Fleming College

Foodservice Advisory Committee

Sutherland Campus, October 20, 2015

Meeting Notes

**In Attendance:**

Travis Doak, Foodservices; Michael Wood, ARAMARK; Chris Smith, SAC; Greg Jefford, Staff; Alida Wood, Staff; Whitney Piper, SAC; Rob Arkell, Sustainability.

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. A revised membership list is provided below. The membership is intended to be inclusive of all groups on campus. Meetings are open to the campus community.

1. **Terms of Reference**

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

1. **KPI Results**

The results of the spring 2015 KPI results for the Sutherland Campus and the College corporately were reviewed. The results were quite positive at the Sutherland Campus with a 3.9% increase over the previous which placed the campus in the top quartile. The results are provided below.

1. **Program Changes / Upcoming Events at Sutherland**

Aramark reviewed the following program changes at the Sutherland Campus.

* Grab and Go Items all made internally daily beginning in September
* Soups made internally daily now as well
* Lunch Box program at Brealey Eats – partnership with the Culinary Program
* Participated at Farmers Markets, Sept/Oct
* Deals: 2 Vitamin Water for $4.00, Try Poutine Chips for $1, Muffin and Coffee deal for $2.49
* Thanksgiving Dinner – Friday, October 9.
* Kharma Water at Breaktime - Customer request
* Expanded line of product in Pepsi Vending machines – new Kick start drink and Starbucks beverages
* Aramark is working with faculty from the Marketing Program to have students assist next semester with marketing initiatives.
* A discussion took place on the strict guidelines at Time Horton’s, for example the amount of baked items required to open each morning regardless of potential sales. At certain times of the year this results in considerable waste.
1. **Review of September Sales**

Sales overall have increased over last year. Due to there being 5 less days of business due to the later start of the semester Aramark has provided a daily average as a more valid comparator year over year. The overall daily average with all locations at Sutherland is up 28% over last year. See e-mail spreadsheet attachment.

1. **Meal Plan Sales**

With the addition of mandatory meal plans at the Sutherland Residence there has been a substantial increase in overall sales this campus. Meal plan numbers are provided below. They only include mandatory numbers as Aramark is not able to breakdown commuter sales between the Sutherland and Frost Campus. This will be changed for next year.

1. **Upcoming Programs**
* Smoothie Program
* Pumpkin Carving contest with SAC
* Fresh fruit and vegetables for sale in Marketplace
* Quesadillas will be served at Epic Burger
* Expanded entrees for Marketplace/Breaktime
* Deals: Morning break package (yogurt, fruit, MM Juice), Fry Combo Upgrade at Epic Burger
* We Care Wednesday’s – a quick online survey – cards will be handed out at the checkout
* Customer Appreciate event – free Hot Chocolate and snacks later in mid-November
1. **Feedback from Committee Members**
* The Sustainability Office has noted that since modifications have been made to exhaust fan equipment that is used daily by Aramark, an annual savings of 30K has been realized.
* The Farmer’s Market has been successful this fall. Aramark has a barbecue set up each week and sales have been good.
* There was a discussion about Tim Horton’s and the use of disposable cups. Aramark explained that non-traditional outlets (like we have at Fleming) does not offer chinaware. This is a corporate decision.
* A question was asked about the sale of salads, specifically if salads weighed on china vs. takeout containers. There is the impression with some customers that it is cheaper to purchase the takeout container rather than the china. Aramark stated it should not matter but will confirm at the checkout to ensure the weighing machine is working properly.
* Positive feedback was provided to Aramark on the orientation barbecue and the service provided.
* Positive feedback was provided to Aramark with their check out registers that use the Tap as a form of payment.
* Feedback was provided to Aramark that sometimes at busy times the checkout staff are busy stocking shelves as opposed to working the register. Aramark will review this practice.
1. **Thanksgiving and Reading Week Hours of Operation**

The proposed hours of operation for Thanksgiving weekend and Reading Week were reviewed. The hours are provided below.

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

Questions regarding lunch (provided to members after the meeting) will be provided in a separate e-mail to those who attend lunch.

