

Food Service Advisory Committee Meeting 9/11/15



Introductions



Roles and Responsibilities

- **Committee**
 - 14 Voting members
 - SGA appoints an alternate
- **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 (updated 2015)
 - 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:
 - Zero applicants submitted.
- Residential Appointment:
 - 26 applicants applied.
- ***Need 3 appointments in total to cover all positions!***



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.



October - January

Charge Committee/
Ad Hoc Committee

Auxiliary Services
Shared Governance Committee Process

October - January

Units develop and
present recommendations

December - January

Committees submit
recommendations to UH
Chief Financial Officer

December - January

Committees host
town halls

January

CFO submits recommendations
to the Chancellor

February

Chancellor makes rate
recommendations to the
UHS Board of Regents



Meal Plan Petition Process

- Made minor adjustments Summer 2015
 - Formalized appeal process
 - If required,UHDS dietitian will provide at least a 1 week menu with 3 meal options per dining period
 - SGA is currently reviewing, we are operating per the new adjustments
 - Approximately 30 petitions are pending
 - Some dietitian meetings have been conducted



Introduction of New UHDS Staff

Torik Banks- Director of Operations
Oversees all on-campus dining locations



Travis Ramirez- Registered Dietitian
Available for consultations for all
students, faculty and staff



UHDS Management Team

- **Senior Team**

- Geoff Herbert, Resident District Manager
- Torik Banks, Director of Operations
- Emily Fahner, Marketing Manager
- Timmi Chau, Controller
- Curtis Snell, Human Resources Manager
- Travis Ramirez, Dietitian

- **Residential Leads**

- Nick Arduini, Food Service Director
- Melody Price, Location Manager
- Carlos Guerrero, Location Manager
- Rondelle Sterling, Location Manager
- Becca Fowler, Location Manager
- Andre Marsh, Location Manager
- Teresa Johnson, Location Manager

- **Retail Leads**

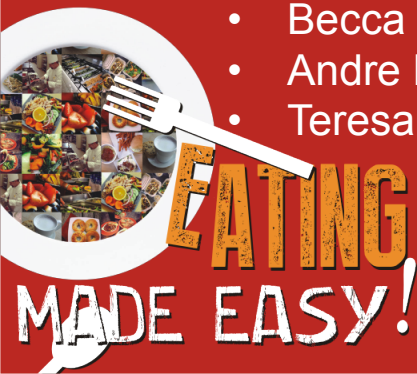
- Vanessa Outten, Food Service Director
- Ibrahim Moubayed, Location Manager
- Omar Yusuf, Location Manager
- Kelly Procell, Location Manager
- James Drexler, Location Manager
- Danielle Hartmann, Location Manager

