



Resident Student Dining Committee

Minutes of Meeting

Date: Wednesday, March 8, 2017, 1:30pm
Location: DH2085
Attendees: UTM Andrea D., Angela D., Ravina A., Vicky J.
Students Jessica L., Abraham L., Ali R.

1. Business Arising

A. Secret Shopper Program Update

- Andrea D. provided an overview of the Secret Shopper Program to date
 - About 20 secret shopper audits have been completed to date evenly split between all 3 audit locations
 - Overall, North Side Bistro was the highest scoring location on average, and Colman Commons was the lowest scoring location on average
 - All secret shopper audits have been shared with Chartwells with immediate rectification of the issues brought forward
- Andrea D. reminded the students to ensure that comments are added where possible to each secret shopper audit to validate scoring and to provide as much information as possible for Chartwells to rectify outstanding issues
- Colman Commons
 - Vicky J. mentioned that, in her daily walk-throughs, she has noticed a definite improvement in food quality and presentation at Colman Commons
 - Jessica L. referred to the food quality issues that occurred in the first semester and suggested that the students still have the perception that food quality is not as high as it should be and are choosing to eat elsewhere
 - Vicky J. reported that Chartwells is slowly changing items at the Grill station at Colman Commons to increase variety
 - Example – 2pc fried chicken + fries for \$4.99
 - **ACTION – Vicky J. will meet with Chartwells to come up with ideas to change the student perception of Colman Commons food quality**
- TFC
 - A. De Vito reported that Vegilicious and Quesada were the most visited locations by Secret Shoppers in the TFC

- Secret Shopper Audits stated that wait times for service at Vegilicious were too long because staff was not available at that location
 - V. Jeziarski stated that Chartwells has recently ensured that there is a dedicated Vegilicious staff member in the station at all times in response to the Secret Shopper feedback
 - A. De Vito also mentioned that allergy and dietary restriction information by labels, signage, and staff was inconsistent
 - North Side Bistro
 - A. De Vito reported that feedback from the Secret Shoppers was mostly positive for the North Side Bistro, with the main negative being the fact that the condiment stand was often messy or out of stock on items
 - The Secret Shopper Audits also showed that the allergy and dietary restriction signage and labelling was usually good, but staff knowledge did not follow suit
 - A. De Vito offered to continue the Student Secret Shopper Program next year and invited the student committee members to participate again to generate year-over-year data
 - The Students confirmed that the locations and dollar value associated with the audits was adequate
- B. 2017-18 Student Meal Plan Changes
- Andrea D. updated the Committee that the proposed Student Meal Plan Rates for 2017-18 presented at the previous meeting were approved through governance
 - Andrea D. briefly reviewed the changes to the 2017-18 meal plans
 - Andrea D. reviewed all the methods that Hospitality & Retail Services will be using to get the new Meal Plan messaging across, and asked for the Students' advice on other communication methods that would be effective
 - The Students suggested that posters could be put up in Residence common areas
 - **ACTION – Andrea D. will be get some posters made and distributed to the Residence common areas prior to the end of the school year**
 - Andrea D. reviewed the 2017-18 meal plan rates posted on the two other university websites that already have their rates posted, and demonstrated that both schools still used the overhead model and had significantly higher minimum commitments and total meal plan costs than UTM

2. New Business

A. 2016-17 CCUFSA Pricing Survey

- Andrea D. presented a summary of UTM's 2016-17 rankings in the annual CCUFSA Pricing Survey
 - UTM was below average overall, which correlates to meal plan rate rankings
- Vicky J. mentioned that St. George pricing tends to be higher than UTM's
- Andrea D. highlighted the fact that UTM vending pricing tends to be higher than average

- Jessica L. confirmed that the students felt that the vending prices were high, particularly since the Duck Stop has long hours of operation and have lower prices on many of the same items
- Andrea D. reminded the Students that the vending contract between UTM and Canteen Vending ends in 2018, prior to which an RFP for vending services will be posted
 - Vicky J. stated that there are very few all-inclusive vending service companies

