Fleming College

Foodservice Advisory Committee

Frost Campus, October 21, 2015

Meeting Notes

**In Attendance:**

Travis Doak, Foodservices; Michael Wood, ARAMARK; Maeda Welch, Sustainability Office

*Note: Unfortunately there was only was member who attended this meeting.*

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

The one Member was welcomed to the meeting and thanked for their participation and support.

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 this year were an improvement over last year (3.8% increase), however this is still lower than what we expect them to be. Aramark and the College will need to continue to work on this to ensure satisfaction of students, continues to increase. The results are provided below.

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

Aramark reviewed the following program changes at the Frost Campus.

* Grab and Go Items and Soups starting to be made internally rather than purchased externally and brought in.
* The Origins Café is now open to 7:30 pm each weekday. The Kawartha Grille closed at 4pm. This change has provided more food options to students, faculty, and staff last3er in the day. There have been many positive comments on this change.
* Participating at Farmers Markets and showcasing food from Sustainable Agriculture Farm.
* Deals: 2 Vitamin Water for $4.00, Try Poutine Chips for $1, Muffin and Coffee deal for $2.49.
* Thanksgiving Dinner is scheduled on October 9th.
* Expanded line of product in Pepsi Vending machines – new Kick start drink and Starbucks beverages to widen variety/choice.

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 26% over last year. See e-mail spreadsheet attachment.

1. **Meal Plan Sales**

Aramark is not able to breakdown commuter sales between the Sutherland and Frost Campus. This will be changed for next year. There has been an increase of students living in Residence purchasing meal plans. Approximately 68% of students living on campus at Frost have a meal plan. Meal plan numbers are provided below.

1. **Upcoming Programs**

* Quesadillas are now being served at Pan Geos station.
* 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.
* Mexican/Burrito program coming to Sandwich Shack in November.
* Dietary interns coming mid-November to do presentation and answer questions.
* Continue to develop partnership with Local/Sustainable garden on site.

1. **Feedback from Committee Members**

* There was a discussion regarding the location of 2 vending machines that used to be located in the Auk’s Lodge. The machines were moved this past summer at the request of SA. The original plan was to locate the machines at the Drilling buildings as an option for students. There are no other food options available at this location. Unfortunately the machines are physically too large. Another option is to place the machines close to the library. Aramark will work with Facilities to secure a proper location.
* Positive feedback was provided from the Frost Sustainability Group regarding the china option at stations, working microwaves, and the increased use of more local food. It was noted however that Aramark should do a better job of promoting the use of local food.

1. **Reading Week Hours of Operation**

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

.

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

Questions regarding lunch (provided to the member 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**

11:30am

**Fleming College**

**Foodservice Advisory Committee**

**Membership**

**October 2015**

**Frost Campus FSAC Membership:**

Foodservices / Housing - Travis Doak

Aramark - Mike Woods

Aramark – Barb Gallant

SA – Sean Kerr

SA – Megahan Adams

Resident Student(s) TBD

Sustainability Office – Maeda Welch

Union Staff – TBD

Management – Mark Gray

Faculty – TBD

Resource – Aramark Staff as appropriate

**Additional Distribution:**

Associate VP, Student Services, Kristi Kerford

VP, Finance and Administration, Brian Baker

Dean/Principal, Frost Campus, Linda Skilton

Dean/Principal, Haliburton Campus, Sandra Dupret

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 |

|  |  |  |
| --- | --- | --- |
| **Commuter and Frost Meal Plans** | | |
| Lite Plan | 39 | $ 23,300 |
| Value Plan | 64 | $ 64,000 |
| Medium Plan | 34 | $ 51,000 |
| Hearty Plan | 13 | $ 28,000 |
| Intro | 17 | $ 5,100 |
| Casual | 23 | $ 13,650 |
| Super Saver | 3 | $ 7,170 |
| Starter | 8 | $ 3,600 |
| Semester | 30 | $ 29,850 |
| **Total** |  | **$ 225,670** |

|  |  |  |
| --- | --- | --- |
|  | | |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 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** |
|  |  |  |  |  |  |  |  |  |  |
| 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 |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |