

Food Service Advisory Committee  
Frost Campus, February 13, 2018

## MEETING NOTES

### **IN ATTENDANCE:**

- Matt Markovic, Conference & Food Services;
- Barb Elliott, Faculty (SENRS);
- Michael Wood, ARAMARK;
- Madeline Williams, FSA;
- Scott Robertson, FSA;
- Rob Marsh, Housing.

### **1) WELCOME – INTRODUCTION OF MEMBERS:**

Members were welcomed to the meeting and thanked for their participation. Introductions were made.

### **2) COMMITTEE MEMBERSHIP / TERMS OF REFERENCE:**

The Terms of Reference were reviewed as an update was made to include the FSA as Co-Chair of the Committee. A copy of the revised Terms of Reference is provided below.

### **3) REVIEW OF NOVEMBER/DECEMBER/JANUARY SALES & TRANSACTION COUNTS:**

Notes regarding sales from November, December and January. Sales & Transaction Count figures are attached:

- a. November sales were down 60% year-over year due in large part to Faculty Strike affecting number of people being on campus;
- b. December sales increased 51% year-over-year and this was helped by being open for regular business hours one extra week at the end of December due to semester extension;
- c. January sales increased 7% year-over-year – being open a week earlier due to semester completion aided the extra sales.
- d. Catering sales have increased every month (except for November) at Frost Campus.

### **4) MEAL PLAN UPDATE (STUDENT AND STAFF):**

Notes regarding Meal Plan Sales. Meal Plan Sales figures are attached:

- a. Meal Plan sales and value of meal plan sales have increased at Frost Campus – Mike to provide spend-through info for plans at next meeting;

- b. A slight increase in Staff Meal Plan sales was realized after the early February blitz.

**5) UPCOMING PROMOTIONS/INITIATIVES:**

- a. Aramark's Carnival is scheduled to take place on Thursday, February 15th, in Auk's Lodge. It is to include:
  - i. on-site dietician;
  - ii. feedback booth;
  - iii. product sampling;
  - iv. introduction of the "Your Voice Counts" feedback program.
- b. Hug-a-Coke machine making a return to campus;
- c. Valentines Day cooking promo is on-going.

**6) FROST CAMPUS UPDATES:**

- a. Kawartha Grille sales going strong;
- b. Rationale Restaurant featuring a variety of menus.

**7) READING WEEK HOURS OF OPERATION:**

- a. Hours were presented and are attached below.

**8) PRIOR MEETING ACTION ITEMS FOLLOW-UP:**

- a. Kawartha Grille:
  - i. Menu (combos):
    - (1) Aramark has increased training for ease of transacting;
    - (2) Back-end updates/changes in Aramark P.O.S. systems.
  - ii. Wait times:
    - (1) Added additional full-time staff;
    - (2) Wait times have been reduced.
  - iii. Student feedback:
    - (1) No additional feedback at this time.
- b. International food options:
  - i. No new feedback at this time.
- c. "International Day" in conjunction with Aboriginal Department (and possibly International Department):
  - i. FSA/Madeline to coordinate.
- d. French fry and veggie burger quality:
  - i. Fries were changed;
  - ii. Same veggie burgers are being used;
  - iii. No new feedback from students.
- e. Price versus quality concerns:
  - i. No new feedback.
- f. Salad bar pricing concerns:
  - i. Michael to provide a weigh scale in coming weeks.
- g. Vending machines:
  - i. Food Services has purchased one of the "upgraded" vending machines which serves fresh foods (sandwiches, wraps, etc.);

- ii. Will be piloted at Sutherland Campus to begin in KTTC;
  - iii. Potential to pilot at Frost as well prior to purchasing a second one specifically for Frost Campus;
  - iv. Information on new vending machine provided below.
- h. Field trips:
- i. Matt is working with both Ron MacDonald and Rick Gray to obtain Field Trip info from Frost Program Coordinators;
  - ii. Details are delayed as the semester start date was pushed back and trips needed to be rescheduled.

**5) FSA FEEDBACK:**

- a. Over semester break there were few fresh food options available on campus;
- b. Residence students are looking for increased vegetarian options on campus:
  - i. Michael will look into veggie options and compare veggie burger sales from September and October to November to now.

