

## **Minutes of the Food Services Committee**

2:00 PM, Wednesday, February 7, 2018  
Student Affairs Conference Room, GUC 207A

The Food Services Committee met on Wednesday, February 7, 2018 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. Hugo Dante (SGA President) and Mr. Jordan Cooper (SGA); non-voting members present were Mr. David Shields (Vice President for Student Affairs) and Ms. Susan Breer (Director of Dining, Chartwells).

Absentees were Ms. Suzanne Berry (SGA), Mr. S. Blake Humphries (SGA), and Ms. Emily Williams (new district manager for the southeast, Chartwells).

Chair Conlon called the meeting to order at approximately 2:04 PM.

### **Approval of Agenda**

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

### **Approval of Minutes of December 6, 2017**

Chair Conlon presented the minutes of the last meeting on December 6, 2017 for committee's approval. Upon proper motion (Ogun) and second (Flippo), the minutes were approved unanimously.

### **New Business**

#### **Update and Review from Chartwells – Susan Breer**

1. Ms. Breer was accompanied by Ms. Daishu McGriff, Marketing Manager, who has been at UNA one year.
2. After distributing the February dining calendar, Ms. Breer added that the week of February 12 is Diversity Week and was inadvertently omitted. Calendar events were highlighted (see attachment).
3. For Valentine's Day, the Convenience Store, Third Rock, and Burger 256 feature cupcakes, prepared by Denise Seagraves, which are selling well.
4. Mr. Jennings has had difficulty in online purchase of the faculty/staff meal plan. Ms. Breer has had several people come to her office with this problem. Ms. Conlon advised to not use Internet Explorer, but Firefox or Chrome web browsers will work and are recommended. IE is common on UNA's campus pcs and seem to be problematic on many different operations.

#### **5. *Updates by venue:***

**Collier Library** - A new concept, Café de Luce, is in progress for Collier Library in the microfiche section. Options will include pastries, coffee, and a grab 'n' go section. In conjunction with this new venue, Chartwells will replace Einstein's with a refrigeration bank of grab 'n' go pre-made sandwiches. Hours of operation have not yet been determined. A turbo chef will be included in the setup. Planning is still in early phases and guest input is welcomed for such ideas as toasted bagels and hours of operation.

Discussion included the transition of library environment to be one that is experienced. Use of the library is common and will support some type of food venue other than vending machines. Food and beverage can be permitted at computer work stations. Library hours are seasonally expansive and numerous service transitions are underway in Collier Library, such as reduced stacks and more group meeting areas.

**Einstein Bros Bagels** - The GUC will still have coffee setup but it will not have a full Einstein Brothers. Some sort of breakfast menu, as well as coffee, will be included, similar to an airport concept according to Mr. Shields. This non-vendor based setup will allow Chartwells to set its own price point and tweak the menu options as needed, since it becomes a Chartwells concept. Sandwiches and salads will be featured in the cold case and swift payment access will be provided.

Too much retail for the community to support and how many venues are supported in the contract are issues that had to be addressed in this determination. With the development of downtown retail such as Starbucks and Taco Bell, the campus retail environment will have to be re-examined.

Ms. Conlon described the proposed GUC change as becoming wooden cabinetry and flattened to the wall in order to give more floor space in the GUC Atrium. Seating area behind the current Einstein setup will not be disturbed. This change will accommodate more of the popular food type requests (e.g., PBJ sandwiches and boiled eggs) at reasonable pricing.

Mr. Cooper expressed concern that coffee and a bagel are a daily ritual for many students. He suggested that a focus group with a food gift card incentive would be greatly beneficial to include input from students, faculty and staff for options to include in both Collier and the GUC.

**Mane Market** – Final inspection of the beautifully renovated restrooms at Mane Market is underway today. Facilities Administration anticipates releasing the restrooms to Chartwells on Friday (February 9, 2018). Chartwells will clean the restroom facilities, as they do in all their other campus locations. Soap and toilet paper dispensers are different than what Chartwells can buy, so Facilities will partner on supplies.

