Resident Student Dining Committee

Minutes of Meeting

Date: Monday, November 10, 2014, 4:00pm
Location: Colman Commons
Attendees: UTM Andrea D., Beth S., Mariam S.
Students Adrian T., Casey W. (for Carmen Z.), James H., Tsz Y.T.

1. Administrative
   A. Terms of Reference
      • Andrea reviewed the Scope, Duties, and Responsibilities of the Committee:
         • To receive and discuss requests and suggestions made by University of Toronto Mississauga community members with regards to food service
         • To provide information and answer questions related to departmental operations
         • To ensure an open channel of communication for members of the University community to register their concerns and /or suggestions concerning departmental policy
         • To evaluate existing departmental policies; to receive and evaluate food service recommendations; and to recommend changes to the policy where such changes are warranted and calculated to benefit the community
         • To receive, for information and to provide feedback, the department’s annual budgetary recommendations
         • To assess the implications of:
            o The hours and days of operation for each outlet
            o The partial or complete opening or closing of one or more outlets
            o Changes in operation of any outlet
         • To provide feedback regarding the placement of new outlets and or products and services to the community
      • Andrea introduced the members of the Committee
      • Andrea stated that the Committee has traditionally been more informal in its meeting format but very action-oriented, and gave the examples of the introduction of Starbucks and sushi to Colman Commons as initiatives implemented as a direct result of Committee recommendations
      • Andrea also informed the Committee that he would like to keep the discussions moving forward given that the Committee only has 4 meetings per year (2 per semester)—any issues with established meal plan policies that have been addressed in the past can be raised, but separate discussions outside of the scheduled meeting time will be used to revisit these discussions so as to keep meeting discussions focussed on current and future topics
      • Andrea referred to the Food Service Advisory Committee and pointed to the fact that two members of this Committee are required to sit on the Food Service Advisory Committee
2. New Business
   A. Colman Commons Expansion
      • Andrea provided a brief overview of the new Colman Commons expansion and renovation project
      • Andrea indicated that:
        • The capacity of Colman Commons will be almost double to what it was last year
        • The new section will have loose and soft seating
        • The food service outlet in the expanded section will be fully operational in January, serving breakfast, lunch, dinner, and late night meals
        • The late night menu will be made-to-order using a chit ordering system and pagers to indicate when the orders are ready
        • Examples of Menu Items will include:
          o Breakfast (7:30am-11am) – Veg & egg Burrito, Egg & Sausage Burrito, Egg & Cheese Muffin, Egg, Cheese, Sausage or Bacon Muffin
          o Lunch/Dinner (11am to 9pm) – Roast Beef sandwich (caramelised onion, Swiss cheese, horseradish aioli on Rye), Pesto Grilled Chicken Salad sandwich (sundried tomato aioli cheddar cheese on multigrain), Gourmet Vegetable Panini (potato, three pepper, English cucumber, cheddar cheese with cilantro & mint aioli on herb bread), Artisan grilled cheese A (asiago, cheddar, brie with granny smith apple), Artisan grilled cheese B (Philly cheese with corn and jalapeño peppers, apricots, cheddar, & swiss)
          o Late Night (9pm to 11pm) – Sample Platter #1 (moza sticks, wings, sweet potato fries), Sample Platter #2 (onion rings, jalapeño poppers, wings), Sample Platter #3 (breaded shrimps, spring rolls, veggies & dip), Poutine with pork or butter chicken, Black Eye Bean Burger, Quesadillas
        • Sloane Loose Leaf Tea will be served as part of the Tea for 2 program (Andrea mentioned that Sloane Tea was currently available in pyramid bags at the North Side Bistro)
          o A variable temperature hot water dispenser and brewing timers will be used to ensure that each tea is perfectly brewed
        • Nespresso will be served as part of the new European beverage program
        • The expanded dining area includes dedicated washrooms and can be used in the summer as separate event space for Conferences
        • Some of the menu items were prepared by Chartwells for the Committee to sample
          • The Committee commented that the variety of foods was really good and they were excited for the opening of the new food service outlet
          • Specific comments were made in reference to the Butter Chicken poutine (Butter Chicken was just OK) and the jalapeno poppers (not hot at all)
        • The Committee toured the expanded dining room area
   B. Food Service Contract Update
      • Andrea provided the Committee with a brief summary of the status of the Food Service Contract with Chartwells:
        • Chartwells contract expires in June 2015
        • UTM hired Kaizen Consultants for:
          o Self-Op Feasibility Study
            i. determined it was too cost prohibitive (and unsustainable) to proceed with self-op at this point, primarily due to increased investment in labour required
ii. UTM covers all capital costs associated with food services and only requires food service contractor to operate food service outlets – if the food service model is too cost prohibitive, the UTM will no longer be able to invest in capital
  o RFP/Food Service Contract Development
    i. Operational Assessment
    ii. Community Engagement – surveys, focus groups, open houses – Presented at UTM Food Service Advisory Committee Meeting on November 6th
  o Summary of data can be found on Hospitality and Retail Services website
• RFP to go out in January 2015 with new Food Service Provider selected by April 2015