**6) OTHER BUSINESS/DISCUSSION:**

- a. Mystery shopper/audit:
  - i. This program was introduced by Michael and discussed among the group. FSA has agreed to facilitate it's execution;
  - ii. There will be a Mystery Shopper/Audit Program meeting scheduled in conjunction with the next FSAC Meeting in March in which Aramark can provide info session for volunteers on how to be Mystery Shoppers;
  - iii. Goal is to hold info session on March 20<sup>th</sup> and complete program by March 30<sup>th</sup>.
- b. Desire to add Frost Residence Council members to FSAC:
  - i. Matt to work with Rob Marsh and Drew Simon to reach out to this group.
- c. Rob will look into a study he became aware of which looks into the impact of food/diet on student grades:
  - i. He will share the study/its findings with group at next meeting.

**7) NEXT MEETING:**

- a. Tentatively scheduled for March 20, 2018 from 1:00PM – 2:30PM:
  - i. Matt to send meeting request including date, time and location of next meeting.

Food Service Advisory Committee  
Sutherland Campus

## COMMITTEE MEMBERSHIP

### **FROST CAMPUS FSAC MEMBERSHIP**

Conference & Food Services – Matt Markovic  
Housing, Conference & Food Services – Travis Doak  
Housing – Rob Marsh  
Aramark – Michael Wood  
FSA – Madeline Williams  
FSA – Scott Robertson  
Student – Adam Alaimo  
Student – Calvin Swan  
Sustainability Office – Tania Clerac  
Faculty – Barb Elliott

Resource – Aramark Staff as appropriate

### **ADDITIONAL DISTRIBUTION**

Associate VP, Student Services, Kristi Kerford  
VP, Finance and Admin, Brian Baker  
Dean/Principal, Brett Goodwin  
President's Advisory Committee Student Member

## **2017/18 Fleming College Food Services Advisory Committee -Terms of Reference-**

### **Purpose:**

The Fleming College Food Service Advisory Committee (FSAC) has been established to provide a structured and open forum whereby representation from the Fleming College community will evaluate and review various policy and operational aspects of the Food Service Operations. This forum will ensure an open channel of communication for members of the College community to register their concerns and/or suggestions relating to food services.

### **Membership:**

The membership for the Sutherland and Frost campuses will include:

- Manager, Conference & Food Services; (Co-Chair)
- Appointees from the Student Administrative Council; (Co-Chair)
- Appointees from the Frost Student Association; (Co-Chair)
- Director, Housing, Food & Conference Services;
- ARAMARK Food Service Director;
- Appropriate ARAMARK staff;
- Fleming College Students;
- Fleming College Faculty;
- Fleming College Support Staff;
- Residence representation;
- Campus specific Sustainability Committee(s).

### **Meetings:**

Meeting should be held at a minimum of two times per term, per campus. If practical, a joint meeting may be held representing both campuses. Meetings are open to the College community. Meetings will be chaired by the Manager, Conference & Food Services and each of the Student Administrative Council and Frost Student Association at their respective campuses.

Meeting notes and actions will be recorded and circulated to all members of both committees and other designated College staff. Notes may be redistributed by any recipient.

### **Scope:**

The Fleming College FSAC shall function as consultative and advisory to the Director, Housing, Food & Conference Services, with respect to all existing and planned food service outlets and for catering services provided to the Fleming College community. This includes, but is not limited to:

- To receive and discuss requests and suggestions made by Fleming College community with regards to food service;

- To provide information and answer questions related to departmental operations;
- To evaluate existing departmental policies;
- To receive and evaluate food service recommendations;
- To recommend changes to the policy where such changes are warranted and beneficial to the College community;
- To identify specific food needs of individuals and the College community, and to ensure they are being met;
- To assess the implications of:
  - The hours and days of operation for each outlet;
  - The partial or complete opening or closing of one or more outlets;
  - Changes in operation of any outlet;
- To provide feedback regarding the placement of new outlets and or products and services to the community.

The committee does not address issues related to the Operating Agreement between the College and ARAMARK.

