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# Residence Student Dining Committee

## Minutes of Meeting

Date: Friday, November 15<sup>th</sup>, 2013

Attendees: UTM Andrea De Vito, Suresh Krishnan, Dale Mullings, Angela de Lorenzis  
Students David Zheng, Taekyu Lee, Anick Karerangabo, Russell Wu, Katelyn Poot

### 1. Administrative

- Andrea 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
  - Feedback from the committee is very important
  - The committee is action-oriented, and issues that have been identified and discussed at the meeting will try to be resolved by the following meeting
- **Terms of Reference**
  - Andrea reviewed the Terms of Reference and the Scope of Duties and Responsibilities of the Committee with the group
  - **ACTION – Andrea will email the Committee the Terms of Reference following the meeting**
- **Committee Introduction and Meeting Protocol**
  - Andrea De Vito will be chairing the meetings
  - The Director of Hospitality Services chaired the meetings previously, but the Director’s position is as of yet unfilled
  - Chartwells management will attend some of the meetings when appropriate
  - Protocol of the meetings will be informal, interactive, and action-oriented
  - There will be at least one more meeting this semester and two meetings next semester
  - **Committee Membership**

Roy Ivor Rep.	Tsz
Erindale Hall Rep.	John
OPH Rep.	Anick
OPH Rep.	Kate
Upper Year Townhouse	David
First Year Townhouse	Russell
Assistant Director – H&RS	Andrea
Chartwells General Manager	Otilia
Chartwells Residence Manager	Linda
Food Service Coordinator H&RS	Suresh
H&RS Supervisor	Angela
- **ACTION – David to verify by the next meeting whether Tsz will still be representing Roy Ivor or if another person will be designated**

## 2. Old Business

- Andrea provided the group with an update on the food service development projects on campus
- **Colman Commons Expansion**
  - The dining hall is expanding – Fall 2014 or Winter 2015
  - The new space will be different from the existing dining space with a physical separator between the spaces. Sightlines will be maintained between each space and to the outside
  - “Lounge” will be used in the new name to denote a softer, warmer space
  - It will have a quieter, softer atmosphere
  - More use of round tables and tables for smaller groups to gather
  - Use of softer seats, with contemporary and modular tables/furniture
  - Will have a fireplace
  - A blend of seating will be used (soft seats, high tops/bar-type seating)
  - No TVs for the new space
  - Try to create a piano/jazz lounge space, Oscar Peterson – inspired feel to the space
  - Include some outdoor space that isn’t a formal patio
  - Include dimmable lights
  - Offer a different element of food service in the space – late night menu with table service
- **North Building Expansion Phase I**
  - Fall 2014
  - Will include a multi concept servery with healthy, vegetarian, vegan and gluten free options
- **Innovation Center**
  - Fall 2014
  - Will have an open area for events
  - The Second Cup from the Davis Building will be moved to the Innovation Center
  - A Quick Cuisine concept in the food service space
  - The food service space is very limited
- **North Building Phase II**
  - Fall 2017
  - Will have event space
  - Only limited area for food service which will provide grab and go items
- **Davis Building Renovation**
  - Fall 2017
  - 9 to 10 food outlets featuring a comprehensive permanent Food Court
  - Will have full cooking facilities
  - Variety of outlets will depend on feedback from the UTM Community
- **Davis Building Science Wing**
  - Fall 2017
  - Possibility of Subway moving into this location
  - Dependent on feedback from the UTM Community
- **Possible Future Projects**
  - Colman Servery Renovation
  - Servery will be examined to see how the area can be improved upon
  - Will change what and how items are being served there

### 3. New Business

- **Vending Card Readers**
  - 9 Vending Card Readers have been installed. Much slower rollout than anticipated due to networking issues
  - Readers installed at the following locations:
    - 3 Meeting Place - Snack, Coke, Milk
    - 2 CCT – Snack, Coke
    - 2 OPH – Snack, Coke
    - 2 Roy Ivor – Snack, Coke
  - 6 more readers will be installed in other vending machines on campus. Locations to be decided upon. Some locations for future readers: 2 North Bldg, 2 Health Science Complex and 2 others dependent on feedback
  - Flex Dollars only are accepted for Vending Card Readers
  - Andrea provided a brief overview of how the meal plan worked in order to clarify what Flex Dollars were used for
    - The students felt it would be a good idea for Hospitality and Retail Services to provide meal plan information to all Residence students at the beginning of the year as a means of clarifying any misconceptions
    - **FOLLOW-UP – David to propose to Residence Council that some tabling time could be set aside for Andrea to sit at OPH and answer students’ meal plan questions directly**
    - **FOLLOW-UP – Hospitality and Retail Services to organize some time during the 2014 Rez Don Training to speak with the Dons about the meal plan, and to include a brief meal plan presentation during 2014’s Orientation Welcome**
  - Pepsi machines cannot be retrofitted for readers
  - There will be 41 vending machines in total on campus next year, with 15 of them to have card readers
  - There will be no readers in any machines in the IB Building because this building supports only a wireless network, and Hospitality and Retail Services is not prepared to offer the vending card reader service wirelessly
  - Two vending readers may be installed in the RAWC – one beverage and one snack
  - UTM is looking to expand the number of vending machines in the CCT
  - More Residence locations can be explored
  - Not enough space by the library to provide vending machines
  - **ACTION – Andrea will review the requirements for adding vending card readers to 2 machines in the RAWC and report back at the next meeting**
  
