

Food Service Advisory Committee
Auxiliary Services

Date: November 07, 2014

Place: Moody- Fresh Food Company

Time: noon-2 p. m.

Attendees: Deborah Davis, Colleen Serafica, Ashley Hegger, Diana Marchion Emily Fahner, Mariah Marshall, Lars Grabow, Amber Arguijo, Shannon Mariani, Cheryl Grew-Gillen, Canyon Sanford, Sarah Feye, Nancy Sheoni

Meeting Minutes

- I. Approvals
 - a. October Meeting Minutes
 - i. Tabled-until next meeting Dec 5th
- II. Updates & Information
 - a. UCS Starbucks Refresh 2014
 - i. Phase 1 – Lounge Area
 - 1. Removed carpet in the corners
 - 2. Walls painted warm stone (gray) from the previous purple
 - 3. Additional seating added
 - ii. Phase 2 – Kitchen Area
 - 1. Addition of the hot food carry out program
 - 2. Similar set up to the UC Starbucks
 - b. Campus Dish – Updated Dining Website
 - i. New website has been launched
 - 1. Now it is mobile compatible
 - 2. It has interactive nutrition tools so that you can calculate your entire meal
 - ii. You can now tag favorite menu items
 - 1. Provided through your email and you will get notifications on when your favorite item has returned to the kitchen
 - iii. Can now compare menu items side by side
 - iv. This website is a lot more user-friendly and updates can now be completed more easily
 - v. The URL will stay the same @ uh.edu/dining
 - vi. Can now filter out & compare meal plan options
 - vii. The home page now has live social media feeds
 - 1. We can now engage more interactively with the student body
 - viii. Catering staff page
 - 1. Allows users to contact the catering team directly
 - ix. Google Pins

1. Google maps can now help the students & staff walk to their dining locations. They can now enter in their exact locations on campus and it will lead them to their final food service destination
- c. Freshii New UC Opening
- i. Grand Opening – January 2015
 - ii. Menu & Demo Items
 1. Offered out today with the full menu
 2. Fully customizable menu
 3. Very focused on being sustainable
 - a. All of the to-go containers are recyclable or biodegradable
 - iii. Pricing Information
 1. We have opted for Tier 1 pricing which is the lowest pricing that Freshii offers
 2. Tier 3 is the highest
 3. This was important to have for a college campus so that students can have the best deal
 - iv. Will be serving lunch/ dinner
 1. There is a breakfast option but we may expand to that later.
 2. They will except Cougar Cash
 - v. UC improvements
 1. The corner near Freshii will need to have added recycling and trash bins.
 2. Perhaps more seating as well.
- d. Hours of Operation
- i. Holiday 2014 – November/December
 1. Thanksgiving and winter hours posted on the Dining homepage now
 2. A email from housing will be sent out to the residents about the holiday hours
 3. Wednesday, 11/26 UC dining locations will close early and return to service Monday morning
 - ii. Spring 2015
 1. Spreadsheet will be sent out after the meeting, please review and return comments no later than the 11/17
 2. Freshii hours have been proposed as follows
 - a. Monday-Thursday 10:30 a.m. to 7 p.m.
 - b. Friday 10:30 to 5 p.m.
 - c. Saturday and Sunday it will be closed
 3. Food Truck Pad 2 will be going away due to the construction taking place for the new Engineering Building
 - a. Other food trucks are not affected
 4. Cougar Woods will close the weekend before Spring Break and Fresh food company will close at 7 p.m. both Saturday and Sunday

- e. Finals Mania Fall 2014
 - i. Monday, Dec. 8
 - ii. Time moved up this year to 8:30
 - iii. Will close at 10:30 or when the pancakes run out
 - iv. Call for volunteers will be sent out next week.
 - 1. You can chose between three different areas
- f. Meal Plan Proposal 2015 – 2016
 - i. Final proposal today and voting will take place
 - ii. Based on a lot of research
 - 1. Surveys
 - 2. Focus Groups
 - 3. Competitive Research and Financial analysis
 - iii. Pros of the proposed Meal plan
 - 1. Will now have a Cougar Cash discount
 - 2. Unrestricted guest pass usage
 - 3. Tiered plan pricing
 - 4. Board Rates
 - a. Address the inflation cost
 - iv. Cons
 - 1. Lease partners on campus will no longer except Cougar Cash
 - 2. Tealicious, Chinese Star & McAlister's
 - a. Will still take Flex dollars
 - b. The subcommittee will take the time to find a way to bring back cougar cash
 - c. They will have to participate in the Dining Program
 - v. Questions & Concerns
 - 1. A **faculty senate member** presented a power point on the merits and accuracy of the inflation charts presented by the UHDS team. The following is brief summary of his concerns:
 - a. **Concern 1:** Felt the graphs were over simplified. Did not believe the graph was accurate because the country inflations rates should decrease as well as increase over time and the chart presented did not show any decreases. Went into further discussion of how the operating cost should not affect the meal plan rates.
 - b. **Administrative response:** This is an advisory board which isn't charged with reviewing/discussing the financial aspects of the Master Agreement with ARAMARK (UHDS). We are in charge bringing forth innovations for future food service offerings and new program initiatives to be voted on as a committee. It also is not straight line it is just a zoomed out version so it doesn't show the wiggle room (decreases & increases).

