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# Residence Student Dining Committee

## Minutes of Meeting

Date: Friday, January 25<sup>th</sup>, 2013

Attendees: UTM Bill McFadden, Andrea De Vito  
Students Jack Liao, Thierry Ajaltouni, Jessica Benoit, Jacob Berseth, Thomas Kim, Oluwafolajimi Adeosun

### 1. Old Business

- TFC

- Bill asked if the students noticed an improvement in the speed of the line-ups in the TFC, and the students responded that they had
- Bill reiterated the fact that there has been some staff turnover in the TFC, with the new staff recently having completed their training, so the students should starting seeing service improvements
- Bill stated that, on average, a cashier can process a debit/credit transaction once every minute, while cash or TCard transactions can be processed 2-4 times per minute
- Hospitality and Retail Services will be putting a program in place before the end of the school year to encourage people to put money on their TCards
- Average transaction processing speeds can improve as a result
- Bill reported that a new double-sided cash stand will be added after the end of the school year to further minimize line-ups at the cash for the fall
- Bill also reported that, before the end of the school year, a Deli station would be added to the TFC (to enhance product selection and improve variety) in the location where the two On the Go fridges are currently located (with one On the Go fridge moving to another part of the TFC and the other being removed from the TFC altogether)

- Colman

- Bill revisited the complaint that some Colman staff were repeatedly being rude to customers
- The students did not receive any report of this reoccurring since the last meeting and acknowledged that most of the staff at Colman are quite friendly
- The students complained that the staff still need to be better at monitoring their stations
- The students reported that the Fresh Grille line is moving much better at night
- The students also raised the concern that the Menutainment line often moves quite slow and noticed that the staff often do not use all 4 burners to cook the food
- Bill stated that Hospitality and Retail Services has encouraged Chartwells to create menus for Menutainment that allow them to do more batch cooking during busier times in order to help manage the line-ups
- The students want to maintain the individual order customization of the Menutainment station and felt that, in doing so, students should expect a wait

- The students reported that the stations serving breakfast often closed before 11am even though they are supposed to stay open until 11am – they were told by the staff that the stations need to close 10 minutes early to prepare for the next meal period
- The students did not have any food cooking issues from Colman since the last meeting
- Bill reminded students to bring any food issues immediately to the attention of Chartwells so that they can get the food replaced
- Bill had a conversation with Chartwells about striving to attain the standard for staffing, product levels and choice, and overall Colman operations that is achieved on Fall Campus Day each and every time they are open
- The students reported that menu variety on the weekends is low – only the Culinary Table and the Fresh Grille are regularly open with the Chef Table starting to serve waffles at 10:30am and the omelette station at Menutainment opening closer to noon
- **ACTION – Hospitality and Retail Services agreed to review the weekend station operating schedule with Chartwells and to do a Colman transaction count for weekend days**
- The students acknowledged that there are substantially less students on campus on the weekends
- Bill responded that stations still need to be open on time and have the appropriate product choice on the weekends, with consistent level of service occurring on Saturday and Sunday
- The students mentioned that breakfast periods at Colman are generally slow regardless of the day
- Bill encouraged the students to ask others what they would like to see made available for breakfast to encourage them to come more often – Bill suggested a Breakfast Stamp Card to encourage students to eat breakfast on a more regular basis and asked the students what menu items should be included as part of such a program

## 2. New Business

- **North Building**

- Bill reviewed the building plan and seating for all floors of the North Building construction scheduled to open August 2014
- Bill pointed out that the servery will include only non-branded concepts, including a different coffee than what is already available on campus – Chartwells will be pulling together different coffee varieties for sampling prior to its implementation
- The non-branded concepts will be:
  - A customizable salad station with noodles, rice, and proteins, including vegetarian, vegan, Halal, and meat options
  - A scratch soup operation to include 5 soup options made fresh daily and, in the future, to serve as the soup commissary for the rest of the food outlets on campus
  - An artisan flat bread stone oven outlet for flatbreads, pizzas, etc.
- The North Building Bistro is planned to be product intensive and service efficient with 2 cash stands and grab and go stations for quick service
- Bill stated that the simple, fresh, healthy, and wholesome alternatives that will be available at the Bistro along with the proposed warm atmosphere and décor (through chalkboard menus and wood finishes) were food service qualities highlighted by the recent food service survey
- The students asked if gluten-free options would be available at the Bistro, and Bill replied that having non-branded concepts will give us much more flexibility and opportunity to provide gluten-free options

- **Chartwells Passport**

- Bill brought forward the Passport program that Chartwells is working that will encourage Meal Plan students to try all food service outlets on campus since some students do not realize that they can use their Meal Plan outside of Colman Commons

