1. LATE NIGHT EATS — creamy mac n’ cheese highly recommended
2. BRONZE SPARTY — perfect for photo ops
3. DAIRY STORE — PSA: there’s a $3 grilled cheese and tomato soup Monday deal
4. STUDY SPACE — big tables for group projects, a silent study lounge, oh — and individual study rooms on the ground floor
5. STUDENT MEDIA CENTER — poster printing, a green screen room and rentable video equipment
6. HOME TO UAB — the organization that plans campus events
7. BIGGBY COFFEE — if you’re craving a caffeine kick, they’ve got you covered
8. THE COZINESS — the chairs in the main lounge are perfect for staying warm in the cold weather
9. THE HISTORY — founded in 1925, it’s been home to Spartans for more than 90 years
10. THE SMELL — what is that smell?
COMMUNITY IS IN OUR DNA
A MESSAGE FROM THE VICE PRESIDENT FOR AUXILIARY ENTERPRISES

“I’ve said it before, and I will say it again: Community is in our DNA. It’s something we all collectively support because we recognize the importance and impact of it on our students, team members and guests. Within RHS and across campus, we are committed to a mindset of enriching community and family life on campus. Because we strive to deliver outstanding Spartan experiences daily, we remain focused on community building and work diligently to build the best community we can for our students.

This October, RHS held the grand opening and ribbon cutting for 1855 Place. This recently opened development offers contemporary housing for our students, as well as a vibrant, inclusive community. The apartments and townhouses are not only perfect for students searching for a little more independence while maintaining the convenience of being near academic resource, but are also beneficial to our students with families. Undergraduate and graduate students alike have access to the same resources and benefits the site offers, including engagement areas, a fitness facility and community spaces. Residential and Hospitality Services Employment and Housing Assignments offices are also on-site as are several retail operations including the MSU Ticket Office, Spartan Spirit Shop, Starbucks and Sparty’s Market. 1855 Place’s residents are located on campus where they can both spend quality time in the lab and quality time with family, without extended travel time eating into either. Our students are right where they need to be, immersed in a community where they are able to take part in MSU’s culture of high performance.

1855 Place offers our students a sense of shared living that extends beyond what we have been able to offer our students in the past. Our new, consolidated home at this site gives RHS and MSU Athletics team members 100,000-square-foot of office space where we can work together to deliver students and guests a more holistic campus experience.

This edition of Serving State centers on reviewing the division’s fiscal and academic 2016-17 year. Throughout, you’ll find just a selection of examples of how the people who make up RHS have, with their Spartan will, focused their efforts on providing the best environment for our students, guests and fellow team members to thrive.

Our students’ access to the same work-life balance opportunities available to our RHS team members is paramount to their success here at MSU and beyond. Prioritization between school work and lifestyle (health, pleasure, leisure, family) will help carve a path for their academic success.

We believe that it’s not what we do, but the people we do it for that gives our work meaning. Across Residential and Hospitality Services, we continue to measure ourselves in the lives we change while delivering on our promise of creating community and outstanding Spartan experiences.

Vennie Gore
Vice President, Auxiliary Enterprises

OUR STUDENTS’ ACCESS TO THE SAME WORK-LIFE BALANCE OPPORTUNITIES AVAILABLE TO OUR RHS TEAM MEMBERS IS PARAMOUNT TO THEIR SUCCESS HERE AT MSU AND BEYOND.”
MSU Bakers — On campus, specializing in made-to-order freshly baked treats!

Personalized cakes and cookies for office celebrations or freshly baked bagels for morning meetings. Try our Monthly Specials!

Order online at msubakers.com or call 517-353-9310.

Free on-campus delivery for orders of $15 or more.

Cover: Students at the Veterans Day Dinner writing cards to send to active soldiers
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INTRODUCING OUR TEAM MEMBERS
As a world-class university, Michigan State University competes on a global stage in every facet. Academia, athletics and even innovative architecture and workspaces. At the corner of Kalamazoo Street and Harrison Road, an avatar of modern, sustainable architecture stands. 1855 Place has been leasing apartments to student families since fall 2016 and to individual students since August 2017. Many RHS team members have made the new, collaborative environment of the 1855 Place office building their home since September 2017.

**TOP 10 FACTS ABOUT 1855 PLACE**

1. **housing space**
   1855 Place has 429 units that can house 1,200 people.

