

Minutes of the Food Services Committee

2:00 PM, Wednesday, April 19, 2017

Student Affairs Conference Room, GUC 207A

The Food Services Committee met on Wednesday, April 19, 2017 in Room 207A of the Guillot University Center. A quorum was established with the following members: Dr. Jenny Dawson (Chair, faculty), Ms. Cindy Conlon (designee for Business & Financial Affairs), Mr. Bret Jennings (staff at large), Dr. Johnson Ogun (faculty), Ms. Sarah Stevens (staff, International Affairs), and Mr. Ken Starks (staff, University Residences); other voting members present were Mr. Jordan Cooper (SGA), Ms. Suzanne Berry (SGA designee for Sarah Green); and, non-voting members Mr. David Shields (Vice President for Student Affairs), Ms. Susan Breer (Director of Dining, Chartwells), and Mr. Michael Bennett (District Manager, Chartwells). Members not attending were: Dr. Ulrich Groetsch (faculty), Ms. Leah Harper (staff at-large), Mr. Tyler Delano (SGA), and Mr. Marshall Huffinan (SGA).

Chair Dawson called the meeting to order at approximately 2:00 PM.

Approval of Agenda

The agenda for today's meeting was approved unanimously after proper motion (Jennings) and second (Starks).

Welcome and Introductions

One designated proxy, Suzanne Berry, will arrive as soon as her class ends. Ms. Conlon and Mr. Bennett joined the meeting upon arrival from an off-campus meeting.

Approval of Minutes of February 1, 2017

Chair Dawson presented the minutes of the last meeting on February 1, 2017 for committee's approval. Upon proper motion and second, the minutes were approved unanimously.

New Business

Chartwells Manager Update/Report –

1. Ms. Breer began report with news that Ms. Daishu McGriff, who is close enough in age and can relate well with students, began in early February as Chartwells' on-campus marketing manager.
2. Ms. Breer reviewed the calendar of recent and upcoming events. In particular, a Food Waste Awareness is planned for April 21-28. A wall mural at the Mane Market dish room will display national and UNA campus statistics on discarded food quantities. Dr. Ogun asked how the information will be used. Mr. Cooper inquired about serving size of Mane Market french fries, which Ms. Breer replied are standard.
3. Chartwells handouts were reviewed after distribution to committee members. Ms. Breer commented on Daishu's results of marketing interaction through Facebook, Twitter, Instagram, and Snapchat (see attached email). A "Calling All Superheroes!" dining event for April 26 invites all to dress up as a favorite super hero for a chance to win a grand prize. Kale is the featured superfood for April 17.
4. The annual Late Night Breakfast at Mane Market has a Star Wars theme this year, "May the 4th be with you ...", which is scheduled for 10 PM to 12 AM for all residential students and served by President Kitts and his Executive Council. Residential students without a meal plan are welcome to enjoy this late night venue before final exams begin.
5. The Chartwells survey is moving forward. Tate Carden and Daishu McGriff are collecting surveys. Results and a link will be provided to the committee.
6. Ms. Breer's question about the future of the residence halls was answered by Mr. Shields. LaGrange Hall will remain but UNA may have to re-purpose it if new building projects are not approved by State (of Alabama). No new dining hall is forecast yet.

Mane Market – Both Mr. Shields and Mr. Cooper have observed good line of students at the entree side. Ms. Stevens noted that there is a good entree setup to get sample. Chartwells always wants the student to have the option to get more when they want it.

1. Cup sizes – These are the Chartwells standard. Students think that the cups are too small. Ms. Breer commented that corporate visits are frequent now because this is a new market.
2. Ice cream machine -- This is coming with Mane Market renovations this summer.

3. **Renovations** – An expanded salad bar will include protein option. A new cooler will include soy milk. An addition of booths and changes to lighting are also planned. During Christmas Break 2017, the mezzanine area will be added. The add-on with garage door access is anticipated for construction in summer 2018; this expansion will be needed for D1.
4. **Cashiers** – When students have exhausted their meal plan, it would be helpful if the cashiers could offer the student the option for other forms of tender. Mr. Starks asked if there were a balance summary on the receipt plan usage could be tracked; Ms. Breer stated that it is a Blackboard issue. Only four dining dollar “buckets” can be reported at this time.
5. **Dining app** – The Chartwells dining app will include text feedback. Both Ms. Breer and Mr. Bennett will see if the download statistics for UNA can be separated out.

Starbucks – A complaint was made by a student who was not allowed to quietly utilize a nice corner of the Starbucks area when it was open for business. Ms. Breer will address the issue.

Catering – There have been complaints of cost increases. Cost analysis has turned in statistics. Catering supports itself; no dining proceeds are used in catering operation. The cost for punch and coffee service needs to be re-evaluated, as requested by Mr. Jennings, particularly the beverage-only service. Others commented that this can be controlled by starting with a smaller size order on the CaterTrax request and adding more as needed during the event.

Frios -- Concern was expressed by Mr. Cooper that students may not be aware of where these frozen pops are sold. Currently they are sold at 256 Burger. He added that they can market to recognized student organizations as one approach. Ms. Berry inquired about more flavor options, which Ms. Breer replied that they are still working on the initial stock of Frios and, therefore, have not expanded options.

CREATE – It was suggested to get a cooler for Frios pops to have for sale during the summer. The Frios pops could be available for SOAR. The Student Rec Center will have summer hours 1 PM to 7 PM on Monday through Thursday and 10 AM until 4 PM on Friday. CREATE will be located in the SRC for the summer.

Panda Express -- Construction has discovered some unexpected piping and hood duct work configurations which involve the second floor of the GUC. Panda plans to open in the GUC before students leave in May 2017. Hiring posters are now displayed; day shift workers are needed. There has been good student response for work during evening hours. It was suggested that the job is posted on LionJobs.

Stone Lodge -- Mr. Shields reported that there are no plans for renovation. University Events has Stone Lodge for 2017-2018, since it is particularly sought for bookings during the 4 PM to 11 PM period.

Gem Cart – Customers have been athletes at certain times. It is a matter of finding the right place with good traffic. The gem cart is designed for hot foods. Mr. Cooper suggested that major events could utilize the gem cart on location. Ms. Breer envisions events such as movie night and others.

Summer 2017 Venues — The summer period of June 1 through August 1 will have camps and conferences feeding in the GUC. Starbucks, Moe's, and 256 Burger will open after May commencement. Chick-Fil-A, Starbucks, and Panda Express will serve from first of June onward. Also, CREATE is open in the Student Rec Center location. Ms. Stevens raised concern about the international student camps, hosted by Office for International Affairs, for three weeks in July into August. Mr. Jennings is working on those arrangements with OIA; students will live in Rice Hall.

Announcements

This ends the 2016-2017 term of service.

Adjourn

Chair Dawson adjourned the meeting at approximately 3:10 p.m.

Submitted by:
Veronica Allen
Committee Recorder

Attachment: Chartwells Handout