

Food Services Advisory Committee Orientation  
Meeting Minutes  
August 5, 2010 3-5pm  
University Center Big Bend Room

Attendance: Rebecca Szwarc, Mike Harding, Micah Kenfield, Keith Kowalka, Maria Honey, Emily Messa, Esmeralda Valdez, Marianela Arreaza, Xiaojing Yuan, Deborah Marks, Tony Urso, Misty Pierce, Tushar Chawla, Jonas Chin

- I. Welcome to the Food Services Advisory Committee
  - A. Roles and Responsibilities, as stated in the FSAC By-Laws:
    1. To serve as a conduit for the exchange of information and ideas between the University communities represented by the membership of the committee , and, the food service program on matters pertaining to venues and locations, menu selections, hours of operation, food quality and types of services offered;
    2. As needed or dictated participate in Ad hoc, Sub Committee or Selection Committee activities of the Advisory Committee in a capacity that provides input and advice pertinent to the food service contract
    3. To provide the Food Service provider with action items for review and implementation
    4. Two way communication, attendance and proactive in discussion at the FSAC meetings
  
- II. Agenda for the Upcoming Year
  - A. Dining Services Program at the University of Houston address from Tony Urso
    1. Committed to making sure that the University of Houston community gets the best service and quality food
    2. UH Dining Services oversees 28 of the campus food venues
    3. Bringing exciting new concepts to UH: Fresh Food Company and Burger Studio
      - a. Fresh Food Company: Imagine nine different kitchens right in front of you and cooking made-to-order. Offers variety and the first of this concept in the entire southwest region of the United States, looking forward to it being a community meeting place
      - b. Burger Studio: Build your own burger, opening at the UC Satellite, a new concept and it will be replacing Grille Works
    4. Exciting year ahead for UH Dining and would like to charge the committee with continuing the dialogue in making suggestions on how dining can continue to get better and finding solutions towards addressing concerns

- B. Hours of Operation Approval, proposals presented by Geoffrey Herbert, please refer to excel worksheet
  - 1. Hours of Operation- things that are figured into Hours of Operation proposal: customer traffic, demand and costs for operation
    - a. Proposals and projected hours of operation for the year, but there will be a review before the Spring semester about Spring Hours
  - 2. Chili's Too Hours of Operation Proposal
    - a. Monday-Friday: 11am-3pm, Saturday-Sunday: Closed
    - b. Chili's most traffic comes during the day at the lunch hours, weekends are very low in customer traffic
    - c. Possible reasons from the consumer not going to Chili's Too: No cell phone reception, pricing, the opening of bar across the street, menu and tired concept (also seen nationally)
    - d. Request from University Center, that Chili's Too could be opened for use when restaurant is closed, agreed to be available upon request from UC
    - e. Chili's Too Hours of Operation voted on and passed unanimously
  - 3. University Center-Satellite Hours of Operation Proposal
    - a. University Center Satellite: Extension of Hours for Montague's, Pizza Hut, Burger Studio
    - b. Burger Studio (replacing Grille Works): M-Th- 10:30am-6pm, Fri- 10:30am-2pm
    - c. Pizza Hut: M-Th-10:30am-3pm, Fri-10:30-2pm  
Montague's Deli: M-Th- 10:30-3pm, Fri-Closed
    - d. Extension of Hours for UC Satellite Options voted on and passed unanimously
  - 4. Residential Dining Hall Hours of Operation Proposal
    - a. Moody Towers Fresh Food Company: Monday-Friday 7am-midnight  
Saturday-Sunday 10 am-midnight
    - b. Oberholtzer Real Food on Campus Dining Hall: Monday-Friday 7am-3pm,  
Saturday-Sunday: Closed
      - 1. Basis behind the proposal- possible creative solution aimed towards addressing the concerns about adding a late night option for students
      - 2. From an operation/cost/labor/option standpoint- can create a late night option at Moody Towers, but would have to close Oberholtzer
      - 3. With Moody Towers late night option, all nine stations would be open to 10pm after 10pm there will be an alternating cycle of two stations open till midnight

4. Statistics: 75% of the students eating dinner in the residential dining halls are eating at Moody Towers, 25% at Oberholtzer Hall
  - c. Concerns about the proposal: Walk from Quads to Moody, Moody to the Quads during the late night
    1. Fresh Food Company being a new concept, concerns that operation will be able to handle residents from all the residential halls
    2. Proposal from Staff Council Rep. Rebecca Szwarc, to table to new operational hours from Moody and Oberholtzer for first month and poll the residents
      - a. Operational stand point from Dining Team, would like to make sure everyone is trained for the Fresh Food Company, easier to go from the proposal back to the old operation where OB is open for dinner
      - b. Fresh Food Company Moody Dining Hall can potentially create place for residents to hang out during the late night, community space
      - c. Discussion on trying the new proposed hours and see if it works
    3. Committee voted to vote on the new proposed hours
      - a. Committee approved in a 5-1 decision
  - C. Holiday hours of operation during the year and students still on campus during break periods were also asked to be considered
  - D. Summer Lunch- concerns over summer lunch selection at the OB was mentioned
    1. Lunch plans were on request by camps
- III. Election of the Chair
- A. Michael Harding was nominated by Micah Kenfield
    1. Michael accepted the nomination
    2. Committee voted on approval, passed- Michael Harding is the new chairman
  - B. Nomination of the Vice-Chair
    1. Marianela Arreaza was nominated, voted on for approval and passed
    2. Marianela Arreaza is the new Vice-Chair
- IV. To-Go Policy Changes
- A. Policy and Procedures

**Reusable To-Go Container Procedures:**

- Cashier will swipe your Cougar card and you'll be given a re-usable to go container
- After you're done, please return at any of the following seven locations:
  1. Moody Towers C-Store

2. Moody Tower Fresh Food Company Residential Dining Hall
3. Oberholtzer Hall C-Store
4. Oberholtzer Residential Dining Hall
5. University Center C-Store
6. UC Satellite C-Store
7. Calhoun Lofts Cougar Xpress Store

**Policy:**

-UH Students/Faculty/Staff are allowed to check out up to two Re-Usable To Go Containers at the same time

-If you don't return at least one Re-Usable To Go Container after checking out two, you will **not** be able to check out a third re-usable to go container

-At the end of the semester, at least one container must be returned if not then you will be charged a \$6 restocking fee for the container.

**Bio-degradable Take Out Box Policy and Procedures:**

-Biodegradable Option has a re-stocking charge of 50 cents every time unless the University has run out of to-go containers. Then it is free to those with 1 to-go container available on their account.

-Accepted methods of payment: Cougar Cash, Debit/Credit Card, Cash, Coins, Flex Money ( Does not include Meal Plans)

-Non-Cougar Card holders can only choose the Bio-degradable Container Option for To-go unless a student /staff/faculty is willing to accept responsibility for their container.

V. Approval of the Meeting Dates

September 10  
October 8  
November 5  
November 26  
February 4  
March 4  
April 1  
May 6

VI. Adjourned