



Resident Student Dining Committee

Minutes of Meeting

Date: Wednesday, November 9, 2016, 12:30pm
Location: DH2085
Attendees: UTM Andrea D., Beth S.
Students Jessica L., Emily K., Abraham L., Sabrina S., Ali R., Tooni T.

1. Business Arising

A. Updates on New Initiatives

- Meal Plan Students with Dietary Restrictions
 - Andrea D. reviewed the process for which Hospitality & Retail Services addresses dietary restrictions with meal plan students
 - Andrea D. reported that all follow-up with meal plan students who met with Hospitality & Retail Services and Chartwells prior to the start of the school year in order to establish a plan to address their dietary restrictions over the year has been positive
 - Jessica L. presented 2 examples where students have been misinformed about Halal and gluten-free foods at Colman Commons
 - Andrea D. agreed to bring these issues forward to Chartwells for immediate resolution
 - *UPDATE: A third incident about misinformed staff was brought forward to Andrea D. following the meeting. Jessica L. also followed up with Andrea D. by providing more details with regards to the 2 examples she brought forward at the meeting. Andrea D. forwarded all new information to Michael Jeronimo, General Manager from Chartwells, to rectify. Michael is trying to get more information about the individual staff members involved in the incidents so that he can deal with them directly.*
- My L'il Healthmart
 - Andrea D. reported that the installation of the My L'il Healthmart machine would be delayed due to a networking issue with the vending card reader – installation should be late November
- Pita Pit
 - Andrea D. forwarded the request from Pita Pit to the Committee about setting up a tabling session in the OPH lobby

- Beth S. replied that tabling sessions are reserved for student groups only, but that she would discuss the request with her team to determine if a compromise can be made
- Halal Chicken at Deli
 - Andrea D. reported that Halal chicken is now available at the Colman Commons deli station
 - Ali R. stated that the number of issues with regards to staff misinformation about Halal products at Colman Commons has him skeptical about all of the Halal products, including the deli chicken
- Late night hours at Colman for Friday/Saturday
 - Andrea D. reported that the hours of operation at the Colman Commons Tea Bar for Friday and Saturday nights have been extended by 1 hour
 - Ali R. stated that the expanded hours of operation are not promoted enough by Chartwells and a lot of students are unaware of the change
 - Andrea D. agreed to request Chartwells to promote the change of hours of operation
 - ***UPDATE: Chartwells will be promoting the expanded hours of operation on their social and digital media outlets, and will also be asking Residence to send out this information as well through their communications channels***

B. Student Secret Shopper Program

- Andrea D. reported that the program now has 5 student secret shoppers (4 from the Committee and 1 from outside of the Committee), and that 3 secret shopper audits were completed to date
- Andrea D. reviewed each of the 3 secret shopper audits
 - Colman Commons Audit (OP Grille) – 89%
 - The audit from Colman Commons revealed that the burger from the OP Grille was excessively burnt, and the wait time to receive the order was very long
 - Andrea D. referred to the change to using fresh ingredients and adopting a make-to-order approach at the OP Grille for this year and asked how the students felt about these changes
 - Jessica L. felt that, although she liked the fact that the burger was fresh, not frozen, she did not believe that the fresh burger tasted any different.
 - Emily K. felt that the line-ups at the OP Grille were too long, and that it would be better to sacrifice the use of fresh ingredients for speed of service
 - Jessica L. stated that the line-ups last year were just as bad, and wait times for orders were often around 30 minutes during peak periods
 - Tooni T. noticed that, when the line-ups at the OP Grille were short, the burger often ended up being overcooked, and when the line-ups were long, the burger often ended up being undercooked

