Fleming College

Foodservice Advisory Committee

Frost Campus, October 1, 2014

Meeting Notes

**In Attendance:**

Travis Doak, Foodservices /Housing, Foodservices; Michael Wood, ARAMARK; Barb Gallant, ARAMARK; Andrew Williams, SA; Madison Menard, Resident;; Mark Gray, Administration; Tani Clerac, Faculty, Karen Maki, Administration

1. **Welcome – introductions of returning and new members**

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

1. **Committee Membership**

The Membership of the Committee was reviewed. In May of 2014 the Foodservices function was moved from Purchasing to Student Services (Housing) as this is a better alignment of the service it provides to students. A revised membership list is attached. The membership is intended to be inclusive. Meetings are open to the campus community. See Attached.

1. **Terms of Reference**

The Terms of Reference for the Committee were reviewed. A copy of the Terms of Reference is attached.

1. Program Changes at Frost

Aramark reviewed the program changes at the Frost Campus. Over the summer term the *Panini* station was changed to *Sandwich Snack shack* as it was felt this menu offering better responded to the needs of the campus. Sales far this semester indicate it is a more popular offering.

The Kawartha Grill is staying open on pub nights and there are more dinner entrees being put out in the evenings. Sales have not been strong but Aramark will be creating better advertising to promote this option.

1. **Feedback from Committee Members**

A) Feedback as provided that the veggie hotdog is very good, however most students are not aware this option is available. More advertising is required.

B) To improve communication regarding the foodservice program it would be beneficial to better connect Aramark’s communication efforts with SA announcements that go out to students.

C) Discussion took place on having more samples of food available for students and staff to try. This would hopefully educate people on the different types of food options available.

D) Discussion took place on students in the Heavy Equipment / Drilling & Blasting Programs who often do not come to the café due to the location and nature of their program. The question was asked if it would be an option to look at some type of “food truck” to come over. Mike stated that a full truck concept would not be an option, however Aramark is willing to look at what other options would be available to offer food to students at this location. Aramark will report back at our next advisory meeting.

1. **Thanksgiving and Reading Week Hours of Operation**

The proposed hours of operation for Thanksgiving weekend and Reading Week were reviewed. See attached.

1. **Review of sales, transaction count**

The sales and transaction information for the month of September, comparing 2013 to 2014 was reviewed. The numbers are positive for the first month. See attached.

1. **Review of KPI results**

The results of the Key Performance Indicator for Foodservice satisfaction were reviewed. In the spring 2014 survey the corporate Foodservice KPI improved from third quartile to second quartile. However the results at the Frost resulted was a drop in student satisfaction over the previous year. This is very concerning to Fleming and Student leaders. There was some discussion on reasons why this number may have dropped but it requires a thorough review which is now taking place with both the College and Aramark. The intent this year is to return to the first quartile. This will be a standing item on future advisory meetings.

1. **Meal plan sales**

Information regarding the sales of meal plans was reviewed. See attached.

1. **Aramark reviewed a number of up-coming promotions**
   1. A Fair Trade coffee program is underway, with $1 from each cup of coffee sold donated to a children’s’ charity in a Fair Trade coffee region.
   2. Thanks giving Dinner will be held on October 9. The cost with dessert will be $9.99.
   3. A Local Halloween promo will be held the last week of October. Students wearing a costume will receive a treat.
2. **Other**

Discussion took place on having dish bins located in key areas for students and staff to drop of plates and cutlery. This has been an ongoing for a number of months and has been requested by students and staff. Travis has committed to having this service in place as soon as possible.

1. **Lunch was provided for attendees**.

Questions regarding lunch will be provided in a separate e-mail to those who attend lunch.

1. **Next meeting** – Early November

**Fleming College**

**Foodservice Advisory Committee**

**Membership**

**Modified September 2014**

**Frost Campus FSAC Membership:**

Foodservices / Housing - Travis Doak

Foodservices - Mark Murdoch

ARAMARK - Mike Woods and Barb Gallant

SA Representative(s) Andrew Williams

Student at large TBD – by SA

Resident Student at large – Madison Menard

Faculty / Sustainability Office – Tania Clerac

International Students - Amanda Gray

Management – Mark Gray

Management – Karen Maki

Union Staff - TBD

Resource – Aramark Staff as appropriate

**Additional Distribution:**

Associate VP, Student Services Judith Limkilde

Principal, Frost Linda Skilton

Principal, Haliburton Sandra Dupret

VP, Finance and Admin Brian Baker

Manager, Student Life Greg Jefford

President’s Advisory Committee - TBD

**Fleming College**

**Food Services Advisory Committee**

**Terms of Reference**

**Name:**

Food Service Advisory Committee

**Purpose:**

To advise the Food Service Operator (ARAMARK) on matters related to the operations, development and execution of a first class food service program for the College community.

**Membership:**

The membership for the Sutherland and Frost campuses will include; ARAMARK

Food Service Director, appropriate ARAMARK staff, and appointees from Student Administrative Council/Student Association, Faculty, 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.

Minutes will be recorded and circulated to all members of both committee and other designated College staff. Minutes may be redistributed by any recipient.

**Scope:**

The committee advises ARAMARK and/or makes recommendations to the

Director, Housing & Conference Services, on issues of service, menu rotation, quality, pricing, hours, etc.

The committee does not address issues related to the Operating Agreement

between the College and ARAMARK.

****

**Frost Campus 2013 vs 2014 Comparative Sales Figures**



**Meal Plan Sales Information Fall 2014**