- c. **Concern 2:** The new plan discount is not exactly a discount as students are just getting a discount on the inflation rate so they are essentially paying the same thing. Overall students are still paying more than what it is off campus.
 - d. **Administrative response:** The prices per meal are typically less than purchasing a meal off campus. Our program has to be self-supporting to sustain itself across the entire program.
 - vi. Vote (5 voting members present)
 - 1. Based off the Meal Plans Adjustments- Should the proposal go up to the executive management team, which will then possibly be moved to the Board of Regents meeting in February
 - a. This must be voted on today or before the end of the year.
 - 2. Vote remarks
 - a. 4 in favor the proposed meal plan
 - b. 1 against
 - c. Motion carries. It will go on to the executive management team to vote on

III. IV. Member Items

- a. **Item 1:** Sanitation in Fresh Food Company has greatly improved. However there has been one small incident. There was a hair found in a Brownie. When the student went to report it to the onsite manager, the manager never came.
 - i. **Administrative Response:** We have made strides in improving the sanitation. We will be having a deep cleaning done this weekend November 8th, which is a 3-day process of the dining area. Next weekend will be Cougar Woods. Just to let everyone know we did hear the outcry from the community and we are trying to make sure that we are on point in our sanitation and safety and cleanliness.
- b. **Item 2:** Another student found a maggot in their dessert. Recently. However the student never brought it up with management at the time.
 - i. **Administrative Response:** In the first incident there was not a maggot. It is important to note the difference because it means different things towards the cleanliness of our program. It is also important that you all as students make sure to report any incidents as soon as they occur. This way we can address them as soon as possible. We now have manager on duty boards, in both Fresh Food and Cougar Woods.
- c. **Item 3:** Previous raw chicken incident. It took a while for the cooks to make any changes. It seems that they brushed it off as a one-time occurrence. However it ended up being the entire batch served undercooked. Do you guys have a system in place for situations as this?
 - i. **Administrative Response:** Unfortunately this happens frequently to restaurants that serve bone-in chicken. It is just the job of the chef to make sure that they catch and continue to cook the chicken fully.

- d. **Item 4:** I understand that Dining Services does not have control over the McAllister's establishment, would it be possible to address concerns about the employees that do not wear any hairnets. There have been many incidents where hair touches food. I brought it to the manager's (onsite) attention, however she was about the same age (student) has me and just shrugged me off.
 - i. **Administrative Response:** We will speak with the owner about your concerns at our next partner meeting.
- e. **Item 5:** October 21 around 6 p.m. at Cougar Woods, the dessert cakes were taken away despite having a full platter available. Is there a time when dessert cakes are supposed to be out?
 - i. **Administrative Response:** No, however there may have been something wrong with the platter and that may be why they were pulled off the floor. We will look further into it.
- f. **Item 6:** A lactose intolerant student was wondering if the omelet station still has the option without cheese at Cougar Woods.
 - i. **Administrative Response:** The staff is required to offer another option. Next time the student needs to just ask the cooks to make the omelet without cheese and there shouldn't be a problem. For volume sometimes they will pre-make some omelets however they can make fresh ones upon request.
- g. **Item 7:** The soup and soy milk in Cougar Woods does not get replaced during the busy hours. The salad also does not always look fresh.
- h. **Item 8:** Is there an option to have Frozen Yogurt at Cougar Woods as a Healthier option than ice-cream.
- i. **Item 9:** When going to the new Freshii restaurant, will it have a paper menu for students to reference when creating their meals.
 - i. **Administrative Response:** They actually will have clips boards that customers can have to check off everything they want. A tear off copy will then be given to the restaurant and that's how they will build the meal. Similar to chipotle, you can either buy standard or customize your meal.
- j. **Item 10:** Can Satellite hours be extended
 - i. **Administrative Response:** We can explore options on extending the hours however the vendors have personal quotas that they have to meet which traditionally they haven't yet met.
 - ii. **Member Response:** Also the places that are open will not have the full menu available but whatever is left. The Sushi restaurant and Tandoori Night has done this.
 - iii. **Administrative Response:** We will investigate this. We will talk to them on why they don't keep everything stocked until they fully close.
- k. **Item 11:** Can the Dining halls play Coog Radio and promote school spirit? Is there a reason why this partnership hasn't happened yet?
 - i. **Administrative Response:** The music played through the dining halls is all licensed. Right now we have a contract through Mood Music. They send CD's

every month that we are required to use. The subscription fee we have them already covers all the licensing cost. Unfortunately you can't play a radio station, because then the artist aren't getting paid. Is Coog Radio a licensed radio station?

ii. **Member Response:** I'm unaware. If you have questions with Coog Radio, Paul Schneider is in charge of that program.

iii. **Administrative Response:** We will look into having a conversation with them.

I. **Item 12:** What was the final report on the first brownie incident?

i. **Administrative Response:** From the Fire Marshall's office: From all the information gathered and with the Brownie Recipe, the nuts were to be sprinkled on top (somewhat similar to icing a cake). It has been concluded that the Grub Worm came out of that box which is from the manufacture.

IV. V. Adjourn

Next Meeting

Date: December 5, 2014

Time: 12:30 p.m. – 2:30 p.m.

Location: USDS Conference room @ Calhoun Lofts