2. **msu’s history through art**
   Artwork displayed throughout the office building’s main floor shares MSU’s history through discoveries, landmarks, student experiences and more.

3. **more than enough coffee**
   Starbucks at 1855 Place has the capacity to serve more than 3,360 cups of coffee each day.

4. **msu’s first grocery store**
   The Sparty’s Market stocks more than 4,500 products!
The Spartan Ticket Office is the first venue on campus to offer admission to Wharton Center, Breslin Center, Fairchild Theatre and MSU Athletic events all in one convenient location.

The 1855 Place office building was constructed to LEED Silver Certification standards.

There are 14 pieces of exercise equipment available to residents in the 1855 Place Fitness Center.

The Spartan Spirit Shop at 1855 Place is the only dedicated Nike clothing store on MSU’s campus.

1855 Place features space student residents can reserve to celebrate birthdays, watch big games and more with friends and family.
RHS THANKS ITS RECENT RETIREEES FOR THEIR YEARS OF DELIVERING OUTSTANDING SPARTAN EXPERIENCES

Vicki Berry, Owen and Van Hoosen halls
Ronnie Bray, MSU Union
Teresa Fortino, Central Bakery
Peter Ganser, University Apartments and Residence Hall Assignments Office
Jeffrey Gooch, MSU Union
Jeffrey Hanser, Kellogg Hotel & Conference Center
Ruth Johnson, Brody Complex
Jan Jones, Akers and Hubbard halls
V Khachaturov, Kellogg Hotel & Conference Center
Michael Kloocking, Kellogg Hotel & Conference Center
Timothy Knapp, Residence Education and Housing Services
Rene Leven, Residence Education and Housing Services
Roberta Matheson, Kellogg Hotel & Conference Center
Dale McDurmon, Residence Education and Housing Services
Tara McFadden, Mason/Abbot and Snyder/Phillips halls
Joyce McHale, Residence Education and Housing Services
Randy Rehkof, Residence Education and Housing Services
Susan Schaefer, Residence Halls Food Services
Joyce Torres, Linen Services
Jill Yarbrough, Culinary Services Retail Operations
Thanks to all Residential and Hospitality Services (RHS) team members for their efforts in making fiscal year 2016–17 successful from both a mission and a margin perspective. It was an excellent fiscal year. For the Division of RHS, the goal of fiscal responsibility is to support its mission of delivering outstanding Spartan experiences to students, guests and customers. Within that goal, remaining financially viable is critical. RHS has three specific financial objectives to be achieved through net income from operations: 1) to pay debt service costs, 2) provide just-in-time maintenance funds for repairs and improvements, and 3) maintain an adequate reserve balance to address unforeseen emergencies.

RHS is a self-supporting auxiliary of MSU. It does not receive any funding from the state of Michigan or MSU student tuition. The division must effectively compete with services provided in the private sector such as housing, dining, lodging, entertainment and banquet services, golf, and tennis. The division must earn business every day and do its best to serve students, guests and customers. Residential student retention and repeat customer business are the keys to financial success. Financial success in turn allows RHS to continually improve services and facilities to further its mission.

RHS is fortunate to be a part of an institution like MSU that is operated in a fiscally responsible manner. As part of the university, RHS must also continue to operate efficiently to provide good value and keep the cost of education affordable to students.

Thanks to all RHS students and team members for their diligent efforts to help keep RHS fiscally responsible.
Residential and Hospitality Services is a diverse, inclusive division. We employ thousands of people, encompassing units all over campus, all working together to build outstanding Spartan experiences. With every new project, we strive to include RHS team members from every unit and level. By focusing first on “who” makes up each project team, and then “what” the project is, we create an environment where we can all learn from each other. Our most important asset is making sure we have the right people for every project, and RHS is full of exceptional people at all levels. From the annual Diversity Report, to our most recent project 1855 Place, working in such an inclusive manner makes our projects better. We are proud to involve various members who have a wide range of viewpoints and touch points with our students and guests. It’s that inclusive nature that makes us so successful.

— Vennie Gore, Vice President of Auxiliary Enterprises
78% of RHS team members completed health and safety training.

7,339 smoke detectors were inspected.

IS HELP desk took in 6,750 calls from students and staff.

