight-Fifteen at Boatwright, sushi from Passport Café, a sandwich at Lou's, a smoothie at Tyler's or to purchase much needed grocery and personal items at the on-campus convenience stores: ETC and the Dean's Den. Students are encouraged to choose a plan that best meets their individual needs. Food is available on campus from 7:00 a.m. until 1:00 a.m. most days whenever classes are in session. There are 21 meal periods per academic week. Meal plan meals or meal swipes are used only at the Heilman Dining Center. All students on meal plans are responsible for budgeting Dining Dollars throughout the semester. Unused Dining Dollars roll over from the fall to the spring semester but must be used by the end of the spring semester. Bonus guest meals expire at the end of each academic semester. Guest meals can also be purchased with Dining Dollars at a special door rate.

**For more details on meal plans see the
web page at:
dining.richmond.edu/meal-plans**

Meal Plan

Choices

A selection of meal plans are available to meet a multitude of student's schedules and needs. Most meal plans consist of meals to be used only at the Heilman Dining Center and Dining Dollars that can be used at any of the Dining Services' retail dining locations and campus convenience stores.

For students living in residence halls there are two choices available: Spider Unlimited and Spider Plus Unlimited. Students living in the campus apartments may choose from the Spider Unlimited, Spider Plus Unlimited or Spider 40. The Spider 40 has lots of Dining Dollars and 40 meals per semester allowing participating students the opportunity to still enjoy all of their favorite meals and special events at the Heilman Dining Center. The Spider Blue is all Dining Dollars and is available for commuting undergrad students. Commuting Law, MBA or SCS students may purchase the Spider Red which is also strictly Dining Dollars.

Changes

Student will select meal plans after they select housing. Once your room assignment is complete follow the next prompt to select your meal plan. Students must make a selection to complete the process. Students must notify the One Card Services Office before the next semesters' meal change deadline if they wish to change or cancel their meal plan without incurring a late fee. Specific dates to make changes will be announced via SpiderBytes and the Dining Services web page. Students must meet the eligibility requirements for the change they select. Requests for changes between plans after the official dates must be made prior to the Add/Drop date and may incur a late change fee.



LOST ID

Your OneCard is valuable and serves as your meal card, debit card and student ID. It may only be used by the individual to whom it is issued. Please report a lost or stolen card immediately to the nearest Dining Service's cashier to protect your meal plans, dorm access and debit dollars. Students may purchase a replacement card at the OneCard office 8:30 a.m.-5:00 p.m., Monday-Friday in the Heilman Center next to the post office.

Get More Dining Dollars

For your convenience, go online to BannerWeb and click on: check your balance then select add dining dollars.

Class Conflicts

If meal plan students have required class activities or events that take them off campus or conflict with meal availability, they can call (804) 289-8512 and order a bagged meal to take with them. Please call 48 hours in advance.

Illness

Students too ill to attend classes or meals are encouraged to contact the Health Center. If a student is not feeling well and would like to have a friend pickup a meal for them, they can go to Heilman Dining Center web site, in the drop down menu select and fill out a meal request form. Then send their meal card with a friend to pick up a meal. Please call (804) 289-8512 for questions or concerns.



Housing Changes

If a student moves off campus during the course of the semester they may only change or cancel their meal plan for the current semester under the circumstances noted below. Students must also notify the One Card Services office before the next semester's meal change deadline if they wish to change or cancel their meal plan. Meal plan changes are permitted only under the following circumstances:

1. A vacancy becomes available in Gateway Village and University Forest Apartments and is offered to the student by the Office of Undergraduate Student Housing.
2. If a student is granted permission by the Office of Undergraduate Student Housing to move off campus and have housing fees waived due to health reasons or other special circumstances.
3. The Executive Director of Campus Dining approves the change. It is the student's responsibility to notify the One Card office immediately if you need to change or cancel your meal plan based on the above criteria. If any adjustment is approved it will be based on the date of notification. Credits will be applied to a Spidercard account in lieu of a refund.

Award-Winning FOOD, SERVICE, AND STAFF

Each of the Dining Services' locations on campus is constantly challenging itself to do more. The awards are a reflection of a dedicated staff who work hard to provide the very best. Recent awards include:



University of Richmond Dining Services is ranked #12 nationally in the Princeton Review and is also a previous recipient of the Restaurant & Institutions Ivy Award as well as numerous other Dining Awards.

