

## Food Service Advisory Committee

### Auxiliary Services

**Date:** November 6, 2015

**Place:** Fresh Food Company

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

**Attendees:** Mariah Marshall, Eric Holamon, Leighanne Dean, Kayla Fischer, Taylor Archer, Henri Jreij, Tanzeem Chowdhury, Lars Grabow, Keith Kowalka, Mathew Sebby, Swati Basu, Mark Laney, Jason Wipf, Shane Smith, Geoff Herbert, Deborah Davis, Emily Fahner, Travis Ramirez, Torik Banks, Jamison Carson, Moojan Hakim, Maria Honey, Maria Herngndet

### Meeting Minutes

- I. Open Forum
  - a. **Item 1** - Sugar Land Campus Presenter, requested more trucks to rotate on this campus, and to add more days to the rotation – more than Tuesday and Thursday. Do they accept cougar cash, the trucks at Sugarland, if not can that process be added.
    - i. **Admin Response-** We are working on updating the Sugarland system. We also need to research the new dynamic at that campus to see if the demand has changed.
    - ii. **Admin Response** – We are ordering more tablets to provide the option of using Cougar Cash at this location
- II. SGA Alternate Appointment
  - a. Brinda Penmetsa
- III. Presentation concerning meal plans
  - a. Presentation provided on A&F website-The following Items were discussed
    - i. **Item 1-** Meal plans tend to cost too much for low income students
    - ii. **Item 2-** The Cougar 160 meal plan is confusing and wasteful for students
    - iii. **Item 3-** Meal Plans tend to have swipes leftover
    - iv. **Item 4-** Suggestion for creating cheaper total lower cost options
  - b. **Committee Comments/Questions/Concerns**
    - i. In full agreement that the meal plan break down is very confusing and from a parent standpoint, I wouldn't want my child to have to purchase a meal plan
    - ii. The Dining Marketing Director should consider working on how to better explain the reason why certain things are happening.
    - iii. Can we suggest converting the swipes into flex money when not being used?

c. **Admin Response**

- i. Currently, the meal plans help support the entire campus dining program.
- ii. There are possibilities are for change.
- iii. Perhaps more ideas can be explored in the meal plan sub-committee.

IV. Pending Items

a. Meal plan petition process

i. Comments

1. Requesting for the committee to vote on having a student advocate for the Meal Plan Petition Process.
2. **Admin Response-** It seems that last time we discussed this there was still opposition.
3. **Response-** Yes, I was able to speak with those, opposed and they are in favor
4. **Admin Response-** Can we get this documented, first so that we can properly vote on it at the next meeting, this way we can update the terms and conditions.
5. **Response-** Yes, I will bring all the feedback to the next meeting for the vote.

b. Calhoun Lofts C-Store hours

i. Pilot program

1. The hours will be changed for the upcoming spring semester by 1 hour later. It will now close at 9 p.m.
2. **Committee Question/Comments**
  - a. The committee was requesting it to open later until 12 a.m. at least. There are more upperclassmen that return later to the residence halls. They may come from classes, work or student organizations
  - b. Perhaps the pilot can start before this semester ends, to research what the traffic and needs are
  - c. Also if you allow time to Market the extended hours you will see the change in demand

c. Student employment update

i. Currently 88 students working for UHDS

1. Working as Cashiers, Baristas, Wait Staff, Utility Worker
2. Our goal is to increase numbers, and we are open for on the spot interviews

d. Guest chef program

i. Food truck chefs

1. November 17 in Cougar Woods for Dinner
2. The Rice Box Chef
3. Have reached out to the rest of the Food Trucks, and are receiving positive response for more guest chef themed dinners

ii. Sam Houston State model

1. Based off of Sam Houston, different departments on campus can help design a themed meal. We are currently looking into creating a UH model
- e. Breakfast at Chick Fil-A
- i. Timeline of consideration
    1. Prediction for Fall of 2016
- f. Soup station
- i. Changes made
    1. The system has been improved.
  - ii. Committee feedback – has this improved?
    1. **Response-** Would like for it to be monitored more. Someone needs to check it frequently and actually stir it to see if it's low.
    2. **Admin Response-** Yes, that was one of the changes made, more people are responsible for checking on the soup station. Will continue to monitor.
- g. Ice cream machine
- i. Cougar Woods
    1. Progress made –
      - a. The order has been placed.
  - ii. Fresh Food Company
    1. The scoop ice-cream station has opened.
- h. Extended breakfast hours
- i. Progress made
    1. Have extended the breakfast omelet station by one hour; following a request from this committee
  - ii. Next steps (monitor and comment in Dec.)
- i. Hand sanitizer dispenser
- i. Another hand sanitizer station has been added to cut down on traffic.
- j. Vegetarian/religious food procedures
- i. Update on utensil separation
    1. Continuing to make progress with training workers
  - ii. Further Aramark initiative
    1. Will be adding separate cooking pans now to stations.
    2. **Committee Question/Comment**
      - a. This is good, but can you also train all over campus. For example, the subway chefs are cutting the sandwiches with the same utensils. Also some products will fall into the wrong container.
      - b. Would like to see improvements all over campus with this issue
  - iii. **Admin Response-** We can definitely organize trainings with the retail team as well.

1. **Response-** Can you also make sure to check with the Food trucks as far as sanitation. Some trucks tend to not use gloves.
2. **Admin Response-** Yes, they are required to use gloves, we can monitor more closely reiterate that necessity.

V. New Items

- a. Hours of Operation (Spring/Summer 2016)
  - i. Proposed hours – will be emailed out.
  - ii. Committee feedback
    1. Can the committee give feedback by Nov 20<sup>th</sup>
    2. It will be analyzed and returned by Nov 30<sup>th</sup> for the vote in December
- b. Quality control
  - i. Suggestion for doing meal preps the night before to plan for the next business day
  - ii. Reminder to search out managers when a problem occurs in any of the cafeterias. Take initiative.
- c. VOC Results – 67% of customers are giving overall satisfaction a 10.
  - i. Created an award system for in house competitions among different retails and dining locations across campus.
  - ii. VOC program is completed by a 3<sup>rd</sup> party
  - iii. Food Trucks are also rated through this program
  - iv. [www.yourdiningvoice.com](http://www.yourdiningvoice.com)
- d. Additional member items
  - i. Can menu for the Food Trucks at Sugarland be added to that website
  - ii. RHA hall council at Cougar Place passed legislation requesting another late night food truck request near Cougar Place. Requesting locations near by the AD Bruce Religion Center, as the most accessible. Calhoun Lofts would still like one as well.

VI. Review of Progress

- a. Rice steamers –Up and Running
- b. Salad dressings- Fixed
- c. Protein at salad bar – Added more
- d. New menu items – Successful
- e. Calhoun Lofts C-Store hours expansion pilot- In progress
- f. Extended breakfast hours at round grill station – Up and Running
- g. New hand sanitizer dispenser – Fixed solution.

VII. Adjourn

**Next Meeting**

Date: December 4, 2015

Time: 12:00 p.m. – 2:00 p.m.

Location: Fresh Food Company @ Moody Tower