ARAMARK SALES & TRANSACTION COUNTS - NOVEMBER 2017						
		2014	2015	2016	2017	2017 growth
<b>Origins Cafe</b>						
<b>Pizza Pizza</b>	Sales	\$ 19,847	\$ 21,675	\$ 26,562	\$ 10,982	-59%
	Trans Count	4368	4782			#DIV/0!
	Avg Check	\$ 4.54	\$ 4.53	#DIV/0!	#DIV/0!	#DIV/0!
	Daily Average	\$ 992	\$ 1,032	\$ 1,265	\$ 523	-59%
<b>Sandwich Shack (Panini, Urbi</b>						
	Sales	\$ 4,281	\$ 6,337	\$ 7,437	\$ 3,166	-57%
	Trans Count	728	832			#DIV/0!
	Avg Check	\$ 5.88	\$ 7.62	#DIV/0!	#DIV/0!	#DIV/0!
	Daily Average	\$ 214	\$ 302	\$ 354	\$ 151	-57%
<b>Pan Geo's</b>						
	Sales	\$ 12,671	\$ 11,826	\$ 15,164	\$ 7,495	-51%
	Trans Count	1731	1587			#DIV/0!
	Avg Check	\$ 7.32	\$ 7.45	#DIV/0!	#DIV/0!	#DIV/0!
	Daily Average	\$ 634	\$ 563	\$ 722	\$ 357	-51%
<b>Other</b>						
	Sales	\$ 34,959	\$ 42,369	\$ 47,425	\$ 18,437	-61%
	Trans Count	9087	10984			#DIV/0!
	Avg Check	\$ 3.85	\$ 3.86	#DIV/0!	#DIV/0!	#DIV/0!
	Daily Average	\$ 1,748	\$ 2,018	\$ 2,258	\$ 878	-61%
<b>Total Origins Cafe</b>						
	Sales	\$ 71,758	\$ 82,206	\$ 96,589	\$ 40,081	-59%
	Trans Count	15914	18185	18978	8263	-56%
	Avg Check	\$ 4.51	\$ 4.52	\$ 5.09	\$ 4.85	-5%
	Daily Average	\$ 3,588	\$ 3,915	\$ 4,599	\$ 1,909	-59%
<b>Kawartha Grille</b>						
	Sales	\$ 15,286	\$ 11,715	\$ 12,290	\$ 4,345	-65%
	Trans Count	2208	1586	1736	621	-64%
	Avg Check	\$ 6.92	\$ 7.39	\$ 7.08	\$ 7.33	4%
	Daily Average	\$ 764	\$ 558	\$ 585	\$ 207	-65%
<b>Frost Overall</b>						
	Sales	\$ 87,044	\$ 93,921	\$ 108,879	\$ 44,426	-59%
	Trans Count	18122	19771	20714	8884	-57%
	Avg Check	\$ 4.80	\$ 4.75	\$ 5.26	\$ 5.00	-5%
	Daily Average	\$ 4,352	\$ 4,696	\$ 5,444	\$ 2,221	-59%

ARAMARK SALES & TRANSACTION COUNTS - DECEMBER 2017						
		2014	2015	2016	2017	2017 growth
<b>Origins Cafe</b>						
<b>Pizza Pizza</b>	Sales	\$ 8,132	\$ 13,272	\$ 11,340	\$ 17,727	56%
	Trans Count	1802	2810			#DIV/0!
	Avg Check	\$ 4.51	\$ 4.72	#DIV/0!	#DIV/0!	#DIV/0!
	Daily Average	\$ 407	\$ 632	\$ 540	\$ 844	56%
<b>Sandwich Shack (Panini, Urbi</b>						
	Sales	\$ 1,733	\$ 4,265	\$ 3,679	\$ 5,735	56%
	Trans Count	317	534			#DIV/0!
	Avg Check	\$ 5.47	\$ 7.99	#DIV/0!	#DIV/0!	#DIV/0!
	Daily Average	\$ 87	\$ 203	\$ 175	\$ 273	56%
<b>Pan Geo's</b>						
	Sales	\$ 2,790	\$ 5,372	\$ 4,848	\$ 7,821	61%
	Trans Count	434	865			#DIV/0!
	Avg Check	\$ 6.43	\$ 6.21	#DIV/0!	#DIV/0!	#DIV/0!
	Daily Average	\$ 139	\$ 256	\$ 231	\$ 372	61%
<b>Other</b>						
	Sales	\$ 16,500	\$ 28,860	\$ 23,416	\$ 64,858	177%
	Trans Count	3433	5845			#DIV/0!
	Avg Check	\$ 4.81	\$ 4.94	#DIV/0!	#DIV/0!	#DIV/0!
	Daily Average	\$ 825	\$ 1,374	\$ 1,115	\$ 3,088	177%
<b>Total Origins Cafe</b>						
	Sales	\$ 29,155	\$ 51,768	\$ 43,283	\$ 65,171	51%
	Trans Count	5986	10054	8627	12988	51%
	Avg Check	\$ 4.87	\$ 5.15	\$ 5.02	\$ 5.02	0%
	Daily Average	\$ 1,458	\$ 2,465	\$ 2,061	\$ 3,103	51%
<b>Kawartha Grille</b>						
	Sales	\$ 6,886	\$ 6,427	\$ 6,515	\$ 10,006	54%
	Trans Count	939	868	885	1472	66%
	Avg Check	\$ 7.33	\$ 7.40	\$ 7.36	\$ 7.33	0%
	Daily Average	\$ 344	\$ 306	\$ 310	\$ 476	54%
<b>Frost Overall</b>						
	Sales	\$ 36,041	\$ 58,195	\$ 49,798	\$ 75,177	51%
	Trans Count	6925	10922	9512	14460	52%
	Avg Check	\$ 5.20	\$ 5.33	\$ 5.24	\$ 5.20	-1%
	Daily Average	\$ 1,802	\$ 2,910	\$ 2,490	\$ 3,759	51%



