



# Food Service Advisory Committee

## Minutes of Meeting

Date: Tuesday, August 7<sup>th</sup>, 2018  
Room: Davis Building, DV3129  
Attendees: V. Jezierski, L. Bailey, R. Ansari, A. De Vito, S. Senese, S. Coccagna, A. Humphries, A. Oraziatti, L. Barber, A. Abdullah

### **1. BUSINESS ARISING**

#### **Fair Trade Update**

- A. De Vito provided updates to the Committee with regards to the Fair Trade Campus Silver Designation discussed in the previous Committee meeting
  - A. De Vito explained that UTM was unsuccessful in meeting the requirements of the Silver Designation by the application deadline in the summer of 2018 due to various obstacles, including lack of UTMSU participation and issues maintaining supply of Fair Trade bananas
    - A. De Vito also informed the Committee that Dairy Milk, a commonly available Fair Trade chocolate bar, has recently lost its Fair Trade status
    - V. Jezierski confirmed that Hospitality & Retail Services would work with Chartwells and the UTMSU to ensure that they are able to supply the required Fair Trade products to meet the Silver Designation requirements
    - A. De Vito stated that the new projected date for UTM obtaining the Silver Designation status is July 1<sup>st</sup>, 2019
    - A. De Vito stated that the need for a Fair Trade campus must be emanated from the student body and that UTMSU participation would be essential in achieving Fair Trade objectives

#### **Davis Building Renovation Project Update**

- A. De Vito updated the Committee on the progress of the Davis Building Food Court Construction
  - Permit issues resolved – construction is up and running again.
  - Still awaiting revised timelines for the project
- A. De Vito stated that Quesada, Booster Juice and Subway will be located outside the food court as stand alone outlets
  - Subway will be replacing the Second Cup in the Instructional Centre
  - Booster Juice will be relocated to the RAWC building

- Quesada will be moved to the Instructional Centre next to Subway
  - A. De Vito added that all 3 outlets should be operational by the first day of school
  - V. Jezierski stated that for a short period of time there will be 2 locations for Quesada on campus one temporarily in the Davis Building and the new one in the Instructional Centre
- A. De Vito reviewed the image of the Food Court plan with the Committee.
  - A. De Vito stated that as part of Phase 3 of the project, two spots that were originally supposed to house Quesada and Booster Juice will now be considered for other food service concepts

### **Commerce Management System Update**

- A. De Vito updated the Committee on the process of the ITC launch
  - A. De Vito stated that there were issues experienced initially with the online deposits, however they have since been resolved
- A. De Vito stated that there are no card readers on vending machines for now with the exception of the My Little Health Mart station
  - A. De Vito stated the reason for the delay right now is because Hospitality is awaiting a new vending services contract soon
- A. De Vito informed the Committee that ITC was still working on improvements in reporting and the setup and testing of meal plans
- A. De Vito stated that the semi-integrated debit/credit hard launch is scheduled for December 2018
  - A. De Vito reminded the Committee that a semi-integrated process will improve speed of service and payment accuracy
- A. De Vito also confirmed that the prospect of adding new services accessed by TCard funds will be a focus for 2019-2020
  - Hospitality & Retail Services wants to ensure that the commerce management system is implemented as promised first before adding new services attached to it
  - A. De Vito stated that the delay would allow for proper time to develop a marketing and promotional campaign associated with the new services as well as to ensure the proper operational and administrative procedures were in place to support the additional services
- A. De Vito announced that the greatest test for the ITC system would be when the residence students move in this fall
  - A. De Vito explained further how the new TCard will not require any stickers and allow the Hospitality & Retail Services team more time to answer and questions parents and students may have on Move-In Day allowing for greater efficiency and value
  - A. Humphries exclaimed that she was very happy about the no sticker component resulting from the new system
- V. Jezierski stated to the Committee that the implementation of the ITC management system was strategically timed in order to allow Chartwells staff to gain 4 months of experience with the system while traffic is lower prior to September