Tastes of the World: Chef's Culinary Conference
Team Competition 2019: Bronze Medal
Team Competition 2017: Silver Medal
Team Competition 2016: Bronze Medal
Tastes of the World: Chef's Culinary Conference
Team Competition 2015: Silver Medal
Tastes of the World: Chef's Culinary Conference
Team Competition 2014: Bronze Medal

NACUFS Loyal E. Horton Dining Awards:

Silver Prize Winner Retail Services, The Cellar 2018
Silver Prize Winner Catering Special Event 2017
Bronze Prize Winner Catering Special Event 2017
Honorable Mention Retail Services, Tyler's 2017
Silver Prize Winner Retail Services, Passport 2016
Silver Prize Winner Residential Dining 2016
Silver Prize Winner Retail Dining Concepts 2013
Silver Prize Winner Catering Special Event 2013
Grand Prize Winner Residential Dining 2010
Grand Prize Winner Catering Special Event 2010

WE WANT TO HEAR FROM YOU!

We value our customers' input. Managers at all of our locations make it a point of keeping the lines of communication open. For immediate needs or concerns please request to speak to a manager at that location.

There are suggestion boxes in most operations, Txt & Tell at the Heilman Dining Center, or go directly online to the dining.richmond.edu UR Heard feedback form under the locations tab.





HOURS

Monday - Friday

CONTINUOUS SERVICE

7:00 a.m. – 8:00 p.m.

LIMITED BREAKFAST SELECTION

10:45 a.m. – 11:00 a.m.

LIMITED LUNCH SELECTIONS

3:00 p.m. – 4:00 p.m.

Saturday & Sunday

CONTINENTAL BREAKFAST

8:00 a.m. – 10:00 a.m.

CONTINUOUS SERVICE

10:30 a.m. – 8:00 p.m.

LIMITED SELECTIONS

3:00 p.m. – 4:00 p.m.

DINING.RICHMOND.EDU/LOCATIONS/HEILMAN | @URDINING



The Heilman Dining Center



Meal plan participants use their meal punches/swipes at the main residential dining facility: The Heilman Dining Center. The award-winning Heilman Dining Center takes college dining to new levels. It is easy to forget it is a campus dining facility. Healthy and fresh daily choices begin in the morning with cooked to order omelets and eggs for breakfast. For lunch and dinner the choices are endless with brick oven pizzas, hot and cold deli selections, numerous cooked-to-order stations, home-cooked favorites, international selections and award-winning desserts. Contact us at (804) 289-8512.

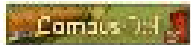
The 'state-of-the-art' serving area allows for quick and easy access to all areas which include:



Traditional Favorites



Desserts



Panini & Deli Selections



Vegetarian & Vegan Selection



Fresh soups, salads,
Mediterranean bar, bagel bar
and cook-to-order waffles



Cooked to order specialty
stations & bowls, Mongolian
grill and stir fry



Fresh cooked pasta & brick
oven pizza



Burgers, fries, grilled
sandwiches, specialty bars,
& omelets



The bright dining rooms offer a variety of seating areas and meeting spaces. Meal plan students have full access to an 'all you care to eat' selection from 7:00 a.m. to 8:00 p.m. The Heilman Dining Center accepts meal plans, Dining Dollars, SpiderCards, cash, major credit cards and department charges.



Tyler's is a 'grab & go' or dine-in venue on campus offering a wide variety of made to order menu selections centrally located in the Tyler Haynes Commons overlooking beautiful Westhampton Lake. The daily menu includes: traditional and specialty breakfast selections, fresh bagels, made to order entrée salads, specialty sandwiches and wraps, side dishes, yogurt, candy, snacks, smoothies and

beverages. Tyler's accepts Dining Dollars, SpiderCard, cash, major credit cards and department charges. Contact us at (804) 289-8509.



For the menu and weekly specials check the web page at:
dining.richmond.edu/locations/tylers-grill

HOURS

Monday - Friday

7:30 a.m.-9:00 p.m.

Saturday

Closed

Sunday

4:00 p.m.-9:00 p.m.



The Cellar is the “campus pub” and gathering place. The menu includes a variety of appetizers, sandwiches, pasta, entrées, beverages and desserts as well as an extensive carryout menu. The Cellar also features karaoke and sporting events on the big screen TV. Private party space, service and menu are available by reservation. The Cellar is located on the lower level of the Tyler Haynes Commons building and accepts Dining Dollars, SpiderCard, major credit cards, cash and department charges. Contact us at (804) 287-6820.



