



Resident Student Dining Committee

Minutes of Meeting

Date: Wednesday, November 20, 2019, 3:00pm

Location: DV3129

Attendees: UTM Andrea D., Angela D., Brenda S., Vicky J.

Students Hamza W, Lara W., Layla M., Ahmed S., Samir T.

1. Business Arising

A. Grocery Delivery Initiative - WANDA

- The students presented feedback from a survey they conducted with 105 resident students on the interest and potential participation in a grocery delivery service in Residence
 - Based on the survey response, the main concerns regarding a grocery delivery service would be timing of pickups, freshness, and security
 - Generally, students felt that the implementation of a grocery delivery service is a good idea and that participation rates would be fairly good
 - Brenda S. reiterated the idea of partnering with a grocery store, preferably at South Common Mall, which is the closest and most frequented place for groceries by UTM resident students
 - Vicky J. suggested that UTM look into partnering with the UTM Shuttle Bus for arranging trips to South Common Mall
- Andrea D. presented feedback on the WANDA service from the Grad House at St. George who already had the service in place

- Pricing was surprisingly good, customer service was great
- Because the service is relatively new, WANDA may be flexible to meet our needs in order to expand their business
- Andrea D. also confirmed that an integration with UTM's meal plan was discussed
 - Given that the delivery logistics still had to be established, particularly for those students living in non-townhouse residences, it wouldn't be fair to offer the service for some meal plan students and not others
 - Testing of the service using the meal plan would be considered once the delivery is made available to all students living in Residence

B. Follow-Up on New Food Service Initiative Feedback

- Pizza Pizza issues – the VP of Business Development at Pizza Pizza visited the Food Court Pizza Pizza outlet unannounced and reviewed the operations
 - He was impressed with how the operations were run at UTM
 - He also mentioned that the recipes for the pizza dough and some of the pizzas recently changed, and Pizza Pizza at UTM has adopted these new recipes sooner than some of the off-campus outlets, which may account for the differences in tastes between on- and off-campus pizza
- Harvey's issues – Vicky J. has contacted someone in Harvey's operations to perform an audit, and the audit results will be brought to the Committee when they are available
- Portion size issues – Chartwells has been notified, and feedback from the Committee about the changes should be brought forward for the next meeting
- Halal options on campus – Andrea D. confirmed that Chartwells identifies halal offerings on the digital signage and through their campus Instagram
- Indian and Pakistani foods – Andrea D. mentioned that Chartwells will be including more Indian and Pakistani food options in their rotational menus in the new year
 - Vicky J. mentioned that the International Kitchen in the Food Court will start to offer more diversity of food options in the new year

- Vicky J. reminded the Committee that we had Indian cuisine in the TFC previously (Tandori), and it was removed because it wasn't as popular as expected and because Quesada (it's replacement) was much more popular

C. Hospitality Services Budget

- Andrea D. reviewed the Hospitality Services Budget with the Committee
 - Andrea D. showed that the average cheque for next year was projected to rise to \$7.50 which means that the lowest tax exempt amount for the meal plans will be \$2,250 (Basic)
 - Andrea D. presented the 2020-21 meal plan rates
 - The Group B meal plans had a relatively large increase because of the significant jump in the average cheque
 - The Group A meal plans had a nominal increase to keep average meal plan rate increases in check – weighted average increase of 3.6%
 - Food inflation is forecasted to be 2.4% not including any impact on rising labour costs
 - Andrea D. also presented CCUFSA Food Price Survey summary rankings that showed UTM has having significantly lower than average prices as compared to other universities
 - Andrea D. also reminded the Committee that UTM's meal plan rates were some of the lowest in Ontario
 - The Committee did not present any issues with the proposed meal plan rates
 - Andrea D. also presented the 2019-20 Forecast and 2020-21 Budget (Revenue, Cost of Sales & Services, Expenses, and Operating Results)
 - The surplus projected for this year was as a result of some one-time movie shoots, and the funds would go towards paying off capital investments, such as the recent Food Court construction

- The forecasted operating result for next year is close to break-even, which meets Hospitality & Retail Services mandate for the operation

2. New Business

A. Plant-Based Foods

- Andrea D. introduced plant-based foods as the next part of H&RS's sustainability plan
 - Andrea D. identified that the department will play a role in educating the UTM Community on plant-based foods before implementing any operational program as part of the plan
 - Andrea D. also stated that H&RS is not advocating that people should or shouldn't switch to a plant-based diet, but plant-based options will be offered on campus that will allow the UTM Community to make their own choices
 - Andrea D. showed a video about the meat alternatives (Beyond Meat and Impossible Foods) that do exist on some of the menus on campus
 - The Students asked what the role of this Committee will be with regards to the plant-based food program
 - Andrea D. reiterated that the role of the Committee will be as part of the education piece, assisting in bringing information to Residence students – the department is not looking for the Committee to push a pro- or anti-plant-based food agenda

NEXT MEETING: TBA for early 2020