

Food Service Advisory Committee

September 19, 2014

Introductions

Roles & Responsibilities

- **Committee**
 - 13 Voting members
 - SGA & UCPB appoint alternates
- **Advise EVP for A & F and AVP for Administration**
 - Retail Food/Beverage Program
 - Residential Food/Beverage Program
 - Vending Program
- **Engage With Campus Constituencies**
 - Provide feedback on current programs
 - Build consensus for new programs
 - Facilitate campus dialogue on all foodservice issues

Committee By-Laws

- By-Laws (last update Summer 2013 no changes in 2014)
 - Posted at <http://www.uh.edu/af/docs/FSAC/bylaws.pdf>
- Online agenda request process
 - Posted at http://www.uh.edu/af/committees/foodservice_agenda.htm

Chair & Vice-Chair Elections

- The Chair will be responsible for working with the committee and partners in developing meeting agendas, leading meetings, and making sure there is adequate participation from members.
- In absence of the Chair, the Vice-Chair shall preside with the full authority of the Chair.



At-Large Appointments

- General Appointment:
 - One applicant applied; is no longer interested.
- Residential Appointment:
 - Four applicants applied.
- ***Need 3 appointments in total to cover all positions!***



UHDS Overview

Year in Review

- New UC Opened January 2014 with expanded night and weekend hours
- New Catering Kitchen began operations in the UC
- Extended food truck program to continue past UC construction – new pad located by the Science Bldg.
- Expanded halal offerings with Tandoori Nite extending hours in UC Satellite

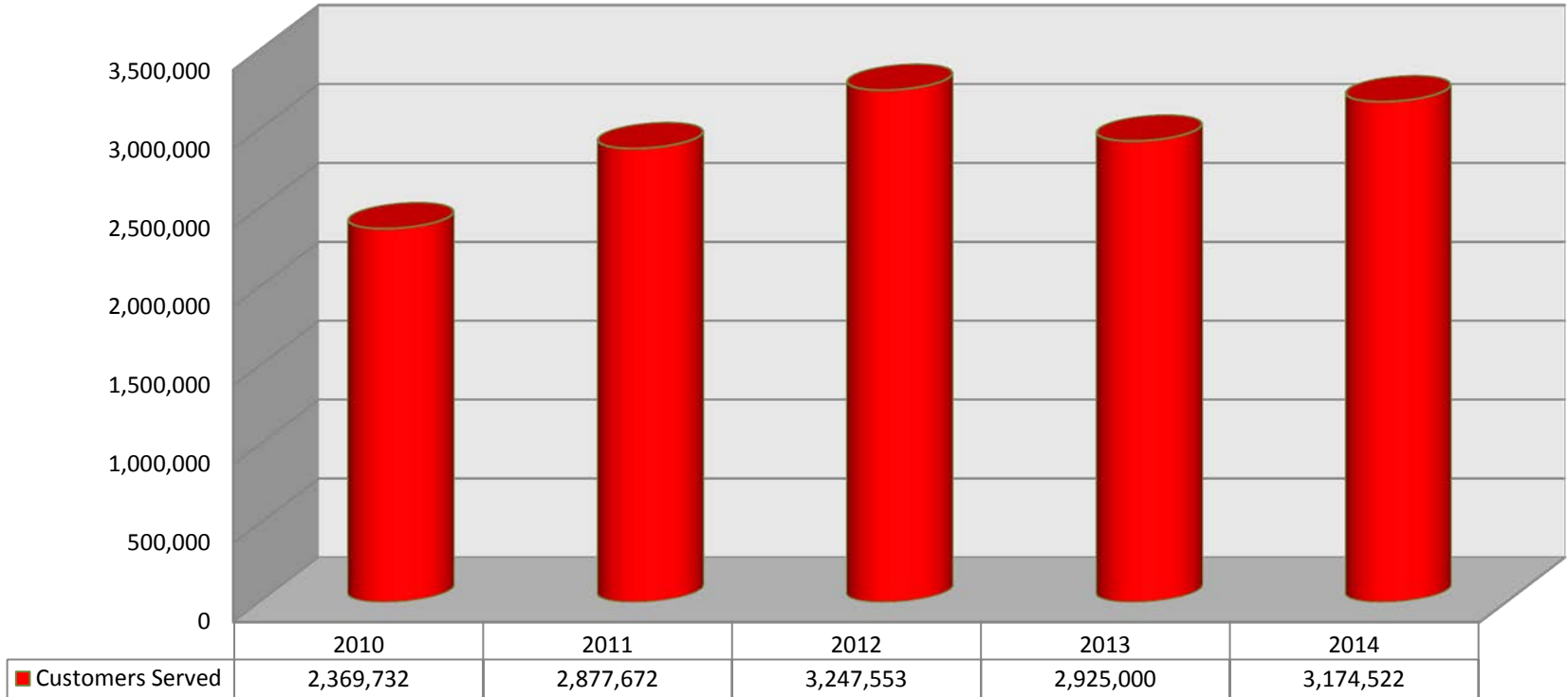
Year in Review

- Served more than 3,000,000 customers (# of transactions recorded)
 - Includes more than 1,000,000 residential dining transactions
 - This is double the residential dining transactions since Academic Year 2009/2010
 - Expanded hours of operation for Cougar Woods



