

Minutes of the Food Services Committee

2:30 PM, Wednesday, November 1, 2017
Student Affairs Conference Room, GUC 207A

The Food Services Committee met on Wednesday, November 1, 2017 in Room 207A of the Guillot University Center. A quorum was established with attendance of the following members: Ms. Cindy Conlon (Chair, Business & Financial Affairs), Ms. Cala Flippo (International Affairs), Ms. Jennifer Irons (staff at large), Mr. Bret Jennings (staff at large), Ms. Kendra McLain (faculty), Dr. Johnson Ogun (faculty), Mr. Ken Starks (Vice Chair; staff, Housing & Residence Life), and Ms. Rachel Winston (faculty). Other voting members present were Mr. Jordan Cooper (SGA) and Ms. Suzanne Berry (SGA) and non-voting members were Mr. David Shields (Vice President for Student Affairs), Ms. Susan Breer (Director of Dining, Chartwells), and Ms. Emily Williams (new district manager for the southeast, Chartwells). Absentees were Mr. Hugo Dante (SGA President) and Mr. S. Blake Humphries (SGA).

Chair Conlon called the meeting to order at approximately 2:34 PM.

Approval of Agenda

The agenda for today's meeting was approved unanimously after proper motions.

Approval of Minutes of October 4, 2017

Chair Conlon presented the minutes of the last meeting on October 4, 2017 for committee's approval. Upon proper motion (Jennifer Irons) and second (Kendra McLain), the minutes were approved unanimously.

New Business

Update and Review from Chartwells – Susan Breer, Emily Williams

1. Ms. Breer distributed the November calendar of dining events and discussed the details.
 - a. For the November 11th UNA Preview Day, Einstein Brothers Bagels will operate 7:00 AM-2:00 PM; all other retail in GUC, 10:30 AM-2:00 PM.
 - b. The Pop-up Chef event was described. Two members of Chartwells culinary staff compete against each other in elimination rounds. Round 3 is Ashley (resident dining chef) versus Ken (catering chef). Ms. Breer would like the UNA culinary students to judge the "losers round" in January, with a couple of culinary students to judge. Chef Ed is the only competitor who is not from the UNA Culinary Arts program. Dr. Ogun will consider adding a pop-up chef competition to the spring semester syllabus.
 - a. Student attendance at Pop-up Chef events has been low but students have enjoyed it. Although it is fun for the Chartwells staff, it is also intended to be an education for the students to see the expertise of the chefs in creating innovative meal options. Many people do not realize that Chartwells has real chefs on staff.
 - c. A Thanksgiving turkey burger is the special at Burger 256 for November.
 - d. Mane Market closes after dinner on Nov. 21, but CREATE out-takes will be open on 22nd, closes on Thanksgiving Day, then re-opens on Friday to have dining option available for those students remaining on campus during the break.
 - e. Student Choice voting opens today through social media in a brackets format.
2. Denise Seagraves is doing a great job with off-campus catering events for Shoals Chamber of Commerce. This lets local business leaders know that Chartwells is available for community catering services.
3. Check Your Balance campaign has begun. Cashiers wear buttons. Balance now appears on receipts. Signage at different locations to point people to the correct website.
4. Mystery shopper program has begun with selected students and faculty who are unfamiliar to retail staff. Shoppers eat free, using a coupon which is a common Chartwells transaction and allows shopper anonymity. The shopper completes a questionnaire which includes wait time, food quality, and cashier's customer service. Moe's and Chick-Fil-A are the sites to initiate the mystery shopper program. Chartwells hopes to have feedback once per month.
5. Chick-Fil-A kiosk instructional signage is being developed. SGA discussed options to be included in their request for a QR code on signage, specifically a link to a flyer for information about a specific event, or possibly to check your dining balance.