- Andrea D. reminded students to speak to a staff member or manager at Colman Commons immediately when food is over- or under-cooked so that the problem can be rectified immediately
- Ali R. noticed that the cook at the OP Grille would only put 3-4 burgers on the grill at a time and was not efficiently meeting the demand during peak periods
- Beth S. observed that the OP Grille would not serve the next person in line until the order of the previous person was complete, which contributed to the longer wait times
- Beth S. also noted that the servers at the OP Grille were not very engaging, which made the service process worse
- Andrea D. agreed to bring the concerns about the OP Grille forward to Chartwells
- TFC Audit (fusion 5) – 91%
 - Andrea D. reported that the TFC audit for fusion 5 was generally good
 - Abraham L. stated that fusion 5 promotes themselves as healthier food, but a friend mentioned to him that he felt fusion 5 used a lot of oil in their sauces
 - Andrea D. mentioned that the lack of proper ventilation meant that food cooked in that area could not be done so in a way that creates grease-laden vapours, so the menu items could not be prepared using a lot of oil
 - Andrea D. agreed to follow-up on the sauce ingredients to verify the oil content of the sauces
 - ***UPDATE: Andrea D. confirmed that the sauces used at fusion 5 do not contain oil***
 - Andrea D. asked about the double-sided cash at TFC and wondered if the cashiers were properly identifying to customers in line that they could form 2 lines on either side instead of one
 - Jessica L. responded that the cashiers would not call people over to form a second line, and that one customer would line up in the second line and others would follow
- North Side Bistro Audit (Woodfire Pizza) – 96%
 - Andrea D. reported that the audit from the North Side Bistro was very positive
 - Andrea D. mentioned that, when the North Side Bistro was built, people recognized it as a nice place to come and eat, and it was evident that the Chartwells staff took pride in working there because of the atmosphere, which has resulted in relatively positive feedback from the outlet
 - Andrea D. also encouraged the secret shoppers to not only recognize when potential allergens are indicated on food labels and signs, but to ask the staff questions about the allergens to ensure the messaging is consistent

2. NEW BUSINESS

A. Food Service Budget Review

- Andrea D. provided an overview of the governance process for the Food Service Budget
- Andrea D. reviewed the food service capital obligations over the next 5 years, the projected revenue and expense growth and the related contributing factors over the next 5 years, and the resultant impacts on the operating results for the ancillary, maintaining that, when enrolment is forecasted to level off in about 2020, the food service ancillary is forecasted to become a break-even operation
- The students had no comments or concerns over the Food Service Budget Review

B. Meal Plan Rates

- Andrea D. presented the proposed meal plan rates for next year, including the removal of the overhead (based on Committee feedback from last meeting), the reduction of the number of meal plans from 7 to 4, the ability to choose from different amounts of Flex Dollars for each plan, and the reduction of the minimum commitment (and subsequent increase in the amount of Basic Funds eligible for carryover)
- Jessica L. stated that the variety of Flex amounts is better because a lot of students like to eat off campus
- Sabrina S. asked if the first-year meal plan options could have less Basic because she felt that a lot of students would not spend all of their Basic and lose it
- Andrea D. responded that Basic amounts are set to cover the dining requirements of a student over the year depending on their appetites and how much time they spend on campus, resulting in the 2 proposed Group A Meal Plan options
- Andrea D. also replied that the decrease in the minimum commitment would mean that first-year students with leftover Basic would have a significantly higher portion of their residual Basic eligible for carryover to be spent in the following year
- Jessica L. asked if the decrease in the minimum commitment will negatively affect the food service budget next year
- Andrea D. stated that the subsequent increase in carryover will result in an increase in meal plan spending that will be deferred to the following year, which will result in a slight dip in meal plan revenue for 2017-18, but revenue will fall back into line in 2018-19 as the deferred funds are spent
- Andrea D. also explained that the recent additions of some popular outlets, like Quesada and Bento, have resulted in students having more food options that they like, which should encourage students to spend more of their meal plan funds in the current year and defer less to the following year and hopefully not result in a situation where students feel like they *have* to spend their meal plan funds towards the end of the year
- Andrea D. explained what led to the increase in the Small A and Small B Basic Funds for 2017-18
- Andrea D. also showed how UTM's current and proposed meal plan rates rank against other Ontario universities with declining balance meal plans

- Overall, the students were happy that the overhead model was removed, and felt that the variety of Flex options and the increase in carryover eligibility of Basic funds would work well for students, especially those who live in Townhouses
- Andrea D. asked the students if they endorsed the proposed meal plan rates, and the students responded that they did

C. Other New Business

- Tooni T. reported that the water dispenser inside Colman Commons did not work
- Andrea D. was aware of the issue and that the dispenser should now be operational (which was verified by some of the other students)
- Andrea D. reminded the students that there was also a water dispenser by the washrooms off of the OPH lobby
- Andrea D. clarified that all water fountains outside of Residence are Facilities' responsibilities, and all water fountains inside Residence (with the exception of the one in Colman Commons) are Residence's responsibility
- Andrea D. also mentioned that the water dispenser inside Colman Commons was purchased by Food Services, and the water dispenser outside the OPH washrooms was a joint purchase by Food Services and Residence

NEXT MEETING: Early 2017