Food Service Advisory Council
October 11th, 2010
1:30PM
Auxiliary Services Conference Room

MINUTES

Members Present: Jacqueline Shank (Chair), Heather Kenney, Kris Dalton, Lauren Newton, Albert Loh, Catherine Christie, Pingying Zhang, Marci Smith, Mladen Renier, Charles Galanti, Joanna Hillman, Justin Barcenas

Members Absent: Belinda Rudolph

Others Present: Vince Smyth (Auxiliary), Sabrina Foust (Auxiliary), Dave Jordan (Chartwells), Korey Konopasek (Chartwells), Shelly Purser (Health Promotion), Justin Camputaro (Student Union)

The meeting was called to order at 1:36 PM by Jackie Shank (Chair).

1. Audio Recording of the Meeting

It was acknowledged that the meeting was being recorded to assist in production of the minutes.

2. Introductions

This being the first meeting of the 2010-11 Food Service Advisory Council, all present introduced themselves and identified their affiliation on campus.

3. Objective of the Food Service Council

Jackie Shank reviewed the objective as noted in the bylaws.

4. Approval of Minutes of April 5th, 2010.

It was moved by Kris Dalton, seconded by Heather Kenney and passed unanimously that the minutes of April 5, 2010 be approved as written.

5. Review Bylaws

There was general agreement that the current bylaws are fine as written. In response to a question, Vince Smyth noted that typically this Council has met during the fall semester and again in the spring semester but not during the summer. However, if there is an issue to address, the Council may meet more often.
6. Vice Chair for 2010-2011

It was moved by Joanna Hillman and seconded by Justin Barcenas and passed unanimously that Kris Dalton be recommended to the President to serve as Vice Chair of this Council.

7. Healthy Osprey Nutrition Initiatives

Shelly Purser provided the Council with an overview of the Healthy Osprey initiative, with specific focus on the food and nutritional aspects of this program. She highlighted the “One Stop Nutrition Clinic” being run by a graduate student in Nutrition and the “Verb Garden”, a garden of vegetables and herbs in place near the entrance to the nature trails. Korey Konopasek noted that Chartwells would be interested in working with this program and assisting in providing information to the University community.

Catherine Christie mentioned an article she reviewed that pertained to all-you-care-to-eat venues and innovative methods for concept placement such as having the salad bar with significant prominence and the dessert area less noticeable.

Korey reported that Chartwells has a new program this year where nutrition interns create their own recipe with less than 600 calories, less than 20 grams of fat and less than 600 mg of sodium and this is served in the Osprey Café.

Shelly announced that there will be a Healthy Osprey column in the Spinnaker once a month.

8. Facilities Report

Vince Smyth informed the Council re his responsibility as the day-to-day and contractual liaison between the University and Chartwells.

Vince reported on recent and upcoming changes to the food service program at UNF. The Asian concept was not popular with the community so Yan Can Cook has been replaced with ChickNGrill. Despite attempting many different formats, the Bistro at UNF Hall has not been successful and will be closed down – Chartwells will attempt deliveries from the Boathouse menu to UNF Hall. There has been some preliminary discussion re a juice bar concept for the new Wellness Complex. The most significant upcoming initiative is the planning for a new dining facility on campus which is intended to be placed on the same location as the current Osprey Café.

Albert Lo asked when construction for the new dining facility would begin. Vince responded that the desire is to demolish the current facility in May of 2011 and have a new facility built for start of fall term 2012.

Catherine Christie wondered if we should be moving away from an all-you-care-to-eat type program. Vince noted the intent is to build for the traditional all-you-care to eat
program as this seems to be the standard and the common desire but that flexibility for future changes should be built into the design.

Pingying Zhang asked how many people dine at the Osprey Café and how many seats are available. Vince noted there are about 1,100 people with a meal plan who could potentially be eating and there are about 200 seats – the intent for the new dining facility is for about 600 seats. Dave Jordan commented that currently about 250 people are served for breakfast, approximately 500-600 people served for lunch, and about 500 at dinner.

Mladen Renier asked what happens to the meal plan meals if not used. Vince responded that the meal plans are a number of meals per week set-up and do not roll forward to the next week if not used.

CJ Galanti noted that the meal times designated for each meal are restrictive and wondered about more flexible access. Dave addressed this issue, noting that it provides protection against a student using all the meals immediately and then having none available for the rest of the week. He noted the hours could be changed and perhaps a survey could be undertaken in the future to assess student desires.

Mladen asked how many meals go unused. Vince remarked that the participation rate is slightly higher than 75% and that is normal for meal plan usage. Dave added that percentage covers meals used and equivalency used.

CJ asked about the possibility for display cooking with the new facility. Dave noted the desire is to have most of the meals prepared so students can see the process. Justin Camputaro noted this method assists with healthy choices. Vince added that the kitchen, servery and sitting area blend together in modern designs, with scattered stations encouraging patrons to be able to take smaller portions and return if wanting more.

Justin Barcenas asked if the all-you-can-eat environment will be self-serve or will someone be there to serve portions. Vince responded that both will be available.

Catherine asked if Chartwells had any campuses that were not on an all-you-care-to-eat program. Dave did not know of any but would check and have the information available for the next Council meeting. He noted it would not make much of a difference in the design. Vince added that one criteria of the design is to ensure flexibility to make any desired future changes in programming simple and inexpensive.

Justin Barcenas noted that initiatives such as charging more for less healthy items might assist students in choosing healthier options. Dave noted a concern that students and parents would not want their food choices “monitored”.

Jackie Shank suggested researching the issue to see what might be in place at other schools.
9. Operational Report

Dave Jordan provided a short overview on a number of the venues on campus.
- Meal plans have increased from 1,063 in 09-10 to 1,102 in 10-11.
- The Osprey Café has added a Celebrity Chef's menu item.
- The Boathouse has added $5.99 specials to the menu as well as all-natural milkshakes, smoothies and fried pizza.
- The number of customers in the Boathouse has gone up but the average check is down.
- Salsaritas now has tortilla pizzas which are light and healthy but need to be marketed better.
- ChickNGrill is the newest venue and has allowed the lines in the food court to even out - this is a certified "Green" concept.
- Ozzies at the Fountains is very popular and is very flexible, adding items as student ask for them.
- A shaved ice cart has been in operation near the fitness center but sales are low and likely will be discontinued in the near future.
- A new brown rice sushi, a bento bean box that includes a salad and new types of smoothies and shakes are now available at the Alumni Café.
- Outtakes have added more organic and vegan items such as sandwiches, entrees, and salads.

Dave informed that there is a new Dining Ambassador program aimed at assessing desires and issues through student-to-student contact. Korey Konopasek added this program has allowed Chartwells to make more immediate changes.

CJ Galanti noted that Ozzies used to allow a call-ahead program for many items but this has recently been reduced to pizza only. Korey said he would discuss this with the manager to see what prompted this change and report back to the Council at the next meeting.

Dave noted he has an agreement with four students to be secret shoppers on campus.

Dave reported on a recent health inspection from an independent firm which is much stricter than the State Health Inspector. He was very pleased with the results.

10. Future Meetings

Jackie Shank announced that unless an issue arises requiring an additional meeting, the next meeting for the Food Service Advisory Council will be early in Spring Term.