For the menu and weekly specials check the web page at:
dining.richmond.edu/locations/cellar



HOURS

Sunday - Thursday

5:00 p.m.-12:00 a.m.

Friday - Saturday

5:00 p.m. - 1:00 a.m.



At Lou's, select from assorted pastries, juice, and fresh coffee for a quick breakfast. For lunch and dinner choose from a full selection of grab and go gourmet sandwiches, crisp salads made-to-order, hearty soups, assorted snacks and beverages. Lou's is conveniently situated in Queally Hall at the Robins School of Business and accepts Dining Dollars, SpiderCard, cash, department charges, checks and major credit cards. Contact us at: (804) 289-1771.



For the menu and weekly specials check the web page at:
dining.richmond.edu/locations/lous

HOURS

Monday - Thursday
8:00 a.m.-8:00 p.m.

Friday
8:00 a.m.-3:00 p.m.

Saturday & Sunday
Closed

Enjoy a variety of selections with international flare and flavor at one of the most popular campus eateries. Located in the Carole Weinstein International Center, the menu for the Passport Café includes hot breakfast sandwiches, assorted breads and bagels, hot and cold international selections for lunch or dinner, fresh salads, specialty and international snacks, locally roasted coffee, fresh sushi, gelato, sorbet, cooked to order gourmet sandwiches, vegan and vegetarian entree specials, and much more. Passport Café accepts cash, major credit cards, department charges, Dining Dollars and Spider Card. Contact us at: (804) 287-1877.



For the menu and weekly specials check the web page at:
dining.richmond.edu/locations/passport



HOURS

Monday - Thursday

8:00 a.m.-6:30 p.m.

Friday

8:00 a.m. -5:00 p.m.

Saturday

9:00 a.m.-3:00 p.m.

Sunday

Closed

Eight Fifteen

AT BOATWRIGHT

Eight-Fifteen at Boatwright is a full-service café located at the entrance of Boatwright Library. We offer many of the classic coffee beverages and take suggestions and requests from our customers. We are now serving La Colombe coffee and also feature signature beverages, locally made grab-and-go foods,

retail items picked by hand just for our customers, locally made baked goods, local milk, and house made specials. We accept Cash, Visa, MasterCard, Discover, Dining Dollars, Spider Dollars and Department Charges. Contact us at (804) 289-8316.



For the menu and weekly specials check the web page at:
dining.richmond.edu/locations/boatwright

HOURS

Monday - Thursday

7:30 a.m.-1:00 a.m.

Friday

7:30 a.m.-3:00 p.m.

Saturday

12:00 p.m.-5:00 p.m.

Sunday

10:00 a.m.-1:00 a.m.



Located within the University of Richmond Downtown, the award-winning Richmond on Broad Café celebrates the city, the region, and the University's commitment to its home town. Operated by University of Richmond's Dining Services, the café is open to the community, serving breakfast, lunch, and mid-afternoon refreshments with décor that echoes both the University and the city. The café offers a dynamic menu of made-to-order fare supported by local and regional products. For those on the go, sandwiches, salads, cookies, pastries, and more are available in earth-friendly packaging.

For the menu and weekly specials check the web page at: www.richmondonbroad.com
Located at 626 E. Broad Street · Richmond, VA · 23219 · (804) 955-4014



HOURS

Monday - Friday

7:30 a.m.-3:00 p.m.

Saturday & Sunday

10:00 a.m.-1:00 a.m.



ETC (Every Thing Convenience) is an on-campus, modern convenience store located in the lobby of the Heilman Dining Center. It is fully stocked with snacks, beverages, health and beauty items, groceries as well as fresh coffee, and a full selection of products made in Virginia. ETC accepts Dining Dollars, SpiderCard, cash, department charges, checks and major credit cards. Contact us at (804) 287-6514.



HOURS

Monday - Thursday

8:00 a.m.-12:00 p.m.

Saturday

11:00 a.m.-10:00 p.m.

Friday

8:00 a.m.-10:00 p.m.

Sunday

11:00 a.m.-12:00 a.m.

For the menu and weekly specials check the web page at:
dining.richmond.edu/locations/etc



The Dean's Den is a mini-convenience store with a max supply of snacks and beverages. It is located on the Richmond side of campus in the Whitehurst building and is the perfect solution for late night cravings. The Dean's Den accepts Dining Dollars, SpiderCard, cash, checks and major credit cards.

