

**FOOD SERVICES COMMITTEE
MINUTES OF THE MEETING
November 12, 2013
GUC ROOM 200**

Call to Order

The Food Services Committee met on November 12, 2013, in Room 200 of the Guillot University Center. The following members were present: Ms. Peggy Bergeron, Mr. Johnson Ogun, Ms. Allison Taylor, Mr. David Shields, Ms. Joy Mallard, Mr. Bret Jennings, and Ms. Gwen Turner. Guest presenters attending were: Ms. Janice (commuter student), Ms. Sherri Hester, Ms. Debbie Thornton, Ms. Rane Mitchell, and Dr. Amanda Paulk. Chair Ogun called the meeting to order at approximately 1:35 p.m.

As there was not a quorum (only six of seven required voting members), no business was conducted. Chair Ogun asked for any changes to the meeting agenda; the agenda was affirmed by consensus. Chair Ogun asked for updates to the minutes of October 8, 2013; those present concurred to accept the minutes.

Chair Ogun introduced new business for discussion. He invited volunteers to conduct guest dining experience assessments and then present their experiences to the committee. Ms. Turner provided six gift cards for them to eat at all three Sodexo locations. (The following presentations, discussions and comments are not necessarily in chronological order but are grouped by outlet location.)

A. Towers Cafeteria

- Sherri Hester ate today (Tuesday) at Towers at approximately 11:30 a.m. to try a variety of the wide selections offered. There was no interaction with staff but they were available. She dined with a friend. The fries were salty and the hamburger bun was crunchy. She usually goes to Towers on soul food day when it's usually packed, but they walked right in today. Cost is a big factor; without a meal plan, it gets expensive.

She concluded her comments by asking whether take-out boxes are an option, to which others replied that you could get one but only if you ask for it.

Bret asked Sherri if she tried the salad bar and she did have one. However, she thinks there are not enough options for adding to the salad. The lettuce was fresh and the salad was good that she made. She was not impressed with the hummus; it could be replaced with another salad topping. The salad bar area was very clean; any spills were remedied immediately.

Chair Ogun inquired about the atmosphere. Sherri responded that it was fitting for students; the TV's were on. Debbie Thornton stated that she has the staff meal plan and is impressed with Towers. But it's been a long time since she's eaten there.

Sherri questioned if anyone knew the duration of the staff meal plan, to which Bret replied that it has changed and carries over indefinitely (from semester to semester). Sherri

recommended that this and other information are communicated to faculty and staff so they will know the advantages of purchasing the meal plan. Bret added that the Mane card with meal plan can be swiped for each guest at same meal and can be used at any meal. You can even bring the family for brunch on weekends. Bret added that Towers' menu is on a two-week rotation, so you have some predictability. A three-week rotation is needed to not tire of every-other-week sameness.

- Dr. Amber Paulk ate breakfast at Towers just before 9 a.m. today. It was beautiful and nicer than expected. She saw cereals in dispensers and milk but did not see juice. There were fresh scones and moist fresh muffins. She had a to-go box. The staff was friendly. There were only one or two other people there dining.

Gwen informed the group that hot foods are pulled at 8:30 a.m. Chair Ogun asked if students were upset (availability); she says they have had no feedback. She added that there should also be a wide selection of fresh fruit.

Sherri asked that to promote to faculty and staff, tell them about meals at breakfast, weekend, and other meals. Others commented that breakfast hot bar sounds great and it would be nice to have easier access (parking) for stopping at Towers before getting to work.

B. World of Wings (WOW)

- Debbie Thornton chose to go on a Friday, 12-1 p.m. to WOW with some curiosity about healthy options at a wing eatery, since she knew Subway was there previously. She chose the chicken club salad; she was pleased that it had fresh greens and tender chicken. The facility was clean and she had good, though not much, interaction with staff.

She was somewhat disappointed that the default salad dressing (honey-mustard) was a high-calorie item; she had to ask for a low-calorie dressing. The cost of the salad was \$8, which she considers a steep price for a salad. Two TV's were playing, so it was the usual college atmosphere. There were not a lot of people there. Overall, it was a pleasant experience. Her friend had a burger, which was prepared as you wait.

Shockingly, there was no iced tea, only bottled tea. Freshly brewed iced tea is just expected.

C. GUC Outlets

- Janice (commuter student) went with a friend on a Tuesday. She and a friend selected the Asian cuisine. The line was long at A&W but there was no line at Mein Bowl. The space was small. The servers were cordial. The man appeared more experienced by saying "Have a nice day" to Janice while the woman server was less experienced in making no comment to Janice's friend. The food is good. The friend had older food and all the moisture had absorbed.

DRAFT – will be submitted for approval at the December 3, 2013 meeting

- Raneé Mitchell ate today at the GUC's A&W around 11:45 a.m.-12 noon. She had the chicken finger combo and her friend finally decided on the cheeseburger. It was 15 minutes from order to register for her chicken combo. The cashier did not know how to run a gift card; as a courtesy, they did not have to pay for guest's order. The food was good.

The man preparing the food can be rather startling when he talks to someone across the court because he has to speak so loudly.

They could not find a clean table and had to clear away one. No one came around to clean tables while they were there.

The grab 'n' go (Simply To Go) in food court needs a sign; else, you don't know it's there. There are no instructions posted at A&W; they didn't know to fill out order form. To walk up to A&W you would not know.

Announcements

- Chair Ogun asked committee members to look at dates for meetings in spring semester.
- Ms. Turner announced to expect a soft opening on Tuesday, January 21, 2014 of the Chic-Fil-A and Starbucks in the new University Success Center. Limited visitor parking in front of the building will allow public customers for these community-driven venues. She encouraged all to share this news with family and friends.
- The next meeting will be held December 3, 2013, at 1:30 p.m. in GUC Room 200.

Adjournment

Chair Ogun adjourned the meeting at approximately 2:05 p.m.

Submitted by:
Veronica Allen
Recording Secretary