

**Food Service Advisory Committee**  
**Auxiliary Services**

**Date:** December 05, 2014

**Place:** Calhoun Lofts Conference Room

**Time:** 12:30p.m. - 2:30 p.m.

**Attendees:** Deborah Davis, Don Yackley, Diana Marchione, Aubrey Cherry, Swati Basu, Rosie Ashley, Canyon Sanford, Will Fisher, Colleen Serafica, Eric Holamon, Emily Fahner, Mariah Marshall, Amber Arguijo, Andy Moon, Geoff Herbert, Ryan Smith, Cheryl Grew-Gillen,

**Meeting Minutes**

I. Open Forum

- a. **Topic 1-** SGA wants food options available for the international students and other students that stay on campus over the holidays.
  - i. What options are available
  - ii. There are complaints about not having food on campus during holiday break
- b. **Administrative Response-** every year it is different for what the committee decides to leave open. We are searching for available options.
  - i. Can SGA create something (a proposal) more specific that can help the committee come up with ways to answer the need
- c. **Topic 2 -** Has the committee come up with a response as far having Coog Radio played throughout the cafeterias
- d. **Administrative Response-** Has not had time to check into the situation further

II. Approvals

- a. October Meeting Minutes
  - i. Tabled
- b. November Meeting Minutes
  - i. Tabled
- c. Spring 2015 Hours of Operation
  - i. **Changes were made** based off the previous committee meetings
    1. Chick-fil-a hours extended until 6 p.m. now Mon-Thurs
    2. Cougar Xpress store in the UC also extended until 9 p.m.
    3. Request for Sushii to be open in the Satellite, still being discussed
    4. Possibility piloting Freshii during Spring Break
  - ii. **Any Changes and Suggestions for the hours**
    1. **Suggestion-** Can Starbucks @Bauer stay open later
    2. **Administrative response-** we can do a pilot so that we can gage the need
    3. **Suggestion-** Can something be open in the Student Center –Dec 22 & 23 also Spring

4. **Suggestion-** Can food options be more aligned with the University being opened not just Residents or Student left on campus
5. **Administrative response-** There will be other locations in addition to the Student Center open to help with the minimal people left hungry on campus for instance Einstein's will be open.
6. **Suggestion-**Can a survey be made to find out what hours are best for staff and faculty left on campus during holiday and spring break hours
7. **Administrative response-**Yes, it will take time we can start formulating questions.

iii. **Hours Approval-**

1. All in Favor (5)
2. Hours Approved

III. Updates & Information

a. UC CFA Team Meet and Greet

i. Location manager-Kelly Procell

1. Changes have been made--New talent (new employees)
  - a. New Front of House Supervisor- Ashley Reyna
  - b. New back of House Supervisor-Isiah Ingram
2. Training for both new staff members

ii. Express line concerns

1. Creating a cue line now.
2. Concern with the spacing issues however
  - a. More stanchions needed for the cue line

iii. Almost 1,000 people go through the UC Chick-fil-a daily

1. Planning to get more fryers to battle the timing of the food
2. Suggestion is to take one of the five registers from the front for more space to have a pick up a line.

iv. Front of the house improvement

1. New staff
2. Better guest interactions, uniforms and speed improvements
3. Wider cues now. You can just move to the left after you order your food
4. Designated cashiers and designated baggers now

v. Back of the house improvements

1. More fryers added
2. Using timers
3. Drop schedules (when you are dropping the chicken in)

b. Diners Comment Review/Feedback

i. Your voice count surveys

ii. The number of rescues vs wows have steadily gone down

1. Rescues are when comments come in with specific problems with the locations on campus

2. Wows are when there an employee or service that really impresses the customers
  3. September 14 WOWs 45 Rescues
  4. October 2 WOWs 22 Rescues
  5. November 10 WOWs 14 Rescues
- iii. In the highlights provided the numbers are based off the 5's given
  - iv. We are not getting as many surveys as we would like. It is continued being put out there
    1. The surveys are online
  - v. Starbucks have the Drink promise campaign, if you have a wrongly made drink, Starbucks is required to replace it for you.
  - vi. "We heard You" boards
    1. Highlight changes made based off the feed back
      - a. Cougar Woods now has pizza every night
      - b. Roasted Corn Chowder now more frequent at Cougar Woods
      - c. Fresh food now has a Chef special every Saturday
      - d. Added omelets to the menu every Sunday at fresh food
      - e. Waffle Bar now all day over the weekend in the Fresh food
      - f. Now have single serve packets of Hot Chocolate to combat the broken machine problem
  - vii. Food Truck improvements
    1. #UHfoodtrucks now created
    2. 2 time Late/NO Show policy now in place to force food trucks to stay on schedule.
    3. Late Night Program- Food trucks allowed based off performance now
  - viii. Space outside the Student Center no longer projected to be a Food truck pad, now will be designated for Bike Racks
  - ix. Pad 2 replacement has been found, not yet approved will be announced soon
- c. Pizza Delivery Provider
- i. Papa Johns has stopped accepting Cougar Cash
  - ii. Currently searching for new partner, hopefully another national chain, but if not will begin looking at the local pizza locations in the area.
  - iii. Will committee updated.
- d. Residential Dining
- i. Semester-end Menus
    1. Steak & Shrimp Dinner Night
      - a. Friday, Dec 12 at Fresh Food Company
      - b. Cooked on the Round Grill
      - c. Each guest will only be able to receive one portion of steak, shrimp and wild rice
        - i. Will be managed by tickets given out at the register
      - d. Also having a chocolate fondue dessert station for this event

- e. SC Phase 2 Grand Opening
  - i. January 21, 2015
  - ii. Ribbon cutting 10 a.m.-11 a.m.
  - iii. What's Dining Doing
    - 1. **Freshii:** Door prizes, iPad Mini Giveaway, Samples, Brand Ambassadors, Photo Op (themed pricing)
    - 2. **Starbucks:** Free upsizing all day
    - 3. **Cougar Xpress, Chick-fil-A & Panda Express:** 10% off all day
    - 4. **McDonald's:** TBD
- f. Finals Mania Fall 2014
  - i. Monday, Dec. 8
  - ii. Time: 8:30 p.m. -10:30 p.m.
- g. Starbucks Refresh
  - i. UC Satellite Starbucks-
    - 1. The installation for the Hot Food Program will go in Monday 12/5/14
    - 2. Lounge Remodel complete

#### IV. Member Items

- a. **Item-**Relating to the Student Center opening, please make sure you are aware of the new branding that will bring new changes and challenges to this committee
  - i. There will also be some soft openings happening before the Grand Opening

#### V. Adjourn

#### Next Meeting

Date: Feb 6, 2014

Time: 12:00 p.m. – 2:00 p.m.

Location: Fresh Food Company @Moody Towers