6. Late night breakfast “Game of Scones” is set for December 7 with Game of Thrones costumes for dining staff and UNA Executive Council members. The fun is 10 PM – 12 midnight.
7. Ms. Breer asked for feedback and suggestions. Her updates, discussions, and questions followed are included in the following briefs.

Thanksgiving Break Dining Services - Question raised about number of residents remaining in halls for Thanksgiving Day, but no numbers collected yet. RA staff will make informal inquiry on their floor. Since UNA Police also needs to be informed of which buildings have occupants, this information may be available from the Director of Housing & Residence Life; this info also needs to include if international or domestic student so OIA numbers are not duplicated.

OIA has asked international students about their plans. Local families, OIA staff, and many local churches are sponsoring meals for the holiday.

Last year’s student count was single digits for the Thanksgiving Break.

Mane Market – Omelet bar is available during the week but not on the weekend. Is there possibility to bring it back for the weekend? This is an option for protein on the salad bar. Many diners do not understand this concept so it was suggested that more signage, such as “Add a protein...” is added to the salad bar.

Survey Results – Thus far, responses indicate that it is not so much about quality but about preference of foods. Chef is working on menu to be more acceptable to the student population here at UNA. Last year they built menus based on corporate guidelines. Corporation wants to have a format that promotes the same foods at all campuses, but it has not been successful in every geographic area. It has not been well received at UNA, so they will try something else. It is a five-week cycle for each menu development; chef has rebuilt the menu going forward. Some unusual presentations were not well-received.

Length of time prepared food – Foods remaining out too long are unappealing. Pizzas are not consumed, for example. The time allowed is subjective. Some items hold better than others. A 20-30 minute holding time is usual for pizzerias. Students want non-dairy options; the pizza bar does include pesto, red sauce, white sauce; defaults to marinara sauce. Signage will be examined to see if clarity needed.

International Education Week – This is a national observance every year in November and this year it is November 13-17. OIA asked that various country themes for Mane Market are presented during this annual observance. In the past, students have been so excited about each themed day.

Catered Events - As a general rule, Chartwells does not provide a to-go containers because they cannot assure how well kept. Anything heated or chilled should not leave with anyone; food safety regulations are strict. Items like cookies and brownies are okay to take from a food event.

When booking catered events, it will help to have a food safety disclaimer on the Catertrax reservation form. Attended and unattended catering services have different health safety issues. For per-plate catered events, the liability still falls back on the food service provider. If attendance may be lower than contracted number to be served, then invite others. There is a huge difference in “catering” versus “food to-go”.

Bringing your own container is different from taking a plate from the event. The intent is different. If you get a to-go order, then the food retailer knows the temperature when sold to the customer. A buffet is not the same as to-go. Although event hosts are concerned about food waste, anything heated or chilled should not be taken from the event.

Chartwells has a corporate-wide effort underway to send texts to students who have identified as food-insecure, to let them know that an event is about to close and they are invited to claim food, if needed.

Food Court – Student feedback to SGA members has been for more vegan, non-dairy, healthier options for the GUC Food Court, although these options are available at Mane Market and CREATE. The grab-and-go sub sandwiches are available at other campus venues like Third Rock in the Science & Technology Building. Commuter students tend to go to the GUC. The perceived walking distance to other venues deters some students from walking to healthy-choice options outside of the GUC.

Commuters do not typically have a meal plan and are unwilling to pay the expense of a meal at Mane Market. Even if Chartwells duplicated a Mane Market option at the GUC, would students still eat at GUC? The price for a meal is a challenge for student budgets when retail meal options range \$10-\$12. Students miss the \$3-\$4 value lunch, like grab-and-go pbj sandwich, that was previously available.

Meal Exchange Value – Students are concerned about the meal exchange value at different retail venues. The actual cost is \$8.75 plus tax for walk-in at Mane Market all-you-care-to-eat. The meal plan advantage is that buying in bulk in advance is always less expensive for per-meal cost. SGA believes the commuter is not seeing the cost advantage for the meal plan. The student perceives that there is not a \$9-\$10 value per meal swipe at retail venues. As explained by Ms. Conlon, actually based on meal plan type, the meal cost is \$5.50 to about \$7.00 on average. The door cost at Mane Market for all-you-care-to-eat is not equivalent to the average meal cost on a meal plan.

