

## **UB Dining's Trayless Program**

### **Frequently Asked Questions**

#### **Why are the Dining Centers going “trayless?”**

The primary reasons for going “trayless” are twofold: (1) to save water; (2) to decrease food waste.

#### **Won't it be difficult to select my food and beverage without a tray?**

As in most restaurants, where the service is buffet style, no trays are provided. During this fall, we served in excess of 106,000 “trayless” meals without incidents with hot plates, broken dishes or students carrying dishes and utensils. Students adapted to the new “trayless” culture and adjusted their selection process accordingly.

#### **Won't going “trayless” be an inconvenience to me?**

Possibly to some people. Is taking the time to recycle cans and bottles an inconvenience? Is sorting paper so that it can be recycled properly an inconvenience? Is taking shorter showers and being more conscious of the water we use an inconvenience? Sustainable development, such as implementing a “trayless” dining service means changing the culture and past practices so that it will protect, sustain and enhance the human and natural resources that will be needed in the future.

#### **Won't going trayless provide more stress on students? Will it make students wait longer? Will it create longer lines?**

During our pilot session at Goodyear and during personal surveys at the other three dining centers, the vast majority of students did not express any significant negative experiences about going trayless. Longer waits and/or longer lines did not materialize without the use of trays.

#### **Will a “trayless” service have an impact on the overall cleanliness of the dining operation?**

No. We have found no negative impact on sanitation. Our customers need to take responsibility to bring their trash and tableware to the dish return area as they have in the past.

#### **If an individual is disabled will they have a tray available for them to use.**

As always, if an individual requires special needs, a Dining Manager will be more than willing to provide assistance.

#### **What will happen to the trays that are no longer used?**

Trays will potentially be provided to non-profit organizations here in the Western New York community.

#### **Will this move to “trayless” really make a difference?**

Results from testing and our Weigh the Waste program proved it will make a difference. Food waste and water usage decreased significantly. Campus Dining & Shops is committed to the University's goal to decrease our carbon footprint to help future generations. We hope you'll join us and adapt to this change.