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# Residence Student Dining Committee

## Minutes of Meeting

Date: Monday, November 28<sup>th</sup>, 2011

Attendees: UTM Bill McFadden, Andrea De Vito  
Chartwells Talal Bissar  
Students Nana Zhou, Klarice Segeren, Terrance Ge, Elizabeth Kim, Archie Pal, Kelvin Chu

### 1. OLD BUSINESS

- MEAL PLAN RATE INCREASES
  - i. Bill reiterated that CPI was currently tracking at a 4.6% over last year, yet the UTM only took a 2.1% Meal Plan Rate increase from 2010-11 to 2011-12
  - ii. Bill was predicting an inflation rate of 3-3.5% over the coming year and projected a weighted average Meal Plan Rate increase for 2012-13 of 3.1% in the Budget to be presented at Erindale College Council
    - Specifically, the Minimum Group A Meal Plan would be increasing by 2.6% and the Minimum Group B Meal Plan would be increasing by 4.2% (in order to comply with tax exemption status)
  - iii. The students were hopeful that price increases for next year would be minimized, but would support the proposed Meal Plan Rates increase
  - iv. Bill reviewed the 2011 CCUFSA Pricing Survey
    - Overall, the UTM was ranked in the middle in terms of prices
      - **ACTION – The students agreed to prepare a preliminary list of pricing issues before April so that the UTM and Chartwells could address these issues when setting prices for Fall 2012**
- COLMAN COMMONS SERVICE ISSUES
  - i. The students asked if fresh fruit was included on the CCUFSA Pricing Survey as they felt the price of fruit at the UTM was too high
    - Bill suggested that Chartwells eliminate the non-traditional whole fruits, like pineapple and quarts of strawberries, due to the relatively high selling price and inconsistent quality as a result of these fruits being off-season in Canada or coming from international destinations
    - Instead, Bill recommended that non-traditional whole fruits be cleaned, cut up, and made available as such or in combination with other fruits in a fruit salad to increase the value for the students
    - The students were concerned that some people would just pick out the fruits from the fruit salad that they wanted to consume, but felt that, if the fruit salad was refreshed or rotated more frequently, this would not become an issue
    - The students believed that any cut-up fruit made available should not contain large amounts of skin or rind – they didn't want to pay for something that would just be thrown out anyway
    - The students felt that the baskets that hold the standard rotation fruits (apples, oranges, bananas) should be washed more frequently

- The students felt that the cleanliness and freshness of the fruit could be better as the fruit often attracted fruit flies
- Bill suggested that Chartwells put out smaller batches of fruit and rotate the fruit more frequently
  - **ACTION – Talal agreed to stop serving non-traditional whole fruits, but instead to cut these fruits up, serve them in pieces or in fruit salads, and rotate and refresh the servings more often to ensure freshness, cleanliness, and a better presentation**
- ii. Bill revisited a concern from previous years where students felt that it was hard to tell who the Supervisors and Managers at Colman were
  - The students felt that the Supervisors and Managers frequently made themselves available to address students’ issues
  - Bill eluded to signs that used to be posted at Colman Commons directing customers to speak with a Supervisor or Manager immediately when issues arise and encouraged Chartwells to post these signs again
    - **ACTION – Talal agreed to post signs at Colman Commons directing customers to address any issues with a Supervisor or Manager immediately**
- iii. The students raised a concern that, at times, particularly on weekends, servers would not be available at some stations for long periods of time, and they also felt that service on weekends tended to be generally slower
  - **ACTION – Talal will review weekend staffing and adjust accordingly to help improve the level of service at Colman Commons**
- LOBBY TO BAN THE MEAL PLAN AT UTM
  - i. Bill addressed a movement afoot that was pushing to have the UTM ban a Residence Student Meal Plan
    - Bill reviewed the UTM’s original reasoning for instituting a Residence Student Meal Plan in the first place (to help attract students, to build a healthy Residential Dining component to Food Services on campus, etc.)
    - Bill briefly touched on the Meal Plan Operating Models (Board Plan versus Declining Balance à la Carte)
      - **ACTION – Bill agreed to forward a document thoroughly defining a Board Plan and a Declining Balance à la Carte Plan that he had prepared to Nana for distribution to the Rez Council**
- SPIGEL LUNCH
  - i. Bill agreed to bring everyone on the Committee to Spigel for a free lunch in January as no one was able to agree upon a date to do so before exams
- ON-THE-GO SANDWICHES
  - i. Talal described the new line of On-the-Go Sandwiches that would hopefully offer better value to the students and address some of their concerns about the previous line of On-the-Go Sandwiches
    - The students agreed that the new sandwiches look and taste better
- COLMAN COMMONS SOUP ISSUES
  - i. Bill verified that the broken soup pot lid at Colman Commons had been fixed and that the soup was not running out before the end of meal periods or the end of the night
    - The students mentioned that the chili still ran out on occasion
      - **ACTION – Talal agreed to follow-up on this issue**
- PANINI FRESCA LINE ISSUES
  - i. Bill asked the students if they had noticed an improvement in the speed of service at Panini Fresca, and they mentioned that they had

