

Food Service Advisory Committee
Auxiliary Services

Date: September 11, 2015

Place: Fresh Food Company

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

Attendees: Deborah Davis, Eric Holamon, Maria Honey, Murietta Flores, Tanzeem Chowdhurry, Shane Smith, Terence J. Turner, Keith Kowalka, Emily Messa, Kimberly Cooper, Travis Ramirez, Torik Banks, Curtis Snell, Geoff Herbert, Henri Frey, Mariah Marshall, Don Yackley, Taylor Archer, Lars Grabow, Swati Basu

Meeting Minutes

- I. Introductions
- II. Roles and Responsibilities
 - a. By-Laws Review
- III. Chair and Vice Chair Elections
 - a. Committee voted in Shane Smith as New Chair
 - b. Committee voted in Taylor Archer as Vice Chair
- IV. At-Large Appointments
 - a. Opened the applicant pool during the first week of school; need 3 appointments in total to cover all positions
 - b. General appointment
 - i. Zero applicants
 - c. Residential Appointment
 - i. 26 applicants applied.
 - ii. A Tally sheet is being sent out to the committee to review and will be due the following Friday September 18th.
- V. Meal Plan Sub-Committee
 - a. Shared Governance Committee Process
 - b. Needs to have a member representative from each group
- VI. Meal Plan Petition Process
 - a. Some minor adjustments were made over the summer.
 - i. The appeal process was formalized
 - ii. The new UHDS dietitian will now provide at least a 1 week menu with 3 meal options per dining period
 - iii. SGA is currently reviewing, Auxiliary Services are operating per the new adjustments already
 1. About 30 petitions are pending.
 2. **SGA Response: We will have the reviewed petitions by next Friday**
- VII. UH Dining Services Management Team
 - a. Introduction of New UHDS Staff
 - i. Dining Services welcomes Torik Banks as the new Director of Operations

- 1. He will oversee all on-campus dining locations
- ii. Dining Services also welcomes Travis Ramirez as the new Registered Dietitian.
 - 1. He will be available for consultations for students, faculty & staff
- iii. Also like to welcome Nick Arduini, as the New Residential Food Service Director

VIII. UH Dining Services FY15 Overview

a. Major Milestones & Information

- i. Freshii opened in January 2015
- ii. The food truck program was extended with pads near the Science Building & Cemo Hall
- iii. The Late Night Food Truck Program is also doing very well.
 - 1. **Committee Question-** Are there plans to bring more pad locations to campus? There is a need for them especially with the late night food truck program. The new locations being requested is between Cougar Place and the stadium and near Calhoun Lofts. The restaurants close early at both these locations
 - a. **Admin Response-**We can explore it and perhaps try and set up a pilot program
 - 2. **Committee Question-**Also can we extend the regular program out to the weekend? At least for Friday and Sunday night. Students are still around on these days. There is also a concern for the students that travel at night from Cullen Oaks and walk to the food truck locations. Not enough security.
 - a. **Admin Response-**Yes we need to review how this can be possible so that we can pilot it as well. We will look at the overall program and see what enhancements are possible.
 - 3. **Committee Discussion-** The Subway at the Lofts also closes pretty early. If we can extend this, it could be a solution.
- iv. The Halal station at FFCo was expanded.

IX. UH Dining Services FY16 Preview

a. Student Employment Updates

- i. 58 student currently working
 - 1. Goal is to reach 100 students
- ii. Application online and signage is up at all locations.
- iii. Will be conducting on the spot interviews that will be hosted by managers

b. Residential & Retail Updates

- i. Breakfast in FFCo begins at 8 a.m.
 - 1. Omelets at the round grill
- ii. Theme Meals
 - 1. Cougar Kickoff-Sept. 3
 - a. Giveaways and sports themed foods
 - 2. Nightmare on Wheeler Street
- iii. McDonalds
 - 1. All day Breakfast –Begins October 6th
 - 2. Value Menu

