

**Food Service Advisory Committee  
Auxiliary Services**

**Date:** April 4, 2014

**Place:** Moody – Fresh Food Company

**Time:** noon-2 p.m.

**Attendees:** Amber Arguijo, Jessica Mize, Will Fischer, Sarah Feye, Jessica Zorola, Rebecca Szwarc, Swati Basu, Shannon Mariani, Deborah Davis, Don Yackley, Munim Khan, Anjuli Tuck, Cheryl Grew-Gillen, Pejma Safavi (PJ), open forum guest: Tanzeem Chowdhury (former SGA Senator)

**Meeting Minutes**

**I. Open Forum**

**A. Tanzeem Chowdhury** – former SGA Senator – Gives props to Sarah Feye and entire UH Dining team for great Halal tasting event.

1. **Thanks to whole committee** – extremely impressed with improvements seen on campus during his college career. Appreciates all the work in both dining halls—food and service-wise.

**II. Approvals**

**A.** March Meeting Minutes --approved

**III. Updates & Information**

**A.** Dietitian update

1. Halal Focus Group

i. April 1<sup>st</sup> 11 a.m. – 2 p.m., Green Mountain Energy Room inside FFCo.

a. Additional suggestions:

- Add more westernized food – more Mediterranean, more Indian dishes
- Kabobs were also requested
- Naan bread products also requested

b. Overall event a success

2. MyFitness Pal

i. Reminder that UH Dining is partnered with MyFitness Pal.

ii. Search “Aramark on Campus” in the free app for recipes and nutrition information

iii. Instructions/promotional ads are in the napkin inserts at FFCo.

### 3. What's Cooking, Coogs?

- i. Last episode scheduled for Tuesday, April 8<sup>th</sup> at 7 p.m.
- ii. Sweet Chili Chicken Lettuce Wraps are on the menu and the event will take place in FFCo.
- iii. Episodes 4 and 5 are now available on YouTube
- iv. Been a great experience so far, attendance in Spring has dropped compared to fall, but hoping for a big turnout for the last episode
- v. Cookbook of recipes is in the works, will be posted online when complete.
- vi. Rebecca requested total count for What's Cooking Coogs after the final episode

### 4. Dietitian Programming Events

- i. Food Safety Series by Student Nutrition Association, Every Wednesday in April
  - a. Selected 4 topics – separate event for each one
  - b. Held at different locations around campus
  - c. Hand-washing event held first – used glow germ to spread awareness about how many germs are really on people's hands.
  - d. Next event held at residence hall, one with food service staff and also one with commuters
- ii. Earth Day Houston (April 12<sup>th</sup> at Discovery Green)
  - a. Only university invited to participate
  - b. 2 large booths to showcase sustainability related work on campus
- iii. UH Earth Day Festival (April 22<sup>nd</sup>)

### 5. Dining Styles Survey

- i. Overall score (survey done in October before UC opened) – increased by .07 points for a score of 5.17 on a 1-7 scale
- ii. Schools above 5 are considered “top tier”
- iii. Rating of 6 is very hard to come by
- iv. Almost 1,800 people took the survey

- v. By survey standards didn't make an overall "statistically significant" gain
- vi. Biggest increase was in availability of nutrition information – Sarah and committee are a big part of that. For FFCO specifically nutritional info up .65 and for Cougar Woods it's up by .96.
- vii. Looking for options for a Healthy for Life wall at FFCo
- viii. Largest decrease was because of "comfortable and fun" dining atmosphere – Amber thinks it's directly related to FFCo's specific performance
- ix. Will said it could be related to customer service
- x. PJ – raised concern about black gloves at vegetarian station – Shannon clarified that they had white, but they ran out and were sent black gloves instead. Committee will be aware whenever a standard is started.
- xi. Einstein's score attributed to their broken coffee/espresso machines
- xii. Will asked if we could expand certain questions/comment sections on the survey to get more info – Amber will look into it.
- xiii. Hope to see upswing in ratings and number of participants for next survey in October 2014