1. **Next meeting** – Late November / Early December
2. **Adjourned**

12:04pm

**Fleming College**

**Foodservice Advisory Committee**

**Membership**

**October 2015**

**Sutherland Campus FSAC Membership:**

Foodservices / Housing - Travis Doak

Aramark - Mike Woods

SAC - Chris Smith

SAC Bar Manager – Whitney Piper

Resident Student(s) TBD

Sustainability Office - Trish O’Connor/Rob Arkell

Union Staff – Alida Wood

Management – Greg Jefford

Faculty – Shauna Mongmuir

Faculty – Steve Moghini

Resource – Aramark Staff as appropriate

**Additional Distribution:**

Associate VP, Student Services, Kristi Kerford

VP, Finance and Admin Brian Baker

President’s Advisory Committee Student Member

**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.

**2015 KPI Results: Food Services**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very Sat % | Neither Sat/ Dissat % | Dissat / Very Dissat | # of Responses | Difference vs. Fleming % |
| Fleming | 59.2 | 20.9 | 19.9 | 3,348 |  |
| Medium Size | 54.3 | 22.7 | 22.9 | 35,533 | 4.9 |
| System Wide | 52.9 | 21.9 | 25.2 | 113,613 | 6.3 |

 **Campus Specific**

|  |  |  |
| --- | --- | --- |
|  | Very Sat % | +/- % |
| Frost | 45.9 | +3.8 |
| Sutherland | 64.2 | +3.9 |
| Cobourg  | 100 | Same |
| Haliburton | 60.9 | 8.4 |

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| **September Mandatory** **Meal Plans** |
| Lite Plan | 237 |  $ 142,200  |
| Value Plan | 123 |  $ 123,000  |
| Medium Plan | 63 |  $ 94,500  |
| Hearty Plan | 20 |  $ 40,000  |
|  |  |  $ 399,700  |

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| Thanksgiving Week |
| **Friday** | **Saturday** | **Sunday** | **Monday** | **Tuesday** |
| **Oct-09** | **Oct-10** | **Oct-11** | **Oct-12** | **Oct-13** |
| 8:00 - 5:00 | Closed | Closed | Closed | 8:00 - 7:30 |
| 10:00 - 4:00 | Closed | Closed | Closed | 10:00 - 4:00 |
| 6:30 - 4:30 | Closed | Closed | Closed | 6:30 - 5:00 |
| 7:30 - 3:00 | Closed | Closed | Closed | 7:30 - 8:00 |
| 12 - 9:00 | Closed | Closed | 12 - 9:00 | 12 - 11:00 |
|   |  |  |  |   |
| 8:30 - 1:30 | Closed | Closed | Closed | 8:30 - 1:30 |
|   |  |  |  |   |
| 7:30 - 7:30 | Closed | Closed | Closed | 7:30 - 7:30 |
| 11:00 - 4:00 | Closed | Closed | Closed | 11:00 - 4:00 |

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| Fall Reading Week |
| **Friday** | **Saturday** | **Sunday** | **Monday** | **Tuesday** | **Wednesday** | **Thursday** | **Friday** | **Saturday** | **Sunday** |
| **Oct-23** | **Oct-24** | **Oct-25** | **Oct-26** | **Oct-27** | **Oct-28** | **Oct-29** | **Oct-30** | **Oct-31** | **Nov-01** |
| 8:00 - 4:00 | Closed | Closed | Closed | Closed | Closed | Closed | Closed | Closed | Closed |
| 10:00 - 4:00 | Closed | Closed | Closed | Closed | Closed | Closed | Closed | Closed | Closed |
| 6:30 - 4:30 | Closed | Closed | 7:30 - 3:30 | 7:30 - 3:30 | 7:30 - 3:30 | 7:30 - 3:30 | 7:30 - 3:30 | Closed | Closed |
| 7:30 - 3:00 | Closed | Closed | Closed | Closed | Closed | Closed | Closed | Closed | Closed |
| 12 - 9:00 | Closed | Closed | Closed | Closed | Closed | Closed | Closed | Closed | 12 - 9:00 |
|   |  |  |  |  |  |  |  |  |   |
| 8:30 - 1:30 | Closed | Closed | 8:30 - 1:30 | 8:30 - 1:30 | 8:30 - 1:30 | 8:30 - 1:30 | 8:30 - 1:30 | Closed | Closed |
|   |  |  |  |  |  |  |  |  |   |
| 7:30 - 6:30 | Closed | Closed | 8:00 - 3:30 | 8:00 - 3:30 | 8:00 - 3:30 | 8:00 - 3:30 | 8:00 - 3:30 | Closed | Closed |
| 11:00 - 4:00 | Closed | Closed | Closed | Closed | Closed | Closed | Closed | Closed | Closed |

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