

Minutes of the Food Services Committee

1:30 p.m., Wednesday, October 5, 2016
Student Affairs Conference Room, GUC 207A

The Food Services Committee met on Tuesday, October 5, 2016 in Room 207A of the Guillot University Center. The following members were present: Dr. Jenny Dawson (Chair, faculty), Ms. Cindy Conlon (designee for Business & Financial Affairs), Dr. Ulrich Groetsch (faculty), Ms. Leah Harper (staff at-large), Mr. Bret Jennings (staff, at-large), Dr. Johnson Ogun (faculty), Ms. Sarah Stevens (staff, International Affairs), Mr. Jordan Cooper (SGA), Mr. S. Blake Humphries (SGA designee for Tyler Delano), Mr. David Shields, Ms. Susan Breer (Director of Dining, Chartwells), and Mr. Michael Bennett (District Manager, Chartwells).

Chair Dawson called the meeting to order at approximately 3:31 p.m.

Approval of Agenda

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

Welcome and Introductions

Each committee member stated their name and department and were welcomed by Chair Dawson. The committee welcomes the new campus food services representatives from Chartwells.

Committee Charge

To understand the scope of the Food Services Committee, Chair Dawson read the committee's charge from the Shared Governance website (<https://www.una.edu/sharedgovernance/task-committees/food-services-committee.html>). Chair Dawson asked if there were any recommendations to the charge as read; none were given.

Election of Vice Chair

The Chair asked for any volunteers for the position of committee vice chair, stating that this person will automatically assume the role of committee chair for the next year. With her consent, Cindy Conlon was nominated by Dr. Groetsch and seconded by Mr. Shields, then unanimously approved as Vice Chair of Food Services Committee for 2016-2017.

Approval of Minutes of October 27, 2015

Chair Dawson presented the minutes of the last meeting on October 27, 2015 for committee's approval. Upon proper motion and second, the minutes were approved unanimously. Chair Dawson commented that no meetings were held in spring semester due to no new agenda issues.

New Business

Chartwells Manager Update/Report – Mr. Barnett provided a 15-page handout (attached) for each committee member to introduce Chartwells' mission statement, staff, food venues, social media presence, monthly features of food quality, online food menus, and monthly special events. A midnight breakfast for students, served by faculty/staff, will be scheduled for later this semester; Mr. Shields will ask Executive Council to participate.

If the committee has any feedback on the mission statement (based on UNA mission) or to discuss the trends in campus dining and future concepts, please email Ms. Breer or Mr. Bennett.

Key points from the update and committee discussion are:

1. Students only want to see social media feed once per day.
2. Odette's is a pop-up market for lunch, Monday-Friday, in the GUC to provide another grab-and-go option. Future concepts are being discussed.
3. Mane Market (formerly known as Towers Cafeteria) allows student to swipe only once; however, faculty/staff cardholder can swipe multiple times.
4. Meals remaining balance is one of few features currently not visible. Requires customization between new platform for Mane Card (from NuVision to Blackboard software and new Sequoyah point-of-sale (POS) system. Additional tech support will resolve these features to give info familiar from previous software.
5. Frios Gourmet Pops (fresh, frozen, fun popsicles) is coming to campus.

6. A mobile gem cart will start at GUC and then circulate through campus. Upscale sandwiches will provide an additional option.
7. Moe's target date was end of October but will want open before January. Major hurdle is with state permits right now. A "soft" opening may be possible before end of semester. Moe's parallels Blue Coast Burrito.
8. Burger 256 (in old location of A&W) in GUC is equivalent to Five Guys in meal options and pricing.
9. Committee members commended Chartwells staff for their friendliness, cleanliness and care of service.
10. Mane Market incorporates self-serve rather than line server for venues such as Taco Tuesday. This allows the customer to select their portion size. Staff were on hand to keep buffet well supplied.
11. Allergy-free zone installation is planned for summer 2017 at Mane Market; Cindy Conlon asks for input from Food Services Committee. How to house this zone is a factor in the planning, such as adding more lighting, another entrance, etc.
12. Camps & Conferences and SOAR for 2016 worked out well as Chartwells began its operations at UNA. University Events is discussing plans with Chartwells for 2017 camps and conferences.
13. Culinary Arts presently has no plans for weekly Wednesday lunch specials this semester at East Campus. It will be option of their new chef for consideration in the spring.
14. Students are excited with new changes. One concern is lengthy lines at peak hours, typically 10-15 minutes at Mane Market. Transaction times were a delay at first of semester and has been resolved at Mane Market. Chartwells will consider having another register open during peak hours at Mane Market; this will require an additional tech drop. Other ideas include a swipe-and-go for meal plan only or setting up lines for each tender.
15. Space is a constraint at Mane Market; renovations are pending further campus facilities planning, particularly with future student housing.
16. Brand standards for venues like Chick-Fil-A must be met for conditions such as hold time. Licensing stores and franchising stores have different food menu options so some may not be available at UNA location, such as seasonal. Also, pricing increases that occur (Starbucks) are global.
17. Chick-Fil-A is adding milkshakes to menu. Electrical panel limitations is a factor in implementing.
18. Convenience store pricing was addressed as a student concern. Chartwells must purchase from vendors that cater to convenience store format, therefore higher prices because it is a convenience store. They cannot purchase from Sam's, for example, and supply the campus convenience store.
19. Mane Market to-go boxes are doing well with students, now that they know they are available. Personal pizza is only available inside Mane Market.
20. Faculty/staff plans are still available. Purchase online is best on Firefox browser.
21. University Events is looking at new furnishings in GUC dining area and will accept feedback on ideas. No plans for flooring replacement.
22. Lion Loot can be used at Athletics events. UNA supplies food at Flowers Hall concession. Students get one free concession meal with student ID. Mane Card debit is usable at many campus functions.

Announcements

The next meeting is scheduled for November 2, 2016 at 3:30 p.m. in GUC 207 conference room.

Adjourn

Chair Dawson adjourned the meeting at approximately 4:35 p.m.

Submitted by:
Veronica Allen
Committee Recorder

Attachment: Chartwells Handout