All Chartwells areas on campus will be rekeyed so that only Chartwells staff have access.

The Chopped round was canceled for today and will be rescheduled. Chef Ogun will have a couple of culinary students participate in a Chopped round. This is a fun experience for students.

A monthly teaching series called “Dining Hall Hacks” will feature alternative cooking by microwave for students to prepare food in their residence hall or alternative ways to put together meals in the dining hall that students would not normally think to combine. Ms. McGriff elaborated that January was ramen noodles preparation, which included adding vegetables and making your own broth. Chef Ogun added that he and Jill (Dr. Englett) have had classes to teach students how to prepare a meal for under five dollars. Ms. McGriff added that fried-chicken-and-waffles Thursdays is a new feature too; guests can assemble their own. These new fun and instructive concepts have been well-received by students and committee members responded. Mr. Shields suggested that this concept could be extended to faculty and staff who live alone and could use some fresh ideas for meal preparation.

Ms. Flippo commented that she has seen a very positive change in customer interaction by Mane Market staff as well as having experienced and evidenced with students. Her students are totally enjoying the black bean with the rice. Ms. Breer responded that they do try to listen and make changes; they cannot always say yes; but when they can, they try to be creative in meeting needs as much as they can.

The veggie burger is available on demand because it was becoming wasteful to have them prepared ahead of time and they were not used. Patterns of peak activity are still being examined for this semester. This will help determine when customer can come and grab ready-made burger. Staffing out front was mentioned as a problem. This will be addressed by Ms. Breer so that front interaction for requests like plain chicken breast can be accommodated.

Salad bar is now attended for better customer interaction and reduced waste. Diners do not prepare their own salads but the attendant will make suggestions for adding protein from options on the salad bar. This concept is common on other campuses.

**Burger 256** – An expanded menu is available for late night in the GUC; it was suggested to have healthy options. Many commuters are part of the late-night diners. CREATE also does good business on late night.

6. **Focus Group** - Last month Ms. McGriff arranged and met with a focus group of eight students from various classifications. It was a first in her one-year tenure here at UNA's Chartwells. This listening endeavor is centered on students' dining experience so far. She asked for negatives. One point was app integrations not working well, and particularly Starbucks and Chick-Fil-A reward points that cannot be used on the campus but students wish they could. More input will be gained from the February 8<sup>th</sup> SGA session.
7. **Digital Marketing** – Instagram and Twitter are the avenues for communicating Mane Market events. Students primarily use Snapchat and Instagram. New international students are on Facebook Messenger, especially the Asian students who come from countries where it is banned. Ms. McGriff does a retail walk-through in Snapchat.

8. **Sustainability** – The month of March will have a sustainability focus. One existing problem is people not disposing of their trash in the GUC Food Court, particularly between 12 and 4 PM. Perhaps a campaign with incentives is needed to encourage them to throw away. Diners must bus their own tables. Appropriate signage is needed as well as more strategic placement of garbage receptacles. There are no recycling bins in the Food Court and it was suggested to add these as well. Mr. Starks suggested that Instagram could be used as an awareness tool and maybe have a mascot walk around to encourage sustainable efforts. Trash bins overflow at front door of The Commons and there are not enough bins available. Ms. Breer expressed partnership with efforts to maintain bins in The Commons with the environmental specialist assigned there.
9. **January 12<sup>th</sup> Weather Closure** – The response by Chartwells was commended by Mr. Shields. He has heard no complaints. Food service was continued without interruption during the hazardous wintry weather closure. Ms. Breer stated that they had two staff members stay in the residence halls. About eight hourly and the management staff were present during the weather closure.

#### **Announcements**

The remaining meetings for Spring 2018 are March 7 and April 4. The committee approved these dates.

#### **Adjourn**

Chair Conlon adjourned the meeting at approximately 2:57 PM with motion and unanimous vote to adjourn.

Submitted by:  
Veronica Allen, Committee Recorder

Attachments: Chartwells February Calendar



February 2018  
Calendar.pdf