Food Service Advisory Council  
October 22, 2012  
12:00 p.m.  
Auxiliary Services Conference Room (Building 8, Room 1106)  

AGENDA  

1. Approval to Audio Record Meeting  
2. Introductions  
3. Approve February 15, 2012 Minutes  
4. Review Bylaws  
5. Vice Chair Nominations  
6. Mandatory Meal Plans  
7. Facilities Report  
8. Operational Report  
9. Emerging / Other Issues  
10. Future Meeting(s)
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<thead>
<tr>
<th>Name</th>
<th>Appointment</th>
<th>Term Expires</th>
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<tbody>
<tr>
<td>Britt Stromquist (Chair)</td>
<td>Student Government Association</td>
<td>08/13</td>
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<td>Corey Amira</td>
<td>Student Government Association</td>
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<td>Fransua Estrada</td>
<td>Student Government Association</td>
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<td>Mike Naughton</td>
<td>Student Government Association</td>
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<td>Tom Van Schoor</td>
<td>A&amp;P Association</td>
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<td>Paul Schreier</td>
<td>A&amp;P Association</td>
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<td>Jacqueline Shark</td>
<td>Faculty Association</td>
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<td>Catherine Christie</td>
<td>Faculty Association</td>
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<td>Nuria Ibanez</td>
<td>Faculty Association</td>
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<td>Young Tae Choi</td>
<td>Faculty Association</td>
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<td>Hyung-Seok Lee</td>
<td>Faculty Association</td>
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<td>Maria Cartolano</td>
<td>USPS Association</td>
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<td>Dee Robertson-Lee</td>
<td>USPS Association</td>
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Food Services Advisory Council

February 15th, 2012
3:15 PM
Auxiliary Services Conference Room (Bldg. 8, Rm. 1106)

Members Present: Kris Dalton (Chair), Paul Schreier, Britt Stromquist, Young Tae Choi, Pingying Zhang, Jacqueline Shank, Dee Robertson-Lee, Catherine Christie

Members Absent: Belinda Rudolph, Tony Hendricks, Mike Naughton, Hyung-Seok Lee, Kyler Dykes

Others Present: Vince Smyth (Auxiliary), Dave Jordan (Chartwells), Korey Konopasek (Chartwells), Stephanie Peters (Auxiliary)

The meeting was called to order at 3:15 PM by Kris Dalton (Chair)

1. Approval to Audio Record Meeting
   Kris Dalton notified members that the meeting was being recorded to assist when writing meeting minutes.

2. Approve Minutes of October 3, 2011 Meeting
   Kris Dalton asked members to review the minutes from the October 3, 2011 meeting. Moved by Britt Stromquist and seconded by Jacqueline Shank that the minutes be approved as written. Passed unanimously.

3. Ratification of Vice-Chair
   Announcement that Britt Stromquist’s nomination as Vice Chair of Food Services Council was ratified and approved by the President.

4. Facilities Report
   Vince Smyth reported that the new Osprey Café is on schedule to open in mid-August. There will be a new juice bar, Jamba Juice opening in the New Wellness Center located by the Arena and Student Union. The drawings for the space allocated to Jamba Juice are at 95% completion and will open with the Wellness center. Dave Jordan commented the opening date is estimated around mid to late July.

   Vince Smyth informed the Council that Student Government is interested in a Chick-Fil-A venue on-campus. Vince stated with our current enrollment we are very dense with our venue options available. The last survey he did had UNF averaging approximately one venue per 1,250 students compared to the state average of about one venue per 1,700 students. With the flat enrollment growth the expected sales from new venues is down somewhat from Chartwells original forecasts. There is also the issue of no space for a new concept like Chick-Fil-A meaning we would have to
eliminate something to make room for the new concept. Additionally, there is the potential issue of franchise encroachment as there is already a Chick-Fil-A at the Town Center and on Beach Blvd.

Vince Smyth reported that with the demolition of the old Osprey Café the oldest dining facility currently is Sbarro built in 2002.

Vince Smyth stated the only significant contractual change to the Chartwells contract is the mandatory meal plans for incoming freshmen so that will become an amendment to the contract.

Kristine Dalton asked what will happen to the current MyMeals space in the Student Union once the new Osprey Café opens. Dave Jordan said the plan is to close MyMeals and for the space to go back to seating unless something significant happens. This would not be a good location for Chick-Fil-A because it has no direct access to the kitchen.

5. **Fall Survey Results**
   Korey Konopasek reported the overall Fall 2011 favorable responses was 64%; Spring 2011 was 65% and Fall 2010 was 64%. Korey reported there were no red flags as key focus areas to significantly improve. Favorable areas were friendly/courteous staff; cleanliness of staff and serving area; and temperature of food. Temperature of food was something they struggled with in the past so this was a positive result. Dave Jordan commented that they expected a big drop in the overall satisfaction with the MyMeals program versus a cafeteria so he’s fairly satisfied with the results. Survey results from 875 out of 975 so a 89% response rate. The company has responded to feedback and shortened the survey.

   Spring surveys will commence on Monday, February 20.

6. **Operational Report**
   Dave Jordan reported that a substantial amount of time right now is being focused on the new Osprey Café opening in August. Chartwells is hiring top level chefs, bakers and managers for the new Café. In Spring 2012 there were 748 meal plans sold compared to 994 meal plans in Fall 2011 so a 75% retention rate. Typically the retention rate is 65%-70%. Chartwells has begun to sell the mandatory summer meal plans with 48 sold so far and 29 for the Fall. A new automatic credit card payment plan has been added called SkipJack. The payment plan allows for automatic payments for 4 consecutive months from purchase. Mailers will be going out to all FTIC students regarding the mandatory meal plans/contracts.

