



UNIVERSITY OF
TORONTO
MISSISSAUGA

Food Service Advisory Committee

Minutes of Meeting

Date: Tuesday, October 20th, 2015 – 10:30am
Room: Davis Building, Room 3214
Attendees: V. Jezierski, P. Donoghue, A. Li, G. Tian, E. Agbeyegbe, N. Ahmed, P. Desrochers, L. Bailey, L. Barber, S. Coccagna, M. Sharif, A. De Vito
Regrets: D. Ball, C. Nuttall

1. ADMINISTRATIVE

New Membership and Committee Overview

- A. De Vito welcomed everyone to the meeting, including the new members of the committee, and each attendee introduced themselves and their affiliation.

2. BUSINESS ARISING

Fair Trade Campus Update

- A. De Vito provided an update on UTM's on-going efforts to obtain the Fair Trade Designation:
 - Lunch & Learn with Executive Director of Fair Trade Canada held on Sept. 15
 - Fair Trade Canada Week held Sept 21-25 included giveaways, promotions, information, and a fundraiser for Students' ROP Trip to Guatemala
- P. Donoghue asked what led to the interest in becoming Fair Trade Designated
 - V. Jezierski recounted the Fair Trade Presentation at the 2014 CCUFSA Conference by the Executive Director of Fair Trade Canada along with the interest in Fair Trade products from the Kaizen's community engagement as part of the Food Service Contractor RFP that inspired the UTM to include the Fair Trade Designation in the new Food Service Contract
- P. Desrochers stated that he will be having an upcoming lecture on Fair Trade and invited all Committee Members to attend
- L. Bailey requested a cost comparison for switching items to Fair Trade

- V. Jezierski stated that prices of Fair Trade products to the consumer would remain the same
- P. Donoghue requested that information on the implications of fair trade be provided at the next Lunch & Learn
- UTMSU was made aware of the requirement to have (1) Fair Trade Certified chocolate bar available for purchase upon opening of the UTMSU C-Store

Food Services Contract Follow-Up

- A. De Vito gave a brief overview of the new Food Services Contract highlighting a few important points and provided a link to the contract:
<http://www.utm.utoronto.ca/hospitality/food/food-service-contract-utm>
- E. Agbeyegbe questioned whether the 0% price increase for 2016-17 included branded items
 - A. De Vito responded that price increases on branded items are not controlled by the University but reiterated that brands will always have street-level pricing

3. NEW BUSINESS

Preliminary Food Services Budget

- A. De Vito highlighted the 0% Meal Plan Rate increase, future construction, and new contracts that would be occurring over the next 5 years
- P. Donoghue asked if it was true that a number of universities lowball meal plan prices as students enter the academic term and then have to refill their meal plans a few months in
 - A. De Vito stated that this issue was addressed by Kaizen at the August 7, 2014 Committee Meeting
- V. Jezierski stated that the contract is worded in such a manner to prevent a doubling-up of price increases after the 2016-17's price freeze and to ensure any future price increases will follow increases in the CPI for food
- P. Donoghue questioned how Chartwells can afford no price increase
 - V. Jezierski stated that it is in Chartwells best interest to protect the contract – Chartwells (Compass) has very large purchasing power and works with its suppliers in order to keep prices low

Catering Request for Service Qualifications

- A. De Vito informed the committee that the Catering RFSQ closed on Oct. 9, 2015, and 1 response had been received
- P. Donoghue inquired as to why the UTM only received one response
 - V. Jezierski responded that the UTM is an isolated campus and that they were searching for qualified suppliers who could complement the catering services provided by Chartwells
- P. Donoghue clarified that the RFSQ is publicly tendered and therefore no soliciting is permissible

- P. Donoghue would like to revisit the topic of reposting the Catering RFSQ.
- E. Agbeyegebe questioned why only 3 additional catering providers were pursued.
 - P. Donoghue explained that any number beyond 3 would become unmanageable
- V. Jezierski stated that the received bid will be evaluated by Jan 2016.

Business Review

- V. Jezierski informed the committee about the implementation of the Third Party Mystery Shop Audit Program occurring in Jan 2016 in order to measure customer services KPIs as laid out in the Food Service Contract
- A. De Vito explained that, once the Mystery Shop Audits were in place, the UTM would commence Business Reviews with Chartwells

Other Business

- L. Bailey inquired about how the Campus Value Plan was going
 - A. De Vito replied that it was going well and that there has been an increase in usage, but admitted that Hospitality & Retail Services would like to see a further increase and would like to implement a marketing plan to capture more Campus Value Plan holders
- E. Agbeyegebe asked how, as a representative of students, can students concerns be brought forward
 - V. Jezierski replied that, as student representatives, they should gather any questions or concerns students may have and bring them forward to the committee.
 - P. Donoghue stated that topics to be discussed should be emailed in prior the upcoming meeting in order to be incorporated into the agenda
- L. Bailey asked if the Colman Commons expansion has increased its usage
 - V. Jezierski stated that it has not necessarily increased the usage as there are only a certain number of rooms in Residence, but the quality of student life based on the expanded and redesigned space has increased substantially
- N.Ahmed asked if more food options are being explored for the Davis Building Food Court renovation
 - V. Jezierski stated that, currently, the new options being tested in the Temporary Food Court are being considered for incorporation into the new space
 - P. Donoghue stated that, once construction plans firm up, the Committee will be informed and conversations will open up with regards to the different options to be considered for the new Food Court
- P. Donoghue asked the committee to comment on how the operations are going from a food perspective.
 - P. Desrochers stated that the previous weeks Faculty Club lunch received some complaints

- V. Jezierski replied that the lunch is not organized by the department but she will inform the organizers (Faculty Club) of the complaint
- L. Bailey stated that the cashier staff have been exceptional
- E. Agbeyegbe stated that he has received few complaints and that things are definitely getting better
- L. Barber stated that the Cooking Workshops with Chef Sandeep are really cool

4. **NEXT MEETING** – mid- November 2015