Year in Review

**Total Customers Served
Residential & Retail Locations (# of transactions recorded)**



Fall Opening

- Roughly 35% increase in retail transactions over last fall.
- 2-3% increase in residential meals served over last fall.
- Most popular retail locations
 - McDonald's
 - CFA – UC
 - Panda Express
 - Einstein's



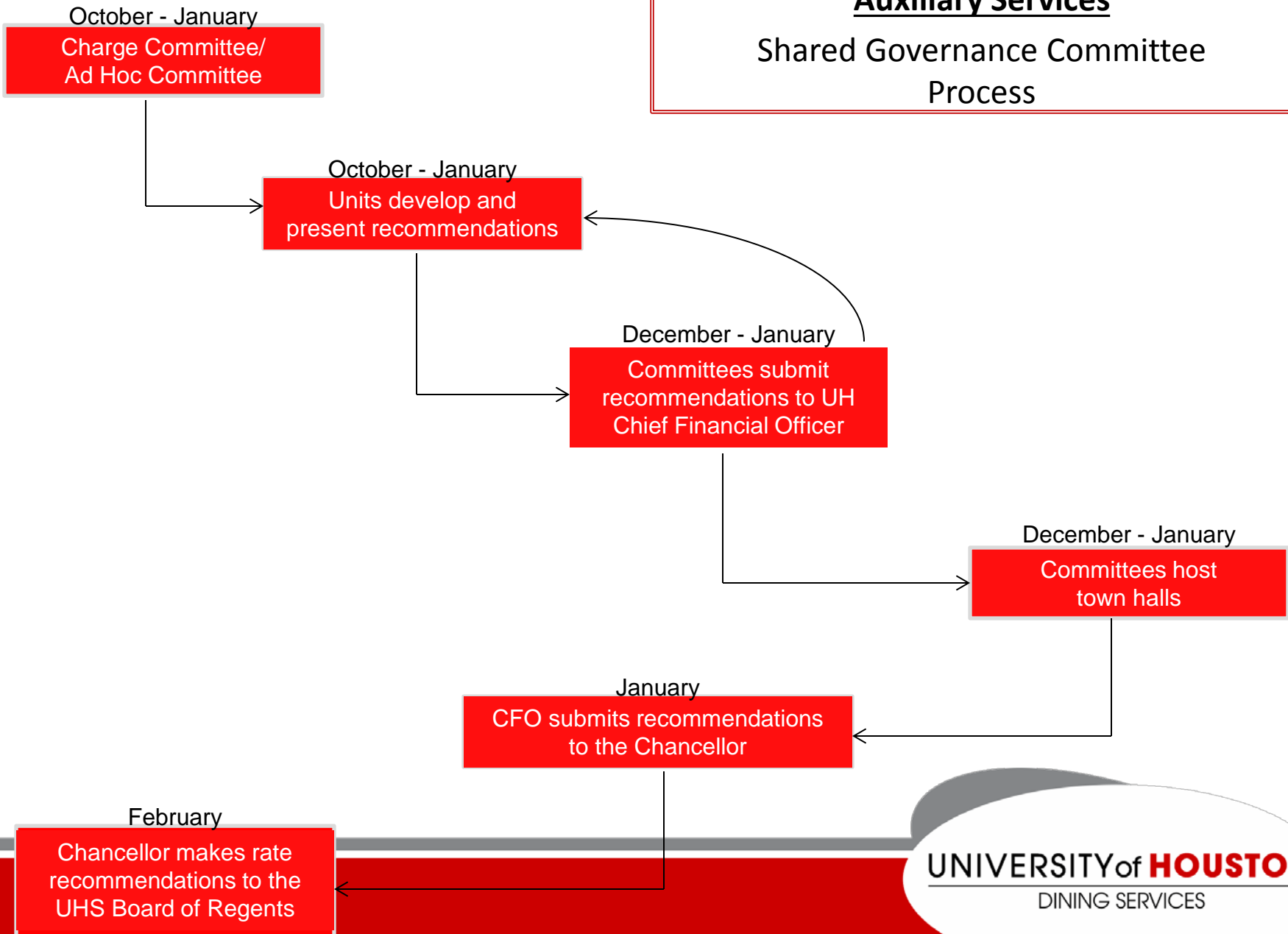
Meal Plan Subcommittee

- This is an annual Sub-Committee created to focus specifically on continuously evaluating the meal plan structure to ensure that it will fulfill the needs of the UH Students, Faculty, and Staff as well as sustain the food service program as an auxiliary service. This committee increases transparency and helps to understand any meal plan changes.
- We need a member from each constituent group to be represented on the sub-committee.



