



UNIVERSITY OF RICHMOND

2021 - 2022

DINING GUIDE

DINING SERVICES

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Welcome



Welcome to our award-winning dining services program. In 2020, The University of Richmond Dining Services ranked #14 in the Princeton Review, and over the years we’ve won many, many industry awards for residential, retail, and catering operations. The Dining Services team takes great pride in maintaining high standards of professional excellence in all we do for our students, faculty, staff, and visitors.

- Our goals are:
- to provide our guests with friendly and courteous service;
 - to serve quality, tastefully prepared, and attractively presented food;
 - to provide a clean, efficient, and responsive dining services program; and
 - to maintain the highest standards of sanitation in all our operations.

The many dining locations on campus feature the all-you-care-to-eat service at Heilman Dining Center, convenience stores, several retail operations including a new organic café, the campus pub, and a demonstration kitchen. 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. It’s easy to be tempted by fresh selections, brick oven pizza, sushi, hand-crafted desserts, themed events, and holiday dinners.

We value our customers’ input. Managers at all of our locations make a point of keeping the lines of communications open. There are suggestion boxes in most operations, and students use Txt & Tell and UR Heard to provide feedback and let us know what they think.

Welcome to the University of Richmond Dining Services.

Terry Baker,
Executive Director, Dining Services

Our Mission: Professionals committed to nourishing a global community.

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

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 housing assignments.

Students are encouraged to choose plans that best meet individual needs. Food is available on campus from 7:00 a.m. until 12:00 a.m. most days whenever classes are in session.

Residence hall meal plans provide meals throughout the week in Heilman Dining Center. Dining Dollars may be used for purchases at all retail dining operations and for guest meals.

Unused Dining Dollars roll over from the fall to the spring semester but must be used by the end of the spring semester. There is no refund for unused Dining Dollars. Additional Dining Dollars may be purchased via BannerWeb .

Guest meals expire at the end of each academic semester.

For on meal plan details
visit the web page at:
dining.richmond.edu/meal-plans

Meal Plan Choices

		Plan Type				
		Spider Unlimited Plus	Spider Unlimited	Spider 40	Spider Blue	Spider Red
Residence	• All Residence Halls • Pacific House • Atlantic House	✓	✓			
	• Law Dorm	✓	✓	✓		
	• University Forest and Gateway Village Apartments	✓	✓	✓		
	• Off Campus Undergraduates • Off Campus Graduates • Law Students residing at Bostwick House	✓	✓	✓	✓	✓

Spider Unlimited Plus: Unlimited meals at Heilman Dining Center, \$1,225 Dining Dollars, and two guest meals per semester.

Spider Unlimited: Unlimited meals at Heilman Dining Center, \$875 Dining Dollars and two guest meals per semester.

Spider 40: 40 meals at Heilman Dining Center and \$1,110 Dining Dollars.

Spider Blue: \$1,025 Dining Dollars.

Spider Red: \$525 Dining Dollars.

Changes to Meal Plans

Students choose meal plans after receiving housing assignments. Students must meet the eligibility requirements for the plans they select.

Students wanting to change meal plans must do so with One Card Services before the next semester’s meal change deadline to avoid a late fee. Deadlines will be announced via SpiderBytes and the Dining Services web page.

Housing Changes

Students who move off campus during the course of the semester may only change or cancel meal plans for the current semester under the circumstances noted below.

- A vacancy becomes available in Gateway Village or University Forest Apartments and is offered to the student by the Office of Undergraduate Student Housing.
- 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.

Students must notify One Card Services before the next semester’s meal change deadline to change or cancel meal plans.

The Executive Director of Dining Services approves the change. If any adjustment is approved, it will be based on the date of notification. Credit will be applied to a SpiderCard account in lieu of a refund.

One Card

The campus One Card serves as a student ID, building access card, meal card, and debit card. It may only be used by the individual to whom it is issued. Lost or stolen cards must be reported immediately to One Card Services located on the second floor of Heilman Center, or online at onecardweb.richmond.edu. Replacement cards may be purchased in person from One Card Services.

Takeout Meals

Students with meal plans may request bagged meals should a conflict exist with class times or events.

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 pick up a meal, the student can go to Heilman Dining Center website, in the drop-down menu select and fill out a meal request form. Then the student can send their meal card with a friend to pick up a meal. Call 804-289-8522 with questions or concerns.