- STARBUCKS
  - i. Bill mentioned that Starbucks' closing time had been extended to 8pm from 6pm on Sundays for a couple of weeks and that initial response had been positive
    - Bill also stated that the UTM/Chartwells would do a review to see what effect this had on business levels and what further changes, if any, needed to be made
  - ii. The students mentioned that there were still service quality issues at Starbucks
    - Talal explained that there was a fair amount of training currently taking place at Starbucks and that he hoped service would be more consistent in the new year
      - **ACTION – Talal agreed to follow up on service quality issues with the Starbucks Supervisors**
- COMMITTEE FOR FUTURE DEVELOPMENT
  - i. Bill mentioned that a Committee would be struck in late 2011 or early 2012 to address the future food service development on campus

## 2. NEW BUSINESS

- HOURS OF OPERATION FOR EXAMS
  - i. The students had a concern about the lack of food options available after 11pm
    - Bill explained that having Colman Commons, for example, stay open after 11pm – a time when business would drop considerably – is very costly to the operation
    - Bill and Talal discussed increasing the amount of take-away menu options to be consumed between 11pm and 7am
      - **ACTION – Talal agreed to provide the late night meals/snacks menu to Rez Council for distribution**
      - **ACTION – Talal agreed to make On-the-Go microwaveable meals and sandwiches more available up until closing time at Colman Commons**
      - **ACTION – Talal agreed to post an advisory by the On-the-Go fridge reminding students to keep food refrigerated before consumption**
      - **ACTION – Talal agreed to have a nightly Smoothie Bar at the Chef's Table during exams**
    - The students asked about the possibility of ensuring that vending machines, particularly in residence, were kept stocked so that snacks were available overnight
      - Bill assured the students that the UTM's Vending Route Person would stay on top of vending product supply
      - Bill reminded the students that Colman Commons would be closed over the Winter Break, but the vending machines would still be stocked and serviced
  - ii. Andrea reviewed the proposed Hours of Operation for all Food Outlets during Exams
    - The students suggested 2 changes which were agreed to by Chartwells and the UTM
    - The students also wanted the Hours of Operation for Mike's Dog House to be posted
      - The students felt that it might be a good idea if Mike could move closer to the Library for exams
      - **ACTION – Bill agreed to look into the possibility of moving Mike's Dog House closer to the Library**
    - The students also felt that the Hours of Operation should be more widely available
      - **ACTION – Andrea agreed to provide copies of the Hours of Operation for posting during exams to Rez Council, including a large copy for a Communication Board on the 5-minute walk**
      - **ACTION – Talal agreed to post all Hours of Operation at each Food Outlet**

