Residence Food Service Sub-Committee

Minutes of Meeting

Date: Wednesday, January 20th, 5:00pm – Room SB 3138
Attendees: UTM Bill McFadden, Andrea De Vito
Chartwells Vicky Jezierski
Students Iris Yu, Run Ze Yu, Emily Cadger, Laryssa Anger, Marc Bressler, Keshav Uppal

1. Old Business

- Reviewed Dish Pickup from newly established Return Carts at Erindale and Roy Ivor
  i. Vicky reported that amount of dishes returned to carts was very low and, as a result, she had to place a large plate and cutlery order to bring dish inventory back up to the point where they would not have to use paper plates and plastic cutlery
  ➢ Action – Bill and Andrea agreed to post dish return communication on Colman Commons communication board and to provide Nick from Residence with dish return information to distribute to the Dons and to post on Colman Commons television screens if possible

- Separate Meeting with Sheridan Students
  ➢ Action – By the next Residence Food Service Sub-Committee Meeting, Bill agreed to have a discussion with the Sheridan College members of the Sub-Committee to set up a separate meeting with them and other Sheridan College students to discuss food service issues and opportunities specific to them

- Changes in Colman Commons Servery
  i. Bill reviewed the changes made to the Colman Commons servery over the Winter Break – the breakfast sandwich merchandiser, the communication board, the increased emphasis on vegetarian options, and the signage informing students to speak with a Supervisor/Manager if unhappy with food – and the students’ response was positive
  ii. The students also responded positively to some of the other changes that were made over the Winter Break, such as the addition of more whole fruits, the baked potato bar, and the special events that occurred in the new year thus far
  iii. Issues requiring attention – the drink dispenser needs signage labelling the flavours available, and the hot chocolate machine works inconsistently
  ➢ Action – Vicky agreed to post drink dispenser flavour labels and look into the operational issues with the hot chocolate machine

- Basic vs. Flex
  i. The information defining Basic and Flex was reviewed with the students
  ➢ Action – Bill and Andrea agreed to post the information on the Colman Commons communication board as well as on the UTM’s Food Services website along with the information from the Meal Plan brochure indicating the locations where Basic and Flex can be spent on campus
• Service Issues
  i. Vicky stated that all issues with Chartwells staff regarding customer service and responding to student requests have been addressed and, should they reoccur, then the students should approach a Supervisor or Manager and their issue will be promptly resolved
  ii. The students raised a particular staffing concern with an employee at the Sandwich Central who appeared reluctant and, at times, unwilling to accommodate special requests for sandwich toppings for students
  iii. Vicky indicated that this issue had already been addressed with the employee and there should be a service improvement from this employee going forward
  iv. Vicky reviewed Chartwells’ implementation of a system to ensure portion size consistency

• Overhead Model
  i. Bill readdressed the 50% Overhead model by reviewing the explanation he proposed to post on the communication board at Colman Commons
  ii. Bill explained that, based on his experience, by showing the students the Resident Meal Plan prices on the menu boards and on the point of sale terminals, students typically make better dining choices because the price shown better relates to the value of the food on the plate
  iii. Bill proposed that, going forward, conversations about pricing should focus more on benchmarking UTM’s prices against other institutions to see that the prices are fair and represent value to the students
  Action – Bill and Andrea agreed to post an explanation of the Overhead Model on the Colman Commons communication board
  Action – Bill and Andrea agreed to benchmarking a list of products with other Ontario Universities

2. New Business
  • Upcoming Special Events
    i. Bill reviewed the proposed Black History Month menu themes for lunch at Spigel and for dinner at Colman Commons, which will take place from February 8th to 12th
    ii. Bill also indicated that he is currently investigating the possibility of enabling meal plan account holders to make a donation to assist the disaster relief in Haiti during the Black History events
    iii. The students asked about food related promotions for Chinese New Year (February 14th), and Bill proposed that, because this date falls on Reading Week when residence population will drop considerably, a Chinese New Year promotion will be arranged for a date (to be determined before the next meeting) following Reading Week
    iv. The students asked if it were possible to have coffee service for an all-night LAN Party in the Colman Commons dining area on Saturday, January 23rd after close
      Action – Vicky agreed to donate one thermos of coffee and one thermos of hot chocolate for the event
  • Presentation of Master Plan
    i. Bill indicated that UTM is currently deficient in food service space.
    ii. Bill explained the underlying Value Equation he uses to develop the Food Service Master Plan for the campus to provide increased quality and ensure program viability and sustainability
    iii. Bill reviewed the general terms of the future plans for the Food Services in the Instructional Center, the Meeting Place, and Colman Commons
    iv. Vicky updated the students on the progress of the decision whether or not Tim Hortons will provide us with an express Tim Hortons Coffee Cart to be located in the area just off the top of the RAWC stairs to the Meeting Place, indicating that the meeting to finalize this decision would happen within 10 days
      Action – Bill agreed to lift Residence Student Meal Plan restrictions in the Meeting Place if we are awarded a Tim Hortons Coffee Cart
• Proposed Meal Plan Prices for 2010-2011
  i. Bill showed the rankings of 13 Ontario Universities to the students in terms of mandatory meal plan prices for residence students – The UTM ranked in the middle in terms of Group A and Group B Meal Plan prices, but ranked 2nd lowest in terms of Average Meal Plan Price
  ii. In order to maintain program services and to enable the growth outlined in the Food Service Master Plan, Bill is proposing a 4% average increase in Meal Plan rates for 2010-2011. It was further outlined that this increase is fair and reasonable given the current economic conditions and the current meal plan rates
  iii. There were no stated objections to the proposed meal plan increases

• Bottled Water
  i. The students indicated that, at their most recent Residence meeting, some other students made disparaging comments towards the brands of water (Dasani and Aquafina) available at Colman Commons
  ii. Vicky explained that Dasani and Aquafina were the water brands of their approved beverage suppliers, Coke and Pepsi, and, as a result, Chartwells was contractually obligated to only supply these brands
  iii. Bill and Vicky reminded the students about the availability of tap water or free water from the fountain pop machine at Colman Commons
  iv. It was further outlined that there is a “bottle-less” water vending machine available in the Meeting Place for those wishing for non-bottled water.

➢ Action – The students agreed to follow up on why these disparaging comments were made and report back to the Committee by the next meeting
➢ Action – Vicky agreed to look into the possibility of selling refillable water bottles at Colman Commons

• Communication Board/Website
  ➢ Action – Vicky agreed to post the Spigel and Colman Commons weekly menus on the communication board
  ➢ Action – Bill agreed to post the Food Services website on the communication board
  ➢ Action – Bill agreed to post a direct link to the Colman Commons menu on the Food Services website

Next Meeting: Wednesday, February 10th, 5:00pm – Room SB 3138