78% of RHS team members completed health and safety training.

7,339 smoke detectors were inspected.

12,719 cards were lent, assuming each as a unique case. That would mean 6,750 keys.

10,484 keys were lost.

83% lost their ID cards.

68% lost their keys.

Sibs & Kids Weekend celebrated 10 years with 1,900 guests.

UAB’s Sibs & Kids Weekend celebrated 10 years with 1,900 guests.

Supporting the RHS Residential and Hospitality Services.

Creative services delivered.

975 jobs.

Operations lent 12,719 cards.
Culinary Services team members embody the CS mission to create experiences that assist in advancing knowledge and transforming lives. Our motto, “Leading with Food” is the foundation for our efforts to support student academic success by creating dining communities designed for students and the campus community. Through each team member’s contributions, we provide communities and experiences that support learning environments outside of the classrooms. This passion for and dedication to our students and campus community every day keeps our team strong, fueled and focused on the success of our students. I am extremely honored to work with such an incredible group and look forward to continued success as we strive for our Vision to Nourish, inspire and enrich the Spartan community.

— Guy Procopio, Director, Culinary Services
9 MILLION+ CUSTOMERS SERVED

Late night customers 19% increase

SUPPORTING THE RHS STUDENT EXPERIENCE

RESIDENTIAL AND HOSPITALITY SERVICES

9 MILLION+
CUSTOMERS SERVED

MSU UNION CUSTOMERS

19% INCREASE

STARBUCKS DELIVERY SERVICE LAUNCHED

41% INCREASE
COMBO-X-CHANGE DINING HALL CARRYOUT

86% OF ALL COMBO-X-CHANGES WERE USED AT SPARTY’S.

SPARTY’S

117,270 CHICKEN TENDERS SERVED UP

99,779 MSU BAKERS BAGELS
SOLD AT SPARTY’S

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The past year has been a time of significant change in Residence Education and Housing Services (REHS). Following the hiring of the executive director and senior associate director in January, REHS filled four associate director positions as well as three assistant director positions (with three more to fill). With the foundation of student success, REHS has been working closely with the university Analytics and Data Solutions Office to study the impact of living in the residence halls at Michigan State University. Further, we launched the Residential Learning Model, which is built on a co-curricular learning and engagement approach to student development. In agreements between REHS Outreach, Admissions and Athletics, REHS is now managing all campus tours. Following the opening of Family Housing at 1855 Place, tremendous efforts were focused on the opening of the remaining apartments at 1855 Place in August 2017. In order to deliver consistent outstanding Spartan experiences across REHS operations, MSU Union Facilities moved to North Neighborhood Facilities team. REHS remains steadfast in its evolution to provide the premiere living environment for student success and engagement.

— Ray Gasser, Ph.D., Executive Director, Residence Education and Housing Services
AOP tour guides walked about 1,100 miles or the distance from East Lansing to New Orleans.

From 2011-16, sophomores who lived on campus had an estimated .109 higher GPA, on average, than sophomores who lived off campus.

Resident assistants came from a total of 17 countries.

University conference services hosted more than 343 camps and conferences.
Year after year, Spartan Hospitality Group (SHG) supports MSU students’ success by offering them a real-world learning environment and employment opportunities. In fact, 65 percent of SHG’s total workforce is MSU students! They work as ushers at the Breslin Student Events Center, assistants at Spartan Spirit Shops, MSU Tennis and Forest Akers, as accounting assistants, banquet, catering and kitchen staff for Kellogg’s hotel and catering department, and much more. We have many student supervisor positions as well. Students have the opportunity to apply for the hotel's Hospitality Professional Development Program. We are also proud of Forest Akers Golf and MSU Tennis Center for providing facility space and instructional help for the department of Kinesiology’s fall and spring semester elective classes. SHG supports academic success and helps teach the next generation real-life skills that will help them hit the ground running after they graduate. We feel honored and privileged to support the University’s mission and to help shape our Spartan students both inside and outside the classroom.

None of this support can happen without the dedicated and hardworking, full-time SHG team members. Our managers and supervisors make sure that we are achieving our business goals all while teaching and mentoring our student employees. Our team members work with students side-by-side and share with them their knowledge and talents. Our accomplishments are truly a testament to the culture and attitude of all of our team members, once again proving that “where hospitality begins” runs deep in our DNA — A motto we live by to offer (and teach) the best in Spartan hospitality across campus and the community.