- **2014 – 2015 Meal Plans**
  - Meal Plan Rates are being revised for the upcoming school year
  - The rate for the Group A Minimum meal plan is in the lower to mid average compared to other Ontario Universities – UTM will try to maintain this level
  - Increase is compared to the CPI of 2.8%
  - Group A Minimum was never allowed carryover but will have carryover this year of \$100.00 – this increment will also be added to the carryover for Group A Light, Regular and Plus
  - The students questioned how the UTM determined the price of the Group A Minimum plan, thinking that the Group A Minimum, representing the minimum first year meal plan to which residence students were committed, was too high
  - As a result, the students felt that there were a high number of students who had large remaining balances at the end of the year and they felt that they had to spend these balances needlessly as the year end approached so that they would not lose their money

- Andrea explained that the minimum commitment is required to sustain the residence meal plan program, and he also mentioned that the Group A Minimum plan continues to provide value to students who have selected this plan – the UTM is not seeing a lot of meal plan value leftover at the end of the year
- Andrea also reiterated the fact that the choice to live in residence at the UTM comes with the choice to have a meal plan
- He also mentioned that, if there are students who have issues with spending their meal plan funds, they need to take ownership of their meal plan and approach us to discuss these issues
- Andrea gave general examples of students who have approached Hospitality and Retail Services at the beginning of the year who have had their issues addressed early enough so that they were able to get full value for their meal plan
- Andrea also provided other general examples of students who decided to raise their issues in March or April and realized at that time that they would have been able to get better value out of their meal plan if they had raised their questions sooner
- Angela explained the variety of methods that the Meal Plan Office reaches out to students in general about meal plans and to specific students who are spending well short of the spending rates outlined in the budget planners for each meal plan
- The students asked if the Minimum Commitment was in place because it needed to be to support the program or if there were an opportunity to lower the Group A Minimum plan cost
- Andrea explained that food costs are constantly increasing, which puts upward pressure on food prices at the UTM, and the UTM forecasts what food inflation will be for the following year and prices the meal plans accordingly in order to not diminish the purchasing power of meal plan students from year-to-year
- **ACTION – Andrea will provide a more information to support the Group A Minimum meal plan price at the next meeting**

- **Food Service Options over the Winter Break**

- **Option 1**

- Board Plan Style – 15days the school is closed
    - Saturdays, Sundays – Brunch and Dinner
    - Christmas, Boxing Day, New Year's Day – Closed?
    - Remaining Days – Breakfast, Lunch, Dinner
    - Cost - \$400 - \$500 per student
    - Minimum of 100 Student participation

- **Option 2**

- Pre – Purchase from Menu of Frozen Items
    - Items individually priced
    - Menu/Prices to be determined
    - Logistics and freezer space to be determined

- The students suggested the idea of a hot lunch program to be catered and delivered
- Outside source for the catering
- The suggestion of a grocery delivery company to provide services over the winter break
- Andrea specified that any program that is offered by the UTM needs to keep food safety as its top priority
- Andrea also asked that, should the students staying over the holidays decide to come up with their own food service delivery alternative, they keep food safety in mind

- **ACTION – Andrea will provide more specific information regarding Option 2 as well as discuss students' suggestions in more detail at the next meeting**

#### 4. Other New Business

- Carry forward from Food Service Advisory Committee – Re: What happens to the remaining Meal Plan Balances at the end of the school Year?
  - Minimum Group A is the minimum commitment to cover the costs associated with providing a comprehensive residence meal plan program
  - Anything that is left over after the Minimum Commitment has been spent will be eligible for carryover
  - Starting last year, we added an extra \$100 to carry over eligibility for each Group A Plan including the Minimum Group A Plan
  - The remaining balance is either carried over by the students or used to cover the cost of the program
- **ACTION – Andrea will bring this response forward to the Food Service Advisory Committee**

#### 5. Questions/ Comments

- Question was raised regarding the cost of fruit and salad at the salad bar at Colman Commons
  - The students felt that the prices are especially high
  - **ACTION – Andrea will bring this forward to the Chartwells Management team and report back at the next meeting**
- Question was asked regarding the availability of only plastic bowls at the salad bar at Colman Commons
  - China was previously available but the return of the china and cutlery to Colman Commons was very low
  - Chartwells was losing a large number of dishes and cutlery; however, the UTM is committed to supporting the China program, and plastic should only be used in an emergency when the China replenishment is not available
  - **ACTION – Andrea will discuss bringing back china and other options for take away with Chartwells management and report back at the next meeting**
- Comment from the students that they are very happy with the level of service from the Chartwells Ladies at Colman Commons

**Next Meeting: Friday, November 29<sup>th</sup>, 2013 at 2:00pm in DV 3138**