

**UNIVERSITY OF HOUSTON  
FOOD SERVICE ADVISORY COMMITTEE (FSAC)  
MEETING MINUTES**

Date: Thursday, February 7, 2008  
Location: UC Rodeo (room 264)  
Time: 9:16 a.m. – 10:00 a.m.

Members Present: Paul Sharpe, Faculty Senate  
Jason Gregory, Staff Council  
Micah Kenfield, UC Policy Board  
Samuel Dike, UC Policy Board, Alternate  
Salman Amanullah, Student Government Association, Chair

Ex-officio Members Present: Esmeralda Valdez, Director, Business Services  
Sandy Coltharp, Associate Director, Residential Life & Housing  
Keith Kowalka, Director, University Center & Associated Facilities  
Theodore Kelley, Spec. Asst. to VP/VC for Administration & Finance  
Tom Ehardt, Asst VC/VP for Budget and Finance Operations

UH Dining Members Present: Geoff Herbert, Director of Operations  
Sevelia Johnson, Marketing Program Manager  
Edward Wigley, Residential Food Service Director

Members Absent: Rebecca Lee, Faculty Senate  
Wendy Gary, Staff Council  
Brandon Brewton, Student Government Association  
Mary Elhardt, Student Government Association, Alternate  
Joshua Evans, Student Government Association, Alternate  
Brandon McFarland, Residence Hall Association

UH Dining Member Absent: Alisdair Maclean, Resident District Manager

Mr. Amanullah called the meeting to order at 9:16 a.m.

- I. Roll Call
  - a. Mr. Amanullah conducted a roll call of the committee members.
  - b. Mr. Herbert noted that Edward Wigley was newly promoted as the food service director for the residential dining halls.
  
- II. Review and Approval of November 28 Meeting Minutes
  - a. Mr. Amanullah asked the committee to review the November 28 meeting minutes.
  - b. Mr. Dike motioned to approve the minutes; the committee agreed to approve the minutes.

### III. Student Concerns

#### a. Wendy's Hours

- i. Mr. Dike asked how late Wendy's is opened on weekends.
- ii. Mr. Herbert stated that Wendy's is open until 9 p.m.
- iii. Mr. Dike noted that sometimes Wendy's closes earlier than that.
- iv. After an inquiry from Mr. Herbert about the frequency; Mr. Dike mentioned that a couple of times he has seen the Wendy's gate dropped half way at 8:30 p.m.
- v. Mr. Herbert stated that their policy is to continue servicing as long as there are customers to be served and noted that this complaint would be addressed.

#### b. Recycled Food

- i. Mr. Kenfield noted that:
  1. He has heard complaints from residents that the RFOC's are recycling entrees.
  2. He saw chicken wings that were offered as an entrée on Sunday used again on Monday.
  3. He has also seen entrée items recycled into a casserole the next day.
- ii. Mr. Herbert explained that cooked food should not be reheated and reused as an entrée or used in a casserole, but clarified that if the dining hall has an inventory of raw product it is reasonable for it to be used on a later date.
- iii. Mr. Sharpe noted this is all about student perception and advised not serving the same food items too frequently even though it may be fresh.

#### c. Customer Service Issues

##### i. Moody Towers

1. Ms. Coltharp highlighted a customer service issue that was described via email by FSAC member Brandon Brewton who was not able to attend the meeting.
2. In his email Mr. Brewton noted that at the Moody Towers "two residents went in to the comfort food zone ten minutes before it was closing and were denied food (even though the food had not been put up). Another student with a to-go container was given food in front of the two young ladies who were denied meals just seconds earlier".
3. Mr. Herbert noted that these are customer service problems that should not be taking place and said Mr. Wigley would clear it up immediately.

##### ii. Subway

1. Mr. Amanullah mentioned that there is still a customer service issue when customers request staff to change gloves.
  - a. He noted that when a customer requests that the staff change gloves between sandwiches, they noticeably slow down service.
  - b. He added that he understood that it is perfectly sanitary and acceptable for staff to handle vegetable and cooked meat without changing glove but noted that many customers have a cultural and religious issue with ham (pork) and veggies being handled together.
2. Mr. Herbert stated that:
  - a. Requesting the staff to change gloves before handling a customer's sandwich will slow down service a little bit but it is not an unreasonable request.
  - b. Staff deliberately delaying service when a customer has a legitimate dietary requirement is inexcusable.
  - c. He will readdress this issue with the staff.