ARAMARK SALES & TRANSACTION COUNTS - JANUARY 2018						
		2015	2016	2017	2018	2018 growth
<b>Origins Cafe</b>						
<b>Pizza Pizza</b>	Sales	\$ 13,354	\$ 14,972	\$ 18,568	\$ 19,736	6%
	Trans Count	2089	3385	4108	4347	6%
	Avg Check	\$ 6.39	\$ 4.42	\$ 4.52	\$ 4.54	0%
	Daily Average	\$ 668	\$ 713	\$ 884	\$ 940	6%
<b>Sandwich Shack (Panini, Urbib</b>						
<b>Sandwich Shack (Panini, Urbib</b>	Sales	\$ 2,844	\$ 4,813	\$ 5,842	\$ 6,014	3%
	Trans Count	545	654	787	821	4%
	Avg Check	\$ 5.22	\$ 7.36	\$ 7.42	\$ 7.33	-1%
	Daily Average	\$ 142	\$ 229	\$ 278	\$ 286	3%
<b>Pan Geo's</b>						
<b>Pan Geo's</b>	Sales	\$ 4,580	\$ 6,060	\$ 7,789	\$ 8,234	6%
	Trans Count	744	1042	1279	1345	5%
	Avg Check	\$ 6.16	\$ 5.82	\$ 6.09	\$ 6.12	0%
	Daily Average	\$ 229	\$ 289	\$ 371	\$ 392	6%
<b>Other</b>						
<b>Other</b>	Sales	\$ 27,093	\$ 32,559	\$ 37,344	\$ 39,827	7%
	Trans Count	5884	7042	8066	8456	5%
	Avg Check	\$ 4.60	\$ 4.62	\$ 4.63	\$ 4.71	2%
	Daily Average	\$ 1,355	\$ 1,550	\$ 1,778	\$ 1,897	7%
<b>Total Origins Cafe</b>						
<b>Total Origins Cafe</b>	Sales	\$ 47,870	\$ 58,404	\$ 69,542	\$ 73,811	6%
	Trans Count	9262	12123	14240	14969	5%
	Avg Check	\$ 5.17	\$ 4.82	\$ 4.88	\$ 4.93	1%
	Daily Average	\$ 2,394	\$ 2,781	\$ 3,312	\$ 3,515	6%
<b>Kawartha Grille</b>						
<b>Kawartha Grille</b>	Sales	\$ 9,889	\$ 8,297	\$ 9,106	\$ 10,651	17%
	Trans Count	1508	1112	1245	1533	23%
	Avg Check	\$ 6.56	\$ 7.46	\$ 7.31	\$ 7.33	0%
	Daily Average	\$ 494	\$ 395	\$ 434	\$ 507	17%
<b>Frost Overall</b>						
<b>Frost Overall</b>	Sales	\$ 57,759	\$ 66,701	\$ 78,648	\$ 84,462	7%
	Trans Count	10770	13235	15485	15299	-1%
	Avg Check	\$ 5.36	\$ 5.04	\$ 5.08	\$ 5.24	3%
	Daily Average	\$ 2,888	\$ 3,335	\$ 3,932	\$ 4,223	7%

<b>MEAL PLAN SALES</b>				
As of Feb 11, 2018				
	Numbers	Amount	Avg Purchase	
Winter Mandirotty Meal Plan 2016	443	\$ 349,800	\$ 790	
Winter Mandirotty Meal Plan 2017	450	\$ 358,600	\$ 797	
Other Meal Plans Winter 2016	62	\$ 47,800	\$ 771	
Other Meal Plan Winter 2017	87	\$ 67,800	\$ 779	
Total Purchases Winter 2016	505	397600	\$ 787	
Total Purchases Winter 2017	537	426400	\$ 794	
<b>Staff Purchases (Jan Blitz)</b>				
	# Meal Plans	Amount		
2015	42	\$ 12,050.00		
2016	20	\$ 5,760.00		
2017	28	\$ 7,870.00		