HOURS

Sunday-Thursday

8:00 p.m.-1:00 a.m.

Friday & Saturday

Closed

For the menu and weekly specials check the web page at:
dining.richmond.edu/locations/deans-den



From birthdays to exams, or just because, we have a great selection of packages to let someone know you are thinking of them. University of Richmond Dining Services offers the UR Remembered Care Package program to parents, students and the campus community.



dining.richmond.edu/urremembered

To order and see the full listing with pictures of each package, please visit our web site:

dining.richmond.edu/urremembered

For questions, call Alison McCormick at (804) 289-8519 or email URRemembered@richmond.edu

*Any day is a good day
to be remembered!*

Nutrition Services

Dietary Counseling

The University of Richmond offers free and confidential nutrition counseling and assistance for all students, faculty and staff. If you need help with weight gain, weight loss, food allergies, eating disorders, special diets, medical disorders, diabetes, making healthy selections or other nutritional advice, please feel free to take advantage of this special service.



To schedule an appointment, please contact
Karen Hensley at (804) 289-8521.

Food Allergy Policy

Dining Services strives to provide a balanced diet to meet the dietary needs of all students. Students with food allergies may need individualized help with meal planning. A student with a food allergy must provide documentation of a diagnosis from his/her physician and recommendation for food avoidances from an approved health professional. In addition, the student must meet with the campus physician and the Dining Services dietitian.

1. The student must follow these steps: Complete the Application for Disability Accommodation: <http://disability.richmond.edu/forms/accommodations-application.pdf>
2. Meet with, and return the completed form to, the disability coordinator (Tyler Haynes Commons, room 321)
3. Meet with the campus physician (Health Services, Special Programs Building)
4. Meet with the staff dietitian (Heilman Center)

If necessary, dining services will prepare special meals and/or obtain a limited amount of dry food products to complete a balanced meal for students with special dietary needs



Food Allergy and Intolerance Disclaimer

University of Richmond understands that members of the University community may have food allergies or intolerances. In order to assist such individuals in making appropriate dining choices, Dining Services provides information on the ingredients and nutritional content of the food served at the University dining facilities. Individuals with food allergies or intolerance should be aware, however, that the University cannot guarantee the accuracy of nutrition information. Ingredient and nutritional content of foods may vary due to recipe substitution, portion size, product availability and manufacturer changes in product formulation. The nutrition analyses provided are approximations only.

Additionally, the Dining Services staff is instructed in safe handling procedures and the potential severity of food allergies; however, because foods are prepared in a commercial kitchen, there is always a risk of cross contact from allergens and gluten.

While we make every effort to identify ingredients and avoid cross contact, we cannot eliminate the risk of adverse food reactions. Planning ahead is the best way to prevent complications from food allergies. It is the responsibility of any individual with food allergies to develop a Food Allergy Action Plan with his/her physician and carry the plan, along with any prescribed medications, such as Epi-Pen, at all times.

For questions regarding the ingredients of the menu items or any other questions about food contents, please consult the dietitian or dining manager. If you have food allergies or other dietary needs, please contact the staff dietitian at (804) 289-8521. Students with food allergies or intolerances who seek an accommodation for such allergy or intolerance can find more information at: <http://studentdevelopment.richmond.edu/disability-services>. Faculty and staff should contact the University's Human Resources Department.



Edible Bytes

Dining Services is committed in promoting balance in lifestyle, fitness and healthy eating. Complete allergy and nutritional information for all menu items at each of the locations is available on our Edible Bytes mobile menu app.

Carryout Catering

The Heilman Dining Center offers a variety of food for take out service including: Sandwiches, pizza, chips, dips, pizza, vegetable trays, chicken, sliced deli trays, cheese trays, fruit trays and desserts.



Orders may be picked up or delivered for an extra service charge.

For more information call (804) 289-8512 or for the full menu selection visit the web at:
dining.richmond.edu/locations/heilman/carry-out-catering



Brick Oven Pizza To-Go

Hot from the brick oven at the Heilman Dining Center, delicious pizza to go! Call the day before and order by 5:00 p.m. and pick it up at the Heilman Dining Center.

For more information or to order call
(804) 289-8512.

Gourmet Box Lunches

Let us prepare and cater your luncheon, whether it is a meeting or a social affair. Our staff of professionals will deliver and set up your event. Select from our deli favorites or one of our entrée salads. All sandwiches and salads are made with pride from the freshest ingredients. Orders are available for pickup or delivery. There will be a service charge of \$10 for deliveries. Non-campus groups and some campus groups are subject to current sales and food tax.