- **Catering Leads**

- Shannon Church, Director of Catering
- Randolph Cumings, Catering Manager

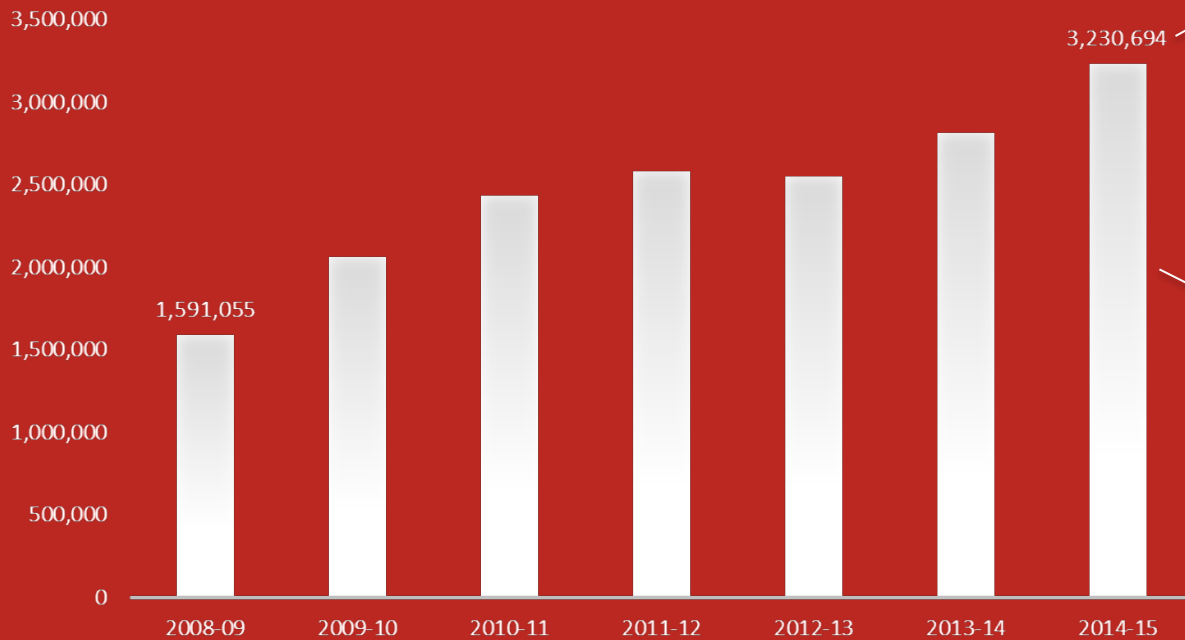
- **Support Staff**

- Kimberly Cooper, Marketing Coordinator



Year in Review

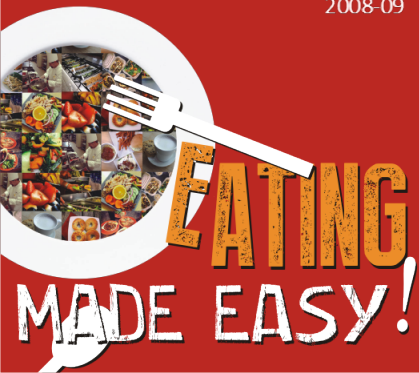
TRANSACTIONS



115% of
PY

203% of
'06

2,100 More
Retail
Transactions
Per Day
During Spring



Year in Review

- Freshii opened in January 2015
- Extended food truck program with pads near the Science Building & Cemo Hall
- Expanded Halal Station at Fresh Food Company and continued partnership with the Muslim Student Association



Student Employment

- UHDS has 58 student employees on payroll. This does not include those who may be coded as a barista or other position.
- Easy online application
- On-the-spot interviews hosted by managers
- Flexible hours

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ON CAMPUS!

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aramark.com/careers



Breakfast at Fresh Food Company

Breakfast begins at 8:00 AM

- Omelets at the Round Grill
- Grill station serves a hot breakfast



Theme Meals

- Cougar Kickoff
 - Sept. 3
 - Tailgate/Stadium favorites were served.



- Nightmare on Wheeler St.
 - Oct. 29
 - Spook-tacular menu planned



McDonald's

- All Day Breakfast – Begins October 6th
- Value Menu including burgers, fries & other menu items
- 12oz Dollar Drinks



Halal Updates

- Updated menu items at Fresh Food Company including more beef and seafood options
- New Halal Meat Vendor: Midamar
- Chopped N Smoked Halal BBQ Food Truck
- Crisp Doner Food Truck- Contract in process
- Meeting with Muslim Student Association – Sept. 15

