



Resident Student Dining Committee

Minutes of Meeting

Date: Monday, March 9, 1:00pm

Location: DV3129

Attendees: UTM Andrea D., Beth S., Mariam S., Vicky J.
Students Carmen Z., Tsz Y.T., Vishal T., Stephen A.

1. Old Business

A. Follow-Up on Actionable Items from Last Meeting

- Andrea reported that he did not receive any feedback prior to the Winter Break on the proposed Winter Break food service program for this year and stated that no one participated
- Andrea stated that, with participation in the Winter Break food service program being low to non-existent over the past 3 years, the Winter Break food service program will be removed as an agenda item going forward
- Andrea confirmed that the water bottle filling station has been installed by the washrooms in OPH and is operational
 - Andrea reviewed with the Committee how the filter status light works and explained that, even though there is nothing wrong with the drinkability of the water when the filter light is yellow or red, the filter will only be changed when the light is red

B. Meal Plan Rates Approved in Governance Process

- Andrea reported that the Meal Plan Rates proposed for next year that were presented at the last meeting were approved at the most recent Campus Council meeting
- Andrea clarified misconceptions that had been reported in the Medium and were held by some students that Hospitality and Retail Services was also asking for approval of a 2.8% food price increase
 - A food price increases are not submitted for governance approval – H&RS must forecast what food price increase will be for the 2015-2016 school year in determining the resultant effect on meal plan rates
 - The cost of the Group B Small Plan is directly affected by food prices – in order to qualify for tax exempt status, the Basic Account of the Group B Small Plan must cover 10 meals per week for the entire school year multiplied by the average cheque, and average cheque will increase as food prices increase
 - Andrea reminded the Committee that the UTM is always in the lower half of the province in terms of food prices at Universities
 - Andrea explained that the UTM cannot control the factors that cause food prices to go up, but, regardless of who the new food service contractor is, Andrea confirmed that H&RS is committed to working with the contractor to keep price increases in check

2. New Business

A. Food Service Contract RFP Update

- Andrea briefly updated the Committee on the progress of the Food Service Contract RFP thus far:
 - Bids have been submitted
 - Procurement has determined validity of bids
 - Sub-Group of Food Service Advisory Committee has been selected to assist with the evaluation process
 - Kaizen is managing the bid evaluation process
 - Recent meeting of the Sub-Group was held to review scoring and select short-list of proponents for interviews
 - Short-List Interviews will be held on March 17th
- Andrea also reviewed the next steps:
 - Once the Short-List Interviews are complete, the Sub-Group will bring a recommendation forward to the Food Service Advisory Committee
 - The Food Service Advisory Committee will recommend a proponent to be brought forward to Procurement for contract negotiations
 - Procurement will begin negotiations with the recommended proponent in April – should those negotiations fail, negotiations can begin with the second proponent
 - Transition to a new Food Service Contract will occur around June
- The Committee asked if Chartwells was one of the bidders
 - Vicky explained that the entire process is confidential due to the proprietary information submitted by the bidders and to protect the negotiation process, so the names of the bidders could not be identified at this time

B. Hospitality and Retail Services Communications Position

- Andrea reiterated the H&RS's past efforts to improve its communications to the Community, specifically with regards to reaching audiences with targeted messaging
 - Andrea commented that H&RS is still seeing students missing important messages, especially with regards to meal plan information, and H&RS still receives the same questions every year with regards to lack of understanding of certain meal plan policies
- Andrea stated that, despite past efforts, H&RS needed to commit more resources to the its communications, leading to the decision to hire a Communications person
 - The Communications person started in January 2015 and currently works part-time, although Andrea expected the role to increase in the near future
 - The primary tasks of the Communications person are to:
 - Assist with creating print media, digital media, website content, and social media for department – Andrea mentioned that H&RS currently has a Twitter account, but is not totally sold on Facebook as an effective social media resource as of yet
 - Liaise with relevant Communications people from other departments and with food service provider
 - Expand reach to more effectively provide relevant information to the target audiences
 - Build the H&RS brand – the scope of H&RS is more than just providing meal plans
 - Create relationships with the UTM Community
- Andrea asked the Committee if they have noticed an increase and improvement in communications from H&RS relating to food and non-food activities
 - The Committee affirmed that they do receive emails regarding certain initiatives and noted some of the promotions and information (e.g. special hours of operation) that were posted on the digital displays, but did not receive information regarding the upcoming Community Kitchen Workshop

