

Dear George Mason Students,

Over the Labor Day weekend, our Dining Services team misjudged the level of demand at some facilities, and as a result we provided service that wasn't up to our standards. We were also late in posting the dining hours for the weekend. We apologize for the inconvenience this caused our community and accept full responsibility for the lack of proper preparation.

For those students who had an unsatisfactory experience Sunday morning, you will be receiving a separate e-mail to visit the Mason Card Office by September 12 to pick up a free coupon for Red Mango or Auntie Anne's. You'll need to bring your ID card since this offer is for Mason diners who were personally impacted by the Sunday morning issues.

We truly appreciate the feedback supplied thus far. We will continue to work to provide the level of service George Mason Students have come to expect.

From the feedback that has been received through various channels, in particular the SG "What Do You Want Wednesday" on the North Plaza the following changes were presented to the members of the Food Service Advisory Committee and will be implemented starting this weekend.

- Ike's
 - Starting this Friday, September 5th, Ike's will close at 2 PM for completion of contractor work
 - Ike's will reopen Monday, September 8th at 7 AM
 - For the remainder of the semester the following will be normal service hours
 - Sunday 4-9 PM
 - Monday -Thursday 7AM - 9 PM
 - Friday 7 AM - 2 PM
- Southside
 - This weekend Southside will return to 24 hour service 7 days a week
 - Late night options will be Grill, Breakfast, Salad Bar and Pizza
- Pilot House will return to Ala Carte service style beginning Sept 16th
 - Hours of Operation
 - Tuesday - Saturday 9 PM - 4 AM
 - Monday - Tuesday Closed
 - Cash, Bonus Points, Freedom Funds, Mason Money and Meal Equivalency will be accepted
 - Please understand that we need to reset, retrain, reschedule and order food.

Please continue to share feedback with your Student Dining Committee and Student Government.

Respectfully,