#### 6. Intersession and Summer Hours Approval

- i. Full spreadsheet sent to committee via email
  - a. Lots of options for a slower time – good balance of business needs and campus needs.
  - b. Don raised question about FFCo hours. He noticed they're closing at 2 p.m., on Friday of graduation wonders rather than being open the following Saturday. Wonders if it's a change from last year.
  - c. Amber and Shannon clarified that they tested staying open on Saturday of graduation last year and traffic was very low so they've adjust to have FFCo close at 2 and Cougar woods open the entire week before intersession begins, where as last year it was closed.
- ii. Summer hours
  - a. Start on May 31
  - b. Expanded retail open with new UC venues

- c. Pad 2 closed due to construction, still in planning phases. Fence line might not fully cut off electricity, date still not released for when this will happen – so to manage expectation we'll just say "closed"
  - Construction on building will begin in October
  - They are exploring alternatives, conversations are just starting
  - For summer every truck will rotate through Pad 1, food trucks already aware
- d. Stadium Garage locations closed
  - C-store from May 9 – Aug. 24 (same as last summer)
  - Taco Cabana from June 2 – Aug 24 (change from last summer because sales for summer 2013 were very weak)
  - Will revisit plans for Taco Cabana for summer 2015 because stadium construction will then be complete.
  - Don clarified that move-in will begin Aug. 21, suggests that dining revisit the plans for Taco Cabana.
  - Shannon said they will definitely explore that, they can be flexible.
  - Bauer Starbucks closed due to opening of UC Starbucks
- e. Holiday Hours
  - Memorial Day (5/26) All locations closed
  - July 4<sup>th</sup> FFCo open 11 a.m.– 3 p.m.; all other locations closed.
- f. Summer Hours Approval
  - Cheryl said that folks with the UC would like to see McDonald's open at 8 a.m. instead of 9 a.m. to correlate with their building hours. Shannon said that's definitely possible, will also pilot being open on Sundays during June.
  - Deborah agrees that's a great option
  - Deborah asked committee if they are comfortable approving as is, Cheryl said she's not sure unless pilot is for sure
  - PJ reminds that there's a McDonald's very close to campus
  - Deborah reassures opening at 8 for UC McDonald's won't be a problem.

- Cheryl asked about enrollment numbers for summer, Deborah said she's unsure and Amber reminded that students can enroll until June 2.
- Deborah said she would double check the enrollment dashboards and report back
- Don also said that summer Housing enrollment is about the same as last summer, but they are expecting more from conferences.
- Cheryl asked how meals work for conference groups and Don said it's up to the groups, but a lot of people do partake of some option and use the facilities
- Amber clarified that meal plans over summer aren't mandatory but dining sold over 200 last summer
- Members then voted and approved on Summer hours

### iii. Food truck program update

#### a. New Pad #1

- Trucks happy in new location
- Traffic is about even with Pad 2
- Electrical issues at first, but everything's worked out now
- Talks of having a tent in this area, but Facilities is worried about the grass dying, so there are still logistical discussions going on now
- Overall very smooth/positive

#### b. ERP Pilot

- Ran March 3<sup>rd</sup> – 28<sup>th</sup> except for week of spring break
- Rotated 1 truck/week
- Didn't get as much traffic as expected
- Exploring options of having them out possibly 2-3 times a week
- Most of the classes are in the evening and the truck was only there during office hours, so that might need to be changed
- Avg. sales under \$300/day

### iv. Subcommittee Updates

a. Administration and subcommittee both met in March

- Presentation of potential new meal plan structures; got lots of good feedback, next step will be focus groups for the week of April 21
- Will focus on residents in one and the other will be a group for students who filed a meal plan petition or opted not to live on campus specifically because of the meal plan
- To-Go Container Program future
- Targeting another subcommittee meeting for the end of April
- Don concerned about meal plan options that exclude first-year students, especially when it's the cheapest option
- PJ chimed in and said the concern is that everyone will choose the cheapest one and that's it
- Don countered that and said in his experience that never happens
- Shannon said that as of now it's not even a proposition, but they have found in their research that tiered meal plan programs almost always have freshmen-specific options
- Don still reiterated that he thinks it's unfair to exclude freshmen from all options
- Rebecca said that parents are also part of the equation and might help deter students away from picking the cheapest option in the interest of more meals
- Deborah asked if the subcommittee should meet again before the focus groups
- Don said to go ahead with the focus groups but they need to ask these questions; freshmen groups are a diverse group of folks and they deserve options
- Amber said far more than half are going to Lifestyle 160 program which is the "cheap" plan currently; they want to mitigate the chance that even more people will go to the cheap option
- Amber also elaborated and said that freshmen traditionally have the fewest options nationwide
- Shannon added that those who don't limit freshmen tend to have much higher meal plan prices overall

