

**Minutes of the Food Services Committee**  
3:30 p.m., Wednesday, November 2, 2016  
Student Affairs Conference Room, GUC 207A

The Food Services Committee met on Wednesday, November 2, 2016 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), Dr. Ulrich Groetsch (faculty), Ms. Leah Harper (staff at-large), Dr. Johnson Ogun (faculty), Ms. Cala Flippo (proxy for Sarah Stevens, staff, International Affairs), and later, Mr. Ken Starks; other voting members present were Mr. Jordan Cooper (SGA), Mr. S. Blake Humphries (SGA designee for Tyler Delano), Ms. Suzanne Berry (SGA designee for Sarah Green); and, non-voting members, Ms. Susan Breer (Director of Dining, Chartwells) and Mr. Michael Bennett (District Manager, Chartwells).

Chair Dawson called the meeting to order at 3:30 p.m.

**Approval of Agenda**

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

**Welcome and Introductions**

Chair Dawson recognized designated proxies who were present for today's meeting.

**Approval of Minutes of October 5, 2016**

Chair Dawson presented the minutes of the last meeting on October 5, 2016 for committee's approval. Upon proper motion and second, the minutes were approved unanimously. *(Recorder's Note: Typographical and grammatical errors were found and corrected; corrections are permitted per Robert's Rules of Order.)*

**New Business**

Chartwells Manager Update/Report ~~Ms. Barnett~~ <sup>Mr. Bennett</sup> provided a colorful 7-page handout (attached) for each committee member which includes November and December Mane Market events and closing dates, as well as featured foods and Global Eats regional cuisine events. The late night breakfast for students, served by faculty/staff, is scheduled for Study Day, December 8, from 10 p.m. until midnight; promotional info is forthcoming. Additionally, an international food event is planned (not shown on calendar) for Thursday, November 17, with more info to follow.

Today's key points from the managers' update and committee discussion are:

1. The gem cart is now on campus, parked at the Student Recreation Center. An awning is needed to meet permit requirements by the health department. Chartwells has been approved to have a one-day non-lunch items (snacks like pretzels, etc.) for the grand opening. After permit is acquired, the gem cart will be tied to the *CREATE* menu options.
2. Demolition for Moe's installation at GUC is scheduled for Monday, November 14. Panda Express is still targeting to open in January. More construction is involved with old dishwasher area and demolition is November 14. Mr. Bennett wants to provide time for staff training but would like to have a preliminary taste event at Moe's in early December.
3. Chick-Fil-A (CFA) should be ready by next week to offer milkshakes in medium or large. Flavor options are vanilla, strawberry, chocolate, and cookies'n'cream. Chartwells is trying to get approval to have cookies and burritos added to the campus CFA offerings.
4. Students have expressed dire dissatisfaction with the change in cheese on pizzas in Mane Market. Ms. Breer has heard and negotiated to revert back to the original cheese. Mr. Cooper is eager to share with this news with residents and other students.
5. Ms. Berry asked if hours could be changed on Saturday and Sunday at Mane Market. Students have activities away from campus before first meal is served at 11:30 AM. Chartwells agreed to consider this and weigh feedback from current survey. Ms. Berry recommended 11:00 AM rather than 11:30 AM opening time.
6. Another food item with some expressed dissatisfaction is the ranch dressing. Dr. Groetsch shared that students evidently have a very distinctive taste expectation for ranch dressing, although he did not personally discern any taste problem. Ms. Breer stated that there has been some discussion to change the

- corporate-wide vendor. A healthy-eating, sustainable approach is the basis for food selections from Hampton Creek. Chartwells will look at alternative vendors for taste appeal.
7. Stone Lodge makeover will occur summer of 2017. Brick oven pizza and root beer on tap will be served.
  8. Mane Market intents include a Chartwells suggestion for elevated seating in a constructed loft. Also under consideration on the Rivers Hall side of the eating area is a garage door opening for access to an outdoor eating area. Mane Market will be offline during summer of 2017 for renovations. Input from the Food Services Committee should be given to Ms. Conlon while plans are formulating.
  9. GUC seating remodeling will occur by summer 2018 since Mane Market will be offline summer of 2017 and SOAR sessions will be underway June-July 2017.
  10. Odette's would like to remain in the GUC after the opening of Moe's and Panda Express. Mr. Barnett and Ms. Breer are discussing their options and possible menu expansion.
  11. Update on long lines is that they have improved. There are none going outside at Mane Market and CFA wait is under ten minutes, even when lines extend to entrance of campus bookstore. As Ms. Breer shared, it is common to see lines shrink on campuses at this point in the semester. Students have become more relaxed about times to classes, have discovered more eating venues on campus, and may have to budget any remaining Dining Dollars more closely.
  12. Ms. Breer announced that a new kiosk for placing CFA order will be installed at the old Frostbite booth in The Commons to give students an alternative to standing in line. They place their order at the kiosk and then their order is announced when it is ready. Lion Loot and Dining Dollars are the two tendered pay options; the system will not accept meal equivalency by this online method. Both Chartwells and Sequoyah have hopes of developing an online app specifically for our campus. The corporate CFA app is proprietary and not available for campus use.
  13. Ms. Flippo expressed a concern for eating options after December 17<sup>th</sup> closing of Mane Market, particularly for international students. They are polling students to see who plans to stay on campus. Ms. Breer stated that the retail options in The Commons (Chick-Fil-A and Starbucks) will remain open the Monday-Thursday (Dec. 19-22) after commencement; *CREATE* will be open through the break. The campus officially closes December 22 for winter break.
  14. Chair Dawson asked if social media feeds were still comfortable for students and staff. Committee feedback believes that it is not an overload and are comfortable to follow UNA Dining on Twitter. Chartwells has a new district coordinator for social media who will address needs on Alabama and Georgia campuses. The primary focus is based on interaction with content, not the number of likes.
  15. Dining survey is open until November 30. A free drink is incentive for completion. Ms. Harper pointed out that the free drink link on Facebook does not work; Ms. Breer will have that problem corrected.

### Announcements

No meeting is scheduled for December, unless extraordinary need occurs. The next meeting will occur in January 2017. A poll will be taken among committee members for meeting time and day of week to reduce scheduling conflicts.

### Adjourn

Chair Dawson adjourned the meeting at 4:00 p.m.

Submitted by:  
Veronica Allen  
Committee Recorder

Attachment: Chartwells Handout