

Fleming College
Foodservice Advisory Committee

Frost Campus, February 7, 2014

Meeting Notes

In Attendance:

Mark Murdoch, Foodservices, Michael Wood, ARAMARK, Deanna Nelson, ARAMARK, Barb Gallant, ARAMARK, Mark Gray, Student Services, Jenna Stephens, SA, Megan Stevenson, SA.

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. A "Local Food Day" is schedule for February 13 at Frost.
 - b. There has been an improved identification of vegan, vegetarian and gluten free options coupled with staff training on where these items can be found.
 - c. China is supposed to be the default option at all stations. While the situation has improved it is not consistently and constantly applied. The issue of creating dish return locations has been dangling since September. Just get it done. Potential locations for dish collections bins include: Learning Commons, Auk's Lodge, Upper Lounge (above Café) and the Staff Lounge.
3. Some time was spent review the promotion calendar on the web site.
 - a. Everyone present was aware of and had visited the site.
 - b. Everyone was aware of current promotions and had participated in recent events.
 - c. Pizza Day was VERY popular.
 - d. Broadcast e-mails work well.
 - e. ARAMARK can access the SA communications person to include info in the weekly communication to students.
 - f. Promotions should focus on quality over quantity.
4. There was some discussion about the interest of having a Tim Hortons replace the Kawartha Grille. A number of levels of agreement would have to be reached to make that possible, but it all starts and ends with Tim Hortons approving the location. Mark Murdoch will reach out to Tim Hortons to get a first kick at approval and if appropriate a very high level budget estimate. Mark Gray will connect with College leaders to identify the issues that prevented the development of a Tim Hortons on campus when the last round of renovations took place, and see if those issues have changed or are still valid.

UPDATE: A review with Frost Campus College leadership has confirmed that a Tim Hortons on the Frost Campus is inconsistent with the Frost Sustainable Campus Initiative and with the image and brand of the School of Environmental and Natural Resource Sciences.

5. Hours for Family Day weekend and Reading Week were reviewed and approved for the Frost Campus. Attached.
6. Other business.
 - a. A staff member reported that generally people are happy with the food, the pizza is fresh and hot, the space is clean and the staff is great. However, a second cashier is needed at peak times and more staff is required at the grill station as often people line up for four different items at four service points, but only one staff member is working. ARAMARK has adjusted break schedules and will review the situation.
 - b. A more apparent "sense of urgency" is required by some front line service staff.
 - c. Pancake Tuesday will be held on Tuesday February 18.
 - d. In the past few days a few incidents of undercooked or raw food occurred. More diligent temperature checks are required.
 - e. Free Pizza Day was great.
 - f. New vegetarian options are appreciated.
 - g. The gluten free pizza was very good and a great value.
 - h. An improved rotation at the salad bar, including more dark green vegetables would be appreciated.
 - i. The availability of fries OR salad with the combos could use some enhanced communication.
 - j. There has been an improvement in the staff asking if people want china.
 - k. Breakfast all day, as a cheaper option, would work well.
 - l. ARAMARK will review the half hour closure of the grill between 10:30 and 11:00.
 - m. It was confirmed that *Get the Good Stuff* items arrive on campus Monday and Wednesday, so sometimes popular items are sold out on Tuesday and Friday. ARAMARK constantly adjusted the item mix to respond to changing preferences.
 - n. Next month focus on sales, participation rate and average cheque.
KPI
7. Next meeting - TBD



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



Hours of Operation

Reading Week

Friday February 21 to Monday March 3

Origin

Cafe

Monday to Friday

8:00am-3:30pm



Kawartha Grille



Monday to Friday

Closed

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