



UNIVERSITY OF
TORONTO
MISSISSAUGA

Resident Student Dining Committee
Minutes of Meeting

Date: Friday, December 7, 2018, 12:30pm
Location: Davis Building, Room 3138
Attendees: UTM Vicky J., Stephanie S.
Students Aauyshi P., Larasati W., Michael R., Imaan H., Kuan-Ju K.

1. ADMINISTRATIVE

- Vicky J. welcomed everyone to the meeting.

2. BUSINESS ARISING

- **Hospitality Services Budget**
 - Vicky J. presented UTM's Meal Plan costs in comparison to other Universities.
 - UTM has one of the lowest Meal Plan Rates in Ontario
 - Vicky J. stressed the importance of continuing with lower Meal Plan Rates
- **Meal Plan Price Increase**
 - Vicky J. stated that the proposed price increase is in accordance with the CPI
- **Retail Price Increase**
 - Vicky J. stated the prediction that the CPI will increase.
 - Vicky J. assured UTM food products are in line with the increase in efforts to keep the prices as low as possible
- **Canadian College and University Food Service Association**
 - Vicky J. demonstrated the CCUFSA Survey Summary
 - In comparison to 26 other schools, UTM is above the price average for the hot and cold beverage category and falls below the price average for the remaining six food categories
- **Summary Statement of Operating Results**
 - Vicky J. reviewed the Hospitality Budget and Forecast for the upcoming year
 - Current active construction has affected this year's sales

- **Davis Building**
 - Vicky J. reported that there have been more delays and hopefully the new food court will be ready by the first or second week of March 2019
 - There might be restrictions to hours of operation and interruptions of services to accommodate the moving of equipment in March

- **Vending Update**
 - Vicky J. confirmed that all vending machines, excluding Best Buy, are now accepting TCard tap
 - Mindy has been removed from the OPH Lobby
 - Vicky J. asked the students about preferred vending in that now empty space. Suggested answers were granola, dry snacks, ice cream, ramen, and access hot water for soups and drinks. More follow up for the next meeting

- **Mystery Shoppers Report**
 - Vicky J. reviewed the audit and shared its results
 - UTM's food service KPI's were provided for the audit process. The audit included 134 questions total in the categories of Food Offerings & Quality
 - Customer Service, Marketing & Communication, Nutrition & Allergy Knowledge, Sustainability, and Food Safety & Sanitation were included
 - The three auditors were professionals in their fields: restaurant owner, senior director of Hospitality Services at another university, and a dietitian
 - Vicky J. explained the values, colours, and percentages in the report assigned to various food service locations on campus
 - Vicky J. passed around the report for students to see and for answers to more specific questions

- **Summary of Key Findings**
 - Vicky J. explained the overall scores included in the CrossCheck Audit reports
 - Vicky J. addressed student question about if the Blind Duck is a part of Hospitality & Retail Service. It was explained that although it is not their responsibility for the Blind Duck, Hospitality & Retail Services has the responsibility to make sure all food on campus is safe. It was assured that the Blind Duck was judged the same way as all the other campus locations and all concerns are sent to the manager of the Blind Duck

- Student suggests the Blind Duck should be judged harsher since it is student run and should therefore have a higher standard for quality
 - A committee member suggested that depending on the time of day auditors visited campus, the information can be skewed since the evening menu as OPH is more limited
 - Vicky J. commented that although no direction is received as to when the auditors visit campus, perhaps a request can be put forth in future for visits to occur at varied times of day
 - Vicky J. stated that a deep cleaning of the food service spaces takes place in December. Allergens and ensuring students feel safe is one of the top priorities
 - Vicky J. mentioned that marketing communications should be doing more promotions towards students such as updated weekly menus and social media
 - Sustainability- students mentioned they were not aware of the available discount for providing their own mug
- **New Initiatives**
 - Vicky J. asked for feedback on the possibility of opening a second Starbucks on campus
 - Committee members were thrilled by the news claiming that people love Starbucks and go to buy refresher drinks for those that don't like coffee
 - A member inquired if the new Starbucks will sell food variety
 - Vicky J. wants to make sure if it does carry food that it will provide their full program
 - Vicky J. asked for feedback on a new off-campus partnership with The Burger's Priest
 - The Burger's Priest have online ordering in order to bypass Uber Eats fees
 - Committee members were excited about having another option for an off campus delivery partner
 - The Burger's Priest will have delivery available until 10:30pm and are willing to extend their hours of operation

3. **QUESTIONS**

- Vicky J. welcomed everyone to ask any questions or raise an concerns
 - A committee member asked if there is enough space or budget for different restaurant options, or if there are future plans for sit down options
 - Vicky J. commented that this idea is on the agenda and has been brought up in other meetings

- The idea is that this new space be rented to local restaurants in rotation, used as a community kitchen, and for staff and faculty lunches. This will be on the agenda as an idea for inclusion in the new building plans
- Committee members enjoyed this idea especially for availability for 6pm and onward for those students who have late class times or stay late working in the labs. Another member suggested perhaps limiting alcohol use for specific functions.

4. NEXT MEETING – To be announced