- PJ asked if there was a way they could get some meals back at the end of the semester, not a full refund but at least “partial credit” or cougar cash
- Deborah said that would have to be an IT question because of the way they’re set up
- Cheryl mentioned Oklahoma State’s system as an option - Amber said she will research it.
- Don discussed the possibility of students donating their excess swipes
- Shannon said they will definitely explore all of these options, and that is what the focus groups will be for; he reassured that Amber is researching the topic heavily to ensure UH Dining is providing the best possible structure for students

v. Food Donation Program

- a. Dining works with Food Donation Connection which connects business with nonprofits
  - Dining tracks all of the waste like “peels”, etc.
- b. Partner with Covenant House
  - Provide guidelines on what’s donate-able and what’s not
- c. Leftovers Each Day
  - Average of 1,200 portions between both dining halls
  - Much of that is ineligible for donation since it has been out on the serving line
  - Some restrictions have recently been removed such as produce and baked goods so residential team is adjusting their efforts
  - Up to them if they want it, if they want to come pick it up, a lot of times they aren’t interested, Amber’s trying to explore why
  - Produce used to not be accepted, now it can be as long as it hasn’t been cut or washed
  - Pastries have now been added as an acceptable item as well
- d. Retail Brands
  - UHDS team is also reaching out to several national brand partners to see if we can gain approval to participate with their items

- Used to not deal with national brands, but that has changed.
  - Will work on national brand approvals and other changes now and will provide updates in the fall
  - Deborah asked if there's a way we could donate to more than just Covenant House
  - Amber isn't sure, but will look into it
  - Rebecca asked if unused food could be sold to a farmer, Deborah and Amber said there's lots of legal liability there and likely not an option
- e. Vending at PGH
- Lobby is being re-configured for Fire Marshall compliance State of Texas regulations
  - Foot print is being reduced, will lose 6 machines
  - Will meet with our providers for assistance in setting up new layout
  - Previously had 11 machines in this area
  - 2<sup>nd</sup> busiest location on campus
- f. Summer 2014 Meal Plans
- Available May 31<sup>st</sup> – August 15<sup>th</sup>
  - FFCo open for meal period service: Breakfast/Lunch/Dinner
  - Visit the UHDS website for more details
  - [Bit.ly/summermealplans](http://Bit.ly/summermealplans)
- g. May Meeting time
- Moved to April 25<sup>th</sup> due to finals
  - 11 a.m. – 1 p.m.

#### **IV. Member Items**

- a. PJ – to go containers and silverware issues
- i. Shannon believes silverware problem has gotten a lot better since they've added the collection trays at the dish return. Silverware isn't going missing as fast.
- b. Munim Khan – water dispenser near Dish return is very slow

- c. Will asked for an update on the late night food truck option
  - i. Amber clarified that it will launch in the fall due to the timing in the semester
  - ii. It will just be a pilot at first
- d. Rebecca asked why there's no hot tea
  - i. Amber said because the management of it was a problem, and they had a problem with tea bags disappearing
- e. PJ asked about hot chocolate machine, it's apparently always "broken"
  - i. Shannon will look into it.
- f. Will – wants to get with Shannon on how to improve customer service at FFCo, feels it's not on par with private entities
  - i. Shannon reassured he is on it – they just had an intense meeting about customer service and will be implementing a "customer service challenge" among staff

## **VI. Adjourned**

## **VII. Next meeting**

Apr. 25

11 a.m. -1 p.m.

FFCo