

University of Houston
Food Service Advisory Committee
Meeting Minutes
September 24, 2009

Attendees: Esmeralda Valdez, Jan Bergmanson, Patricia Taylor, Ashlee Brown, Micah Kenfield, Nicole Sopko, Michael Harding, Javier Hidalgo, Tony Urso, Geoff Herbert, Sevelia Johnson, Emily Messa, Maria Honey

- I. Open Forum
 - a. The open forum is a new agenda item which will give UH community opportunity to address FSAC in an informal way.
 - b. Procedures for open forum: 1) speaker signs up before the meeting, 2) speaker would get three minutes to talk to committee, committee will not interrupt during that time and 3) committee comments after public forum is closed.
 - c. Committee suggestions for public forum:
 - i. Market the open forum the week before each meeting, e.i hang a poster in the dining halls.
 - ii. When no one signs up for the public forum, committee should visit with students in the dining halls.
 - iii. Alternate public forums between a structured open mic session in the dining hall and a more intimate one in the meeting room.
 - iv. Give students eating in the dining halls a short questionnaire before the meetings so committee can review and comment on the students' feedback.
- II. Introduction of By-laws
 - a. By-laws are what used to be know as the committee role and scope.
 - b. Committee serves as an advisory group to the Executive Vice President for Administration and Finance and the Assistant Vice President for University Services.
 - c. Committee looks at the food and vending program on campus, works with constituents and serves as an information mechanism for those groups.
- III. Election of the 2009-2010 Committee Chair
 - a. Mr. Kenfield was elected as chair of the committee; Mr. Harding was elected as vice-chair of the committee.
- IV. Operational Update from Dining Services
 - a. Formal Introduction of Dining Services Team
 - i. Tony Urso – Resident District Manager, Sevelia Johnson – Director of Marketing, Geoff Herbert – Director of Operations
 - ii. UH Dining Services is taking a new direction that focuses the program on exceeding their operational standards, customer service, food quality/variety, employee image, safety and dining atmosphere to name just a few.

- iii. New executive chef for the residential dining halls, Tony Bergerson, will be on site in mid-October but is already busy working on menu enhancement to be unveiled November 9.
 - iv. Committee discussed ideas for branding for the renovated dining halls.
 - b. Dining Style Survey Results/Student Satisfaction Survey Results.
 - i. Spring 09 survey results showed satisfaction increases across the board.
 - ii. Fall 09 survey will launch September 28; invitation to participate will be emailed to the campus. Survey Incentives: 1-\$250 and 2-\$25 Best Buy gift cards.
 - iii. JAM Promotion “Smartest Student on Campus”, August 14-October 16. Grand prize \$700 meal plan.
 - iv. Upcoming Events:
 - 1. Faculty/Staff \$5 Friday at RFOC – September 25 and October 30
 - 2. The Pulse Radio Show with Coach Sumlin at Chili’s Too – September 30 and October 21
 - 3. Cooking 101 with Chef Brent at Calhoun Lofts – October 4 and October 18
 - 4. Fair Trade Fridays – every Friday in October
 - 5. RFOC Octoberfest – October 9
 - 6. Dining with the Director – October 14
- V. Operational Update from Vending Services
- a. Coke
 - i. Look of Success Program – going on now, enhancing look of vending equipment and menu boards for athletic facilities
 - ii. Beverage contract being reviewed by legal, goes into effect January 1.
 - 1. Price increase with new contract: 85 cents for cans; \$1.25 for bottles.
 - b. Canteen
 - i. Has requested a price increase: 90 cent snacks to \$1, \$1.25 pastries to \$1.35; Canteen will provide increase documentation for committee to review.
 - ii. UH looking to negotiate additional card readers; Canteen has proposed addition of cashless machines that would eliminate coin jams and other mechanical problems.
 - iii. Committee agreed to participate in future snack vending tastings.
- VI. Follow-up Points for next meeting.
- a. Committee will receive via email the by-laws and roster.