

Food Service Advisory Committee  
Sutherland Campus, March 26, 2018

## MEETING NOTES

### **IN ATTENDANCE:**

- Matt Markovic, Conference & Food Services;
- Michael Wood, Aramark;
- Chris Smith, SAC;
- Joel Willett, SAC;
- Matthew Barnes, IT Services;
- Allan Hewitt, Academic Services Leader;
- Amie Kroes, Student Rights & Responsibilities;
- Robert Monico, Office of Sustainability;
- Ashley Safar, Aboriginal Student Services;
- Drew Simon, Housing Services.

### **1) WELCOME:**

Meeting was chaired by Joel Willett of SAC; members were welcomed to the meeting and thanked for their participation.

### **2) REVIEW OF FEBRUARY SALES, TRANSACTION COUNTS & CATERING SALES:**

Notes regarding sales from February, 2018. Sales & Transaction Count figures are attached:

- a. Average cheque and average daily sales are up year-over-year;
- b. Increase in students being on campus has aided the increase in sales;
- c. There are two additional operating days in February 2018 vs. February 2017 leading to two more days of sales;
- d. February Tim Horton's sales are down – due in part to staff being off sick and fewer transactions being performed due to understaffed outlet;
- e. Catering sales have increased slightly year-over-year; SAC has increased their catering spending when comparing Feb. 2017 to Feb. 2018. Outside/external caterings have increased, adding to overall catering sales.

### **3) UPCOMING PROMOTIONS/INITIATIVES:**

- a. Cooking class at Residence:
  - i. Was to be held March 26<sup>th</sup>, 2018;
  - ii. Minimal interest from the Residence Community so Aramark moved forward with a demonstration located within Brealey Eats;

- iii. Topic was “Salad in a Jar” and was hosted by Chef Martin Vanden Anker and Krizia Tatangelo, District Dietician with Aramark;
  - iv. Due to lack of interest within Residence it was recommended to host the event earlier in the school year to gain participation of students prior to other commitments piling up;
  - v. Drew mentioned he could work the program into the Residence Life programming offered in the Residence;
  - vi. Aramark, Food Services and Housing to work on September roll out in Residence.
- b. Aramark District Dietician is looking to visit campus again in April to host some further dietary workshops and information sessions:
    - i. SAC would like information on these events/workshops so they can promote them as well as part of their initiatives and mandates for healthy students.
  - c. Aramark to provide “Exam-Buster Deals” throughout April;
  - d. Increased focus on “Local Food Days: in April.

#### **4) SUTHERLAND CAMPUS UPDATES:**

- a. Vending Machine:
  - i. suggested adding soup to machine so purchasers can warm soup in microwaves provided on campus;
  - ii. request to provide more branding, marketing and promotion of machine to campus;
  - iii. first week of operation resulted in more food waste than sales:
    - (1) suggested to pull food from machines day prior to best-before-date and sell in Brealey Eats to ensure no/minimal food waste and restock as needed;
  - iv. idea came up to use some slots in machine to sell re-usable bottles/cups:
    - (1) another suggestion came up to sell safety glasses, ear plugs, etc. for those students who lose/forget these items regularly;
    - (2) Possibility of an additional machine(?)

#### **5) EASTER HOURS OF OPERATION:**

- a. Hours were presented and are attached below;
- b. Additional hours of operation to be affected in Steele Centre:
  - i. April 5<sup>th</sup> – Athletic Banquet (Steele Centre to close at 2:00PM);
  - ii. April 11<sup>th</sup> – Leadership Banquet (Steele Centre to close at time TBD).
- c. Open House will see Tim Horton’s, Pizza Pizza, and Marketplace open.

#### **6) PRIOR MEETING ACTION ITEMS FOLLOW-UP:**

- a. Mystery Shopper Audit Program:
  - i. Matt and Mike discussed further revision to process and benchmarks to be rated by participants;
  - ii. Due to SAC elections and exam start-up it was decided to pause the initiative until September;

- iii. Will bring incoming SAC President on program and gain their buy-in/input;
- iv. Will look to open program to various members of Campus Community (staff, faculty, students) to gain varying perspectives and feedback.