- Andrea mentioned that Chartwells also posts some promotions as well, and that H&RS is working collaboratively with them to cross-promote using the resources that each party has available

C. Community Cooking Workshops

- Andrea reviewed the new Community Cooking Workshops that started in the Winter Semester
 - The first Workshop took place on January 26th
 - The second Workshop is scheduled for March 11th
 - The Workshops are open to all students, staff, and faculty
- Andrea explained that each Community Cooking Workshop has a theme
 - The theme for the first Workshop was “Cooking Healthy on a Budget” and the theme for the second Workshop will be “20-Minute Meals”
- Andrea also stated that the Community Cooking Workshops will be an on-going program
 - Vicky mentioned that the next Workshop, tentatively scheduled for April, will likely have a celebrity chef

D. Davis Building Renovation Project

- Andrea provided an overview of the upcoming Davis Building Renovation Project:
 - Multi-phase project to include comprehensive Food Court and Student Services Plaza
 - Entire Main Floor of JKL Block (Meeting Place and Old Library/TFC Space)
 - Front Entrance to Davis Building
 - Back Patio Area of Davis Building
 - Book Store Expansion (Upper Level for Spiritwear)
 - Possible impact on floor above Meeting Place and Inner Circle Road
 - The Meeting Place Tim Hortons will remain intact
- Andrea mentioned that H&RS has hired a Design Consultant to determine the space required for the Food Court and to develop a Conceptual Plan for the space, including the seating area and outdoor patio space
- Andrea noted that the Registrar’s Office is now vacant, so construction may start as early as this summer

E. Vending Update

- Andrea provided a vending update to the Committee
 - Deerfield Hall
 - Card Reader on 1st floor beverage machine will soon be operational – a building deficiency with the network cables significantly delayed this installation
 - Snack machine on second floor to be outfitted with a Card Reader for the Fall
 - Roy Ivor Hall
 - Pepsi Machine now has a Card Reader
 - OPH
 - Larger Snack Machine
 - Looking to add capacity to OPH vending – constantly selling out over weekend
 - CCT
 - Frozen Merchandiser to move from Davis Building to replace a underperforming vending machine – possibly add a Card Reader
 - Exploring the possibility of adding a Coffee Vending Machine with Card Reader for the Fall
 - **UPDATE – Sales from the Frozen Merchandiser, particularly of frozen entrées have been better than expected, and H&RS will review this machine’s performance through the final exam period to determine other steps that can be taken to increase the availability of entrées and other non-snack foods in the CCT Vending Area**
 - Davis Building
 - Frozen Merchandiser to be replaced by Snack Machine from the TFC
 - Instructional Building
 - Testing wireless connectivity of card readers for installation for Fall

F. Colman Commons Tea and Snack Bar

- Andrea asked the Committee for feedback on the new Colman Commons Tea and Snack Bar
 - The Committee asked why the servery closes/the Tea and Snack Bar opens at 9pm
 - Vicky explained that the access to food and beverage items from the servery doesn't stop at 9pm, stating that, prior to the Tea and Snack Bar opening, the Grill was the only station open after 9pm that was preparing made-to-order food – the new setup still allows students to order from the Grill Menu at the Tea and Snack Bar while providing other food options as well and while staying open 1 hour later each night
 - Students can still ask for On the Go and Convenience items from the Tea and Snack Bar
 - The Committee asked if it was possible to have the Juicer and Fruit section open after 9pm
 - **ACTION – Vicky will look into the possibility of having menu items from the Juicer and Fruit section available through the Tea and Snack Bar after 9pm**
 - The Committee also asked if it was possible to extend the closing time of the Tea and Snack Bar by an additional hour each night
 - Vicky mentioned that late night participation at the Tea and Snack Bar is currently very low, but cautioned that the new operation has only been existence since January
 - **ACTION – H&RS will look into the hours of operation for the Tea and Snack Bar after the school year is over**

G. Other New Business

- The Committee mentioned that Suggest a Recipe contest was a promotion that they would like to see again
 - Vicky and Beth stated that the contest was run for the first time this year and appeared to be very well-received, and plans are in place to increase the frequency of the contest for next year

Next Meeting: End of March/Beginning of April