

**Food Services Committee  
Meeting Minutes  
1:00 p.m., GUC Room 200**

**A. Call to Order**

The Shared Governance Food Services Committee met on February 13, 2015, in Room 200 of the Guillot University Center. Chair Jermaine Ferguson called the meeting to order at approximately 1:00 p.m. The following voting members were present to comprise a quorum: Mr. Jermaine Ferguson, Dr. Ulrich Groetsch, Ms. Jayne Jackson (proxy for Mr. Bret Jennings), Ms. Karen Kennedy, Mr. Johnson Ogun, Ms. Veronica Allen (proxy for Mr. David Shields), and Ms. Cindy Conlon (proxy for Mr. Clinton Carter). Non-voting members present were Ms. KeKoria Greer, SGA President, and Ms. Gwen Burney, Sodexo.

**B. Approve Agenda**

The agenda was approved after a motion and second with unanimous vote by the committee.

**C. Approve minutes from November 11, 2014 Meeting**

A motion was made and seconded then voted unanimously to approve the minutes from the meeting of November 11, 2014.

**D. C-Store (Convenience Store) Customer Service Issues**

The Chair observed a student shoplifting at the C-Store and the student returned the items after being admonished. Store hours are posted and it is expected that store staff is present when door is unlocked. Store hours have increased since November 2014 but need to reduce theft opportunities. Coverage by supervisor and student worker for 10 p.m. until midnight are issues which should be addressed to not undermine intent of having the C-Store.

C-Store clerks have other situations involving repeated challenges with particular students. To resolve student worker to student customer challenges, contact UNA Police. Any repeat offenders should be reported to the Director of University Residences.

Selections offered have increased and C-Store is restocked often, such as daily Simply-to-Go. Plans are to enhance product line, such as toothbrushes. Whole pizzas are not selling well and competition with hot pizza delivery by Domino's is a challenge. A ~~12 slice uncooked pizza~~ <sup>large (cooked)</sup> is \$9.99 payable with dining dollars; a pizza warmer inside Towers is used. One option is to sell pizza by slice and possibly as a combo meal. A pizza warmer in the C-Store is a consideration. Sodexo will examine other approaches toward objective of offering after-hours food options for students.

**E. Sodexo Manager Update/Report**

Article in *Flor-Ala* yesterday on the Towers to-go boxes was clarified by Ms. Burney. The boxes have never been removed. The program is for those who have a need, such as students confined due to illness or students with limited time between classes. So far, education of staff is not being enforced on how to determine who gets a to-go box. Some take-out abuses have occurred but not sure how to handle. Dr. Groetsch stated that to-go is convenient for him and colleagues and would like to keep the system. Ms. Greer would like to see Towers remain a truly come-and-go, creating an environment where students can hang out, watch TV, wait for dinner. Ms. Burney clarified that entry to Towers is available all day and not just during posted meal hours, which was not commonly

known by many committee members. Ms. Conlon raised a concern that to stop the all-you-can eat in a continuous dining environment does affect the to-go box expectation.

Consistent marketing language for food services has been a concern. Ms. Burney has talked with Dr. Hendricks (University Advancement), Tammy Jacques (SOAR), Ms. Greer (SGA) and staff for tours (LaGrange Society) to keep to same language and say the same way. She is excited about the responses and results to come.

The monthly calendar handouts are increasing awareness of Towers. Ms. Burney has enlisted help from University Residences to circulate in the residence halls. She is encouraged that even staff in The Commons are aware of menu offerings in Towers. The upcoming activities for March include Food Truck Wars in Towers next week and a full-blown Mardi Gras Fat Tuesday in World of Wings (WOW). Mr. Ogun asked that the faculty and staff are included in notices like these events and the monthly calendars.

#### **F. Old Business**

Ms. Cindy Conlon updated the committee on meal plan and dining options for Fall 2015. No concrete meal plan options and pricing are ready to announce yet; they need feedback on a completely different look of meal plan options. Some rates, such as faculty/staff and door rates (Towers dining) will increase slightly. Options should be published in next two weeks or so.

Ms. Burney added that e-commerce on the website will offer dining dollars as an add-on. They are working with accounting and procurement to install. Ms. Greer commended that this puts the decision in students' hands and emphasized we need to market this ability to choose. Ms. Conlon added that the goal is to provide more autonomy to the student and reduce the lost meals.

#### **G. Announcements**

The remaining ~~two~~ meeting dates of the Food Services Committee are:

Friday, April 10, 2015 in GUC 200, 1:00-2:00 p.m.

#### **H. Adjourn**

The meeting adjourned at approximately 2:00 p.m.