



Food Service Advisory Committee

Minutes of Meeting

Date: Thursday, August 10, 2017
 Room: Davis Building, Room 3214
 Attendees: V. Jezierski, P. Donoghue, L. Bailey, L. Barber, A. De Lorenzis, A. De Vito, S. Fakhry, J. Wilson, B. Spilchuk, A. Banerjee, S. Senese
 Regrets: P. Desrochers

1. BUSINESS ARISING

Student Mystery Shop Program

- A. De Vito reviewed the results of the 2016-17 Student Mystery Shop Program
 - The results were regularly reviewed in the Resident Student Dining Committee meetings, and some improvements were made in the second half of the academic year

Criteria	Colman Commons	TFC	North Side Bistro
Cleanliness	89.17%	88.33%	98.33%
Stock Levels	87.84%	91.78%	92.50%
Signage	95.00%	96.11%	96.67%
Customer Service - Server	92.60%	91.44%	95.56%
Customer Service - Cash	95.00%	91.43%	97.14%
Food Quality	76.88%	93.00%	94.17%
OVERALL	89.80%	91.44%	95.61%
<i>Consistent Highlights</i>	<i>Friendly and helpful cashiers</i>	<i>Efficient servers</i>	<i>Grace, food quality and <u>servery</u> cleanliness</i>
<i>Consistent Lowlights</i>	<i>Food is bland</i>	<i>No staff at <u>Vegilicious</u>, no nutritional /allergy information/ no nametags</i>	<i>Condiment/cutlery stand messy or out of supplies</i>
<i>Consistently Inconsistent</i>	<i>Cleanliness of dining area</i>	<i>Cashier friendliness and helpfulness</i>	<i>Nutritional signage is there, but staff knowledge isn't</i>

- A. De Vito reported that further improvements would be made in the Fall with the new Chartwells General Manager in place
- A. De Vito also confirmed that the Student Mystery Shop Program would continue in 2017-18

Catering RFSQ - Reposting

- A. De Vito explained that the Catering RFSQ was reposted in the past Fall

- UTM was initially looking for 2 additional providers of catering services on campus, and in the first posting, Aura by Casher & Clive was selected as a second approved catering service provider (Chartwells being the first)
- No bids were submitted in response to the reposting last Fall
- P. Donoghue asked if we had any sense of why no one placed a bid for the second posting
 - V. Jezierski explained that any catering company outside of Chartwells would have to bring everything they needed to campus and did not have access to a kitchen on campus to support their service
 - V. Jezierski also stated that the business is complex and unpredictable, and it may have discouraged catering companies from submitting bid responses

fusion 5

- A. De Vito reviewed the fact that fusion 5 was gluten-free certified by the Gluten Intolerance Group, a US-based organization, because, at the time, they offered the only gluten-free food service certification in North America
 - A. De Vito stated that the Gluten-Free Food Program endorsed by the Celiac Association of Canada is looking to certify fusion 5 as well
 - A. De Vito explained that Canadian certification standards are typically more strict than US standards
 - V. Jezierski added that the Gluten-Free Food Program visited fusion 5 when developing their certification standards and used the standard operating practices of fusion 5 as model when building their certification program

Commerce Management System/Meal Plan Transaction System

- A. De Vito updated the Committee on the status of the RFP
 - UTM has received the bids and is currently in the bid evaluation process
 - A. De Vito stated that the hope is to have a decision by September
- P. Donoghue asked what the impact of the new system would be on students
 - A. De Vito replied that, other than some transaction interface changes, students wouldn't see too much different
 - V. Jezierski hoped that the new system would eliminate the two-step transaction process when dealing with basic and flex purchases, which would improve speed of service
- A. Banerjee asked what other issues UTM had with the current system that would be resolved with the new system
 - A. De Vito responded that most of the issues are administrative (e.g. reporting, tying into other UTM systems)
 - A. De Vito also stated that the new system would allow UTM to better move forward with the expansion of one-card services across campus

2. NEW BUSINESS

New Chartwells GM

- A. De Vito mentioned that Ashlee Collins is the new Chartwells GM who started in May
 - P. Donoghue suggested that she be invited to the next Committee meeting
 - V. Jezierski provided a brief history of Ashlee's experience

Davis Building Food Court

- A. De Vito review the latest rendition of the food court drawing including possible concepts to be included, although he cautioned that none of the concepts have been finalized
- A. De Vito also clarified that Quesada, although part of the original plan for the food court, would be located in more of a standalone location due to its huge popularity on campus
- A. De Vito also reminded the Committee that Subway and Booster Juice would be remotely located as well

Fair Trade Campus Designation – New Requirements

- A. De Vito reviewed UTM's current standing with regards to the campus's Fair Trade designation
 - Annual renewal has been submitted
 - A. De Vito reviewed the Fair Trade products and brands on campus
- A. De Vito also introduced the new Silver and Gold designation requirements
 - A. De Vito pointed out that UTM has already established many of the Silver designation requirements
- A. De Vito cautioned that the challenge with ordering Fair Trade products outside of the those required for Basic designation status can be challenging due to lack of supply
 - V. Jezierski remarked that Fair Trade Canada is working with new suppliers of bananas to ensure a consistent supply starting in the Fall
- A. Banerjee asked about the requirement for Fair Trade-related websites
 - A. De Vito explained that UTM has a Fair Trade website and does post Fair Trade messages through social media, but also mentioned that UTM does not have dedicated Fair Trade social media accounts, and the UTMSU needs to post a Fair Trade webpage on its website if UTM were to move towards a Silver designation
- A. De Vito emphasized that achieving a Fair Trade Silver Designation would be achievable for 2018 and should be a commitment of the Committee

Sustainability Initiatives

- A. De Vito provided the Committee with updates on recent sustainability initiatives
 - Bees

- A. De Vito stated that UTM has installed 3 bee hives on campus on the 3rd floor green roof of the Instructional Centre that are thriving and have already produced 40kg of honey
- The honey will be used for Community Kitchens, at Colman Commons, and for sale to the UTM community
- UTM decided to host bees on campus as a result of a recent visit to Seneca College, where Seneca's Sustainability Coordinator introduced Hospitality & Retail Services to the concept
- Just Vertical Farm
 - A. De Vito introduced the Just Vertical farm that is currently being erected in the Colman Commons C-Store
 - Just Vertical was established by UTM grad students
 - Produce from the farm will be mostly organic and will be regularly harvested to be used in recipes in food locations across campus
- Organic Waste
 - A. De Vito reported the strides that Hospitality & Retail Services has taken to manage organic waste in its food service outlets
 - One dehydrator was installed at Colman Commons over the past year
 - The current organic waste disposal unit at Spigel that was installed several years ago is proving ineffective and will be replaced by a dehydrator prior to the start of the upcoming school year
 - Dehydrators shrink the amount of organic waste that goes into the green bins, reducing the carbon footprint from the green bin program
 - A. De Vito also mentioned that Hospitality & Retail Services is looking into the possibility of installing a "Rocket" on campus that will divert all organic waste from the green bin program into the "Rocket" to turn the waste into compost that can be used on campus, further reducing the campus's carbon footprint with regards to organic waste management
 - UTMSU will be looking into installing a dehydrator to support the Blind Duck

Other New Business

- P. Donoghue announced to the Committee that he will be retiring as of October 1, 2017 and introduced S. Senese as the new CAO and his replacement on the Committee