



UNIVERSITY OF
TORONTO
MISSISSAUGA

Residence Food Service Sub-Committee

Minutes of Meeting

Date: Wednesday, December 2nd, 5:00pm – Room SB 3138

Attendees: UTM Bill McFadden, Andrea De Vito

Chartwells Linda Balfour

Students Iris Yu, Run Ze Yu, Emily Cadger, Marc Bressler, Keshav Uppal

1. Administrative Report

- Students stated that on the Monday prior to the meeting, there was a meeting with the Residence reps to outline the issues discussed in the November 18th meeting – the only residence without representation was MacGrath Valley

2. Old Business

- **Residence Students returning dishes**
 - i. Bill posed the question to the students wondering if signage reminding students to return dishes to Colman Commons and/or the designated dish return cart, if applicable, would encourage a greater number of dishes to be returned
 - ii. The students agreed that signage would help but suggested also that communication about dish returns be included at the Row Meetings and in Residence ListServ emails
 - **Action – Bill and Andrea agreed to put dish return communication package together, including signage and messages for the Row Meetings and ListServ e-mails for Dale to review and post accordingly**
- **Separate Meeting with Sheridan Students**
 - **Action – Bill will work with members of the Residence Food Service Sub-Committee to set up a separate meeting in the new year to discuss food service issues and challenges centered around UTM students who take classes at Sheridan College**
- **Vegetarian Dishes at Colman Commons**
 - **Action – Linda agreed to better advertise vegetarian options at Colman Commons using a posting a daily vegetarian menu on the Communication Board to be set up in the new year as well as posting the vegetarian options offered at each counter within Colman Commons**
- **Service Issues**
 - i. The students complained that, between 9pm and 11pm on the Fresh Grille, service was inconsistent based on who was working
 - ii. At times, line-ups at the Fresh Grille would be too long often because there was only one person working at that station
 - iii. The students singled out a particular staff member who would only make a couple of orders at a time, who would often get orders wrong, and who would skip people in line

- iv. Linda explained that the employee in question was moved to the Fresh Grille at night as a result of labour shifting during the Study Break and exams and would not typically be scheduled this way during when classes are running
- v. Students commented that other residence students feel more comfortable raising food service issues to Residence Council and not to Chartwells Supervisors or Managers
- vi. Students commented that they have noticed Supervisors have put the priorities of the customer first this year, and that a cashier is always available at the till when needed
 - **Action – Linda agreed to investigate why only one staff was working at the Fresh Grille at night**
 - **Action – Linda agreed to follow up on the complaints about the staff member who was singled out with coaching, retraining, and rescheduling**
 - **Action – Bill and Andrea agreed to follow up staffing concerns with Vicky**
 - **Action – Chartwells agreed to post signs at Colman Commons reminding students to raise any service or food issues with Colman Commons Managers or Supervisors so that their issues can be rectified in a timely fashion**
- **Hours of Operation**
 - i. Menutainment and the Chef's Table were closed for the Study Break but would re-open during exams
 - ii. Bill explained that the Study Break was a new concept at UTM, and Hospitality and Retail Services along with Chartwells would review the impact of the Study Break (less students on campus) and the changes in operating hours for each counter on sales in order to determine how to proceed for the Study Break in the spring
 - **Action – Bill, Andrea, and Linda agreed to monitor lunch and dinner customer counts at Colman Commons during the Study Break to validate decisions on counter operating hours**
- **Concern about displaying Resident Meal Plan (RMP) Pricing at Colman Commons as being misleading**
 - i. Students felt that displaying the price on the cash register for a Basic purchase at 50% of the cash price was misleading
 - ii. Bill re-explained the 50% Overhead Model
 - **Action – Bill and Andrea agreed to include an explanation of the 50% Overhead Model in future Meal Plan Application Forms and Meal Plan Brochures as well as on the UTM Food Service Website**
 - **Action – Bill and Andrea agreed to post information regarding the overhead at Colman Commons**

3. New Business

- Concern about the price of purchasing multiple bottles of water
 - i. Students felt that the price of purchasing multiple bottles of water was too high in comparison to No Frills or other grocery stores
 - ii. Bill explained that the buying power of grocery stores was much higher than Chartwells, and the labour model behind the logistics of displaying and sale of water in a grocery store was much different than that of Chartwells, resulting in a higher cost incurred by Chartwells to make bottles of water available to students
 - iii. Bill outlined the value for students in purchasing larger bottles of water for their dorm rooms
 - **Action – Linda agreed to post signs identifying the unit price savings in purchasing larger bottles of water**
- Suggestions for Vending Machines on Campus
 - i. Students asked about the feasibility of allowing Vending purchases using the Meal Card
 - ii. Bill explained that Hospitality and Retail Services are already looking into the possibility of installing Meal Card readers on some Vending Machines on Campus
 - iii. Students suggested a possible new location for a Vending Machine would be in the MacGrath and Leacock Laundry Rooms
 - **Action – Bill and Andrea agreed to continue to investigate the feasibility of installing Meal Card readers on some Vending Machines**

- **Action – Bill and Andrea agreed to investigate the feasibility of installing Vending Machines in the MacGrath and Leacock Laundry Rooms**

Next Meeting: TBA for the New Year