

Food Services Advisory Committee
Meeting Minutes for February 10, 2012

Attendees: Esmeralda Valdez, Rebecca Szwarc, Linda Keng, Deborah Davis, Tony Urso, Lindsay Blagg, Don Yackley, Geoff Herbert, Misty Pierce, Cheryl Grew-Gillen, Sharon Bode, Mike Harding, Andre Marsh, Sybil Read, Timur Dadpole

I. Open Forum

II. Approvals

- A. January Meeting Minutes
 - 1. Approved
- B. Non-brand pricing
 - 1. researched Chick-fil-a pricing at other locations and will contact CFA to discuss findings
 - 2. tabled until next committee meeting

III. New Items

- A. Meet UHDS Staff – Fun Facts/Transition
 - 1. Sybil Read – Location Manager for Convenience stores
 - a. been with university for 23 years; started out as cashier in ice cream department
 - b. 236,622 total transactions for the Fall 2011 semester with average of 2,191 per week
 - c. C-stores carry wide variety of natural food, halal/kosher foods and organic foods
 - d. Top five sellers: Bottled beverages, Lunchables, King Size Candy, Planters Trail Mix, Chips
 - 2. Andre Marsh – Assistant Food Service Director for UC Satellite
 - a. originally started out at Chili's then moved to UC food court
 - b. 148,723 total transactions for the Fall 2011 semester with an average of 1,449 per week
 - c. Concepts ranked based on average sales:
 - 1. Chick-fil-A
 - 2. Taco Bell
 - 3. Kim Son
 - 4. Pizza Hut
 - 5. Montague's Deli
 - 6. Burger Studio
 - 7. Cranberry Farms
 - d. Cranberry Farms will run a Mardi Gras special with specialized menu including fried catfish, jambalaya, red beans and rice, cornbread, corn on the cob, etc.

IV. Updates and Information Items

- A. ERP – Cougar Xpress Mini market will open Spring 2012 (early to mid April 2012)

- B. UC Project starts May 2012
 - 1. Proposed Subway to move to PGH in May 2012
 - 2. Sushic to replace Cranberry Farms in UC Satellite, Summer 2012
 - 3. Develop alternative service for UC such as food trucks, hot dog carts, Spring 2012
 - 4. New UC food court should be completed by Fall 2013
- C. Stadium Parking Garage
 - 1. Taco Cabana and Cougar Xpress Mini Market will open by Fall 2012
- D. West Dining Hall
 - 1. RFoC will open Fall 2012
 - 2. OB C-store will close and POD will open at West Dining (smaller version of Cougar Xpress at Cougar Village)
 - 3. Naming Contest – Deadline is Feb. 29, 2012 to submit entries to Facebook page
 - a. Currently have over 230 submittals
 - b. Marketing team will narrow down list to top 3 names and send to committee before March meeting so they can get feedback from constituents before placing vote
 - c. Can also provide top names on Facebook to get student input
- E. Town Halls
 - 1. Held on Feb. 7 at FFCo. And Feb. 8 at OB
 - 2. 3 participants at FFCO; 4 participants at OB
 - 3. Questions asked:
 - a. What are the safety and sanitation guidelines at FFCo?
 - i. Manager and supervisor are all SERVSafe certified
 - ii. Locations inspected by Fire Marshall's office monthly, and brand inspections happen every 6 weeks
 - iii. Safety and sanitation discussed weekly with staff in pre-shift meetings
 - iv. Designated manager as the Safety and Sanitation Champion
 - b. Dishes appear dirty and spotted
 - i. Dining Services is aware of problem and have been working with dish machine manufacturer to solve issue. Dishes are clean, but spots are created by hard water in the location
 - ii. Installed water softener in January 2012
 - iii. At no cost to University, manufacturer is replacing dish machine at FFCo. during Spring Break – hours during installation will shift to OB
 - c. What do we do to train our employees on Customer Service?
 - i. Aramark provides program in Spring for training staff
 - ii. Locations each have own programs for additional training
 - iii. Also, locations have pre-shift meetings
 - d. Do you use Sysco?
 - i. Aramark has corporate pricing agreement with Sysco

V. Members Items

A. For next meeting agenda: 1)results for MarketMATCH, 2)Dining Hall names, 3)Chick-fil-a pricing

B. Student visitor, Timur Dadpole, to discuss issues with dining services regarding customer service and halal meat options

1. Dining Services will look into options regarding offering halal meat in possible retail option and work with Mr. Dadpole during the process

2. Dining services team will address customer service issues with Fresh Food Company management

3. Timur was encouraged to report any customer service issues immediately to help with any problems in this area.

VI. Adjourn

A. Next Meeting – Tentative schedule

Date: March 9, 2012

Time: 12:00 p.m. – 2:00 p.m.

Location: Fresh Food Company @ Moody Towers