



# Resident Student Dining Committee

## Minutes of Meeting

Date: Wednesday, October 23, 2019, 3:00pm  
Location: DV2105F  
Attendees: UTM Andrea D., Angela D., Sarah H., Brenda S.  
Students Hamza W, Lara W., Kashish C., Ahmed E., Samir T.  
Guest PJ G.  
Regrets Montana M.

### 1. Guest Presentation

#### A. Grocery Delivery Initiative – WANDA

- PJ G. from WANDA gave a presentation on a grocery delivery solution for students living in Residence at UTM
  - PJ is a graduate of the Commerce program at UTM
  - WANDA was developed to increase student access to healthy foods
    - Currently partnered with St. George residences and working on partnership with UTSC
  - Groceries can be ordered online and delivered for free in pre-determined delivery windows
    - Delivery lead time minimum 48hours (no weekend delivery)
    - Delivery requested outside pre-determined delivery windows - \$2.99 charge

- WANDA partners with student residences to deliver directly to residence room door
- Delivery teams are employees of Wanda – the same delivery person would deliver to every residence
  - WANDA does police and background checks on all delivery personnel
- WANDA pays 2.5% commission back to the department
- Prices comparable to Metro
- Freshness and Satisfaction Guarantee (refund or replace)
- Payment through online credit, but willing to work with UTM to accept meal plan dollars

#### B. Follow-Up Discussion

- Students mentioned that grocery deliveries to residence are commonplace
  - Students will ask to get names of companies most commonly used
- Students and Residence expressed security concerns over the delivery of groceries directly to residence rooms
  - Andrea D. mentioned that PJ would be willing to work with us to determine appropriate drop-off locations and procedures if direct-to-door delivery is an issue
- Students would take discussion back to residence students for feedback

## 2. Administration

#### A. Committee Overview

- Andrea D. reviewed the Score, Duties, and Responsibilities of Committee and confirmed membership

## 3. New Business

#### A. New Food Service Initiatives

- Andrea D. reviewed the new food service initiatives in place for the 2019-2020 school year

- Davis Building Food Court

- The students commented that:

- There was good variety in the Food Court
    - The Food Court had strong food odours and was very cold
    - Hours of operation for the Food Court were too short during the week and on weekends (would like to have Food Court open for dinner on weekends)
    - Bespoke and Thai Express menus were too similar
    - They would like to see more halal options in the Food Court

- i. Andrea commented that, outside of brands, there should be a good variety of halal options in the Food Court, but the issue may be that the halal options are not advertised enough

**ACTION – Andrea will bring this issue to Chartwells’ attention to rectify as soon as possible**

*Follow-Up – Halal options are identified on digital menus in the Food Court, and Dine on Campus Instagram stories do provide information on the halal options on campus*

- Brenda S. asked when Hospitality & Retail Services did surveying to get feedback

- i. Andrea D. that formal surveys, along with town halls and focus groups, were completed when the Food Service RFP went out in 2015

- ii. On-going feedback is collected through the Committees, and Andrea D. stated he and Sarah H. will be working on formal data collection going forward

- Andrea D. also reviewed the Deerfield Starbucks, the Theos opening in the RAWC, and the Tea Bar closing at OPH

B. Coming Soon

- Food Service outlet in the old TFC space

- Andrea D. stated that a food service outlet is set to open in the old TFC space some time in 2020 – concept has not been finalized
- Self-ordering kiosks
  - Andrea D. stated that self-ordering kiosks were planned for the opening of the Food Court, but were halted due to some software issues
  - Self-ordering kiosks are planned for 2020 – location has not been finalized
- Additional Services accessed by TCard
  - Andrea D. stated that Hospitality & Retail Services is planning to have additional non-food options accessible by TCard funds later in 2020
    - These funds would be separate from the existing meal plans
    - Potential services – Bookstore, Print Shop, Laundry

#### C. Hospitality Services Budget – Preliminary

- Andrea D. provided some context to the Hospitality Services Budget
  - Ancillary
    - Must be self-sustaining – revenue pays for expenses
    - Runs like a business
    - No subsidies from central operating budget
    - Annual shortfalls offset by reserves
    - Annual surpluses re-invested into program
    - Aim for breakeven
  - Food Services
    - Meal plans
    - Catering
    - Vending
  - Conference Services
    - Responsibility to fill unused space
    - External groups – food, space rentals, accommodations
    - Movie shoots
  - Considerations

- Meal Plan rates
  - i. Average cheque projected to increase to \$7.50 – impact on minimum tax-exempt meal plan
- Food Service Contract
  - i. Expires May 31, 2020 – 1-year extension or RFP

D. Other

- The Students requested more Indian and Pakistani food on campus (e.g. biryani at International Station)

**ACTION – Andrea D. will bring this suggestion forward to Chartwells to include more Indian/Pakistani food in flexible menu rotations**

- The Students commented that the food at Harvey's in the Food Court has lower quality and temperature than Harvey's from off-campus

**ACTION – Andrea D. will request a Harvey's brand audit to verify/correct**

- The Students commented that the food at Pizza Pizza has lower quality and poorer taste than Pizza Pizza delivery

**ACTION – Andrea D. will request a Pizza Pizza brand audit to verify/correct**

- The Students felt that the prices at Colman Commons were high relative to the portions they serve, particularly at the Culinary Table, where portions are too small and/or inconsistent

**ACTION – Andrea D. will bring this concern forward to Chartwells to address immediately**

**NEXT MEETING: Wednesday, November 20, 2019**