



Resident Student Dining Committee
Meeting Notes

Date: Wednesday, February 15, 2023 – 1:00pm
Location: DH2085

Attendees:
UTM Andrea D., Angela D., Megan E., Vicky J.
Students Jaiditya D., Cristeidy G.

1. Business Arising

A. Mystery Shopper Program

- Andrea D. reviewed the Student Mystery Shopper Program audit results with the Committee, focusing on consistent themes identified by multiple audits/students
 - The Students felt that the audits were worthwhile
 - Andrea D. committed to expanding the Student Mystery Shopper Program for the Fall to include IB, Starbucks, and Tim Hortons
 - Andrea D's summary of the audit results included:
 - 8 mystery shops were conducted per location (Davis Food Court, Colman Commons, and the Northside Bistro between January 31 and February 8, 2023)
 - The Northside Bistro consistently had the best results
 - General observations included:
 - i. No nametags worn, predominantly by the servers
 - ii. Lack of management presence witnessed
 - iii. Prices of grab and go items are hard to find
 - iv. Where specials are offered, stock levels, server availability, and server knowledge about products/dietary restrictions are inconsistent
 - v. OZZI container inconsistently offered
 - vi. Staff can appear disorganized when an outlet is busy
 - vii. Dietary restriction labels are not included on specials
 - Colman Commons observations included:
 - i. Dirty tables were cleaned while students were sitting at them
 - ii. Value for money was inconsistent
 - iii. Food quality inconsistent to poor (temperature, portion size)

- iv. The Students added that Colman Commons felt busy and rushed between 6pm and 7pm
- Davis Food Court observations included:
 - i. Cleanliness and stock level issues at Mongolian Grill
 - ii. Cashier errors ringing in Basic transactions as Flex
 - iii. Richard (manager) was identified as a cashier and server (Fusion8 and Thai Express)
 - iv. Line-ups at cash were long in the late afternoon
 - v. Dinner line-ups at stations were long because fewer stations were open
- North Side Bistro observations included:
 - i. The Students found the experience at the North Side Bistro to be the most positive out of all three locations audited
 - ii. Dietary restrictions and pricing for baked goods was not clear
 - iii. Cleanliness and stock levels were usually good
 - iv. Pizza was consistently out of stock during the lunch period, and students were told to wait 15-30 minutes for new pizzas to be made
 - v. Servers were not always available on each station when students went to order
 - vi. Cash lines tended to move quickly
- Andrea D. encouraged the Students to focus on the following items during the next round of audits:
 - Breakfasts
 - no breakfast audits were completed during the first round
 - Adding comments
 - Andrea D. stated that scoring helped to show a comparison between audits from one round to the next
 - Andrea D. also encouraged the Students to add comments, particularly when they give lower scores, so that Aramark can understand what needs to improve
 - Dietary restrictions
 - Andrea D. asked the Students to incorporate questions or observations about dietary restrictions to gauge an understanding of server training and awareness
 - Vicky J. also asked the Students to comment on wait times if they are in a line-up by estimating the wait time or providing a number of people in line ahead of them

B. Updates of Food Services

- Andrea D. announced that Oscar was finally up and running in Deerfield Hall and in the Blind Duck

- Andrea D. reminded the Committee that the units will require about 30 days of “learning” before a formal launch will take place
- *UPDATE: H&AS will be hosting an Oscar day during Sustainability Week (March 13-17) as part of the formal launch*
- Andrea D. informed the Committee that H&AS is working to have TCard photos show up on the POS when a student makes a purchase using their TCard
 - Testing has already started with the planned launch for this initiative is in the Fall
- Andrea D. mentioned that, in response to feedback from students, Aramark will be doing a better job of communicating the hours of operation for each station in Colman Commons, and asked the Students for feedback in the next meeting
- The Students mentioned that there have been several comments on Reddit that the Davis Food Court is closing too early
 - Vicky J. mentioned that she will address this issue with Aramark

NEXT MEETING: March 2023