Auxiliary Services

Shared Governance Committee Process



Meal Plan Subcommittee

- Research to Date
 - Competitive analysis
 - Student focus groups
 - Orientation surveys
 - RHA focus group
- Last subcommittee meeting was May 6
- Last A&F review meeting August 20



Meal Plan Subcommittee

- Next Steps
 - Finalize financial modeling
 - Presentation to A & F Administration
 - Follow up RHA focus group
 - Final presentation to subcommittee
 - Presentation to full committee for vote

UHDS Management

- **Senior Team**
 - Geoff Herbert, Resident District Manager
 - Shannon Mariani, Director of Operations
 - Amber Arguijo, Marketing Manager
 - Sarah Feye, Dietitian
- **Residential Leads**
 - Andre Marsh, Food Service Director
 - Carlos Puac, FFCo
 - Tim Tran, CW
 - Carlos Guerrero, Culinary Lead
- **Retail Lead**
 - Vanessa Sanchez, Interim Food Service Director
- **Catering Leads**
 - Shannon Church, Director
 - Randolph Cumings, Events Manager
 - Sloane Meadows, Sales Manager
- **Support Leads**
 - Maria Carrillo, Marketing Coordinator

FFCo Enhancements

- New Menu
 - Spot survey of customers to take place between 9/24 and 10/3.
- Weekly TASTE Promotions



FFCo Enhancements

- Made Without Gluten/Halal
 - Menu contains items that are naturally made without gluten
 - Gluten free, prepackaged meals are available upon request
 - Halal chicken is used



Halal Options Expanded

- Made Without Gluten/Halal @ Fresh Food
- Tandoori Nite
- Coreanos
- Now:
 - Looking into C-Store additions
 - Naturally halal selections currently available

UHDS is hosting the Muslim Student Association for a halal luncheon on Tuesday, September 22!

Expanded Food Truck Program

- New Trucks
 - Eatsie Boys
 - Golden Grill
 - Flip n' Patties
 - What's Up Cupcake
 - Custom Confections
 - Texas Blizzard



Texas Blizzards

Rotation schedule and menus available at <http://bit.ly/ufoodtrucks>

Total food trucks in program 12; to include 3 new dessert trucks!



Expanded Food Truck Program

- Late Night Option
 - 2 week program; last night 9/17/2014
 - Positive feedback has been received
- ERP Option
 - Included in regular rotation for service once a week
 - Wednesdays 11:00A – 3:00P



To-Go Containers

- New system implemented using committee feedback.
 - \$5 Deposit
 - Use Container
 - Return for new container, key tag or refund.

Return rates this year are already much higher than last year.

Cougars Go Green

Ask for a Reusable To-Go Container!



Our reusable to-go containers help save water, reduce chemical use and keep Styrofoam containers out of the landfill.

How to Use:

-  Ask for a reusable to-go container at Fresh Food Co. or Cougar Woods and pay a \$5 refundable deposit.
-  Fill your container with food from the dining hall and take it with you to home, work or class.
-  Return your used container to any convenience store for a key tag or dining hall for a key tag or new container.
-  Bring your key tag to Fresh Food Co. or Cougar Woods to exchange it for a new container.
-  If at any time you'd like your deposit back, bring your container or key tag to Fresh Food Co. or Cougar Woods and ask for a deposit refund.

Questions? Call 832-842-5989 or email uhdining@uh.edu.

UNIVERSITY of
HOUSTON
DINING SERVICES

UNIVERSITY of **HOUSTON**
DINING SERVICES

Customer Service Training

- Applies to all locations
- Trained prior to fall opening
- Reinforced at meetings each week



“What’s Cooking, Coogs?”

- “What’s Cooking, Coogs?”
 - 92 students attended last season
- New this year:
 - 6 episodes in Fall (not over the entire year)
 - Hot nutrition topics are themes of episodes
 - Rotating chefs



EAT WELL, LIVE WELL.

"What's Cooking Coogs?" COOKING TOUR



Sept. 23, 2014 Breakfast Essentials @ Cougar Woods



Oct. 21, 2014 Going Lean & Green @ Calhoun Lofts Lobby



Oct. 28, 2014 Halloween Desserts Done Right @ Cougar Village II Lobby



Nov. 11, 2014 The Skinny on Superfoods @ Fresh Food Co.



Nov. 18, 2014 Café Spice at C-Stores @ Moody Towers Lobby



Dec. 2, 2014 Healthy for the Holidays @ Fresh Food Co.

First 30 people will receive a cooking essential.
Collect all 6 and you'll have a cooking set!
All events are scheduled to begin at 7 pm.

For questions or comments, please contact the
campus dietitian, Sarah Feye, MS, RDN, LD at:
832-842-5996 or feye-sarah@aramark.com

Member Items

Next Meeting

October 3, 2014

12 p.m. – 2p.m.