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Fresh Paint, New Menu Ordering System Planned for Metro Café

- Toasted sandwiches to be added
- Menu tickets for grill and deli orders

By BILL HEARD, Editor

(Oct. 20, 2004) The Metro Café will be closed for two days in mid-November. But, when it reopens, it will have a fresh coat of paint and a new way of doing things.

The cafeteria plans to close, Nov. 11-12, so Facilities Maintenance can repaint the walls and install a new steam table, says Manager Bruce Ueno. A new toaster oven also will be added so deli chefs can prepare Quizno's-style toasted sandwiches.

"It's been a while since we added something this different to our menu," says Ueno. "We think it will be a nice change of pace."

When the cafeteria reopens the following week, Ueno plans to introduce a new "menu ticket" ordering system customers will use to purchase food items in the grill and deli areas at breakfast and lunch.

List of items, prices

The breakfast ticket will list the names and prices of all items – pancakes, eggs, toast, etc. – prepared by the chef. The lunch "Grill Menu Ticket" also will list items and prices and will include listings for weekly grill specials.

How will the menu ticket ordering system work?

The menu tickets will be placed for customer use near the grill and deli areas. A customer who wants to buy a turkey cheeseburger combo (\$3.69) with extra bacon (99 cents), for example, will write the number 1 beside each item's price on the menu list.

The customer also can indicate whether it's a "to go" order. After selecting all items, the customer will write his or her name at the top and hand the ticket to the chef.

When the order is ready, the chef will call the customer's name for pick up. In the meantime, says Ueno, the customer can leave the grill or deli line to select other items, such as a drink, soup or dessert.

At the checkout counter, the clerk will add up the prices indicated on the menu ticket, along with other items the customer has selected,

| Lunch Grill Menu | | To Go |
|--|------------|-------|
| Please have your name if you will be having the meal | | |
| Name: _____ | | |
| Indicate the quantity of each item below and give the total to your server | | |
| #1 Philly Steak Combo | \$ 3.69 | _____ |
| #2 Grilled Chicken Sandwich Combo | \$ 4.79 | _____ |
| #3 Bacon Cheeseburger Combo | \$ 4.58 | _____ |
| #4 Classic Cheeseburger Combo | \$ 3.58 | _____ |
| #5 Classic Hamburger Combo | \$ 3.69 | _____ |
| #6 Turkey Cheeseburger Combo | \$ 3.69 | _____ |
| #7 Turkey Burger Combo | \$ 3.58 | _____ |
| #8 Combo Hot Dog Combo | \$ 3.19 | _____ |
| #9 Chicken Quesadilla Combo | \$4.79 | _____ |
| <small>(prices include tax, but not tip or beverage)</small> | | |
| Philly Steak Sandwich | \$ 3.99 | _____ |
| Premium Angus Cheeseburger | \$ 4.19 | _____ |
| Premium Angus Burger | \$ 3.99 | _____ |
| Classic Bacon Cheeseburger | \$ 3.89 | _____ |
| Classic Cheeseburger | \$ 2.99 | _____ |
| Classic Hamburger | \$ 1.99 | _____ |
| Turkey Burger | \$ 2.19 | _____ |
| Chicken Breast Sandwich | \$ 3.89 | _____ |
| Fish Sandwich | \$ 3.89 | _____ |
| Grilled Hot Dog | \$ 1.69 | _____ |
| Philly Melt | \$ 2.39 | _____ |
| Tuna Melt | \$ 2.39 | _____ |
| Grilled Cheese | \$ 1.59 | _____ |
| Grilled Ham and Cheese | \$ 2.39 | _____ |
| Fries | \$ 0.99 | _____ |
| Spicy Fries | _____ | _____ |
| Cream Rings | \$ 1.29 | _____ |
| Weekly Grill Special 10 | (see menu) | _____ |
| Weekly Grill Special 11 | (see menu) | _____ |
| Weekly Grill Special 12 | (see menu) | _____ |
| Add Cheese Slice | \$ 0.29 | _____ |
| Add Bacon | \$ 0.99 | _____ |
| Add additional classic hamburger patty | \$ 1.19 | _____ |
| Other: _____ | | |
| <small>Grill Menu Ticket - please write your name here</small> | | |

Metro Café will introduce a lunch grill menu ticket Nov. 15. A similar ticket will be used to order breakfast in the cafeteria.

and compute the final purchase.

Speed and accuracy

"We're hoping this organizes the grill and deli service better so we can more efficiently prepare the meals," says Ueno. "It should increase the speed and accuracy of the checkout. There shouldn't be any question about what the customer ordered."

To kick off the new menu ticket system, Ueno is planning a "grand reopening," Nov. 15, with a drawing for prizes and free meals. All menu tickets turned in during the first week will be eligible for the drawing.

The move to use the menu ticket system in the Metro Café was suggested by the cafeteria committee, according to Ueno. Sodexo, the company that manages the cafeteria, uses the menu ticket system at other locations, including Disney Studios.

The menu ticket system "will be an enhancement once people get used to it," says Ueno. "The grill and deli are segments of the cafeteria we see expanding. People are asking for more choices and this will make possible a greater variety."

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