



**Resident Student Dining Committee  
Meeting Notes**

Date: April 3, 2024 – 3pm  
Location: DV3138

**Attendees:**

UTM Andrea D., Vicky J., Megan E., Angela D., Jennifer S.,  
Students Jaiditya D., Georgina A. M., Albert P., Emilia A. T., Ayman K., Dubem O., Khue T.  
Regrets Abigail P., Samiksha, K.,

**1. Business Arising**

**A. Student Mystery Shop Results**

- Andrea D. reviewed the scoring and comments from the Student Mystery Shops from late February/early March 2024
  - About half the number of audits were completed compared to the Fall
  - For the most part, scores improved
- Students provided additional feedback
  - The Students commented that the evening staff at Colman Commons didn't appear as knowledgeable about the menu but acknowledged that the managers were more visible
  - The Students added that speed of service issues are more prevalent in the evenings
  - The Students reported continual issues in addressing gluten-free questions and requests, particularly at the Sandwich Station and Chef's Table
  - Vicky J. assured the Students that signage issues will be addressed
  - The Students also witnessed cross-contamination issues when dealing with Halal versus non-Halal products at Colman Commons
  - The Students felt that Dana posted much more about Colman Commons on social media than the other food locations
  - Vicky committed to ensuring that Dana would post pictures of their managers at each location
  - The Students complained once again about not being allowed to mix and match entrées and sides between stations at Colman Commons
  - Jennifer S. suggested that there needs to be more clarity and consistency on the stations that advertise "2 items for \$X, 3 items for \$Y" – on some stations, the base is included as an item and, on others, it is not

## B. Operational Updates

- Jennifer S. reported that the room inspections did not yield much China and cutlery, but suspected that more items will be found during move-out
- Megan E. confirmed that hours of operation have been extended at the Chef's Table in Colman Commons and that modified hours across campus will take effect for exams
- Megan E. and Vicky J. reviewed the improvements to the Bodega program
- Andrea D. also confirmed that grocery items (produce) were now available for sale in Colman and can be purchased using Basic Funds
- Megan E. informed the Committee that launching a new program for Oscar Café didn't make sense with only a few weeks to go in the school year, so the new program will be introduced in the Fall

## C. Look Ahead to Next Year

- Andrea D. reminded the Committee that the implementation of the new Commerce Management System will take place in the Fall with operational improvements to support meal plan students
- Andrea D. also stated that the OZZI program, although improved over last year, still has some issues to resolve, and the participation in OZZI is nowhere close to where it needs to be
- Andrea D. also mentioned that the new Residence is confirmed for 2026 and, although no food service operations will be included in the new build, there will be impacts on the meal plan that need to be discussed and planned for as part of next year's Committee

## D. Non-Food Services

- Andrea D. reminded the Committee that Hospitality & Ancillary Services also oversees Parking/Shuttle Bus (issues can be addressed in the Parking Committee), Printing Services, and the Bookstore (operated by UTP), so if students have any issues with regards to these services, they can be brought to the H&AS Office

**NEXT MEETING: Fall 2024**