3. 12oz Dollar Drinks will begin being sold now on campus
 4. Free Refills
 - a. Not on the dollar drinks but yes on other drinks
 - b. We will begin promoting this, so that our community will know this option is available.
 5. **Committee Questions-** Is there a way to expand the menu on campus to a full service menu?
 - a. **Admin Response-** We can continue to talk with the owners to see about improving/expanding the menu
 6. **Committee Question-**Can Chick-fil-a have a fuller menu also, meaning adding Breakfast?
 - a. **Admin Response-** Aramark will follow-up with what is needed to make this happen. –Facility/supplies for a possible Spring 2016 change.
- c. Halal Updates
- i. New Halal Meat Vendor: Midamar
 1. Now options will have a better selection of halal protein
 - ii. New Chopped N Smoked Halal BBQ Food Truck
 1. An additional Food truck is in contract negotiations “Crisp Doner Food Truck”
- d. Food Truck Program
- i. The food truck program is continuing to be very successful. New trucks are always being added.
 - ii. **Committee Question-** How are the food trucks managed? The lines seem to be long? Do you evaluate how long to keep a truck around if it’s not popular?
 1. **Admin Response-**There is a committee that evaluates how long to keep them. There are contracts signed on both sides that dictate the length of stay. We also get recommendations all the time on new food trucks to add in the UHS rotation.
 - iii. **Committee Question-** Is Cougar Cash is accepted?
 1. **Admin Response-** Yes, we work with the cougar card office that provides the trucks with the tablets which includes instructions on how to operate.
 - iv. **Committee Question-** What about the food trucks we see at the tailgate? Do they also accept Cougar Cash?
 1. **Admin Response-** They are on contract with Sports & Entertainment. We will follow up with seeing if we can get additional trucks that can accept Cougar Cash
- e. Voice of the Consumer/WEST Customer Service Program
- i. Wows/ Rescue Program implemented for students to either complement their time in our dining services or complain, which would need a rescue
 1. September 2014, 14 WOWs & September 2015, 65 WOWs
 2. September 2014, 45 Rescues & September 2015, 13 Rescues
 3. This data is the most current for this year in comparison to last year.
 4. This is just for this campus

- ii. **Committee Question-** Can we make it so the questions will focus on just main campus? The questions begin with a broad questions asking for your address and school name. It may deter students from finishing the survey
 - 1. **Admin Response-** A third party tends to handle the program, but we can certainly follow up with it.
 - iii. The way to continue positive behavior is rewarding and recognizing the behavior among our staff. Please encourage everyone to participate.
- X. Member Items
- a. **Item 1-** Soups in the Café. Is there a specific person in charge of refilling? Can the deli help refill it or monitor it?
 - i. **Admin Response-** Yes there is a floor person; in charge of rotating out the soups. The deli does not have enough equipment to maintain and cook the soup.
 - b. **Item 2-** Is there a plan to expand equipment in deli area? It seems a good way to divert the lines so that more people can spread out?
 - i. **Admin Response-** There are no plans at this time. We are not sure if is a space issue or training issue.
 - c. **Item 3-** Campus Dish App, needs more advertising.
 - i. **Admin Response-** We can look into how to get more students aware of this app and the benefits of it. Such as it being connected to my fitness pal.
 - d. **Item 4-** Menu Display card at each station is too small?
 - i. **Admin Response-** The app would be helpful for this, so that students can look on their phone and not have to struggle to see the small card
 - e. **Item 5-** It might be beneficial to also have a way for students to find out what the next day menu was, while in the café. They could get more excited about returning the next day.
 - i. **Admin Response –** Again the app would be helpful for this as well.
 - f. **Item 6-** The salad bar is still consistently not having meat options. And the salad dressings are not being mixed well. It needs to be improved.
 - i. **Admin Response –** We will look into the additional protein and a solution on the homemade salad dressings.
 - g. **Items 7-** The lines at the first station are still very long and it can be a frustrating experience for students and staff.
 - i. **Admin Response-**We cannot control how many people get in the line, we can only try to improve on how long it takes to provide service at this station. We also can try to put popular options on both sides of the café so that students can spread out.
 - h. **Items 8-** Can there be a steamed rice station, brown & white? A lot of the populations just simply eat rice every day. I think it would be a good improvement.
 - i. **Admin Response –** This seems to be an easy option to add. We will access and report back.
 - i. **Item 9-**The dining hall has greatly improved.
 - i. **Admin Response –** Thank you. It is the work being done within this committee that has contributed to this improvement.
 - j. **Item 10-**Is there a way to stop the cross contaminant of knives and spoons at the stations. For example an halal student came in wanting cheese pizza but could not eat it as the knife used to cut the pepperoni was used to cut the cheese

- i. **Admin Response-**We will certainly look into this and make sure to educate our staff.
- k. **Item 11-** Where has all the ice cream gone, in the C-stores?
 - i. **Admin Response-** There were only Blue Bell products and now that Blue Bell is back on the market we will begin restocking the coolers/freezers.
- l. **Item 12-** Can we look into having a self-serve ice cream machine for Fresh Food, since Cougar Woods already has ice cream?
 - i. **Admin Response-** This facility previously had ice cream; we will look into bringing it back.
- m. **Item 13-** Guest chefs- Students got excited for this, when could we begin building excitement into the program? Why was the food better on these days?
 - i. **Admin Response-** With the new full team in place, we can begin the process of making the entire experience better. The environment is also a little more competitive on those days. We also plan to attend other schools with the same program so that we can compare and see how we can improve.

XI. Adjourn

Next meeting-

October 2, 2015

12 p.m. – 2 p.m.

Fresh Food Company @Moody Towers