



Residence Student Dining Committee

Minutes of Meeting

Date: Thursday, November 1st, 2012

Attendees: UTM Bill McFadden, Angela de Lorenzis
Students Jack Liao, Elaine Guo, Jessica Benoit, Jacob Berseth, Thomas Kim, Jackson Stanley

1. Welcome

- Bill welcomed the attendees and explained the importance of the Residence Student Dining Committee
 - The committee is important to Food Service on campus to help identify any issues related to food, customer service and other concerns the students may have
 - Issues that have been identified and discussed at the meeting will try to be resolved by the following meeting

2. Administrative Report

- Bill went over the Resident Student Dining Committee Terms of Reference
- Structured forum where issues regarding Food Service are to be addressed
- The Resident Student Dining Committee is an advisory committee
- Committee issues are relevant and important
- Issues will be discussed and a plan to resolve those issues will be put in place
- Open discussions with action based solutions

If there are any issues to the Terms of Reference they should be raised at the next meeting.

• Surveys

- The first survey was the Residence Food Service Survey which was for residence students only and was completed by approximately 22% of the residence community
- The second survey was for the entire UTM Community and was completed by approximately 18% of the UTM Community
- The surveys were important to shape the direction of Food Service on Campus
- The two surveys led to the development of the food service locations at the Instructional Centre and the Temporary Food Court
- Surveys also showed that the UTM Community would like more variety, choice and diversity in food selections
- Surveys showed that the community wanted better sandwich choices on campus
- The Panini Fresca outlet in the Instructional Centre was opened as a result of the survey
- The concepts created in the TFC were based upon feedback from the community survey
- The renovation of the full service Tim Hortons outlet, the creation of a self-service Tim Hortons kiosk and the addition of Subway to the campus were all based upon the survey feedback

- **Budget**
 - Bill reported that the budget is moving forward
 - Bill is proposing a 2.5% to 2.6% increase in Meal Plan rates
 - This increase will still enable UTM to have meal plans that benchmark exceptionally well with other universities
 - Striving to keep the Meal Plan costs in the middle of the provincial average
 - Food Services had a deficit six years ago and the debt has now been eliminated
 - All food service square footage has been replaced with the exception of the kitchen and CCT
 - Products are consistently benchmarked against other universities in order to keep the commitment of a fairly priced meal plan and product cost – UTM’s pricing in the CCUFSA pricing benchmark survey reveals that UTM is currently at the 44th percentile when assessing pricing on 84 items.
 - Food prices went up approximately 2.2% last year.

3. Old Business

- **Temporary Food Court**
 - Bill asked how the students felt about the Temporary Food Court
 - The students really like the TFC and thought the Tim’s Express was a great idea
 - The students also would like to see more vegetarian options
 - In response, Bill queried whether individuals were considering the International Kitchen and/or the elements station when looking for vegetarian options – as there are vegetarian options in this area.
 - Bill indicated there is clearly a need to communicate the options more clearly and to increase the marketing in this area.
 - Bill explained that choices at the TFC are shaped by the fact that there is no production kitchen in the TFC
 - Most food needs to be pre-prepared and then finished off at the TFC
 - A student brought up the fact that a soup labeled as vegetarian had chicken in it
 - Soup seems to be running out between 2:00pm and 2:30pm in the TFC
 - Students think that there is not enough seating in the TFC
 - The students find that a lot of people are using the TFC as study space and not just for dining and that students are less likely to go to the TFC because they will not be able to find seating to eat their lunch/dinner in the TFC
 - Bill will try to see if there is anything that can be done about getting a different seating arrangement in the TFC
 - Bill will also ensure the soups and various vegetarian items will be labelled correctly
- **Colman Commons Service Issues**
 - Students brought forward several issues at Colman Commons
 - A student stated that the pizza options on campus are expensive and that there are not enough options
 - Bill explained that there are several ideas in the future Food Service plan to address this issue
 - Students mentioned that the grill at Colman Commons had long lines and that the food took too long once the order was placed
 - Bill mentioned that he will look into making the Grill area and the Menutainment area larger to address the long lines and wait times

- Servers are very lax and sometimes rude to students when placing an order
- Students believe that the staff don't really know what they are doing and not sure of how to make the products/recipes being offered
- Students stated that there are staffing and productivity issues and staff are not serving students in a timely fashion
 - Bill will speak to Colman Commons staff to address these issues
 - Bill will have the conversation with Colman Commons management to review staffing levels and to make sure supervisors ensure stations are staffed appropriately
 - Bill will report staffing levels at the next meeting
- Students brought forward that they have been turned away from the breakfast area at 10:50am when it is posted that breakfast is over at 11:00am
 - Bill will review the operating times at the breakfast area with Colman Commons management
- Students have experienced some meals where the meat has been improperly cooked
 - Bill will review HASAP logs with Colman Commons management and have a conversation with the Chartwells director to follow up with this issue
 - Bill advised the students that Health Inspections are very frequent on campus by Health Inspectors, Chartwells Inspectors and Bill and Andrea also do health inspection audits
- Students also expressed that food options were much better on Fall Campus Day than they usually are during the school year
 - Bill will review this complaint with Chartwells staff because the selection and quality of the food should be appropriate for the population on site and consistent on a daily basis. Although, it can be the case that special occasions bring the team back to the standard operating levels – if there is some slip from the standard, the focus should be on maintaining this level as consistently as possible

Next Meeting: TBA – Last Week of November