B. Fair Trade Update

- A. De Vito provided an update of Fair Trade product availability on campus
 - Fair Trade Coffee has switched to Doi Chaang from Baden
 - Fair Trade Tea has switched to Numi from Natural 'N' Organics
 - Starbucks has added a Fair Trade brewed coffee that is available daily
 - Fair Trade bananas are made available as often as possible, but are in limited supply from suppliers
 - Fair Trade sugar packets from Camino will be made available for catering, at the North Side Bistro, and at Colman Commons
 - Fair Trade chocolate bars from Camino will also be made available at the TFC and at Colman Commons
 - **UPDATE: Fair Trade sugar packets and chocolate bars will be in place by Monday, March 20**

C. Vending Update

- Andrea D. reported that Residence requested revisiting the placement of a vending machine in MaGrath Valley outside of the common room and laundry room, where one resided previously
 - Andrea D. recounted that the machine that existed in that location before was an old Coke machine that was not generating a lot of business
 - Andrea D. also mentioned that Residence has stipulated that MaGrath Valley Residence will house only first-year students in the fall, and Residence will make the proposed space for the vending machine accessible by Leacock students as well
 - Andrea D. suggested that 2 machines – one snack and one beverage – may be considered if the unused closet next to the original vending space can be used, and he assured that both machines would carry card readers to accept meal plans
 - Abraham L. felt that, if Leacock students had access to the space, they should not be able to access the laundry room as well since it would take away the use of the laundry facilities from MaGrath Valley students
 - The students felt that resident students would use the two vending machines with attached card readers if they were added to the space
 - **ACTION – Andrea D. will request that 2 vending machines with card readers be installed in the old closet space of the MaGrath Valley common area for the fall**

- Andrea D. asked if the students were interested in a Red Bull machine being installed on campus
 - The students felt that a Red Bull machine would not be a popular addition
- Andrea D. asked the students if they would like to see debit/credit on machines instead of cash
 - Vicky J. reviewed the additional costs and network requirements to support this switch
 - The students felt that having debit/credit would be more convenient
 - Vicky J. suggested that Hospitality & Retail Services will look at bringing a bank to campus so that students could have better access to cash and other services
- Andrea D. reviewed the situation regarding L'il Healthmart, and confirmed that all issues with installing a card reader to the machine have been resolved, and the machine should be in place for the fall

D. Davis Building Food Court

- Andrea D. showed the floor plan of the proposed food court and renovated Davis Building that was presented at the November 9, 2016 Food Service Advisory Committee Meeting and as part of the Project Planning Committee for the Davis Building Reconstruction Project
 - Andrea D. confirmed that the Food Court is proposed to open in the Fall of 2019 with construction commencing in May 2017

E. Tea Bar Concept Discussion

- Andrea D. proposed a discussion regarding the Tea Bar concept at Colman Commons and reviewed the concept and why it was implemented
 - Tea for 2 concept with Nespresso, deli sandwiches and desserts all day long, and a separate late night menu when the server is closed
- Jessica L. felt that the Tea Bar was not used that much during the day, and that something other than sandwiches (e.g. quesadillas) should be considered
- **ACTION – Hospitality & Retail Services and Chartwells will tweak the menu options for the following school year**
- The students expressed concern that the Mozzarella Sticks, which are the most popular late night item, are frequently out of stock, even before the late night menu kicked in
- **UPDATE: Chartwells has been notified and will ensure Mozzarella Sticks are readily available**
- The students also confirmed that there used to be a problem with no staff being available at the Tea Bar during the day to accept orders
- Vicky J. previously addressed this issue with Chartwells, and there is now a full-time staff at that location during the day
- The students acknowledged the change but noticed that there were still inconsistencies regarding staff presence, particularly between the time when the day-time shift was over and the late-night operation started
- **ACTION – Vicky J. will review this issue with Chartwells**

- Vicky J. asked the students on the Committee to contact Hospitality & Retail Services via email the moment they run into staffing or out-of-stock issues so that Chartwells can be notified immediately to rectify the situation

NEXT MEETING: End of March/Early April 2017