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:
            o 8 mystery shops were conducted per location (Davis Food Court, Colman Commons, and the Northside Bistro between January 31 and February 8, 2023
            o The Northside Bistro consistently had the best results
            o 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
            o 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

o 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

o 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
    o no breakfast audits were completed during the first round
  • Adding comments
    o Andrea D. stated that scoring helped to show a comparison between audits from one round to the next
    o 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
    o 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