

Food Services Committee

Minutes of the Meeting of November 14, 2018

The Food Services Committee met on Wednesday, November 14, 2018 in Room 200 of the Guillot University Center. A quorum was established with attendance of the following members: Mr. Mike Nelson (proxy for Ms. Cindy Conlon), Ms. Graci Berryman (proxy for Ms. Cala Flippo), Mr. Jarrod Russell (proxy for Jennifer Irons), Dr. Kevin Jacques, Ms. Kendra McLain, Mr. Ken Starks, and Dr. Rachel Winston. Other voting members present were Mr. Chase Holcombe (SGA) and Ms. Jessie Harbuck (proxy for Ms. Brooke Lyles) and non-voting members were Dr. Kimberly Greenway, Ms. Susan Breer and Ms. Emily Williams. Absentees were Ms. Prema Monteiro, Ms. Winslet Herron and Ms. Brooke Maupin.

Call to Order

Mr. Ken Starks, chair, called the meeting to order at 2:00 PM.

Approval of Agenda

The agenda was approved unanimously after proper motions.

Review of Minutes of September 26, 2018

Dr. Jacques made a motion to approve the minutes from September 26, 2018, with one correction noted by recorder. Ms. McLain seconded and the motion carried. No meeting was held in October due to scheduling conflicts.

Old Business – None.

New Business

1. Bv-position membership for Director of University Center Operations and Event Management

Dr. Kevin Jacques presented a proposal to add a new by-position voting member for the Director of University Center Operations and Event Management (or equivalent entity), based upon the affect that dining services has on operations in the GUC. The staff-at-large voting member position will remain on the committee. A motion was made per these criteria by Dr. Winston, seconded by Mr. Russell, and passed unanimously. The proposal will be sent to the Shared Governance Executive Committee.

2. Update and Review from Chartwells – Susan Breer, Emily Williams

- a. **Mane Market** - Late Night Breakfast Event will have a '90s theme. Executive Council members will be invited again to come and serve; they are hoping to gain more participation by faculty and staff this year to interact with students. Friends Giving is today and Thursday is Fried Chicken Thursday, which is extremely popular.

Extended hours for the Mane Market are contractual for a given number of days service with a given number of hours which establish meal plan pricing. To extend the hours of operation will require discussion between Chartwells and the university's Business & Financial Office. Ms. Williams observed that they see more activity in the day and not as much at night, which will all be considered in establishing meal plans for next year. Lunch peaks in a 1.5-hour time period. Dinner is a peak but is more spread out. Mane Market is continuously open from 7 AM to 8 PM and weekend is 10:30 AM to 7 PM. Ms. Breer said last year they trimmed back the day hours to add extra hours on the weekend, which was requested. Ms. Harbuck asked if there had been success with longer weekend hours; Ms. Breer responded that they are not seeing that many on

the weekend, about half of what is seen during the week. Students are either going home or eating elsewhere.

- b. Currently in process is a promo to Love Chartwells with a surprise food item, such as a free cookie at Collier Library, as a giveaway in appreciation of students. These will be random acts across campus and giveaway items will vary.
- c. Dining Dollars recharge (add funds) is launching, in addition to any carryover to spring semester.
- d. **Caffe Dallucci** web page is not up yet with menu items but it will be soon, per Ms. Williams. Dr. Jacques requested to see soup of the day on social media and this was agreeable. Tea refills are a great value. Two UNA blended teas are served: one is fruity and the other, minty. Megan does baked products. Also, there are six certified baristas on campus (200 in the USA), which is a big deal in Europe. This Caffe Dallucci is the only Chartwells operates in the USA (all others are in Europe). Average age of baristas is 22 compared to age 40 in Europe.
- e. **GUC Site (at former Einstein's)** – Dr. Jacques commented that use of the empty area with a stage setup is proving very popular. When Chartwells and the University decide on a food venue for this area, Dr. Jacques suggested to Mr. Nelson that food venue could be placed on the reverse wall (at the former Listerhill station) and keep the stage setup facing the atrium. Mr. Russell positioned that it would be a cost savings since infrastructure (plumbing, etc.) is already there.
- f. **Third Rock** – Ms. Harbuck suggested more promo for this venue. Ms. Breer admits they have signage within the science building but it's a struggle to place it where it is readily visible but not obnoxious to everybody else. Fresh grab-and-go are available daily. Dr. Jacques suggested sharing more interest on social media, perhaps with fun facts.
- g. **Surveys and Feedback** – Mr. Starks asked about the data collection since the last meeting. Ms. Breer explained that this year's survey was more global, as compared to specific sites last year. The survey is longer now. Ms. Williams was excited that the feedback on this campus exceeds what is seen on other southeastern campuses under her purview.

Announcements

Mr. Starks asked if the proposed spring schedule was satisfactory and no objections were given. A tentative meeting for December was not deemed necessary. The spring schedule was accepted by acclamation for 2:00 PM, on February 6, March 6, and April 3, 2019, in GUC 200.

Adjourn

Mr. Starks adjourned the meeting at approximately 2:30 PM.

Submitted by:

Veronica Allen, Committee Recorder