Dining Locations

All retail operations and Heilman Dining Center accept cash, credit cards (AMEX, Discover, MasterCard, Visa), Dining Dollars, Spider dollars, and department charges.

Grub Hub, a mobile ordering app, is available for all retail dining locations and concession sites except for ETC and Dean’s Den. Order meals, snacks or beverages while sitting in a residence room, class, or office and pick up the order soon after. There are many delicious selections to choose. Orders must be placed 15 minutes before posted closing times. Grub Hub accepts major credit cards and dining dollars, and charges a nominal fee for each transaction. (If using an ordering kiosk, there is no fee.)

Heilman Dining Center

Heilman Dining Center, affectionately called D-Hall or HDC, is the campus’s all-you-care-to-eat dining facility and popular gathering place, located in Heilman Center.

This award-winning operation takes college dining to new levels. Healthy and fresh choices begin in the morning with cooked-to-order omelets and eggs, breakfast bars, and freshly baked treats. For lunch and dinner a myriad of choices satisfies carnivores, vegetarians, and vegans alike. Opportunities for customization are reflected in the numerous cooked-to-order stations, hot and cold deli selections, and international selections. Traditional favorites, brick-oven pizza, and delectable desserts also tantalize customers. There is something for everyone in D-Hall.



The Cellar



The Cellar, located on the lower level of Tyler Haynes Commons, is the campus gastro pub. The menu includes a variety of appetizers, sandwiches, pasta, pizza, entrées, beverages, and desserts as well as an extensive carryout menu. For those of legal age, beer and wine are available. The Cellar also features karaoke and sporting events on the big screen TV. Private party space and menus are available by reservation.

Eight-Fifteen at Boatwright



Eight-Fifteen at Boatwright is a full-service café situated just off the lobby in Boatwright Library. The café offers classic coffee and signature beverages featuring La Colombe coffee. The emphasis on local is evident in the variety of grab-and-go foods, retail items, baked goods, milk, and house-made specials.

Lou's



Lou's, in Queally Hall in the Robins School of Business, is the place to go for a quick breakfast of assorted pastries, juice and fruit, and fresh coffee. For lunch and dinner choose from a full selection of grab-and-go gourmet sandwiches, crisp made-to-order salads, hearty soups, assorted snacks, and beverages.

Organic Krush Café

Organic Krush, in the new Well-Being Center, is Dining Services newest retail operation. Its all-organic selections range from breakfast/brunch specialties to salads, bowls, entrees, smoothies, and bakery items as well as gluten-free, dairy-free, and vegan choices. Organic Krush is a nationally recognized brand with locations in nearby Short Pump, and in parts of Long Island, New York, and Connecticut. Its menu is crafted using organic ingredients free of pesticides, GMOs, and hormones.



Passport Café

Passport Café serves international flare and flavor at one of the most popular campus eateries. Aptly located in the Carol Weinstein International Center, the menu includes hot breakfast sandwiches, assorted breads and bagels, and locally roasted coffee. The menu is international for lunch and dinner fare, including hot and cold selections, vegan and vegetarian entree specials, cooked-to-order gourmet sandwiches, fresh salads, sushi, and snacks.



Dean's Den

The Dean's Den is a mini convenience store with a maxi supply of snacks and beverages. It is located on the Richmond side of campus in Whitehurst and is the perfect solution for late night snacking needs.



Tyler's



Tyler's, centrally located in Tyler Haynes Commons, arguably has the best view on campus of Westhampton Lake. Whether grab-and-go or dine-in, variety is key. The daily menu includes traditional and specialty breakfast selections, such as biscuit sandwiches, fresh bagels, fruit, yogurt, and coffee. Tyler's offers flavorful wraps, specialty sandwiches and grilled items, freshly prepared salads, snacks, smoothies, and gluten-free desserts.

ETC



ETC (Every Thing Convenience) is the University's convenience store, located in the lobby of Heilman Dining Center. It is fully stocked with freshly made coffee, snacks, beverages, frozen and refrigerated items, groceries, and health and beauty items. ETC also features a made-in-Virginia product section.

Concessions



Concessions is available at Robins Center and Robins Stadium on game days. Order hot dogs, snacks, and beverages in person at the concession stands, at kiosks, or on the Grub Hub mobile app. Beer is available in Robins Center for those of legal age. Major credit cards, cash, and Dining Dollars are accepted. Dining Dollars may not be used for alcohol.



