Food Service Advisory Council Meeting  
November 7, 2007  
9:00 a.m.  
Talon Room  

MINUTES  

Members Present: Nancy Correa-Matos (Chair), Kathy Corbin Weglick, Paul Schreier, Paul Mason, Sally Weerts, Hyunsun Choi, Rama Rao, Mark Smith, Chelsi Henry, Joao Bicalho. 
Members Absent: Betsy Nies, Sandy Bernreuter, Dorothea Kent, Lisa Potoka  
Others Present: Dave Jordan (Chartwells), Korey Konopasek (Chartwells), Vince Smyth (Auxiliary Services).  

The meeting was called to order at 9:00 a.m.  

1. Minutes  
The minutes from the 10/3/07 meeting were approved as recorded. Approval of minutes moved by Paul Mason, seconded by Rama Rao.  

2. Vice Chair  
Nancy Correa-Matos read a memo received from President Delaney appointing Sally Weerts as the Vice Chair of the Food Service Advisory Council for 2007-08.  

3. Report-Vince Smyth  
Not much is new from the report given at the 10/3/07 meeting. The Student Union is moving along and in less than two years there should be a new food court with four concepts / vendors, a new restaurant and a new convenience store in this building.  

4. Operational Issues-Dave Jordan  
Bistro: Gene Andresky from the catering department is now working in the Bistro. 
Freshens: The store will receive a refreshing this spring with a new signage package. There will also be new product lines. 
Outtakes: Have added Dip N Dots that seem quite popular. 
Sbarros: There is only one year remaining in the agreement between Chartwells and Sbarros. Certainly want a pizza shop of some sort but do we want to continue with Sbarros. The pros to continuing are consistency, quality, research and training. The pros to going generic would be lower costs / selling prices, allowance for creativity in menus / portions / etc. 
Mark Smith noted that cheaper is always good. Sally Weerts asked about other places that might have this concept, especially with the opening of the Student Union. Dave replied he doesn’t see this happening except to some degree in the Boathouse with the restaurant menu. Kathy Weglicki
stated that if the pizza is good, the brand name does not matter. Mark and Joao Bicalho agreed. Kory Konopasek noted that Sbarros are great at meeting the need of changing customers, not so much for on-going customers as it's the same thing every day. Paul Schreier added that as long as it's good and quick, the brand wouldn't matter. He also added that he doesn't hear a lot of complaints about the lack of a changing menu. Sally asked if Chartwells has a brand. Dave and Kory noted they do (Mama Leone's) but the restrictions and royalties are present with this concept as well. Sally asked if there would be any construction costs associated with removing Sbarros. Dave said they would be minimal as they would keep the basic set-up. Mark noted that more selections would be good. Nancy Correa-Matos commented that it should be fresh made. Dave said it would be. Sally asked about the use of low-fat products. Dave answered that if it is not branded, anything like that is possible. Rama Rao stated that if the price is lower, the quality is good and there are more choices, we should do it.

*Starbucks:* This venue will close December 17 until January 4 (will be open January 4) to allow for floor work in the lounge portion of the Library Atrium. Joao asked about electric outlets for laptops in the lounge. Vince Smyth noted this is not a food services issue but it has been passed on to Facilities Planning. Mark noted that SGA is working with Facilities Planning on this possibility.

*The Boathouse Grill:* Sales are down significantly this year – Chartwells attribute this to the loss of parking area and the limited access – and there is concern this will continue with the loss of lot 3 after the fall term. Chartwells are looking at a different, more streamlined menu. The hours of operation have been reduced somewhat to eliminate times when there were next to no sales. Paul Mason and Hyunsun Choi noted that time is still an issue and people are not getting their food within an hour. Paul S. stated that he was in at 6pm and the food came at 6:45pm one day. Dave stated that it does take time to cook fresh food but this should be 20-30 mins. as a maximum and asked that people let Kory know with details (time/date) when these problems happen. Nancy asked what the problem is that causes this issue. Dave stated the facility is a bit of a challenge. Paul M. and Mark stated it is better since Wackadoo's went away. Chelsi Henry said she has found it fairly quick, especially when she phones in her order in advance. Nancy asked about marketing. Dave answered that they did a ½ price day and it was popular. Paul M. stated that people have still not returned from the bad experience with Wackadoo's. Paul S. said the changes in the menu are excellent. Kathy suggested focusing on the most popular items. Kory stated this is the intent for the spring term menu.