<b>CATERING SALES - SEPT 2017 to JAN 2018</b>				
	Sep-14	Sep-15	Sep-16	Sep-17
College	\$ 6,541	\$ 7,279	\$ 2,152	\$ 3,695.00
SA	\$ 2,190	\$ 1,198	\$ 182	\$ 4,057.00
Total	\$ 8,731	\$ 8,477	\$ 2,334	\$ 7,752
	Oct-14	Oct-15	Oct-16	Oct-17
College	\$ 3,173	\$ 2,576	\$ 1,842	\$ 9,722.00
SA	\$ 589	\$ 215	\$ 2,001	\$ 2,855.00
Total	\$ 3,762	\$ 2,791	\$ 3,843	\$ 12,577
	Nov-14	Nov-15	Nov-16	Nov-17
College	\$ 6,431	\$ 6,936	\$ 8,469	\$ 5,468.00
SA	\$ 2,924	\$ 174	\$ 872	\$ 2,087.00
Total	\$ 9,355	\$ 7,110	\$ 9,341	\$ 7,555
	Dec-14	Dec-15	Dec-16	Dec-17
College	\$ 525	\$ 1,005	\$ 1,410	\$ 2,855.00
SA	\$ 487	\$ 978	\$ 503	\$ -
Total	\$ 1,012	\$ 1,983	\$ 1,913	\$ 2,855
	Jan-15	Jan-16	Jan-17	Jan-18
College	\$ 2,231	\$ 2,787	\$ 1,410	\$ 3,693.00
SA	\$ 327	\$ 392	\$ 503	\$ 824.00
Total	\$ 2,558	\$ 3,179	\$ 1,913	\$ 4,517

**READING WEEK HOURS OF OPERATION:**



**HOURS OF OPERATION**  
**READING WEEK UPDATES**

**ORIGINS CAFE**

FRIDAY MARCH 2<sup>ND</sup> – CLOSING AT 5:00 PM  
MONDAY MARCH 5<sup>TH</sup> TO FRIDAY MARCH 9<sup>TH</sup> 8:30AM – 1:30PM  
RESUMING REGULAR HOURS ON MONDAY MARCH 12<sup>TH</sup>

**KAWARTHA GRILLE**

FRIDAY MARCH 2<sup>ND</sup> – CLOSING AT 4:00 PM  
RESUMING REGULAR HOURS ON MONDAY MARCH 12<sup>TH</sup>

[www.foodatfleming.ca](http://www.foodatfleming.ca)



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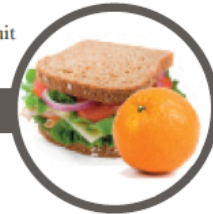
- Large turret-forward viewing window showcases product
- Dynamic styling communicates heightened quality
- "Auto-merchandising" maintains the fullest presentation
- Tall food compartments make reading labels easier
- Bi-directional tray rotation for quick selection
- Small footprint expands on-site placement options
- Health control monitors refrigeration and ensures product safety
- High-efficiency ½ HP refrigeration unit runs on a standard 15A circuit



### VARIETY, VELOCITY, AND VALUE

Mix it up in our roomy interior. Offer favorite staples, healthy foods, and specialty cuisines for diversity equal to the local deli.

- High capacity with nine serving trays and 115 selections (average)
- 5" high compartments and off-center dividers fit more products
- 9" platter capability keeps items flat – no shifting or spilling
- Perfect for custom commissary foods
- Serve a "full meal deal" from one selection – with a 12 oz. drink (standing up!)



### KEEP THEM ENERGIZED

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- More convenient than C-store and quick-service food runs (and keeps employees productively on site)
- Gets staff in on time knowing they can grab breakfast at work
- Provides a full menu when the cafeteria is closed
- Serves a high volume in a short time – perfect for limited lunch breaks
- Reserve sections by time-of-day, so even the night shift enjoys a full menu
- "Sold Out" mode recognizes empty slots, preventing accidental selection



#### The Choice of Vending Professionals

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Model	Dimensions	Avg. No. Selections/Capacity	Shipping Weight	Electrical	Regulatory Approvals
962	72"H x 38.13"W x 30.75"D	9 trays, 115 selections	710 lbs.	115V, 60Hz, 12A (15A circuit req.)	NAMA Approved, UL, FCC

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[www.automaticproducts.com](http://www.automaticproducts.com)

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Contact your local distributor for details

Fleming College

Conference &  
Food Services