



Food Service Advisory Committee

Minutes of Meeting

Date: Tuesday, April 16, 2019
Room: Davis Building, Room 3214
Attendees: V. Jezierski, S. Fazilat, S. Coccagna, A. Carter, S. Senese, L. Bailey,
A. de Lorenzis
Regrets: P. Desrochers, L. Barber, F. Nagata, Ishrat Maliha Islam

1. ADMINISTRATIVE

- V. Jezierski welcomed everyone to the meeting.

2. BUSINESS ARISING

- **Davis Building Renovation Project Update**
 - V. Jezierski provided an update on the completion of the Food Court
 - Renovations are taking longer than expected
 - Some ventilation, drywall and tiling is complete
 - Tentative opening is for June 2019
- **OPH Waste Room Update**
 - V. Jezierski reported that the waste room in OPH has been renovated
 - New decals were installed in April 2019 to help consumers understand how to dispose of their waste in order to reduce waste on campus and increase our waste diversion
 - Actual containers have been posted on the wall to demonstrate where waste should be disposed of
 - Hospitality & Retail Services spent time in the waste room educating consumers about waste. This training will continue in September with the new resident students
- **Customer Service Audit Update**
 - V. Jezierski provided an update on the completion of a second audit
 - The results of this audit are not yet available. Once the report is published it will be distributed to committee members

- **Waste Diversion Audit Update**
 - V. Jezierski stated that a Waste Diversion Audit was completed in early April
 - Results of this audit are not yet available. In March 2018, our diversion rate was 59%. The goal for 2019 is to be above 65%

- **Starbucks Update**
 - V. Jezierski informed the committee of plans for a new Starbucks and a renovation of the existing Starbucks location on campus
 - Preliminary drawings of the new Starbucks have been completed. Approval for the new location space is in progress
 - The renovation of the existing location will take one to three months to complete. This location may be closed during renovations. Signage and communication will be distributed on campus to let the community know when and how long it will be closed
 - Hospitality & Retail Services is working on a solution with ITC to have the Starbucks reward card scanning function to work

- **Fair Trade Update**
 - V. Jezierski reported that Hospitality & Retail Services is planning to apply for a Silver level designation
 - A Silver designation is difficult to achieve but if this is obtained, we would be the first campus in Canada to have this designation

- **Questions**
 - A. Carter asked if Tims Self Serve could stay open during exams to eliminate the long lines for customers only wanting to purchase drinks or having a drinks only express line at the Tim Hortons
 - V. Jezierski responded that the drinks only express line does not always work out well and customers end up having to wait longer for coffee to be brewed. It was also mentioned that once the new Food Court is open, Tims Self Serve in the Davis Building will be closed indefinitely

V. Jezierski thanked everyone on the committee for their participation and taking the time out of their busy schedules to attend the meetings.