



Residence Student Dining Committee

Minutes of Meeting

Date: Friday, November 29th, 2013

Attendees: UTM Andrea De Vito, Suresh Krishnan, Angela de Lorenzis
Students David Zheng, Taekyu Lee, Anick Karerangabo, Russell Wu, Frenielle Frias

1. Old Business

- A. Frenielle Frias will replace Tsz as the Roy Ivor Representative
- B. David and Andrea will have a discussion to have Hospitality Services sit in at a Rez Council Tabling Session for an open discussion with students about meal plans
 - Hospitality Services wants to improve communication with students
 - Hospitality Services will present at don meetings and during orientation week in September 2014
 - **ACTION – David will let Andrea know when he can attend a Rez Council Tabling Session in January 2014**
- C. Vending card readers will be placed in two vending machines in the RAWC by the new year
 - Readers will be placed in one beverage and one snack machine
 - Will take some time to install the readers in this location because of technical issues with networking
 - Hospitality Services will let the committee know when the readers are installed and working
- D. Minimum A Meal Plan Pricing
 - Hospitality and Retail Services makes the budget work around planning for everyone to purchase the Minimum
 - Andrea showed what the financial statements would look like if all Resident Students only selected the Minimum plans – the Operating Results before Transfers were just under breakeven
 - Andrea also showed what the financial statement would look like if all Resident Students only selected the Minimum plans *and* the cost of the Minimum A plan was lowered by \$100 – the Operating Results before Transfers were now starting to dip far into the negative
 - The range of meal plan options allows to keep the minimum commitment low
 - Andrea explained that the Minimum Commitment is set through a combination of providing enough purchasing power for the students to have a sustainable meal plan and through providing enough revenue for the UTM to sustain the Residence Meal Plan program
- E. Food Options for the Winter Break
 - Hospitality Services and Chartwells will be able to provide three meat options and three vegetarian options for frozen entrees during the break. The choices are as follows:
 - Meat Lasagna
 - Butter Chicken with Rice
 - Beef Stew with Egg Noodles

- Vegetarian Lasagna
- Vegetarian Chili
- Vegetarian Pot Pie
- These entrees will be served in individual portions in microwave/freezer safe containers
- Prices – Meat Options \$5.99 and Vegetarian Options \$4.99
- The logistics for entrée pick up will have to be worked out if this is an option the students would like
- Students can use any online grocery ordering company of their choice for grocery delivery if they wish
- A catering service was suggested but this may prove to be very costly due to the labour element involved in providing such a service to a relatively low number of students who will be taking part, particularly since a minimum commitment would be required in order to make the service viable
- **ACTION – The students will get back to Hospitality and Retail Services as to whether or not they want to proceed with this option as soon as possible so that Hospitality and Retail Services will have enough time to set up the logistics for putting the program in place**

F. Fruit Prices

- In the 2012-2013 CCUFSA Pricing Survey the average cost of cut fruit sold at salad bar was \$1.73/100g (Average of 21 Schools)
- Salad bar pricing at the UTM in 2012-13 was \$1.45/100g
- UTM Salad Bar Price 2013-2014 is \$1.49/100g – cut fruit and grapes would fall into this category
- New china bowls of different sizes will be available in the winter semester at the Salad Bar Station at Colman Commons
- Shelving for the storage of the new china will also be installed in the new semester
- Students will have to let staff know if there are any price issues
- Students can ask for a receipt, bring the matter up to a manager or can contact the Hospitality Services Office with any concerns

G. Carried Forward to Next Meeting

- Take-Out Container Program – this will be discussed at the next meeting in January 2014

2. New Business

A. Meal Plan Installments

- Meal plans are currently charged in two installments
- Hospitality Services would like to know if the students would like this changed to have the meal plan charged in one installment or keep the current policy of two installments
- There has been some confusion regarding the two installment process
- The committee agreed that the two instalment system should remain but better communication at the meal plan selection process and in any communication from the Meal Plan Office would help alleviate any confusion when explaining how the instalments work

B. Dual Display at Colman Commons

- The dual display has not been working for a number of weeks due to a recent upgrade to the Blackboard Operating System – the upgrade has caused the dual display to no longer be compatible with Blackboard
- Hospitality Services is continually working to find a solution to this problem
- The cashiers at Colman Commons have been consistently printing out receipts to provide to students after each transaction so that the students are aware of what their purchase price was and what their remaining account balances are

C. Hours of Operation During Exams

- The hours of operation during exams are reviewed with Chartwells every year
- Hours of Operation are determined based on:
 - History of what has worked in the past
 - Operating hours of the Library
 - Exam schedule and locations
- Hours of operation will be posted at all Food Service Outlets
- Starbucks hours of operation will be extended and will have additional food items in their location
- Tim Hortons hours of operation will also be extended
- IB Building – Although there are a lot of exams in the IB, not a lot of business flows through the Panini area of the café
- Grab and Go items will be available at IB along with Second Cup being open
- Colman Commons will provide a smoothie bar every day during exams
- There are no exams on Friday, December 20, 2013
- The students were given a copy of the hours of operations for exams and were asked to provide feedback by the following week
- **ACTION – The students will review the hours of operation for exams and bring any issues to Hospitality and Retail Services' attention by Thursday, December 5th so that any approved adjustments to the schedule can be made in a timely fashion**

D. Food Services Budget

- Andrea explained that, as opposed to departments who fall under the Operating Budget, ancillaries (such as Food Services) are self-funded – they must earn the revenue to support the expenses of their operation
- Hospitality and Retail Services long-term goal, once all of the upcoming construction is complete, is to run a break-even food services operation
- Any annual excess of funds is deposited in a construction reserve for future development of Food Services on campus
- Food services is forecasted to have a surplus of \$193,692 this year and a surplus of \$108,577 in 2014-15
- Catering revenue is down this year due to lack of space that is available on campus for event food services
- Currently in the repair or replace mode – Hospitality and Retail Services is assessing its aging equipment and determining whether to repair or replace the equipment when it requires servicing
- Hospitality and Retail Services has incurred higher consultant fees due to the design requirements for the future developments on campus
- Meal Plan revenues for 2013-14 are higher this year than previous years
- A copy of the budget will be made available once it has been approved by the Governing Council
- Meal Plan revenues will be down next year due to the loss of 100 Erindale Residence rooms to converted administrative and faculty offices until 2017
- Expenses will be higher in 2014-15 due to
 - Higher salaries because of the new hires including a new Director for Hospitality and Retail Services
 - Realization of depreciation of the new builds
 - Higher occupancy and space costs due to the opening of more food service space

3. Other Questions

- Question was raised regarding the types of plans that are available at St. George
 - St. George has mostly board plans with the option of buy some flex funds
 - St. George has some self-operating locations along with a food service provider
 - Aramark is the food service provider for some of the locations downtown

- A significant difference between St. George and UTM is that there are many off-campus food service options surrounding the St. George campus and the food service ancillary doesn't feel the pressure to expand its food service offerings in the evenings, on weekends, and during the summer, whereas there are very few food service offerings outside of the UTM campus – as a result, the UTM community calls on the ancillary to provide as much food service availability as possible
- Question was raised about the possibility of adding St. George food service dollars to the UTM Meal Plan
 - Andrea stated that the logistics of determining how the St. George food service dollars would be redeemed would be fairly difficult since there are many different meal plans on the St. George campus, and not all are on board with the same system

4. Follow Up

- **Tabling at next Rez Council Tabling Session**
- **Food Options for the winter break**
- **Request for agenda items to be discussed at the next meeting**

Next Meeting: TBA