

## Food Service Advisory Committee

### Auxiliary Services

**Date:** May 1<sup>st</sup> 2015

**Place:** Fresh Food Company

**Time:** 12:00p.m. - 2:00 p.m.

**Attendees:** Rosie Ashley, Deborah Davis, Geoff Herbert, Kimberly Cooper, Emily Fahner, Curtis Snell, Colleen Serafica, Maria Honey, Eric Holamon, Will Fisher, Lars Grabow, Canyon Sanford, Swati Basu, Don Yackley, Shane Smith, Munin Alu

### Meeting Minutes

#### I. Open Forum

- a. Praise to the Committee for having documents available for the committee members to fully understand before voting
- b. SGA Presentation (May 1<sup>st</sup>)-
  - i. **SGA President** is excited to work with the committee next year.
  - ii. **SGA Vice-president**-has concerns
    1. **Meal plan petition committee**- Believes that the committee has been unfair to the students with real medical issues that have asked for petitions. For example a student reached out the SGA for help with a denied petition. He would like the committee to send any old petitions to him so that he can review and understand how the committee processes the students request
      - a. Would like the petitions from this current academic year and the last academic year. Email it to him.
    2. **Weekend breakfast**-there is no breakfast. It's disappointing. There are a lot of students that look for breakfast on the weekends but it's not available.
      - a. **Admin Response**-What time is it that students are complaining and what options are they looking for.
      - b. **Response**- Students are complaining about the opening hours around 8 am -10am and student would like to eat full breakfast such as omelets, sausage and more.

3. **Halal friendly?**-What does it mean. Freshii was supposed to offer Halal foods. But the employees do not even know what that means. The Student Center was supposed to have a place for halal food. It's not fair that Halal friendly will mostly be vegetarian options. Students are also looking of Halal protein.
    - a. **Admin Response**-we have added signage so that students don't get confused with the Halal station and the Vegetarian station. We agree there should be far more protein stations.
  4. **Customer Service**-The servers can't even say hi and have smiles on their faces. How much customer service training do you put your employees though.
    - a. **Admin response**- it would be very helpful to report the employees to the managers the day during the incidents. That way we can work on coaching them with the correct ways of customer service.
    - b. **Response**-employees tend to be nicer to adults not to the students. They need to be reminded that the students are also paying customers.
    - c. **Admin response**-perhaps the RAs can help get the students more informed with how to report issues with dining services.
    - d. **Admin response**- Auxiliary Services is also working on a secret shopper program as well. Which we hope to have implemented in the fall.
- c. **McDonalds Customer Service – Mr. Tillman (Owner)**
- i. **Committee Concern**-Can you all consider changing the process for getting the drinks when it's really busy. For example, the person taking orders should not be getting the drinks as well
    1. **Having one cue**- to speed up the process
    2. **Partner Response**-We believe it's faster with the different lines.
  - ii. **Partner**-As a point of information before we begin we would like to make it known that there are 4 partners to this McDonalds. The big decisions cannot be made by myself
  - iii. **Committee Concern**-Can you explain how you plan to combat the customer service problems? How do you train your staff?
    1. **Partner response**-We are not perfect but we strive for the best. Before a person touches a register they must go through training. Twice a year we offer training sessions for all of the managers. We have secret

shoppers and a concept called Sub Voice (on the back of each register, there is a number people can call)

- iv. **Committee concern**-We think the manager need to take ownership of the concerns with the customer service problems and reevaluate how the staff interacts with the customer.
  - 1. **Partner Response**- We plan to reinforce our values.
- v. **Committee question**-What time does the cook to order start?
  - a. **Partner Response**-It depends on the day and the arrive times. But normally it's around 7pm-7:30pm.
- vi. **Committee Concern**-Do you have any tangible ways to improve service?
  - a. **Partner Response**-A lot of it depends on who is running the shift. A tangible thing that we can really enforce right now is having the managers come to the front to see the service.
- vii. **Committee Concern**- Early it was explained that the drinks can't be discounted because the 4 partners would never agree to that, but it needs to be explained to the students why they won't be able to receive discounts when its proclaimed that you care about the student more
  - a. **Partner Response**-We offer free refills. Where other college campus we are on don't offer free refills. We can't do both having dollar drinks and free refills. It would not be profitable.
  - b. **Committee Response**- Are refills advertised? No one knows that.
  - c. **Partner Response**-We will definitely address this issue.
- viii. **Partner Response**-We will take everything from today back and discuss options about the concerns given today. We can perhaps make some cougar specials or something.
- ix. **Committee Administrative Response**-Until we find a resolution on the dollar drinks issue. We will put signage and advertising up that says free refills at McDonalds.

