

Fleming College  
Foodservice Advisory Committee

Brealey Campus, January 24, 2014

## Meeting Notes

In Attendance:

Mark Murdoch, Foodservices, Linda Humphries, Purchasing, Michael Wood, ARAMARK, Deanna Nelson, ARAMARK, Martin Vanden Anker, ARAMARK, Debbie Harrison, International Students, Mark Gray, Student Services, Chris Smith, SAC, Travis Doak, Housing, Jan Watson, Union, Pam Selkirk, Admin Staff  
Angela Pind, Faculty,

1. Michael Wood was introduced as the new Foodservice Director for ARAMARK. The College is very concerned about the high turnover rate of senior managers within the account. We are not gaining traction on important initiatives.
2. Michael reviewed several items from the last meeting:
  - a. ARAMARK has enjoyed some good success with banquet catering. Most recently an event as held for the Seneca Aviation program.
  - b. A "Local Food Day" is schedule for January 30 at Brealey and February 6 at Frost
  - c. China is supposed to be the default option at all stations. While the situation has improved it is not consistently and constantly applied. For example, today there were no plates for the salad bar.  
preferred
  - d. Michael is continuing to host a weekly Director's Roundtable. At a table set up near the servery he answers questions for students, staff and faculty. He will also hold roundtables at the other campuses.
  - e. The Holiday Lunch was served at the four campuses on December 12. Over 240 meals were served. A lower price and an aggressive marketing campaign likely helped ot drive sales.
  - f. System wide we continue to struggle with contamination of the post-consumer compost waste stream.
  - g. The culinary program should/can be added to compost separation and waste oil disposal.
3. Some time was spent review the promotion calendar on the web site.
  - a. Not many staff had seen the web site
  - b. Web site has to fit on a smart phone
  - c. Daily specials and soups need to be easier to find, at a glance, single page, two weeks is plenty
  - d. Hours of operation should be available at a glance
  - e. All staff broadcast e-mails are currently the most effective way to communicate with staff.

4. Hours for Family Day weekend and Reading Week were reviewed and approved for the Brealey Campus. Attached.
5. Total Satisfaction Guarantee – what is the plan for launching this.
6. Other business.
  - a. Tims should stay open to 5:30, more late classes
  - b. Wait time at TH has improved
  - c. Pancake Tuesday will be held on Tuesday February 18.
  - d. Breaktime is frequently out of stock of
  - e. We need a toaster for bread, bagels
  - f. Rice – today we have over 300 students from India and the Middle East. Offer a simple, high quality rice with curried legumes as a \$5 value meal
  - g. Aboriginal students – can they be accommodated – they should connect with Chef Martin.
  - h. Next month focus on sales, participation rate and average cheque.  
KPI
  - i. Add dish bins to Breaktime and staff lounge
7. Next meeting - TBD

## Lunch Feedback

### Respondent 1

- what did you have
  - salad bar and chicken and rice soup
  
- why you picked that item,
  - I didn't understand the concept of pulled pork on naan bread, and I didn't want pasta. I had planned on having a stir fry but there was none available that day.
  
- your sense of value (had you paid),
  - I don't know how much the salad would have been
  
- the taste of the food,
  - soup had a very gelatinous texture, everything was very suspended, it was obviously a mix
  - Salad was fine except for macaroni salad – it was dry and tasteless and I believe we can serve a much better product
  - Chicken on Jan's salad was reheated in a pan with an inch of water covering and steaming the chicken, it looked very unappetizing when it was being heated, that's not how that used to be served
  
- food temperature
  - Fine
  
- any general comments or feedback
  - there were no china plates at the salad bar, I had to ask Mike and he went and found some. Can we ensure again that china is at all stations?
  - There **were** no plates for the soup bowls, Martin had to go and get some
  - I didn't see the salad bar "nutritionals" tags on each item as Pierre had committed to providing at FSAC meetings almost a year ago
  - There was no staff member at the station where you can add a chicken breast to the salad. We had to find Mike and he had to get someone to come over and reheat some chicken. We could probably promote and sell more upcharges of chicken if the station was manned and if we had better signage (think Marche or Richtree concept).

## **Respondent 2**

Hi, I chose Extreme Pita. I went for the larger one as it was only a \$1 difference I believe. Always a good marketing plan. Chicken Caesar as I am a Caesar salad fan. Tasted great. Temperature and quality of meat and salad was good. More than enough for the price.

I asked the clerk what the local veg/product of the day was. Her reply was: "let's not go there". I said what do you mean? She said "let's not discuss". I said, oh you mean you don't have any local produce..... She said "that's correct".

It is one of the slower vendors. I took my daughters and their boyfriends there today and well "slow as molasses" as my daughter commented. They chat a lot and really don't move very quickly.

Friendly though.

## **Respondent 3**

I selected three items from Brealey eats:  
quinoa salad, soup and chocolate milk  
it represents what I would normally pick - easy and quick  
value is an issue I always have - the "salad" was 3.59 I think - good healthy  
option not sure it is affordable for students  
temperature was okay.  
I did wonder why they only have "large" chocolate milk

As always the service was great -

## **Respondent 4**

1. I had the pulled pork on flat bread with green salad.
2. I picked the item because the it sounded good and the display was prominent and looked appealing.
3. I believe the value was reasonable for what was received. I would like to have seen a little more variety in the green salad – for example there were no tomatoes in the my salad.
4. The pulled pork was good mixed in with the other ingredients on the flat bread and the serving size was good. Again the salad was large but not a lot of variety of ingredients.
5. The pulled pork flat bread was not hot...they were premade and I do not think the heating area was sufficient for the quantity.
6. Overall similar comments to previous lunches at Brealey...service was good, atmosphere was adequate. The service station I ordered my meal was very quick.



## Hours of Operation Family Day weekend

Friday Feb 14 to Tuesday Feb 18

### Brealey Eats



Friday	8:00am-3:30pm
Saturday, Sunday, Monday	Closed
Tuesday	8:00am-3:30pm

### Tim Hortons



Friday	7:00am-3:30pm
Saturday, Sunday, Monday	Closed
Tuesday	7:00am-4:30pm

### Breaktime



Friday	7:00am-3:00pm
Saturday, Sunday, Monday	Closed
Tuesday	7:00am-8:00pm

### Steele Centre



Friday	10:00am-2:30pm
Saturday, Sunday, Monday	Closed
Tuesday	10:00am-4:00pm

### Marketplace Residence



Friday	12:00pm-9:00pm
Saturday, Sunday	Closed
Monday	3:00pm-11:00pm



## Hours of Operation

### Family Day weekend

Friday Feb 14 to Tuesday Feb 18

## Origin Cafe

Friday	7:30am-3:30pm
Saturday, Sunday & Monday	Closed
Tuesday	7:30am-3:30pm



## Kawartha Grille



Friday	11:00am-2:30pm
Saturday, Sunday & Monday	Closed
Tuesday	11:00am-6:00pm

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



# Reading Week Hours of Operation

Fri Feb 21<sup>st</sup> to Mon March 3rd

## Brealey Eats



Monday to Friday

Closed

## Tim Hortons



Monday to Friday

8:00am-3:30pm

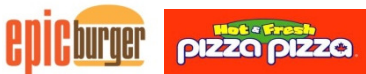
## Breaktime



Monday to Friday

Closed

## Steele Centre



Monday to Friday

Closed

## Marketplace Residence



Friday February 21st

12:00pm-6:00pm

Saturday to Saturday

Closed

Sunday March 2nd

11:30am-9:00pm

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