



UNIVERSITY OF
TORONTO
MISSISSAUGA

Food Service Advisory Committee

Minutes of Meeting

Date: Wednesday, December 12, 2018
Room: Davis Building, Room 3214
Attendees: V. Jezierski, S. Fazilat, S. Coccagna, A. Carter, A. Abdullah, L. Bailey, A. Patel,
M. Rahaman, A. Abdullah, A. de Lorenzis
Regrets: P. Desrochers, S. Senese, 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
 - Tentative opening is for the beginning of March 2019
 - Will confirm the date of opening with the committee when available
- **Vending Update**
 - V. Jezierski confirmed that TCard are being accepted on all machines
 - My Lil Healthmart has been removed from the OPH lobby
 - The Residence Dining Committee has been asked for feedback for replacement machine in OPH. Will report back with suggestions
 - Ice cream machine has been removed from CCT. A new vending option will be installed in its place
 - The Theos machine in IB has been retrofitted to hide all wiring from above

3. NEW BUSINESS

- **Hospitality & Retail Services Budget Update**
 - UTM has one of the lowest priced meal plan programs in Ontario

- Hospitality & Retail Services is proposing to decrease the number of meal plan from 12 to 8 in order to eliminate confusion for students in selecting their meal plans
- Canada's Food Price Report is forecasting a 1.5% to 3.5% increase in the cost of food for 2019
- The CCUFSA Pricing Survey for 2017 – 2018 had 26 schools participate
 - UTM was only higher in two of the categories. They were in the hot and cold beverage categories
 - V. Jezierski will meet with Chartwells to investigate why these two categories are higher than the average

- V. Jezierski reported that the Hospitality & Retail Services revenues will be lower this coming year due to the delay in the construction and completion of the new North Building and the Davis Food Court renovations
- There has been an increase in labour costs due to the new food court and the hiring of a new Communications Coordinator
- V. Jezierski noted that Conferences services had a strong summer in Conference business, room rentals and the increase of movie productions on campus
- Energy costs will also continue to increase
- V. Jezierski has projected a loss for the next three years. Money has been set aside in order to cover the losses
- Hospitality & Retail Services revenues are not included in the operations of the university. Any profits are set aside and used to expand and improve their services on campus.

- **Third-Party Mystery Shopper Audit Report**
 - V. Jezierski reported that Kaizen Foodservice Planning & Design Inc. was hired to conduct a Food Service Audit of all food service locations on campus including the Blind Duck
 - The audit was custom designed specifically for UTM.
 - The audit consisted of 134 questions. The audit took three days to complete
 - The tiered coring system was the following:
 - N/A – not applicable
 - 0 = does not meet requirement
 - 1 = approaching requirement
 - 2 = meets criteria expectation
 - 3 = exceeds requirement
 - A score of 100% indicates a unit has met the expectation for all criteria
 - A score of above 75% less than 85% indicates a unit is approaching expectation, however there are areas that need to be improved
 - A score of less than 75% indicates there are multiples areas whereby the unit do not meet the standard expectations
 - Three people did the audits: one was a fellow university food service provider, a restaurant owner and a dietitian
 - This audit will provide the benchmark for future audits

- **New Initiatives**
- V. Jezierski reported that Burger's Priest would be a new off campus partner. They will be providing delivery to campus
- V. Jezierski also stated the possibility of a second Starbucks location on campus. Preliminary discussions are in progress to decide where it should be located. The preferred location for the new Starbucks would be Deerfield Hall

4. NEXT MEETING – To be announced