• Andrea provided the Committee with a summary of Kaizen’s findings and recommendations based on the Community Engagement:
  • Concepts and Menus UTM Community would like to see:
    o Asian – branded concepts (Thai Express, Manchu Wok)
    o Gourmet Burger – branded or in-house
    o Italian/Mexican/Mediterranean
    o Food Truck program continued
    o Served, customizable salad bar
    o Greater variety of in-house offerings – increased menu rotation
    o All day breakfast
    o Vegetarian/Vegan (not just pasta)
    o Extended hours of operation
  • The UTM Community feels a disparity between Value and Price
    o Prices too high, overall perceived value too low
    o Price does not match quality
    o Half-sizes, more flexibility in combo pricing
  • Staffing Issues
    o Unfriendly staff at Tim Horton’s, Colman, TFC
    o Speed of Service needs to be improved
    o Cross-contamination (e.g. not changing gloves between tasks)
    o Staff not familiar with Halal products
    o The UTM Community would like to see a frequent buyer program in place
  • Marketing/Communication
    o Healthy options – nutritional information
    o Social Media – Facebook
    o Blackboard, Posters, Tent Cards, etc.
  • Sustainability
    o Composting program
    o Local purchasing
      i. Andrea identified that Chartwells already has purchases a majority of their food from local suppliers, but cautioned that, in the winter months, a variety of local produce is harder to source
      o “Bring your own Mug” program
        i. Andrea mentioned that this program has existed on campus at each outlet for years
  • Other Initiatives
    o Loosen exclusivity with regards to catering
    o Cooking classes at Colman
      i. Andrea mentioned that the UTM is looking to start cooking classes at Colman in the new year
    o Rotating local food purveyors in food court
UTM supported Food Bank

Andrea indicated that the UTM has recently found a new place for the Food Bank on campus and has provided it with equipment and shelving, and that the UTM will be looking to set up an arrangement to supply the Food Bank with fresh produce on a regular basis.

The Committee commented that the prices in the C-Store were too high.

Andrea explained that:

- Chartwells doesn’t have the purchasing power that a store like Walmart does and, consequently, cannot compete with Walmart on price.
- the C-Store provides the convenience of having items readily available for Resident Students, but can only carry small quantities.
- prices are set to reflect the above conditions but, in order for it to make sense for Chartwells to sell, if the prices are too high for certain products, then Chartwells might have to consider not making these products available.

The Committee pointed to Pop Tarts as being one product that is price too high in the C-store.

Andrea referenced the fact that Pop Tarts used to be available in the vending machines and asked if the Committee would like to see Pop Tarts made available at the current snack vending machines in the Residences – the Committee responded that they would like to see this.