   The Boathouse sales have been great partially due to different Osprey Productions events occurring throughout the week. Chartwells also work with Student Government to open on weekends for event viewing such as the SEC Championship Game and SuperBowl. They have learned to start planning earlier in the semester before students get into weekend habits. They will start planning activities in the summer with Student Government for next academic year.
Dave mentioned that Chartwells is working with some local purchasing suppliers to buy more local produce including the UNF gardens. Requests have been made to allow for purchase of Kosher-Halal meals on-campus, but it is very expensive. Dave mentioned they have tested it for several weeks and only 2 have been sold. Chartwells marketing was not strong for the product along with a limited variety in selection so Dave’s plan is to sell what they have purchased. Vince clarified that these are packagec items sold at both Outtakess and Ozzies.

7. Meal Plans for 2012-2013
Vince restated that mandatory meal plans will be required for FTIC’s starting in Summer 2012. The process for verifying this is completed is that the FTIC student will not be able to register for classes without a meal plan contract. The student account will show the hold stating the reason why they cannot register. Kris Dalton expressed her office is pushing to get this well advertised before the student attends Orientation through mailings/phone calls and info. packages. Kris and Korey will be cross-referencing Orientation lists to be pro-active with who still needs to purchase a meal plan at Orientation in order to register on the 2nd day of Orientation. Dave reminded the Council of the two new meal plans: 7-day all access and 5-day all access plans with 6 sold so far. Vince clarified in order to fulfill a meal plan contract the student/parent chooses the plan and only has to pay an initial deposit of $250. Kris mentioned her office would have the listing of exempted students so they will not be contacting these students. Dave stated the summer meal plans will continue to operate similar to the Spring semester with the MyMeals venue at the Student Union.

8. Emerging/Other Issues
Vince stated there is still intent for a clubhouse within the housing complex where the old trailers used to be by the Village apartments. This clubhouse will likely be similar to the one in the Fountains with a food venue. Brittany asked if this would be open 24/7 for food services. Vince replied that if the need and business was pushing to those hours then they would consider. Korey mentioned that Ozzies is open 7am-3am and has slow hours both at opening and closing. Dave also mentioned that we can’t have too many places open late hours. Vince stated the new Osprey Café is scheduled to be open until 10pm, but if business requires later hours then Chartwells will adjust the hours.

Catherine Christie asked about the food pantry for students that will be starting up at UNF Hall. Briti mentioned that UCF is where our SG received the most information from since they have a food pantry program that works well for their students. Dave and Korey don’t think this will pose any hindrance to students buying food on-campus versus going to the food pantry. The food pantry is located at the old Bistro at UNF Hall and will be run by Student Government/Volunteer Center.

Potential tours of the new Osprey Café were discussed and Vince stated he will keep the Council in mind as a group interested in having a walk-thru prior to the opening.

The meeting was called to close at 3:50 PM by Kris Dalton (Chair)
University of North Florida
Food Service Advisory Council
Bylaws

Name

The name of this organization is the University of North Florida Food Service Advisory Council.

Authority

The University of North Florida Food Service Advisory Council is advisory in nature. Recommendations will go directly to the University President who will have final authority.

Objective

The objective of the Food Service Advisory Council is to advise the President on all matters impacting Food Service and its utilization by the University Community.

Specifically, the Food Service Advisory Council will:

- Assist in planning for adequate Food Service for the campus.
- Examine Food Service issues on campus and make recommendations for resolutions.

Voting Members

The following will be voting members of the Council:

> Four student members appointed by the President of the SGA.
> Five Faculty Association members appointed by the President of the Faculty Association.
> Two USPS Association members appointed by the President of the USPS Association.
> Two A&P Association members appointed by the President of the A&P Association.

> Additional members may be appointed at the discretion of the Vice President for Administration and Finance, in consultation with the University President.

The respective Association President will provide the names of their appointments to the Director of Auxiliary Services.

Terms

Faculty and staff members will be appointed for a two-year term, which may be renewable. Student Food Service Advisory Council Members will be appointed for a
one-year term, which may be renewable. Terms commence with the fall semester and run through the summer semester.

Any member desiring to resign from the Food Service Advisory Council shall submit a resignation in writing to the Food Service Advisory Council Chair, who will present it to the University President for action.

Officers

The officers of the University of North Florida Food Service Advisory Council are a Chair and a Vice-Chair.

The University President will appoint, from among the council membership, the Chair and Vice-Chair to one-year terms. The Vice-Chair shall succeed the Chair.

Meetings

The University of North Florida Food Service Advisory Council will hold regular quarterly meetings except that meetings need not be held if, in the judgment of the Chair and Vice-Chair, no significant agenda items have been presented for Food Service Advisory Council consideration.

The Chair upon the written request of a Food Service Advisory Council Member may call special meetings. The purpose of the meetings shall be stated in the call. Except in cases of emergency, at least three (3) days notice shall be given.

A simple majority of Food Service Advisory Council Members shall constitute a quorum.

Voting

- Each Food Service Advisory Council Member shall have one (1) vote.
- There will be no proxy voting.

If a Food Service Advisory Council Member is unable to attend Council Meetings for an extended period of time, the appropriate Association President may recommend a substitute who shall, with the permission of the University President, have voting privileges.

Amendment

The Bylaws will be reviewed annually and recommendations forwarded to the President.

Approved:

John A. Delaney, President

November 7, 2008

Date