

Food Services Committee
Minutes of the Meeting of Friday, April 10, 2015
GUC Room 200

The Food Services Committee met on Friday, April 10, 2015 in Room 200 of the Guillot University Center (GUC). The following members were present: Ms. Gwen Burney (Sodexo), Ms. Cindy Conlon, Dr. Jenny Dawson, Mr. Jermaine Ferguson, Ms. KeKoria Greer, Dr. Ulrich Groetsch, Ms. Leah Harper, Mr. Walter Hartley, Mr. Bret Jennings, Ms. Karen Kennedy, Mr. Johnson Ogun, and Mr. David Shields.

Mr. Jermaine Ferguson, committee chair, called the meeting to order at approximately 1:00 PM.

Approval of Agenda and Minutes

The agenda and the March 13, 2015 minutes were approved unanimously.

Old Business

Update on meal plan and dining options for Fall 2015 and approvals by Board of Trustees – Completed and approved by Board and posted to websites. Old meal plans were combined to generate new plans. The silver option is the default meal plan for first-time residents (all classifications) in the halls. Dining dollars can be used in C-Store for its merchandise, including non-food items. A one-person staffed, upscale, grab-and-go 48-seat dining facility on second floor of new Science and Technology Building will open Fall 2015. It will accept dining dollars. Sodexo has had input from SGA and other committee members.

New Business

- a. Sodexo Manager Update/Report
 - 1) Brand concepting is ongoing to identify what students want.
 - 2) Towers' hours – Sodexo is considering doors and pizza station open between lunch and dinner or after dinner.
 - 3) Student survey – Ms. Greer and Gabi Borden, Sodexo Marketing Manager, are working on the upcoming survey to run April 13-29, 2015, which is geared toward student customer base. The survey is conducted twice per year and is available online. Ms. Burney expects 1,000 survey respondents from promotions through Facebook, Twitter, and flyers. Sodexo needs to have minimum business at each location. The committee expressed concern on how well in advance of and ongoing is Sodexo promoting its various venues and events like the survey.

- b. Plans for post-spring and summer retail and dining operations
 - 1) Chick-Fil-A and Starbucks will remain open all summer until 8 PM instead of 10 PM. Both will close entirely during Memorial Day week and re-open June 2, 2015.
 - 2) Summer 2016 - The committee recommended that at least one venue remain open in GUC Food Court in 2016, even when no camps or SOAR. Having parents and grandparents at SOAR is an opportunity for them to test options in the GUC. The Science and Technology Building will have summer classes and food service should be available there as well.
 - 3) The "experience card" that was created for two-day SOAR sessions may be an option to try for other venues.

DRAFT – will be submitted for approval at the September 22, 2015 meeting

- 4) The committee commented that although Towers is convenient, adequate staffing of food stations, especially between 12-1 PM, remains a problem, such as long lines at specialty cuisine stations and general replenishing of utensils.
- 5) The plate problem on portions and combinations was addressed recently. If customer wants right now, then they can have right now, but cannot re-use your plate.
- 6) The committee offered ideas for special collaborative dining events, such as study night where food for study groups is donated. Community vendors can donate food, such as pizza and doughnuts. In years past, an event was held in Towers where staff served the students from 9 PM – 2 AM. Student committee members were enthusiastic at these suggestions, which can add to what's done at Collier Library for Study Night events. Such as event in Starbucks was deemed unsuccessful by Sodexo because of low turnout. SGA plans to pursue further ideas.

Announcements

Vice Chair Ulrich Groetsch will be the 2015-2016 committee chair.

Meetings will resume in September 2015.

Adjourn

The meeting adjourned at approximately 1:50 PM.