- The students mentioned that Subway and Tim Hortons are popular food service stops for residence students outside of Colman
- Bill asked about how best to get food service messaging to Meal Plan students, particular as more outlets get developed – he proposed a food service highlight card that could be placed in the residence rooms during move-in, but the students thought that providing the dons with the messaging to distributed during regular meetings would be more effective
- Andrea reported that one common misconception about the Meal Plan is that, although the Meal Plan is charged in 2 instalments but all Meal Plan funds are available during move-in, some students think that the second instalment equates to more funds being added to the Meal Plan
- Bill wondered how best to dispel this myth with the students – he suggested providing students with a hard copy of the budget planner, but the students suggested posting important food service information in the place where students line up to pay for food, placing the information on dons’ bulletin boards, or giving a 2-minute presentation during the Rez Frosh assembly to highlight key points
- **Kaneff Centre**
  - Bill reported that the Kaneff Centre expansion, scheduled to be ready for August 2014, would also contain a small food service outlet to include the Second Cup to be moved from the Davis Building and an expanded Grab and Go section with fresh, microwaveable entrees made fresh at UTM
- **OPH Expansion**
  - Bill brought forward the plan to enclose a space beside the existing Colman Commons dining room, which could involve:
    - Additional 2,500 square feet with 160 seats (all approximate) with a warmer feel than the existing seating area
    - Variety of table sizes and heights
    - Relocation of the dish scraping station closer to the dish room
    - Dimmable lights
    - A fireplace
    - A small food service concept, possible a coffee house –to be determined through planning process and discussion
    - Removal of cold beverage station from middle of servery to the outside to open up the servery
    - Removal of existing coffee station to expanded area
    - A piano?????
  - Bill explained that the OPH expansion is not on the UTM’s project list yet, but it will be put on timeline in the near future
  - Bill stated that a challenge to be faced with this project is the high likelihood of construction noise in a residence setting – the goal is to work the schedule so that the loudest noise is maintained during May to August
  - The students recommended the Student Housing place students who are scheduled to take ECO100 during the time of construction in the most affected residence units since they have 8:00am classes daily, allowing construction to start at a typical hour (7:00am or 7:30am)
  - Bill agreed to review the construction schedule with Dale Mullings to ensure the best accommodation for residence students
- **Student Comments**
  - International Kitchen menu boards are too far back and behind heat lamp cords to see them properly
  - **ACTION – Hospitality and Retail Services will look at moving the display to the sides of the International Kitchen station and closer to the front for better visibility**
  - Food choices during exams need to increase

- **ACTION – Hospitality and Retail Services agreed to review the food service schedule for final exams to improve food choices, particularly around the Library**
- The website menu posted for Colman Commons doesn't always match what is actually being served
- **ACTION – Hospitality and Retail Services will address this issue with Colman Commons Management**
- Staffing at Booster Juice, particularly during the middle of the day is too low
- **ACTION – Hospitality and Retail Services will address this issue with Chartwells**
- Booster Juice has run out of product regularly and does not have lactose substitutes consistently available
- **ACTION – Hospitality and Retail Services will address this issue with Chartwells**
- No microwaves are available in the IB
- **ACTION – Hospitality and Retail Services will purchase one microwave as a tester for the IB and move to 2 microwaves if the need is warranted**
- Dessert displays and Salad Bar items in Colman are not covered, which has attracted flies
- **ACTION – Hospitality and Retail Services will address this issue with Colman Commons Management**
- C-Store
  - Brand of Asian instant noodles is not good
  - No canned meats have been available since well before the winter break
  - Snacks during exam time are not restocked
- **ACTION – Hospitality and Retail Services will address these issue with Colman Commons Management**
- Off-campus Partner
  - The students would like to see a new off-campus partner made available for Flex purchases
  - Bill explained that securing an off-campus partner must be tendered and selected as per UofT procurement policies, and, in any such arrangement, UTM wants to ensure that, at minimum, its administration costs are met.
  - Bill asked the students to think about what types of off-campus partners they would like to see (e.g. Square One Food Court outlets, delivery from Swiss Chalet, Popeye's, or Chinese Food Restaurants, etc.)
- Off-Campus Pizza Pizza
  - High delivery times (sometimes 1.5 to 2 hours)
  - Removed delivery time guarantee seem common
- **ACTION – Hospitality and Retail Services will address these issues with Pizza Pizza**
- Vending Machines
  - MacGrath Valley machine is constantly empty – Andrea explained to the students the regular issues that the vending route person faced with gaining card access to the space as a possible reason
  - Erindale machine doesn't work – money goes in but no product comes out
- **ACTION – Hospitality and Retail Services will address these issues with the Vending Company**
- The students asked if MacGrath Valley could get a dish return cart – Bill replied that it is extremely difficult to get the cart across campus to OPH in the winter, and there isn't a good place to keep such a cart in the townhouse residences
- Some students aren't aware that they can use their Meal Plan at the Blind Duck

**Next Meeting: Thursday, February 28<sup>th</sup> – 5pm in DV 3138**