Dining Hours

	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
Heilman Dining Center	8:00 am – 8:00 pm	7:00 am – 8:00 pm	7:00 am – 8:00 pm	7:00 am – 8:00 pm	7:00 am – 8:00 pm	7:00 am – 8:00 pm	8:00 am – 8:00 pm
The Cellar	5:00 pm – 12:00 am	5:00 pm – 12:00 am	5:00 pm – 12:00 am	5:00 pm – 12:00 am	5:00 pm – 12:00 am	5:00 pm – 1:00 am	5:00 pm – 1:00 am
Eight-Fifteen	10:00 am – 1:00 am	7:30 am – 1:00 am	7:30 am – 1:00 am	7:30 am – 1:00 am	7:30 am – 1:00 am	7:30 am – 3:00 pm	12:00 pm – 5:00 pm
Lou's	Closed	8:00 am – 8:00 pm	8:00 am – 8:00 pm	8:00 am – 8:00 pm	8:00 am – 8:00 pm	8:00 am – 3:00 pm	Closed
Organic Krush	9:00 am – 5:00 pm	8:00 am – 8:00 pm	8:00 am – 8:00 pm	8:00 am – 8:00 pm	8:00 am – 8:00 pm	8:00 am – 6:00 pm	9:00 am – 5:00 pm
Passport	Closed	8:00 am – 6:30 pm	8:00 am – 6:30 pm	8:00 am – 6:30 pm	8:00 am – 6:30 pm	8:00 am – 5:00 pm	Closed
Tyler's	4:00 pm – 9:00 pm	7:30 am – 9:00 pm	7:30 am – 9:00 pm	7:30 am – 9:00 pm	7:30 am – 9:00 pm	7:30 am – 9:00 pm	Closed
Dean's Den	8:00 pm – 1:00 am	8:00 pm – 1:00 am	8:00 pm – 1:00 am	8:00 pm – 1:00 am	8:00 pm – 1:00 am	Closed	Closed
ETC	11:00 am – 12:00 am	8:00 am – 12:00 am	8:00 am – 12:00 am	8:00 am – 12:00 am	8:00 am – 12:00 am	8:00 am – 10:00 pm	11:00 am – 10:00 pm

Nutrition Services

Dining Services builds strong nutrition habits and creates a culture of health and wellness through food.

Demonstration Kitchen

The demonstration kitchen promotes lifelong culinary and nutrition skills through cooking demonstrations and classes. These programs encourage and promote healthy eating with fresh, minimally processed ingredients while building community among students, staff, and faculty. The kitchen is located in the Well-Being Center.

Dietary Counseling

Dining Services offers free and confidential dietary counseling and assistance for all students, faculty, and staff. For help with weight gain, weight loss, food allergies, eating disorders, special diets, medical disorders, diabetes, making healthy selections, or other nutritional advice, contact Karen Hensley, Registered Dietitian, at 804-289-8521.

Edible Bytes

The Edible Bytes mobile menu app provides complete allergy and nutritional information for all menu items at each of the locations. This information is also available on the Dining Services website.

Food Icons

Food icons are used in Heilman Dining Center to identify foods containing certain ingredients, such as the tree nuts, peanuts, fish, shellfish, coconut, gluten-friendly ingredients, and vegetarian and vegan foods.

Food Allergy Policy

Dining Services strives to provide balanced choices to meet the dietary needs of students. Those with food allergies may need individualized help with meal planning. Students with food allergies must provide medical documentation from their physicians and recommendations for food avoidances from approved health professionals. In addition, students must meet with the Director of Disability Services and the Dining Services Registered Dietitian. If necessary, Dining Services will prepare special meals for students with special dietary needs.

Nutrition Services (cont.)

Students with food allergies or intolerances who seek accommodations can find more at: disability.richmond.edu/apply-for-accommodations/index.html. Faculty and staff should should contact the University's Human Resources department.

For assistance with food allergies:

- Complete the Application for Disability Accommodation at disability.richmond.edu/apply-for-accommodations/index.html
- Meet with the disability coordinator (Tyler Haynes Commons)
- Meet with the staff dietitian (Heilman Center)

The Dining Services staff is instructed in safe handling procedures and the potential severity of food allergies. Because foods are prepared in a commercial kitchen, there is always a risk of cross contact from allergens and gluten. While Dining Services makes every effort to identify ingredients and avoid cross contact, the risk of adverse food reactions cannot be eliminated.

