Residence Food Service Sub-Committee

Minutes of Meeting

Date: Wednesday, November 18th, 2009, 5:00pm – Room SB 3138

Attendees: UTM  Bill McFadden, Andrea De Vito, Dale Mullings
Chartwells  Vicky Jezierski
Students Iris Yu, Run Ze Yu, Emily Cadger, Laryssa Anger, Marc Bressler

1. Outline of Agenda/Administrative Report
   • Introduction of all attendees
     ➢ Action – Direction was specific regarding the need for representation from all residence communities.
       Committee has not been appointed in a manner which secures representation of all residence communities.
       Further discussion required to determine the required steps to secure representation from all residence communities
   • Bill discussed the committee’s purpose and the structure of future meetings
     i. Agreed to e-mail Agenda for future meetings
     ii. Committed to forward meeting minutes the week following the meeting
     iii. The committee will be Action-based; open dialogue forum resulting in continual improvement
     iv. Agreed to meet every 2 weeks to get the committee started given the delay in Residence Council elections and
        identification of appointed members. Will settle into a schedule of a meeting every 3 weeks in the new year.
     v. Meetings will be held on Wednesdays at 5pm
   • Bill discussed structure of Hospitality and Retail Services Department and its role in overseeing the tendered contract
     awarded to Chartwells

2. Approval of Minutes/Old Business
   • Bill reviewed the Meeting Notes from the March 27th, 2009 meeting, opening the floor for any questions or requests for
     clarifications
   • Service Issues – The Colman Commons management team has changed starting in Fall 2009
     i. Students acknowledged noticing a more hands-on approach by the managers
   • Prices – Bill reviewed pricing policy, explaining that Chartwells and UTM work together to set prices
     i. Bill explained that Chartwells conducts a market pricing analysis and Hospitality and Retail Services assess the
        data against their own research.
     ➢ Action - Bill offered to further benchmark prices with other universities if any pricing issues arise.
• Environmental Concerns – Although the students are happy that China is used in Residence, Bill explained that a vast majority of the $40,000 worth of China replaced last year was due to students not returning the China after its use.
  i. If this trend continues, added pressure would be put on the cost of food and the meal plans
  ii. Discussions between UTM and Chartwells to place 1 dish return cart in the Roy Ivor 1st floor lounge and 1 dish return cart in Erindale Hall behind the vending partition – due to distance and transportation issues due to weather, it is not feasible to put a dish return cart in the Townhouse residences
  iii. Marc felt that the dish return policy would be better followed with more effective communication from the Dons
    ➢ Action – Chartwells and Hospitality and Retail Services will commence a test period where plates will be picked up from Roy Ivor Hall and Erindale Hall as identified above. This test period will be conducted from January 2nd thru to Reading Week. The results of the test will be review with the Resident Student Dining Sub Committee.

• Cleanliness and Food Safety – In general, all University food service locations receive a higher number of inspections from the Regional Health Departments than local restaurants due to the number of meals served on campuses each day.
  i. UTM locations have all received Passes from the Region of Peel’s Health Department
  ii. Chartwells also employs a third party food safety auditing company, Steritech, (who has higher food safety standards than those mandated by the Region of Peel’s Health Department) to perform regular audits to ensure that food safety remains a high priority
  iii. Hospitality and Retail Services discuss food safety audits, food safety training and food handling procedures with Chartwells regularly throughout the year.

• Operating Hours/Cashiers – Chartwells improved its response to last year’s request for increase in operating hours of Culinary Table, Chef’s Table, and Menutainment
  i. The Culinary Table, Chef’s Table, and Menutainment were extended from 7:00 pm to 8:00 pm
  ii. A late night snack is now available at the Chef’s Table after 8pm until close of operations each day
  iii. Request by students to maintain, perhaps increase, the offering of late night snacks, particularly for returning Sheridan students
    ➢ Action – A focus group will be struck at the earliest possible opportunity (given the impending examinations) to discuss the unique needs of students taking courses at Sheridan College
    ➢ Action - Concerns about possibility of some stations running out of food completely before the station’s closing time will be monitored by Chartwells

3. New Business
• Concerns about stale vegetables at Menutainment
  i. The refrigerated ingredient holding inserts hold enough product for approximately 10 to 15 portions. Given this fact, it is very difficult for the product ingredients to become stale
    ➢ Action - A review of the number of portions being sold per meal period as well as the layout of the refrigerated ingredient holding layout will be completed by Chartwells. The results of this review will be discussed at the next meeting
    ➢ Action – A review of the supply and movement of vegetable products from delivery to consumption will be conducted to ensure that the product is being processed on a First in First out basis.

• Concerns about operating hours of stations during breakfast rush
  i. Long line-ups at the omelette bar
ii. Pre-made breakfast sandwiches, a high-demand item, are either sold out quickly or the students are unaware if and where these items are available

- **Action** - Chartwells will institute a service format where pre-made breakfast sandwiches and hashbrowns can be merchandised for customer self service. This plan will facilitate quicker product distribution. The service will be introduced once the equipment (which can be safely moved each day without health and safety concerns) can be secured. Both Chartwells and Hospitality Services are committed to instituting this program as soon as possible.