Chartwells sees that it is a challenge at all campuses to capture the commuter student in dining. Marketing to commuter students is a different challenge. Conlon encouraged that committee members and others go as groups and organizations; this will help many (those without meal plans) see the large variety of options in dining at Mane Market and the great value for the dollar spent there.

The Policy for Mane Card Misuse at Dining Locations – Jennifer Irons

Students are using another student's Mane Card to purchase food. The Office of Student Conduct identified policies in the Student Code of Conduct, as listed on the handout. A Mane Card policy is in place as well. In the Student Code of Conduct, expectation #34 hits the point that Ms. Irons wants to make. Her question to the committee: We say it is a violation but when is it a violation? Is it after the first warning, or instantly? When do we turn over to SC? Usually the Mane Card is confiscated, which was done previously but discontinued because it also prevents residence hall door access. The question now is how to determine that it is a stolen card. But the policy states that both cardholders are in violation. It is common knowledge that there are those who repeatedly allow others to use their card.

Chartwells wants a policy to put in place that is consistent with the University's policies.

Discussion

Student Expectations - Students are expected to know the code of conduct. In general, if it is a first violation, a student is referred to SC for a letter to be issued. The "first violation" should not occur after several misuses with warning.

Committee members addressed concerns about students not fully understanding everything they sign as they are initiated into campus life. They simply follow directions to "sign here" and do not realize significance of documents.

Internationals share everything. An educational process will be necessary for them. A culture of sharing still exists among all students, despite many iterations to not let others use their card, to not share card information, etc.

If cardholder is present with other students and wants to use their dining dollars to feed the other students, then that is permissible.

Cashier Response - Cashier interaction and response needs to be clarified. When photo on card does not match person presenting the card, what is the cashier's responsibility and how to not make the situation minimally confrontational and not hold up the line at the cash register? How do we keep it a swift swipe-and-go process?

A residential student may realize quickly that their card is lost or stolen and has the option to report it to the Mane Card office. But usage may have still occurred.

Question to the committee: Should we confiscate the card at the register or do we give it back to the student and assume they are being honest? Are you giving back a stolen card? If Chartwells holds the card, then they are liable for the card.

This may not be a Food Services Committee issue but perhaps goes to Student Welfare Committee. We have a policy but how to enforce it is the issue. The notification process needs to be quantified: how large is the misuse problem? If it is significant, then we can take it to another level.

Students need to understand that there is a lot of information contained on that Mane Card. The student ID number must be secured to avoid many hazards of identity theft. It was suggested that an educational article in the *FlorAla* would be beneficial.

Action to Implement Immediately

Jennifer Irons asked for conclusive course of action as outcome of the discussion. The cashier will contact their supervising manager to capture the card number and name on the Mane Card and, hopefully, the name of the individual attempting to use the card. The cashier gives the card back to the person presenting it. Report the incident to Mane Card office which will report it to Student Conduct. Mane Card office puts a hold the Mane Card holder's account to that will not allow use for dining dollars, football game access, rec center, and other activities but will allow residence hall access. Jennifer will discuss further with Carrie Bowen, Director of Student Conduct.

Announcements

First Wednesday of the month for Spring 2018 was suggested. January meeting may be omitted.

The next meeting is scheduled for 2:30 PM, Wednesday, December 6, 2017, in GUC 207 Conference Room. Dates for spring semester need to be determined.

Adjourn

Chair Conlon adjourned the meeting at approximately 3:30 PM.

Submitted by:

Veronica Allen, Committee Recorder

Attachments:

Chartwells November Calendar

Mane Card Terms and Conditions with University Standards and Behavioral Expectations