



**Resident Student Dining Committee
Meeting Notes**

Date: Wednesday, February 7, 2024 – 3pm
Location: DV3138

Attendees:

UTM	Andrea D., Vicky J., Megan E.,
Students	Jaiditya D., Georgina A. M., Albert P., Emilia A. T., Ayman K., Dubem O., Khue T.
Regrets	Angela D., Sarah W., Jennifer S., Abigail P., Samiksha, K.,

1. Business Arising

A. Student Mystery Shop Results

- Andrea D. reviewed the scoring and comments from the Student Mystery Shops from late November/early December 2023
- Students provided additional feedback
 - The Students asked if photos could be uploaded along with their submissions
 - Andrea D. committed to looking into the issue, but cautioned that the ability to upload photos may not be implemented until the Fall
 - The Students acknowledged that the hours of operations at Colman Commons were extended on weekends at the Pizza station and at the Chef's Table, but these stations do not offer healthier options, veggie/vegan options, gluten- or dairy-free options
 - Megan E. informed the Committee that the late night hours at Colman were going to be expanded again and will include more hot food options
 - The Students also noticed staffing at some of the stations on weekends was low, with staff having to cover multiple stations, resulting in longer wait times
 - The Students noticed an increase in healthier grab-and-go options across campus, but felt that the Davis Food Court had more options and wondered if some of those options, like individual yogurt could be brought to Colman
 - Vicky J. confirmed that this would be an easy change to make
 - The Students reiterated that the protein-to-carb ratio at Colman Commons is too low and not presenting as much perceived value to students
 - The Students would also like to see the hard-boiled eggs return to Bodega section

- Vicky J. confirmed that Dana is already implementing more variety of items at Bodega
 - Vicky J. has also confirmed that Dana expanded the amount of dietary restriction stickers for each product and will be including calorie counts and better ingredient information on Bodega items
- The Students complained that, at times, the Salad Bar servers would not serve salad and direct Students to the packaged Bodega salads
 - Vicky J. asked the Students to ask for a Manager and to notify her directly and immediately when this happens
- The Students commented that the speed of service at Colman Commons is actually better when it is busier, but they often experience much longer wait times when it is slower because servers or cashiers might not be at the station, particularly in the evening
- The Students noted that Harvey's in the Davis Food Court is "chaos" in the evenings because they don't follow the order of the chits in the queue
- The Students also felt that having the same server attending the wrap station as well as the bakery station in the Davis Food Court was not effective because students had to wait for a while if the server was busy at one of the stations
- The Students noticed that many of the servers in the Davis Food Court are unaware or unknowledgeable about the OZZI program
- The Students stated that they are aware of many students, particularly in the townhouses, who have a bunch of plates that have not been returned to Colman
 - Megan E. informed the Committee that Dana will be expanding China/cutlery pickups to Erindale Hall and Roy Ivor
 - Andrea D. reminded the Committee that SHRL will look for hoarders of plates during house checks and will work with Jennifer S. at Residence to ensure that these house checks are performed and that messaging around the need to return plates and cutlery gets passed through the Dons
 - The Students suggested asking the Dons to present information about the plates and cutlery during community gatherings, and also felt that direct emails from H&AS would be effective
 - The Students mentioned that, because China tends to run out, the servers are using various sizes of disposable plates/containers, which is impacting the consistency of portion sizes
- The Students commented that the lunch lobster roll pop-up was not effective or popular and would be better served during dinner
- Andrea D. mentioned that small changes will be implemented to the Mystery Shop Audits to improve the feedback, and informed the Students that the program will open up again after Reading Week

B. Commerce Management System RFP

- Andrea D. reviewed the Commerce Management System RFP requirements

C. Off-Campus Partners

- Andrea D. informed the Committee that Holy Wiches approached H&AS about becoming an off-campus partner and asked the Students to check their website and location out

D. Communication Questions

- Andrea D. asked the Students specific questions about improving communication
 - The Students felt that more efforts need to be made to build awareness of the OZZI program
 - Vicky J. will give everyone a new token if they lose it
 - The Students feel that other students still don't know about the tokens and where to get them
 - The Students suggested asking the OPH Residence Desk to assist with token distribution
 - The Students on the Committee read the Residence Newsletter, but felt that it could be too dense at times
 - The Students felt that the Dons need to reinforce important messaging, and that most students in Residence need to be "hit in the face" with messaging
 - The Students suggested posting bulletins on the board in from the OPH Residence Desk
 - The Students confirmed that bulletins can be posted up to 1 week in advance of any event or deadline
 - The Students also felt that, when asked to provide feedback on menu offerings on social media, other students in residence will only post negative comments or vote negatively even though Dana's food offerings are generally significantly improved over last year

E. Questions for Dana

- Andrea D. mentioned that Dana will be represented at the next Committee meeting and provided questions for the Students to think about in leading up to that meeting

NEXT MEETING: Mid- to Late-March 2024