- **Request for a Manchu Wok on campus**
  - **Action** – members of this committee are encouraged to compile a list of concepts and types of food which they think would be desired for campus. This data will be fed to a broader Campus Food Service develop Committee.

- **Request for more opportunity to spend Flex Dollars**
  i. The products on campus on which Flex Dollars can be spent was reviewed
  ii. Vicky made the students aware that she is open to student suggestions on what should and should not be sold in the Colman Commons Convenience Store section; after the meeting, Vicky ordered products, such as Women’s shower gel and Polysporin, that the students suggested for sale at the Convenience Store
  - **Action** - Bill agreed to discuss the topic of Sheridan College at a future meeting, specifically regarding locations of food service outlets at Sheridan that accept Flex Dollars in relation to the location of classes UTM students take at Sheridan

- **Request for more consistency in the Vegetarian Menu**
  i. Vegetarian menu rotation is posted on Chartwells/UTM’s website
  - **Action** - Vicky agreed to better advertise the vegetarian options at Colman Commons
  - **Action** - Vegetarian menu rotation will be reviewed and modified as necessary in January
  - **Action** - Entire daily menu will be posted at Colman Commons

- **Request for the use of biodegradable takeout containers instead of plates for more convenience and to reduce plate loss**
  i. Biodegradable trays are too high a cost and would not necessarily ensure a more ‘green’ approach than the use of China
  ii. Cost of caretaking in residence would need to increase to manage the increase in waste
  iii. Storage of other containers would be difficult at Colman Commons due to the lack of storage space
  - **Action** - Bill committed to including a tour of the back-of-the-house at Colman Commons as part of an upcoming meeting so that students are aware of the operating and storage constraints that Chartwells face in the delivery of services at Colman Commons

- **Request to relocate TVs in Colman Commons to more impactful locations, and request to include more programming, including food-related information**
  i. Cost to move TVs would be too high
  ii. TVs are meant for Residence programming, but Dale is willing to look into adding food service information, such as promotions, in the future
• Request to clarify Basic vs. Flex Dollars
  i. Bill reviewed the legislation behind why Basic and Flex Dollars exist (and, essentially, why the meal plan is constructed in its current form) and the rules governing each account
  - Action - Bill and Andrea will establish a plan to better communicate information surrounding Basic and Flex Dollars to students. This information will be available on a new communication board in the dining hall for the start of the next semester.

• Colman Commons Friday and Saturday night hours
  i. Colman Commons was open later on weekends and opened later on Saturday and Sunday mornings during its first year of operation – at that time, students requested 9am Saturday and Sunday open and, to compensate, agreed to an earlier closing time of 9pm on Friday and Saturday nights as demand for product after 9pm was not that high on these days.
  - Action – Hospitality and Retail Services are open to discussing changes to operating hours with the understanding that any such changes will result in a cost neutral impact on the Resident Student Meal Plan Program fees and the cost of food on campus.

• Concern about displaying Resident Meal Plan (RMP) Pricing at Colman Commons as being misleading
  i. The RMP Pricing indicates the amount that Resident Student Meal Plan customers have deducted from the basic account of their Resident Student Meal Plans. This price is established as 50% of the retail selling price to reflect the fact that Resident Student Meal Plan account holders have pre-paid the 50% overhead cost of the program.
  ii. In the past there has been confusion expressed by some customers when the RMP pricing was not posted. Customers felt their basic account was being charged the overhead element of the price twice. More specifically, customers felt the non-RMP Price represented the food value being charged to their Basic Account over and above the pre-paid overhead.
  - Action – Hospitality and Retail Services provide details of the plan costs, account types and the overhead model on the Food Service website and in the meal plan brochure. Additionally, customers are required to execute an electronic sign-off to indicate they understand the policies of the meal plan program before selecting their meal plan on line. Further, the highlights of the meal plan program are summarized with each new student and each student is provided a meal plan brochure during the move in process. Having said this, Hospitality and Retail Services will provide further information regarding the Residence Meal Plan price on a new communication board which will be located in the Colman Commons Dining Hall.

• Fountain drink issues
  i. Labels missing from Fountain Juice Dispenser
  - Action - Chartwells investigated and discovered that the labels were in place but may need to be more prominent
  ii. Some Fountain Pop flavours were out of syrup for a couple of days before being changed
  - Vicky reiterated that, if this problem arises, the students should bring it up to Colman Commons management and they will fix the problem immediately
  - Action – Further, Vicky indicated that she would reinforce the importance of checking the fountain pop syrup levels on a regular basis throughout the day with the management team at Colman Commons.

Next Meeting: Wednesday, December 2nd, 5:00pm – Room SB 3138.