

Food Services Committee

Minutes of the Meeting of February 12, 2021

The Food Services Committee met via ZOOM at 11 AM, Friday, February 12, 2021. Attending were: Ms. Laura Beasley, Ms. Susan Breer, Ms. Gigi Broadway, Ms. Cindy Conlon, Ms. Cala Flippo, Dr. Ulrich Groetsch, Dr. Kevin Jacques, Mr. Bret Jennings, Ms. Jessie Lindley, Ms. Nia Minor, Ms. Prema Monteiro, Dr. Johnson Ogun, Ms. Emily Williams, Mr. Jeremy Woods. Non-voting SGA members included Josh Corbin (for Tate Gooch), LeLe McCary & Shana Melton

Call to Order

Ms. Laura Beasley called the meeting to order at approximately 11:01 AM

Review of Minutes of November 2020

Ms. Prema Monteiro made a motion to approve the minutes from November 13, 2020 as written. Mr. Jeremy Woods seconded and the motion carried.

Fall 2021 Semester Review

Ms. Susan Breer and Ms. Nia Minor presented a Power Point which recapped the Fall 2021 Semester to date (please see attached PDF for full details). Below are some highlights of the semester.

- Chartwells has had great support from UNA during the challenging times from COVID. Limited seating, lack of summer camps, and online classes have definitely affected service and staffing numbers. Posters have been posted, 17 fun events to date have been held in dining areas and online, specials, and hot food options have greatly assisted in keeping numbers where they are currently.
- International students and those in isolation were major recipients of hot meals.
- Mobile launch in September has resulted in an increase of 418% for online orders. There are currently 1,487 registered users. Of those, 76% have ordered online.
- All Dining Options are on social media (Instagram, Twitter, and Facebook).
- “Nudge” program for Chartwells associates gives them a chance to “shine” and brag on themselves and peers. “The Smile Behind the Mask” posts pictures of employees and a brief bio of who they are and what they do.
- Students have been surprised by the successful “Live Chartwells” where CW pops up in random places on campus giving out food and drinks (i.e.: lion cupcakes, spooky dirt cupcakes for Halloween).
- 77 % of campus reported being satisfied-very satisfied in Food Variety, 63% report satisfied-very satisfied in food quality, and 76% report satisfied-very satisfied with meal plan value.
- COVID has presented staffing issues for Chartwells. Prior to COVID, there were 128 hourly employees, 7 salaried. Now they have 80 hourly, 6 salaried, and there has been a decrease of 1/3 of their staff. It has been hard and expensive to find workers and for them to stay long enough to be successfully trained. Chartwells has a goal of working with UNA students. Ads for help have been in PeopleHub, LionJobs, Shoals COC, Social Media, and efforts have been made to promote jobs to international students. Balancing orders, staff and profitability during the pandemic has been a challenge.
- Exciting plans are in place for Spring Semester 2021. Plans include “Take Home Meals” which are ordered on the mobile app. These will have different menus each week and may be ordered Monday – Friday, and picked up on Friday in the GUC. Flyers posted, word of mouth, and Digest listings will be the advertising methods utilized.
- Student questions – Included requests for grab and go selections which seem to sell out quickly. Susan mentioned they have been ordering conservatively but continually looking at numbers

compared to last year to see what needs to be ordered. Question – Breakfast items lacking. Susan will investigate. Question – Requests for more restaurant variations (i.e. – bringing in a pizza vendor). Susan stated this is a very expensive and lengthy process – perhaps in the future but not immediately in the plans. Other questions Susan will look into include slight menu changes to offer different products, mobile order variations, and options for Gift cards.

Events coming up

Mane Market has plans for Valentine's Day, Feb 24 will have a Heart Healthy Day, Chick-Fil-A will have heart boxes with cookies, brownies, and chicken nuggets.

Closing notations

There will be no price increases on Chartwells and UNA prices. This will be greatly promoted on campus and will be a positive persuasion to students that Chartwells does care. Appreciation was verbalized to members of the Chartwells team for staying during quarantine, while many other UNA employees were at home during COVID high number days. The CW flyers look great! Prema applauded the Books and Breakfast Event as well as the titles they have been using for events.

Adjourn

With no further items for discussion, the meeting was adjourned at approximately 12:12 PM

Submitted by:
Gigi Broadway, Minutes Recorder