



Food Service Advisory Committee
Meeting Notes

Date: Wednesday, November 27, 2024 – 1pm
Location: DV 3129
Attendees: H&AS Andrea D., Vicky J., Megan E., Sabrina C.
Staff Jen S., Antonia L., Deborah B.
Faculty Josée J., Lee B.
Students Ameerj A. (UTMAGS), Albert P. (Residence) Jaiditya D. (Residence)
Daniel R. (UTMSU), Joelle S. (UTMSU)

1. Updates from Resident Student Dining Committee

A. Andrea D. provided a review of the Resident Student Dining Committee on November 6

- Off-Campus Partners
 - The Resident Student Dining Committee recommended that consideration for Boston Pizza and Meltwich as off-campus partners be pushed until next year
- Just Walk Out (24/7 Cashierless Store)
 - The concept is being considered for the Davis Building in front of the Student Services Hub
 - Possibility of launch in Fall 2025
 - Will serve convenience items as well as fresh food
- Commerce Management System
 - Migration date set for overnight between Dec 18 and 19
 - During that time, meal plan funds will not be accessible
- Student Mystery Shop Scores
 - All locations scored well, with notably good scores in customer service and staff knowledge, particularly compared to last year
 - Opportunities for improvement in station readiness (for customizable stations), beverage variety (due to supplier issues), consistency of portion sizes for protein, consistency of pizza temperature
 - Staff nametags were recently introduced but inconsistently applied
 - Lack of awareness of who the on-site manager was
- Cross Check Audit Scores
 - Third-Party Audit scores were similar to those reported in the Student Mystery Shop program
- Proposed Meal Plan Rates
 - The number of meal plan options for 2025-26 will reduce from 8 to 4, with first-year students and upper-year students having 2 options for Basic and 1 option for Flex amounts

- Basic amounts will increase by 3.7% on average, mirroring the forecasted 3.6% price increase
- The average meal plan rate increase will be 2.7%
- CIPE will increase from \$50 to \$100 per plan
- UTM's Meal Plan Strategy will continue to be: flexibility, transparency, and responsiveness
- UTM's Meal Plan program will be vital in building a vibrant food service program and in helping meet the business needs of the department
- UTM's proposed meal plan rates for 2025-26 will continue to be the lowest in the province
- UTM's proposed meal plan/food price increases have historically (post-pandemic), on average, fallen in line with actual price increases for food purchased from restaurants
- UTM plans to continue to offer declining balance meal plans because they offer the most flexibility for students, but Vicky J. opened up the conversation around board plans to the Residence Students for future consideration

2. Hospitality Budget

- A. Andrea D. provided an overview of the 2024-25 forecast for the Hospitality ancillary
 - Revenue is higher than last year due to the return of regular summer business, including movie shoots, to campus, but revenue is forecasted to be lower than budget due to the new reality of Cafeteria sales not returning to pre-pandemic levels
 - Expenses are lower than last year due to labour reallocation but than forecasted due to higher-than-expected licensing costs associated with the new commerce management system
 - The projected operating surplus will go towards rebuilding the depleted reserves
- B. Andrea D. provided an overview of the 2025-26 budget for the Hospitality ancillary
 - Revenue is budgeted to increase due to inflation, with increases in revenue from higher cost-of-sales business, leading to lower contribution
 - Expenses also budgeted to increase due to inflation offset by large capital depreciation starting to come off the books
 - Operating results approaching breakeven
- C. Andrea D. provided an overview of the future investments
 - The investment strategy is to focus on increasing service and operating hours in a labour-efficient way and to compete with off-campus deliveries
 - Examples of planned innovations are Just Walk Out, robust pre-ordering (apps and kiosks), rewards program, specialty vending
 - Additional investment in on-going refreshes and possible long-term investments in upgrading Colman Commons which hasn't been significantly updated in 8 years

NEXT MEETING: New Year