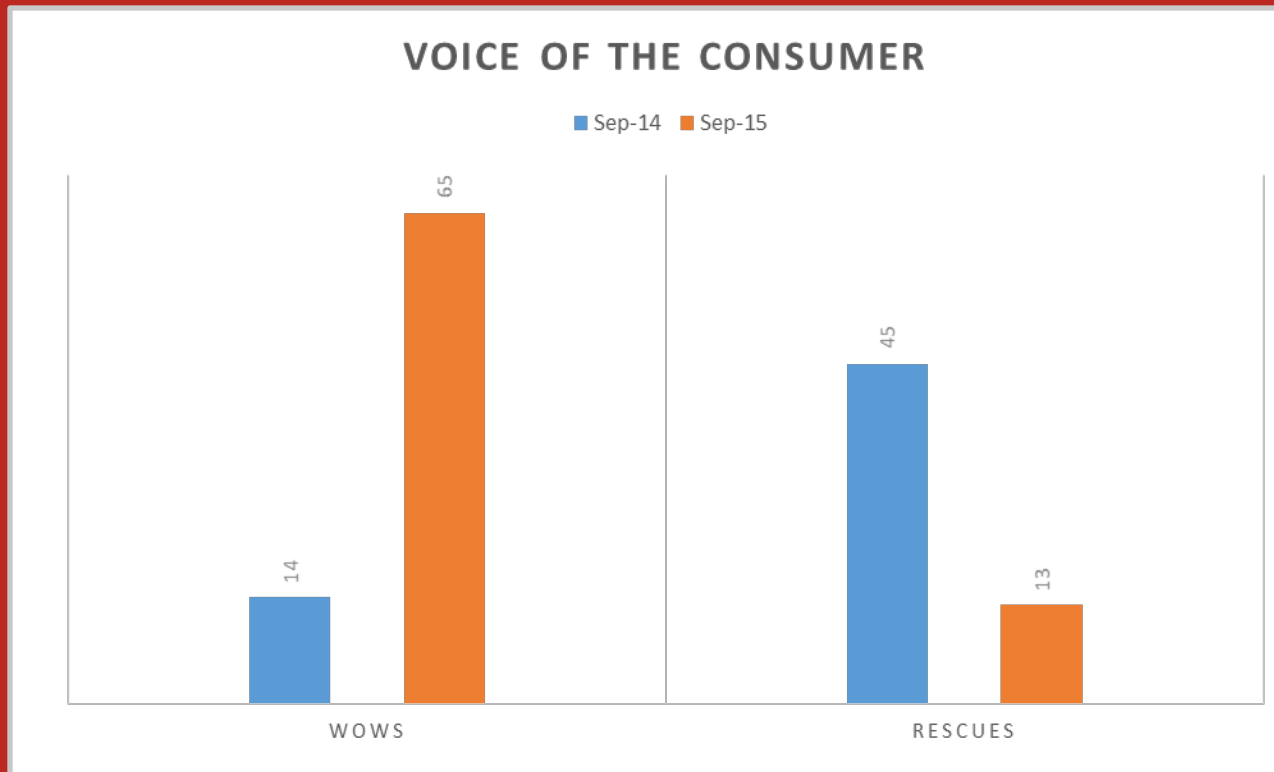


#UHFoodTrucks

- The Waffle Bus
- Rice Box
- KurbsideEatz
- Happy Endings
- Flip N Patties
- Friojana
- Coreanos
- Golden Grill
- Chopped N Smoked - *New*
- The Food Patty Wagon - *New*
- Tila's Tacos - *New*



Voice of the Consumer/WEST



Voice of the Consumer-WOW

“There is always a good selection of food, and I like the healthy options since fast food is so convenient on campus. The lines aren't too bad depending on what time of day and the servers are really nice if you specify an order like no mayo on a sandwich that normally comes with it. I enjoy the convenience and quality of a lot of the food here.” - Fresh Food Company 9/9/15

“Freshii's is my favorite lunch spot on the UH campus. I'm very grateful that there is one place that features a variety of fresh, healthy, and filling vegetarian entrees-- the quality of the food, and the freshness of the produce, keeps me coming back. Also, very importantly, the polite and attentive service.” – Freshii 9/3/15

“Daryl is always kind and welcoming, his hospitality is above and beyond and he really makes an effort to get to know all students who come through his line.” - Fresh Food Company 9/8/15



Voice of the Consumer- Rescue

“Right when I was about to order, the dude left and turned around and I felt that it was very rude. I went to check out and the lady, I believe her name was Margarita, was very nice to me, and then when my order came, another lady called out my order and I didn't hear it so I repeated it to her and she very rudely "sighed" and said uhhhh yeah that's what I said in a very sarcastic and unnecessary manner. The cashier (Margarita?) Gave me a card because she saw that we were not happy with the service that we received today. I understand if you're having a bad day, but you should still give good service to the best of your ability and it was really frustrating to me that I got that type of treatment just for taking a little longer than they wanted me to, and also not hearing the lady.” – Einstein Bagel Bros 9/3/15

“The portions they serve at breakfast are too small.” – Fresh Food Company 9/8/15

“I usually leave reasonable full, but the quality of the nutrition could be higher (more vegetables, less fried food) and the taste is solid but not excellent.” – Fresh Food Company 9/5/15



Member Items



Next Meeting

October 2, 2015

12 p.m. – 2p.m.