Individuals with food allergies or intolerance should be aware 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.

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, consult the staff dietitian (804-289-8521) or a dining manager.

Campus Map

- ★ Dining Center & ETC
- ★ The Cellar & Tyler's
- ★ Eight-Fifteen
- ★ Passport Café
- ★ Organic Krush
- ★ Dean's Den
- ★ Lou's



Live Well, Dine Green



Sustainable Dining

Dining Services supports the University's efforts for institutional conservation and efficiency and is committed to sustainability in every aspect from purchasing to waste management. The following are just a few of the practices currently in place:

- Purchasing from local vendors
- Purchasing from environmentally and socially responsible companies
- Sourcing sustainable seafood varieties
- Limiting disposable service ware
- Eliminating the use of plastic carry-out bags
- Using unbleached napkins that meet or exceed EPA standards for minimal post-consumer fiber content
- Recycling aluminum, glass, plastic, cardboard, cooking oil, and grease
- Pulping and composting food waste to reduce contributions to landfill
- Using green cleaning chemicals

University Catering



The award-winning University Catering department takes great pride in providing personal service, wide ranging selections, and convenience to the entire University, including student organizations, staff and faculty, and the greater Richmond community.

The catering event planners are available to assist with details that ensure quality food, professional service, and memorable events.

Catering offers a variety of services from casual carry-out and box lunches to full-service events, from small intimate dinners to large events, weddings, buffets, and receptions.

Catering's full carry-out menu includes sandwiches, pizza, chicken, snacks, and dessert, along with cheese, deli, fruit, and vegetable trays. Orders are available for pickup from Heilman Dining Center, or for delivery for an extra charge.

For menus and more information visit catering.richmond.edu or call 804-484-1440.

Employment

Dining Services offers many opportunities for students to work on campus. Schedules and jobs vary with each dining location, and managers work closely with their student staffs to prioritize the commitment to their studies. Many students who start working for Dining Services their first year continue through their senior year.

Dining Services has great benefits for student employees:

- Flexible schedules
- Competitive pay
- Meals when working (depends on location)
- Great co-workers • Premium jobs

Visit studentjobs.richmond.edu for more information.

Spider 
CARE PACKAGES
Delivering hugs from home

Dining Services' care package program, Spider Care Packages, helps you send your student a special treat. Whether you want to celebrate a birthday or a holiday or provide fuel for exams, Spider Care Packages is our way of delivering hugs from home. Each package is carefully put together, on campus, and customized for your student.

Order online at URRemembered@richmond.edu
For questions, contact
Alison McCormick 804-289-8519.



Dining Services Staff

Dining Services

Terry Baker, Executive Director of Dining Services.....	804-289-8512
Vincent Savage, Director of Residential Dining.....	804-289-8513
Tyler Betzhold, Executive Chef.....	804-662-3023
Josh Wroniewicz, Purchasing Director.....	804-289-8514
Romney Beebe, Marketing Assistant.....	804-289-8788
Karen Hensley, Senior Registered Dietitian.....	804-289-8521
Crissy Poindexter, Office & Catering Specialist	804-289-8512

Retail Services

Blake Widdowson, Director of Retail Operations	804-289-8862
Maya Vincelli, Assistant Director, Retail Operations	804-289-8688
Debbie Balducci, Assistant Director, Retail Operations	804-287-8508

University Catering

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

Retail Managers

8:15 at Boatwright
Nia Williams
nwillia2@richmond.edu
804-289-8316

Dean's Den and ETC
Eliot Cleveland
eclevela@richmond.edu
804-287-6514

Passport Cafe
Karen Kourkoulis
kkourkou@richmond.edu
804-289-1877

The Cellar
Melissa Comstock
mcomstoc@richmond.edu
804-287-6820

Heilman Dining Center
Michelle Taylor
mtaylor2@richmond.edu
804-289-8516

**Tyler's
Lisa Bayard
lbayard@richmond.edu
804-289-8509**

The Cellar
Richard Thomas
rthomas5@richmond.edu
804-287-6820

Lou's Cafe
Amanda Boyd
aboyn@richmond.edu
804-289-1771

**Tyler's
David Kelly
dkelly2@richmond.edu
804-289-8509**

Concessions
Jeff Smith
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804-287-6538

Organic Krush
Matt Lee
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804-287-1297

Notes

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

UNIVERSITY OF RICHMOND

Dining Services

410 Westhampton Way • Richmond, VA 23173

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