— Joel Heberlein, Director, Spartan Hospitality Group
SERVING STATE
FALL 2017

KELLOGG CATERING
SERVED NEARLY
70,000
GUESTS

266,609 FANS
ATTENDED MSU’S MEN’S AND WOMEN’S
BASKETBALL GAMES

MSU TENNIS RENTED
6,392 COURTHOURS

THAT'S EQUIVALENT TO PLAYING
EVERYDAY, 24/7 FOR
8 MONTHS

FOREST
AKERS
SELECTED AS A
TOP
50
PUBLIC RANGE
BY GOLF RANGE
ASSOCIATION
OF AMERICA
5 YEARS
RUNNING

$1
TOP 10
BEST
VALUE
IN THE USA BY ZAGAT

KELLOGG HOTEL AND
CONFERENCE CENTER
HOSTED OVER
3,000
EVENTS

THAT'S LARGER THAN THE POPULATION OF
ORLANDO, FLORIDA

MICHIGAN STATE
COLLEGE OF EDUCATION

SUPPORTING THE
RHS
RESIDENTIAL AND
HOSPITALITY
SERVICES
STUDENT EXPERIENCE
RHS Sustainability is always out there helping students and staff understand how to be more sustainable and why. We celebrated the 20th anniversary of Pack Up. Pitch In. Move Out. and continue to enhance our sustainable values. From food waste, local procurement, energy and water conservation, sustainable products, academic partnerships, student projects, staff training on sustainable practices; these are all a part of helping MSU become more sustainable. RHS Sustainability is helping all of us take care of MSU and our planet Earth.

RHS Planning and Preventative Maintenance is also to be commended for helping update the Long Range Asset Plan, develop a long-range plan and initiate a more comprehensive Preventative Maintenance Program for RHS.

— Diane Barker, Chief Planning and Projects Officer
MSU COMMUTERS WHO PARTICIPATED IN CATA’S CLEAN COMMUTE PROGRAM SAVED OVER 2,000 TONS OF CO2 WHICH WOULD EASILY BLANKET THE AIRSPACE OVER CAMPUS

500 TONS OF MATERIALS WERE REUSED AT SURPLUS

1,528 TONS OF MATERIALS WERE RECYCLED UP FROM 1,417 TONS IN 2016. THAT’S A DIFFERENCE OF ABOUT 110 TONS EQUIVALENT TO THE WEIGHT OF 22 ELEPHANTS

RHS SUSTAINABILITY HELPED TO DEVELOP A HUMAN NUTRITION AND FOODS COURSE EMPHASIZING LOCAL FOOD SYSTEMS

SUPPORTING THE RHS STUDENT EXPERIENCE

MSU STUDENT ORGANIC FARMS

PRODUCTION

RESOURCE/WASTE

PROCESSING

CONSUMPTION

DISTRIBUTION

ACCESS
MEET RHS
INTRODUCING OUR TEAM MEMBERS

MEET GINA YODER
GOLF OPERATIONS MANAGER, SHG

Gina Yoder, the new golf operations manager at Forest Akers, is no stranger to the golf world. A PGA teaching professional, certified golf coach and an all-around lover of the sport, Yoder is ready to take on her new role. But what does a typical day look like for her? “That is very hard to answer,” she chuckles. “During the week I schedule and order certain things for both pro shops [East and West] and throw in help where it is needed.” The golfer gives her fellow managers credit, “It’s a team effort.”

Aside from managerial duties, Yoder also teaches, a part of her job she deeply appreciates.

“As a golf pro here we get to do it all, it adds some fun variety to a normal week.”

A former collegiate golfer at Michigan State University in the early ‘90s, Yoder is happy to be back in Spartan Nation. “I’ve been all over, most recently in Pennsylvania. So it is closer to family compared to my old nine hour drive,” she says.

In addition to being a PGA Teaching Professional, Yoder is TPI (Titleist Performance Institute) certified in Golf Level 1, Junior Level 2 and Gold Coach 2.

Outside of her job at MSU, Yoder likes watching other sports, especially those with green and white colors, art, drawing and painting.

IN GINA’S WORDS:
“It’s been fun to be back here at Michigan State, being surrounded by all the green and white. It brings back great memories and excitement.”

