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
  o 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:
    o There was good variety in the Food Court
    o The Food Court had strong food odours and was very cold
    o 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)
    o Bespoke and Thai Express menus were too similar
    o 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**

    o 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
    o These funds would be separate from the existing meal plans
    o Potential services – Bookstore, Print Shop, Laundry

C. Hospitality Services Budget – Preliminary

• Andrea D. provided some context to the Hospitality Services Budget

  • Ancillary
    o Must be self-sustaining – revenue pays for expenses
    o Runs like a business
    o No subsidies from central operating budget
    o Annual shortfalls offset by reserves
    o Annual surpluses re-invested into program
    o Aim for breakeven

  • Food Services
    o Meal plans
    o Catering
    o Vending

  • Conference Services
    o Responsibility to fill unused space
    o External groups – food, space rentals, accommodations
    o 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