For the full menu, look on the web at:

dining.richmond.edu/locations/heilman/boxed-lunches.html

Place your orders by calling: The Heilman Dining Center at (804) 289-8512

Monday-Friday 8:30 a.m.-5:00 p.m.



University Catering

UR Catering takes great pride in providing award-winning service, selections and convenience to the entire University community and guests. UR Catering professionals are available to assist with details that ensure quality food, professional service and a memorable special event.

For more information, call (804) 484-1440.
Office hours are Monday-Friday 8:30 a.m. – 5:00 p.m.



For more information and the complete menu,
please visit our website: catering.richmond.edu

Student Employment



Dining Services offers great opportunities for students to make extra money without leaving campus. Schedules and jobs vary with each location. Each dining and retail location works very closely with their student staff to prioritize their commitment to their studies. Many students who start working their first year for Dining Services continue through their senior year.

Dining Services has great benefits for student employees:

Flexible Schedules · Good pay · Meals when working (depends on location)
Great co-workers · Premium jobs

8:15 at Boatwright

Nia Williams

nwillia2@richmond.edu

804-289-8316

The Cellar

Beverly Binns

bbinns@richmond.edu

804-287-6820

Tyler's Grill

Debbie Balducci

dbalducc@richmond.edu

804-289-8508

Passport Cafe

Karen Kourkoulis

kkourkou@richmond.edu

804-289-1877

Catering

Susanne Starcher

sstarche@richmond.edu

804-484-1442

The Dean's Den, ETC

Eliot Cleveland

eclevela@richmond.edu

804-289-8509

Heilman Dining Center

Michelle Taylor

mtaylor2@richmond.edu

804-289-8516

Lou's Cafe

Amanda Boyd

804-289-1771

aboyd@richmond.edu

Who's Who?

Dining Services

Theresa Baker, Executive Director of Dining Services.....	(804) 289-8512
Glenn Pruden, Director of Residential Dining.....	(804) 289-8731
Vincent Savage, Assistant Director of Residential Dining.....	(804) 289-8513
Tyler Betzhold, Executive Chef	(804) 662-3032
Josh Wroniewicz, Purchasing Director	(804) 289-8514
Cindy Stearns.....	(804) 289-8788
Assistant Director, Marketing & Special Programs	
Karen Hensley, Registered Dietitian	(804) 289-8521
Crissy Poindexter, Office & Catering Specialist	(804) 289-8512

Retail Services

Blake Widdowson, Director of Retail Operations.....	(804) 289-8862
Debbie Balducci Assistant Director, Retail Operations	(804) 289-8508
Maya Vincelli, Assistant Director, Retail Operations.....	(804) 289-1771
Beverly van Boven, Senior Manager, The Cellar	(804) 287-6820