MEET KELSEY SKINNER
NORTH NEIGHBORHOOD COMMUNITY DIRECTOR, REHS

Originally a pre-med undergrad, Kelsey Skinner found her true passion in student affairs. Finishing her undergraduate degree in Psychology, Skinner continued her education at Mississippi State University in counselor’s education with an emphasis in student affairs.

“I like working in housing because you get to see student affairs in a sense of a bigger picture,” she explains. “You get to have the interactions with students but you also get to work with the administrative and management side of it as well.”

Skinner’s largest responsibly includes supervising a large staff that work within the resident halls, including 32 resident advisors, a community support staff and four assistant community directors.

“I am a big liaison for our students. I think that’s the best way to describe it,” she explains. “We want our residents here to have a good experience. We want to make sure their needs are met and that they have a safe place where they can be successful.”

When Skinner isn’t working, she can still be found on campus.

“One of my favorite things to do is run along the Red Cedar River. Campus is absolutely gorgeous.”

IN KELSEY’S WORDS:
“I love getting to know the students and student staff. I’m able to work with both graduate and undergraduate students and not many people have that experience. We get to help develop and shape them.”
MEET RHS
INTRODUCING OUR TEAM MEMBERS

MEET KATIE ROSE
OPERATIONS COORDINATOR, STARBUCKS, 1855 PLACE

Before starting her current position in May of this year, Katie Rose was a Michigan State student who graduated in May 2017 with her undergraduate degree in Kinesiology. While going to school full-time as a student, Rose worked her way up from a student supervisor at Starbucks, to a Human Resources student supervisor, to her current position as Operations Coordinator at Starbucks in 1855 Place. As operations coordinator, Rose is responsible for ordering, scheduling, organizing, communicating with staff, and more to keep the store running efficiently. Since the grand opening of the 1855 Place, Rose says the foot traffic has started to pick up, making her position as manager that much more important.

“So far it has been less busy than our other locations on campus, although we have gotten busier since we opened,” Rose said. “Unlike the other on campus locations, there is lots of room in our lobby to study or have a meeting. It is also fun to work so closely with Sparty’s Market.”

Working in the new 1855 Place, Rose has the opportunity to meet all new people, including families.

“My favorite [aspect of the job] is the people!” Rose exclaimed. “I love meeting new people every day and getting to know others better. The students who work at Starbucks are wonderful and I love that they bring fresh energy to every shift.”

IN KATIE’S WORDS:
“Since May, I have felt welcomed and supported by the RHS team. Being such a large organization within a large organization has been refreshing to see how connected everyone is.”

MEET SHASHANK HIREMATH
BUSINESS INTELLIGENCE INTERN, IS

Whenever a question needs answering, look no further than Shashank Hiremath. The senior economics student and Business Intelligence intern works under Information Services’ Business Intelligence Manager Troy Stoud to collect and analyze data RHS uses to conduct its business practices.

“We find correlations and insights on what we should do next and answer questions Troy or our clients want answered,” says Hiremath.

The Business Intelligence group is one of the first to utilize WASM (Watson Analytics for Social Media), which allows Hiremath to test the software of tomorrow.

“I get to use software that I normally wouldn’t have access to, MSU allows me to learn how to use this software and then gain experience from it.”

When not running analytics, Hiremath likes to enjoy the simple and active things of life.

“I am really into online gaming, but when I am not doing that I play badminton and play the piano.”

Hiremath learned how to play badminton while he was growing up in India, developing his skills enough to play at the state level. He now represents MSU on its badminton team. His most recent passion, piano, is a three-year-old skill.

IN SHASH’S WORDS:
“My best day was when I got to present my presentation to Vennie Gore, Vice President of Auxiliary Enterprises. Troy put a lot of trust in me to do this and I cherish him for that. It was amazing to do, and the experienced I gained is invaluable.”

IN KATIE’S WORDS:
“Since May, I have felt welcomed and supported by the RHS team. Being such a large organization within a large organization has been refreshing to see how connected everyone is.”
Located at the MSU Union Food Court

Featuring made-to-order sandwiches, boxed lunches, salads and more!

Featuring taco trios, taco salad, nachos, burritos and more!

Featuring pizza, breadsticks, salads, desserts and more!

EATATSTATE.COM