**7) OTHER BUSINESS/DISCUSSION:**

- a. In effort to speed up service and aid in communication it was asked if the Tim Horton's App could be used on campus:
  - i. Mike was unsure if it could be but would look into it.
- b. Mike announced the new breakfast service which is to be introduced for September which features "Grab 'n Go" items pre-made and warmed under new warming lamps;
- c. Vegan cheese at Pizza Pizza on campus was requested:
  - i. Aramark confirmed it is available via caterings/special orders;
  - ii. more effort to communicate it's availability to be made;
  - iii. it was also noted there are limited vegan options available on campus.
- d. The price of gluten-free pizza was questioned as it has been noticed to have increased to approx. \$12 per small pizza;
  - i. price has increased significantly in a short-period of time;
  - ii. Aramark to compare pricing on campus to Pizza Pizza standards and noted that it is Pizza Pizza who determines pricing of items.
- e. Smoothie availability is limited or unavailable after 1:00PM on campus:
  - i. Aramark aware of this and is in process to address this issue with better planning increased preparation.
- f. Aboriginal Student Services have been approached by students requesting more traditional aboriginal meal offers:
  - i. Aboriginal Student Services has volunteered to work with Aramark to identify what this could be;
  - ii. suggested making aboriginal meals available as a catering option on campus;
  - iii. Having "Aboriginal Day" regularly (one day a week or month) which sees traditional aboriginal food as LTOs;
  - iv. Aramark to look into all options.
- g. Office of Sustainability has requested the campus convert to wooden stir sticks in effort to reduce waste being created:
  - i. Aramark stated Tim Horton's will not allow this change and that other outlets do offer wooden stir sticks already.
- h. Plastic straw alternatives have been brought up in effort to reduce waste:
  - i. Alternatives mentioned include an aluminum reusable straw and a different type of lid similar to a "sippy-cup."
- i. The cost of a salad has been brought up again:
  - i. questioning the high cost of them;
  - ii. Suggestion of a tiered pricing system based on salad weight/size.
- j. Matt to confirm a meeting date/time with Office of Sustainability, Food Services and Aramark to go over details of Cupanion agreement Office of Sustainability has signed.

- k. There is an expectation of an increased number of Spring/Summer semester students in 2018 as compared to prior years:
  - i. at least 1,200 more students than usually seen on campus;
  - ii. Aramark to review hours of service and availability of outlets within the first few days of Spring semester and adjust accordingly.
- l. SAC proposing increased hours at Steele Centre in summer as it is currently only open on Thursdays in summer:
  - i. requesting for Pizza Pizza to be open more often;
  - ii. requesting possibility of having Steele Centre open two days a week.
- m. Requested to have dairy- and gluten-free options moved from Breaktime to Brealey Eats in summer as once Breaktime closes for summer there is nowhere on campus to find these specific items.

**8) NEXT MEETING:**

- a. Date and time TBD:
  - i. It was expressed by members at the meeting that a mid-summer meeting would be beneficial in effort to prepare for upcoming Fall Semester and to review (at that time) on-going summer sales and hours of operation;
  - ii. Matt to review with Travis and send out directive.

Food Service Advisory Committee  
Sutherland Campus

## COMMITTEE MEMBERSHIP

### **SUTHERLAND CAMPUS FSAC MEMBERSHIP**

Conference & Food Services – Matt Markovic  
Housing, Conference & Food Services – Travis Doak  
Housing – Drew Simon  
Aramark – Michael Wood  
SAC – Joel Willett  
SAC – Chris Smith  
Student – Bailey Howell  
Student – Rachel Cooper  
Student – Jessica Itiaba  
Office of Sustainability – Rob Monico  
Faculty – Noel Savage  
Faculty – Kathleen Barnett  
Student Services – Amie Kroes  
IT Services – Matthew Barnes  
Academic Services – Allan Hewitt  
Aboriginal Student Services – Ashley Safar

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

## **2017/18 Fleming College Food Services Advisory Committee -Terms of Reference-**

### **Purpose:**

The Fleming College Food Service Advisory Committee (FSAC) has been established to provide a structured and open forum whereby representation from the Fleming College community will evaluate and review various policy and operational aspects of the Food Service Operations. This forum will ensure an open channel of communication for members of the College community to register their concerns and/or suggestions relating to food services.

### **Membership:**

The membership for the Sutherland and Frost campuses will include:

- Manager, Conference & Food Services; (Co-Chair)
- Appointees from the Student Administrative Council; (Co-Chair)
- Appointees from the Frost Student Association; (Co-Chair)
- Director, Housing, Food & Conference Services;
- ARAMARK Food Service Director;
- Appropriate ARAMARK staff;
- Fleming College Students;
- Fleming College Faculty;
- Fleming College Support 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. Meetings will be chaired by the Manager, Conference & Food Services and each of the Student Administrative Council and Frost Student Association at their respective campuses.

Meeting notes and actions will be recorded and circulated to all members of both committees and other designated College staff. Notes may be redistributed by any recipient.

### **Scope:**

The Fleming College FSAC shall function as consultative and advisory to the Director, Housing, Food & Conference Services, with respect to all existing and planned food service outlets and for catering services provided to the Fleming College community. This includes, but is not limited to:

- To receive and discuss requests and suggestions made by Fleming College community with regards to food service;

- To provide information and answer questions related to departmental operations;
- To evaluate existing departmental policies;
- To receive and evaluate food service recommendations;
- To recommend changes to the policy where such changes are warranted and beneficial to the College community;
- To identify specific food needs of individuals and the College community, and to ensure they are being met;
- To assess the implications of:
  - The hours and days of operation for each outlet;
  - The partial or complete opening or closing of one or more outlets;
  - Changes in operation of any outlet;
- To provide feedback regarding the placement of new outlets and or products and services to the community.

The committee does not address issues related to the Operating Agreement between the College and ARAMARK.