#### d. Commuter Meal Plans

- i. Mr. Amanullah inquired if commuter meal plans had the roll over feature.
  - ii. Ms. Johnson stated that commuters can choose from a weekly or semester plan that offers roll over.
  - iii. Ms. Coltharp clarified that the option is available but commuters need to select it.
- e. Chick-Fil-A
  - i. Mr. Dike noted that Chick-Fil-A has closed early from time to time.
  - ii. Mr. Herbert stated that Chick-Fil-A should be closing no earlier than 3 p.m. at the UC and but said he could run report to see if sales were dwindling down close to that time.
- f. Mediterranean Style Concept
  - i. Mr. Dike asked if UHDS had any long term plans for bringing a Mediterranean Style concept to campus.
  - ii. Mr. Herbert noted that:
    - 1. They have looked at a couple of options one of them being Pita Express, which would be like a Mediterranean grill.
    - 2. Chef has come up with some air screen options that include salads, couscous, pita and humus.
    - 3. The humus they will be offering in the air screens will have a much better flavor than the one that was sold last semester.
- g. S&R1 and Roy Cullen Projects
  - i. Mr. Dike inquired about the status of the two proposed projects at S&R1 and Roy Cullen.
  - ii. Ms. Valdez stated that for the Quiznos at S&R1:
    - 1. She has no updates.
    - 2. Multiple safety concerns have placed the project on hold.
    - 3. They are looking at doing some of the build out construction for this concept during the building renovation.
    - 4. If the project is ultimately cancelled, they will look at the surrounding areas to place another food concept.
  - iii. Ms. Valdez stated that for the Java City at Roy Cullen:
    - 1. They are in the process of accepting quotes from contractors.
    - 2. The Dean and Chair are 100% supportive of the project.
    - 3. May be asking students to name that concept.
- h. Chili's Too
  - i. Ms. Valdez asked the committee to provide feedback on the service at Chili's Too.
  - ii. Mr. Dike stated that sometimes they loose people orders but overall he's satisfied with the service.
  - iii. Mr. Sharpe noted that one of his new employees ordered a grilled chicken salad to-go; she got a salad with no chicken.
  - iv. Mr. Herbert mentioned that:
    - 1. They have been having some challenges with the printer that sends the orders back to the kitchen.
    - 2. They are looking at installing a system that will greatly improve ticket times and ensure accuracy of ticket items.
- i. JAM Program
  - i. Mr. Amanullah was pleased that the JAM program machines are working.
  - ii. Mr. Herbert mentioned that:
    - 1. They have done significant work to get the registers ready to process JAM transactions.

2. The cashiers should have been swiping the cards all along because even though the devices could not process the transactions the devices were capable of storing the swipe data internally.

IV. UH Dining Services Updates

a. Schick Promotion

- i. Ms. Johnson passed out Schick Quattro razors to the committee members and mentioned that the C-store are running the promotion.

b. Nutritional Kiosk

- i. Ms. Johnson mentioned that the Nutrition Kiosk is now installed at the UC Satellite. She encouraged the committee to use it and send her feedback.

c. Sandwiches at Starbucks

- i. Ms. Johnson noted that Starbucks is now offering sandwiches.
- ii. Mr. Kowalka mentioned that last week, Starbucks Corporate stated that they would no longer be selling sandwiches.
- iii. Ms. Johnson said that this decision has not affected them.

d. Catering Open House

- i. Ms. Johnson stated that they will be hosting an Open House to showcase Catering Services on February 28. They will have a drawing for a grill.

e. Halal/Kosher Meals

- i. In response to an inquiry by Mr. Amanullah, Ms. Johnson noted that the Halal/Kosher prepackaged meals are selling well.
- ii. Mr. Amanullah mentioned that many people still don't know that the C-stores are selling them.

V. Next Meeting

- a. Mr. Amanullah proposed meeting at 1 p.m. on either Wednesday, March 12 or Thursday, March 13.

Mr. Kenfield motioned to adjourn the meeting at 10 a.m. Committee seconded.