## Vending Update

- A. De Vito stated that UTM's contract with Canteen Vending is expiring in November
  - A. De Vito informed the Committee a new vendor for Standard Vending (snacks and drinks) would be in place soon
  - The Standard Vending priorities were more focused on price, diverse and healthy options, Fair Trade, and ability to accommodate dietary restrictions based on feedback from students
  - S. Senese asked who decides what goes in the vending machines.
    - A. De Vito responded that the vending contractor maintains a general product list of their offerings and utilizes planograms based on conversations with the University regarding diverse and healthy options to determine what goes in the vending machines
- A. De Vito updated the Committee on some of the Specialty vending products that will be introduced this fall to the UTM campus
  - A. De Vito explained that, with Second Cup being removed from the Instructional Centre, the Instructional Centre will be housing a Theos specialty vending machine, which will be selling Fair Trade, GMO free, high quality coffee and tea
  - S. Senese asked what the payment options would be for the Theos
    - A. De Vito responded that the Theos can accept all methods of payments with the exception of cash
  - V. Jezierski stated that, the Theos is currently not operating but will soon be available for customers after the sampling process
  - V. Jezierski added that Theos pricing will be most comparable to Second Cup pricing
  - A. De Vito mentioned that the added benefit of the Theos is that it is open so long as the Instructional Centre is open, allowing for greater accessibility for students studying late on campus
  - V. Jezierski added that the Theos has a 24/7 monitoring system; therefore, whenever the machine is beginning to get low on supplies, it is topped up right away by the company
- V. Jezierski mentioned that the speciality contracts are non-exclusive and therefore UTM will have greater flexibility in supplementing on top of what the contractors provide
- A. De Vito stated that Hospitality is looking into setting up the TeaBOT in the Hazel McCallion Library, potentially inside the T Room.
  - A. Humphries asked how much one cup of tea costs?
  - V. Jezierski responded saying that at present pricing is not known
- A. De Vito stated that Hospitality is looking into setting up a Reis & Irvy Frozen Yogurt vending machine, which offers customized toppings in two different sized containers. The small container at approximately \$5.00 and the large at \$7.00 a container
  - A. Humphries asked A. De Vito if We Chat payment, which is a major social networking app for the Chinese community on campus, is accepted.
  - A. Atif added that ChaTime currently accepts We Chat payments and majority of their transactions especially on weekends are through We Chat
  - A. De Vito responded saying that eventually it can be discussed with ITC to incorporate We Chat; however, at the vending level, it does not seem to be a possibility at this point

- A. De Vito further announced that Hospitality & Retail Services is also looking at setting up a Best Buy Personal Electronics Machine in the CCT Link
  - A. De Vito added that the prices on the machine will be the same as in-store prices
  - A. De Vito further added that purchases from the machine can be returned directly to any Best Buy in Canada
- A. De Vito also indicated that, for the food and beverage machines, sampling will take place to alleviate any hesitations customer might have about purchasing products from these specialty machines because the product is really good

## 2. NEW BUSINESS

- A. De Vito gave an overview to the Committee on the New North Building
  - A. De Vito stated that the North 2 Café will be serving Fair Trade coffee
  - A. De Vito stated that New North Building will provide multi function events space
    - A. Humphries asked what the capacity would be
    - S. Coccagna responded saying the space could accommodate approximately 160 people
  - A. De Vito added that the new building will include more vending options as well
- A. De Vito announced to the Committee that the online chat function (Live Chat) will be launched this fall specifically on the UTM Hospitality website
  - A. De Vito explained that this function is being added in response to the feedback gathered from residence students
  - A. De Vito explained that the chat would be an invaluable tool to respond to any policy and standard questions from parents and students during work hours by assigned Hospitality & Retail Services staff
  - A. De Vito added that student privacy will be top priority – no student-specific account information will be discussed via the chat for confidentiality purposes
  - A. Humphries suggested to seek Curtis from Residence assistance in working on the back-end of the Live Chat interface
- A. De Vito provided information to the Committee on some departmental sustainability for the Fall
  - A. De Vito mentioned that all-non branded outlets on campus will be utilizing paper straws instead of plastic straws
    - A. De Vito explained to the Committee that brands must be operated as mandated, but brands, like Starbucks and Booster Juice, are also seeing pressure in moving compostable or recyclable straw options
    - V. Jezierski added that Vancouver is switching towards sustainable options as a city wide movement, and many of the brands in that city are forced to change based on this mandate
- A. De Vito stated that Hospitality & Retail Services provided a response to the recent UTM Sustainability Report that came out last month
  - Hospitality & Retail Services currently has many on-going and planned sustainability initiatives – the department is just not good at sharing their story in an impactful way
  - Hospitality & Retail Services is committed to working with other departments to forward the sustainability mission of UTM, and has suggested that someone from the department sit on the proposed Sustainability Committee.

- A. De Vito provided information on the new ATM contract that will be implemented in the Fall
  - A. De Vito stated that the contract with Scotiabank has ended
  - A. De Vito also stated that a third machine is being added to Deerfield Hall, the first two being in the Davis Building and the Student Centre

**NEXT MEETING: Fall 2018**