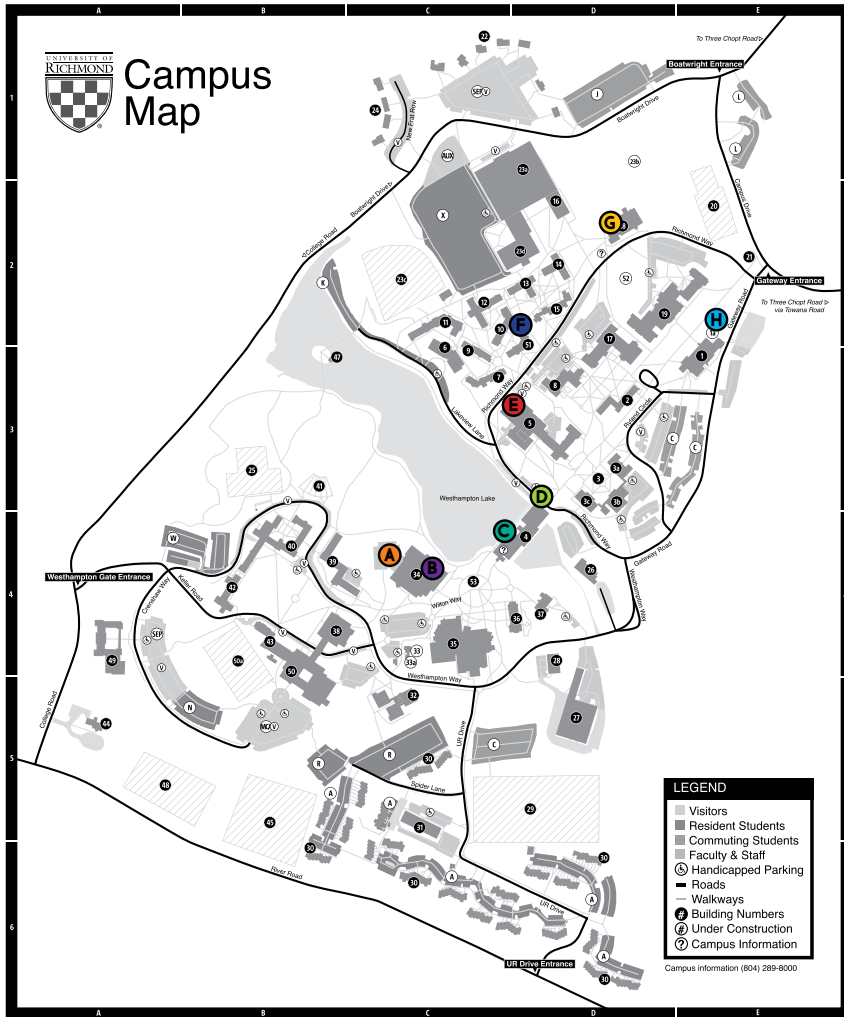
Catering

Joe Wolff, Director of Catering	(804) 484-1441
Susan Starcher, Assistant Director of Catering	(804) 484-1442
Norma Trimmer, Catering & Retail Operations Coordinator.....	(804) 484-1440

@UR DINING



Campus Map



A Heilman Dining Center Heilman Center

B ETC Heilman Lobby

C Tyler's Grill Tyler Haynes

D The Cellar Commons 1st Floor

E Eight Fifteen Boatwright Library at Entrance at Boatwright

F Dean's Den Whitehurst Building

G Passport Café Carole Weinstein International Ctr.

H Lou's Queally Hall

LIVE WELL, DINE GREEN

Sustainable Dining



As part of the University of Richmond's effort to establish institutional conservation and efficiency as well as educate the campus community, Dining Services is committed to sustainability in every aspect from purchasing to waste management. The following are just a few of the practices currently in place:

- Recycling office paper, newspaper, aluminum, glass, plastic, cardboard, toner cartridges, cooking oil, and grease
- Purchasing from local vendors when possible
- Purchasing from environmentally and socially responsible companies
- Using sustainable seafood
- Pulping and composting food waste to reduce the amount of garbage that ends up in the landfills
- Limiting the use of disposable dinner ware at the campus locations and in catering
- Using non-bleached napkins that meet or exceed the EPA Comprehensive Procurement Guidelines for minimum post-consumer fiber content.
- Using green cleaning chemicals
- Supporting the community

For more information on Dining Services and sustainability, please visit the web site:

<http://dining.richmond.edu/sustainability/index.html>

Each spring, the Dining Services management team joins the rest of Campus Services for a volunteer day at the Central Virginia Foodbank.

On campus we challenge you to...

- Choose meals responsibly “WASTE NOT... WANT NOT”
- Stop waste and a growing waistline by portioning your plate. Try filling 1/2 of your plate with fruits and vegetables, 1/4 of your plate with a lean protein and fill the other 1/4 with a carbohydrate. By portioning your plate, you will not only ensure a balanced meal, but you will also cut down on waste as well!
- Eat Seasonally– Choose local ingredients for freshest flavor.
- Limit the number of napkins you use.
- Use reusable mugs at the Dining Center and for discount beverages at Tyler's, Lou's, Eight-Fifteen at Boatwright and Passport Café.
- Request paper bags for carryout only at Tyler's and other food service locations. Recycle the bags.
- BYOB (Bring your own bag) to Eight Fifteen and the Dean's Den
- ETC encourages you to bring your own reusable bag and get a 5 cent credit for each bag you fill up!
- Leave permanent ware in our food facilities (dishes, glasses, utensils, etc)
- Dine-in rather than carry out whenever possible.
- Properly dispose of packaging and waste.
- Join campuses nationwide to “GO TRAYLESS” when dining at the Heilman Dining Center.
- Recycle aluminum cans, paper and bottles throughout campus at the designated recycling centers.
- Dine in rather than carry out and request your order on a real plate whenever possible.





UNIVERSITY OF RICHMOND

Dining Services

410 Westhampton Way
Richmond, Va 23173
(804)289-8512
dining.richmond.edu