

Minutes of the Food Services Committee

2:00 PM, Wednesday, April 4, 2018

Student Affairs Conference Room, GUC 207A

The Food Services Committee met on Wednesday, April 4, 2018 in Room 207A of the Guillot University Center. A quorum was established with attendance of the following members: Mr. Mike Nelson, proxy for Ms. Cindy Conlon (Chair; Business & Financial Affairs); Ms. Cala Flippo (International Affairs); Ms. Jennifer Irons (staff at large); Dr. Kevin Jacques, proxy for Mr. Bret Jennings (staff at large); Ms. Prema Monteiro, proxy for 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 Ms. Susan Breer (Director of Dining, Chartwells) and Ms. Emily Williams (new district manager for the southeast, Chartwells).

Absentees were Mr. David Shields (Vice President for Student Affairs), Ms. Suzanne Berry (SGA) and Mr. S. Blake Humphries (SGA).

Ken Starks, Vice Chairman, 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 February 7, 2018

Mr. Starks presented the printed minutes of the last meeting on February 7, 2018 for committee's approval. Upon proper motion (Winston) and second (Irons), the minutes were approved unanimously. No meeting was held on March 7, 2018 due to scheduling conflicts.

New Business

Update and Review from Chartwells – Susan Breer and Emily Williams

1. **Handouts**--The handout included calendars and flyers for April and May events, the 2018-2019 meal plans, survey results from fall and spring 2017, and promo for upcoming survey and focus groups.
2. **Changes in Meal Plans**--All residents in UNA residence halls must purchase a meal plan. The default plan is Purple 150 which is 100 meal swipes to the Residential Dining Hall, 525 Dining Dollars, 50 meal exchanges, and 5 guest meal swipes. Chartwells is planning a more strategic effort to educate parents who attend SOAR/Family Orientation this summer. Meal plan prices will be published before the end of spring semester.
3. **Guest Meals**--Price variance has been reduced and the guest meal swipes have increase to 5 on freshman and first-year residential meal plans.
4. **Meal Exchanges** – Residential dining plans for Mane Market can be used for meal exchanges at campus retail venues, with the exception of the UNA Unlimited dining plan. Per semester, 50 meal exchanges are permitted. The menu options for a meal exchange are posted at each venue
5. **Focus Groups**--Members are invited to participate in the faculty/staff and student focus groups concerning Einstein Bros Bagels and Café de Luce (Collier Library).
6. **Fast Food Mystery Items** – Customers can request food items that may not be listed on the menu board of the campus locations.
7. **Fall 2017 Survey Results** – Ms. Williams stated that the fall 2017 campus survey gave a 3.78 for Ms. Breer's team, which surpasses the 3.64 regional target. The spring 2018 survey incentive is a free queso at Moe's; a coupon will download to the survey participant's phone. Multiple free sides are offered. An 8-10% participation is the target; the last survey had only 500 participants.

8. Updates by venue:

Collier Library - A UK brand, Café de Luce, will be located on the main floor of Collier Library at the microfiche area. Lyons Coffee, a local Shoals roaster, has agreed to provide the coffee and they are considering a private UNA label blend. A tea vendor in Huntsville, AL has been identified. Pastry goods will come from Yummies Bakery. This new venue will offer local product as much as possible.

Einstein Bros Bagels – Renovation plans were received today for a new micro-market concept at the Einstein Bros Bagels location in the GUC. Between the end of SOAR and the start of fall semester, this area will be renovated, including a flooring re-do. Many questions ensued by Mr. Dante about options available as well as speed of service, such as coffee refills, affordability at \$1.25 per refill, and quick in-out breakfast options.

Starbucks – Leo III and Una birthday is now celebrated with themed beverages at Starbucks, in either cold or hot drinks, named after each lion. One has dark chocolate and the other has white chocolate. A dollar from each sale is donated to support Leo III and Una. This is the first partnership between the University and dining services using student dining dollars.

9. **Digital Marketing** – Instagram is the social media of choice. Instagram and Twitter are the primary. Efforts are underway to increase Facebook for international students while Ms. Flippo is encouraging the students toward Instagram.
10. **Summer Retail in GUC** – The Coca Cola cooler pillar can be moved after removing the former Pizza Hut exhaust hood. This will allow line formation for Burger 256, which will be the only retail in the GUC. Hours of operation are Monday-Thursday, 10 AM-2 PM. The Commons retails will be open and provide the only breakfast options. CREATE will open at dinner time, plus one other venue to be determined.
11. **Early Arrivals for Fall 2018** – Mane Market will open the Sunday before residence hall check-in. There are no tables and chairs at Mane Market until SOAR ends. Catering is arranged for Athletics and the early 1-2-1 program of 50 international students.

Announcements

There are no further meetings for 2017-2018 academic year.

Adjourn

Vice Chair Starks adjourned the meeting at approximately 2:55 PM with motion and unanimous vote to adjourn.

Submitted by:

Veronica Allen, Committee Recorder

Attachments: Chartwells Handouts



Chartwells 04-04-18
Handout-7pgs.pdf