## II. Approvals (May 1<sup>st</sup>)

- a. April Meeting Minutes
- b. Hours of Operations-Summer and Fall
  - i. **Table the Fall hours till a week from today for a special meeting @12:30-2pm on May 8<sup>th</sup>**
  - ii. Summer hours-All issues have been addressed.

1. Vote-All in favor. Hours approved

- c. Retail Pricing-Fall

- i. Same pricing presented in with the exception of beverages

- ii. Can the pricing be resent to the committee and we can revote on it next week at the special meeting?

1. **Admin Response**-Yes we will resend it out to the committee.

- III. Updates & Information

- a. Residential Highlights

- i. Final Themed Meals

1. Soul Food this past week, was a hit and very good

2. Cinco de Mayo themed meals next week at both locations

3. Will be having a customer appreciations themed meal coming up. More details to come.

- ii. Additional Food Safety Protocols

1. Dining Services discussed their process behind the scenes taken to provide safe food products to campus via an established rigorous supply chain protocol.

2. To bring it to everyone's attention Coreanos was called into question because students were calling in complaining of getting sick

- a. Coreanos will not be allowed back on campus until they could provide clearance slips from the Fire Marshalls Office and the city of Houston.

- b. Also results from Yelp that people were getting sick from off campus locations of Coreanos. So we are pulling it off campus completely as well as Golden Grill because they are owned by the same person

- c. They will stay off campus until we are satisfied the new management will provide a safe environment to our community.

3. To explain the Blue Bell issue.

- a. At this time we don't know when they will return.

iii. Halal Option Daily

1. Are actually trying to incorporate more protein options for the students.

a. A new item coming is the Buffalo Chicken Mac n Cheese.

b. Retail Highlights

i. Back of the house refreshes

ii. Starbucks, Chick fil a, Smoothie King & more

a. The companies will be changing sizes and menu items during this process. This is based off the actual brand changing not just raising prices.

c. Finals Mania

i. Will be next week. May 5<sup>th</sup>, Volunteers still welcome

IV. Member Items

a. **Member item 1**-Just following up with the plans about getting Coog Radio played throughout the cafeteria.

i. **Admin Response**-We have not heard back from them

ii. **Member**-I will contact them and see why they haven't responded.

b. **Member item 2**-Can we follow up with the McDonalds' Partners and see if they have followed through with their plans of improvement

i. **Admin Response**-Yes we plan to follow up with them soon about how they will start taking action. As well as bring to attention that they have a different focus then we do and getting them in line with our culture.

c. **Member item 3**-Can you add more sauces to the ketchup cue. Perhaps BBQ.

i. **Admin Response**- Yes we used to have BBQ, we will bring it back.

d. **Member item 4**-The stations still takes a long time. One person will only work station and it can be very frustrating as the person clearly needs help so they have to take time doing everything while the line just gets longer.

i. **Admin Response**-We will take a look at this.

e. **Member item 5**-The variety is still a problem. Sometimes the options will just be variations of the same option at every station.

i. **Admin Response**-This is still a problem that we recognize. We will continue to try and improve on the menu options.

- f. **Member items 6**-The salad dressing are not all the way mixed. And it can be hard to pour.
  - i. **Admin Response**-We will look into it.
- g. **Member item 7**-The water comes out of the fountain slow.
  - i. **Admin Response**-we will take care of it.
- h. **Member item 8**-The meal plan options on the website is not clear as it has both the residential and commuter meal plans grouped together and that can get confusing.
  - i. **Admins Response**-we will look into getting this fixed

V. Adjourn

Next meeting-

May 8<sup>st</sup>, 2015 (Special Meeting)

12:30 p.m. – 2 p.m

Fresh Food Co.