*Sub Generation:* As with the Grill, the sales are down significantly this year. Kathy suggested trying soup as an addition. Dave noted they tried this and it didn't sell and that they really don't have a proper way to cook soup at this location. Rama asked about when the Boathouse will be gone.
Dave said it will be with the opening of the Student Union which is 1.5 years away.

Osprey Café: Chartwells has started marketing spring meal plans and offering some incentives such as Starbucks cards and free Osprey dollars. Chartwells are working on new meal plans with more Osprey dollars for 2009 to recognize that students on meal plans will want to use the new Student Union food options. Attendance during the late night time period is very low, between 30-60 and it might make sense to drop this and expand the dinner time to 8pm. Sally asked who the students are that are using this late night option. Dave said it is residence students who have missed dinner for whatever reason which is why extending the dinner hour might be the answer.

General: Sally asked about the Bistro sales. Dave noted that until 11am, it is very slow. Nancy suggested a College promo program with some kind of a discount. Joao said that some kind of a discount program would be a good idea. Kory said it would still be loosing money. Sally asked about how many students are using this. Dave said it is mostly staff and there are only about 100 in the building. Paul M. noted it is not fully occupied. Rama asked what is intended to fill out the building. Vince answered that more administrative offices will be moving to UNF Hall but that final decisions have not been made.

Chelsi asked if the bookstore in the new Student Union would have food. Vince answered yes.

Paul S. noted that the menus are not always posted correctly on the web site. Dave promised to look into this and make sure this is corrected.

Kathy asked about any progress toward moving the salad bar. Dave asked if anyone had looked around the area and had any suggestions. Chelsi noted it is probably in the most convenient, most sanitary location but perhaps less ice would help. Dave noted they need this ice to keep the items cold – this is a health department issue. Kathy noted she can’t reach some of the back items. Rama agreed that is it somewhat awkward. Kory asked if there is really a need for a rail. Dave noted it is really only needed for the trays.

Rama noted that the vegetarian items and dishes can sometimes be mixed together and this is not good for vegetarians. He also noted that the server does not always know whether or not meat is present in a dish. Dave said there should be good separations, items should be well marked. He will look into this issue and ensure better training. Rama also noted the prepared salads are not identified. Kory said they will work to get good signs posted.

Rama stated that Chartwells should be providing a “complete balanced meal”. Kory showed Council a promotional plate and brochures and noted they also have posters associated with healthy choices.
Nancy suggested that any issues should be emailed to Chartwells immediately and not wait for Food Council meetings. Kory agreed and noted that these is a comment section on the website.

Dave noted he tried to get a few students to sit down and talk menu with him but they did not provide very many suggestions. They did suggest fish sticks and noted they liked turkey/ham choices and would like to see them more often.

5. **Fall Surveys**
Dave Jordan reported that the fall surveys were completed in October but he does not have the results back yet.

6. **Food Preparation Class**
Sally Weerts reported that Kory Konopasek will be coming to her class to do a presentation that will include purchasing, inventorying and storage of food which she expects will be well received. Food Service Management is one of three components in the Dietetics program and the faculty are trying to strengthen this component. Sally sees working with Chartwells as major assistance in achieving this goal. Sally also noted that they are looking to move the course from Senior fall to Junior fall which will require finding more internships and Chartwells are really helping by opening the UNF food venues for this need. Dave Jordan noted Compass, which is the company that owns Chartwells along with a number of other food-type corporations, hires about 5,000 new managers every year so there is a place for this type of program.

7. **Other**
Chelsi Henry thanked Dave Jordan and Chartwells for the assistance received during the student elections.
Nancy Correa-Matos thanked Dave for the food provided at today’s meeting.

8. **Future Meetings**
The next Food Services Advisory Council Meeting will be held in spring semester. Council members will be contacted to set an agreeable time.