- AD IN THE MEDIUM
  - i. Bill posed the question to the students whether an advertisement for Spigel placed in the Medium would entice more people to visit Spigel for lunch
    - The students did not feel that a lot of other students read the Medium
    - Bill mentioned that the Editor-in-Chief of the Medium was trying to make a positive difference by reaching out to the students and encouraging them to read the Medium
      - **ACTION – Bill agreed to forward the Editor-in- Chief’s e-mail address to Nana so that Rez Council could reach out to the Medium to see how they could support the paper**
    - Bill asked about the popularity of receiving news on Rez Council Listserv and Communication Board
    - The students stated that the only people on Rez Council actually read Rez Council Listserv e-mails
- CHEF’S TABLE
  - i. Bill asked how the students felt about the variety and frequency of menu items made available at the Chef’s Table
    - The students felt that, generally, most of the menu items represent good value, although they believed that the steak seemed a bit expensive
    - The students also would like to see more vegetarian options made available at the Chef’s Table
      - **ACTION – Talal agreed to assess the feasibility of offering steak at the Chef’s Table in the future, and agreed to look at offering more vegetarian options at the Chef’s Table**
- OTHER FOOD SERVICE ISSUES
  - i. The students mentioned that Menutainment did not always have a vegetarian option available
    - **ACTION – Talal agreed to follow-up to ensure that a vegetarian option was always made available at Menutainment**
  - ii. The students expressed a concern that, at peak times, there was often only one cashier working at Colman Commons
    - **ACTION – Talal agreed to follow-up with the Colman Managers and Supervisors to ensure that the Managers or Supervisors were covering for the cashiers when it got busy or when the cashier was on break**
  - iii. The students suggested that Chartwells should have a ‘Spicy’ indicator for the level of spiciness of foods so that customers have a sense of how spicy or not spicy something is before purchasing it
    - **ACTION – Talal agreed to look into implementing such a system**
  - iv. The students inquired as to the availability of Madeleine’s Cakes at Starbucks
    - **ACTION – Talal agreed to order Madeleine’s Cakes, if available**
  - v. The students raised concerns over the availability of food between standard meal periods
    - The students noted that certain varieties of Tim Hortons bagel ran out by the afternoon or after dinner and that lasagna seemed to run out fairly frequently
    - Talal encouraged the students to ask the Supervisor at Tim Hortons when this occurs to make more product available if possible
  - vi. The students commented that, although Pizza Pizza sells whole pizza, some students have been told that they could not order whole pizzas at the end of the day
    - **ACTION – Talal agreed to look into this issue**
  - vii. Students requested that Pizza Pizza chicken bites be made available
    - Bill explained that the Pizza Pizza chicken bites product needs to be fried and cannot be baked, and he pointed out that there were no fryers located at the Pizza Pizza outlet due to a lack of space and of proper ventilation to support a fryer

- Talal asked if the students would be in favour of a similar product being made available at Colman Commons
- The students were in favour of having this product made available along with other similar products, such as chicken wings of bigger size and portion
  - **ACTION – Talal agreed to make a similar product to Pizza Pizza’s chicken bites available for late night snacks at Colman Commons, and he agreed to offer similar type products for late night snacks as well**
- The students requested honey for the coffee condiment station at Colman Commons
  - **ACTION – Talal agreed to make honey available at the coffee condiment station**
- viii. Bill reiterated that Starbucks will be increasing the amount of Starbucks sandwiches made available during the exam period
- ix. The students brought up some Chartwells staff issues:
  - Certain staff at Colman Commons made inappropriate comments to customers on several occasions
  - A particular staff member at Starbucks did not follow proper drink recipes, often chatted too much with customers, and did not move the lines
    - **ACTION – Talal agreed to look into these issues immediately**
- x. The students requested that Frank’s Red Hot Sauce be made available as a condiment at the Fresh Grille
  - **ACTION – Talal agreed to make Frank’s Red Hot Sauce available at the Fresh Grille**
- xi. The students raised an issue at Starbucks that, on several occasions, customers would take other people’s drink at the pass and walk away
  - The students suggested writing customer’s names on each drink as it is made, but discussion around the suggestion did not lead to a general feeling that this would actually stop the theft from happening
    - **ACTION – Talal agreed to address this issue with the Starbucks Supervisors**
- xii. The students complimented the Mr. Sub employees for being courteous and engaging to students
- xiii. The students suggested that Chartwells post a sign for customers to use a Plastic Reusable Cup if staying in Colman Commons to minimize disposable cup waste
  - **ACTION – Talal agreed to post a sign to promote the use of Plastic Reusable Cups**
- xiv. The students suggested that the UTM ask Residence when the house checks are being performed so as to expect a large amount of returned dishes and cutlery prior to that time
  - Bill stated that dish return pickups were supposed to be completed twice per day
  - The students felt that the pickups were happening closer to once per week
    - **ACTION – Andrea agreed to get a house check schedule from Residence**
- **STAFF RECOGNITION**
  - i. The students wanted to recognize certain Chartwells staff for their continued support of the students
    - Rez Council would post Chartwells Staff Recognition Photos with interesting facts about each staff member on their White Board at OPH
    - The students thought that there should be 3 staff selected by students for this program, and 1 peer-reviewed staff member

**Next Meeting: TBA, 2012**