**ACTION – Andrea will request that Canteen vending make Pop Tarts available at all snack vending machines on campus.**

The Committee echoed the finding from the Community Engagement that the variety at non-branded areas, particularly at Colman, could be expanded.

Andrea explained that the rotational menus are on a 4-week cycle, but the UTM will request that Chartwells increase the cycle to something longer to provide more variety.

C. Other New Business

Andrea asked the Committee to get feedback from Resident Students to see if they felt that there were enough microwaves in the food service areas on campus.

Andrea addressed the suggestion that Mike’s Dog House open closer to Residence during late nights on the weekends.

Andrea indicated that, in order to do so, Mike’s Dog House would have to run off of a generator, which would be extremely loud, particularly at night, which would result in noise complaints.

The Committee also pointed out that the late night offerings form the new food service counter in the expanded section of Colman Commons would negate the need for Mike’s Dog House to open outside of Residence.

Andrea informed the Committee about the Guest On-Line Deposit feature for parents of meal plan students who wish to add money to their child’s account.

The information that parents need to complete this transactions is Student’s First and Last Name, Credit Card, and the Student’s Library Bar Code (2176#) and, once the transaction is complete, the parents will receive an emailed confirmation receipt.

Andrea asked how the Committee felt the best way to get information, such as the Guest On-Line Deposit feature, to Resident Students would be given that effective communication of meal plan-related information has been an on-going issue for Hospitality and Retail Services.

Andrea referred to the finding in the Community Engagement piece that the UTM Community wanted to get information from the UTM about food services through Facebook, Andrea was surprised about this discovery and stated that the use of Facebook as a vehicle for delivering institutional messages was something that was not recommended by industry professionals in a recent industry conference.
• The conclusion from the conference was that students did not want to develop a personal relationship with an institution or administrative department, and Facebook represented a more personal medium for students.
• The Committee suggested that word of mouth was the best way to get information to other Resident Students – any information could be brought forward to the Committee to pass along to the rest of the Resident Students through their Rez Council meetings, floor meetings, etc.
• Andrea also revisited the suggestion from last year’s Committee that he sit on a Rez Council tabling session to address any direct questions regarding food services.

- The Committee commented that the dish return station at Colman Commons smells.
  - **ACTION** – Andrea will look into this issue with Chartwells to determine if it is a cleanliness issue.
  - **UPDATE** – Andrea reviewed the issue with Chartwells and concluded that the area is being cleaned on a regular basis, but the smell still exists, so he will be arranging the install of a commercial air freshener.

- The Committee asked whether a water bottle filling station could be installed in the Colman Commons expansion area.
  - Andrea explained that the original plan was to include a water bottle filling station in the new space because the existing station is located inside the servery and, when Colman Commons is closed, students do not have access to this station.
  - Andrea also stated that Hospitality and Retail Services and Student Housing and Residence Life did not feel that the expanded area was the best location for the water bottle filling station because it wouldn’t ‘fit’ with the new space and it, too, would be closed when Colman Commons is closed.
  - Andrea discussed the idea of locating the station by the washrooms beside the main entrance to OPH, which would allow 24-hour student access to the station, which the Committee agreed would be a better solution.
    - **ACTION** – Andrea and Beth would look into the installation of a new water bottle filling station outside of the OPH washrooms by the main entrance.
    - **UPDATE** – Andrea has placed the request for the install with Facilities and is awaiting the quote, with an anticipated installation date prior to the new year.

3. **Next Meeting**
   A. **Agenda**

- Andrea raised the following topics to be discussed at the next meeting:
  - Follow-up on Action Items from this Meeting
  - Food Service Budget
  - Meal Plan Rates for 2015-16
  - Final Exam Hours of Operation
  - Food Offerings for Winter Break

- Andrea also requested that any other agenda items be emailed to him prior to the next meeting for inclusion in the agenda.

**Next Meeting:** End of November