Food Service Advisory Council
February 11, 2014
2:00 p.m.
Business Services Conference Room (Building 8, Room 1106)

AGENDA

1. Approval to Audio Record Meeting
2. Approve October 15, 2013 Minutes
3. Ratification of Vice-Chair
4. Facilities Report
5. Fall Survey Results
6. Operational Report
7. Emerging / Other Issues
8. Future Meeting(s)
Food Services Advisory Council

October 15th, 2013
2:00 PM
Auxiliary Services Conference Room (Bldg. 8, Rm. 1106)

Members Present: Jacqueline Shank (Chair), Catherine Christie, Nuria Ibanez, Rob Haley, Mary Borg, Tom Van Schoor, Corey Williams, Dee Robertson-Lee, Alin Ceopoi (for Tom Dobrowolsky), Christina Wisz, Aaron Anderson, Justin Turner

Members Absent: Maria Cartolano

Others Present: Vince Smyth (A&F), Stephanie Peters (Business), Dave Jordan (Chartwells), Danielle Tarangelo (Chartwells), Korey Konopasek (Chartwells),

The meeting was called to order at 2:00 PM by Jacqueline Shank (Chair)

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

2. Approve February 18th, 2013 Minutes
   Jacqueline asked members to review the minutes from February 18, 2013 meeting. Catherine Christie moved to accept the minutes as written and seconded by Aaron. The motion passed unanimously with no discussion.

3. Review Bylaws
   Jacqueline briefly reviewed over the Bylaws for the Council with the expectation of selecting a Vice Chair this meeting to be the Chair next year.

4. Vice Chair Nominations
   Mary Borg nominated herself for consideration of Vice Chair. Dee seconded her nomination and the Council agreed unanimously. Vince will send the nomination forward to be ratified by the President.

5. Facilities Report
   Vince Smyth briefly went over his role with the Food Service Council and Chartwells and his responsibility as the University contract manager/overseer for the contract with Chartwells. On a day to day basis he acts as the University’s liaison with Chartwells. He stated that he typically likes to inform Council of any changes in the Chartwells contract and any facilities updates so that the council knows what is going on. Vince stated at this point there is no major contractual change or issues. He stated that with the new Chick-fil-A Build-out from Sbarro’s the oldest food service equipment at UNF is Starbucks, which opened in 2008. There is a new project in Housing
for a Clubhouse and Pool Facility over by lot 12. The Clubhouse will have a convenience store similar to Ozzie’s, but they (Student Government) also hope to have a franchise operation like Pita Pit. Vince mentioned another area of design that is being looked at is an additional seating area on the north end of the new Osprey Café outside the Emergency Exit. They are looking into the cost of building that out as an extra meeting room as originally designed. Vince stated compared to other State Universities we have a much lower food venue per student ratio (1:1,075) which is great for a broader food selection, but more difficult on the operational side having to bring in more staff and equipment with no additional income for the added overhead costs and expenses. The new Housing Clubhouse should bring in a new source of revenue for Food Services.

6. Operational Report
David Jordan reported on the operational unit sales for each concept. The opening of Chick-fil-A this semester has shifted the population from the Student Union to Alumni Square. Chopped-n-Wrapped sales in Alumni Squares has doubled this year compared to last year. At the Osprey Café an additional 100 meal plans were sold this year with no increase in the FTIC population. Chartwells tries to encourage eating at the Café by offering special events and menu items. The biggest event this semester was a PB&J special. Currently, the biggest news item in the Café is the Annual Project- Clean Plate. Dave stated in a two-week control test the Café collected 4,400 lbs. of waste/week. They are now in the second week of an experimental test with a lower result of 4,100 lbs. the first week. All students that can clean their plate will be entered for a raffle to win a free iPad mini. The Environmental Center is also volunteering with the project while marketing their event: Garbage on the Green.

Fun facts for Fall 2013 at Osprey Café: 10,000 lbs. of flour and 2,500 lbs. of mozzarella cheese for approx. 200 pizzas per day; 12,000 lbs. of chicken; 5,000 hamburgers; 6,500 lbs. of peanut butter; 60,000 eggs; 320 gallons of vanilla ice cream with a total staff of 95.

Chick-fil-A has more sales than the entire Food Court. The biggest problem with Chick-fil-A is the special orders by students creating lines and wait times. Chartwells is waiting for the approval to start serving breakfast hopefully next semester then milkshakes starting next Fall. Alumni Squares Outtakles sales are up. Catering has started a new ordering system, CaterTracts that is a bit confusing but getting better. Starbucks sales and speed of service has improved with the new manager. Starbucks is pushing to sell hot sandwiches and adding another register which is being considered by Chartwells management. Sales are down significantly at Papa Johns due to Chick-fil-A. They have tried everything from sampling on Market days to new pizza options including Buffalo Chicken and Barbeque Chicken, but still low sales. Quiznos has added a couple new menu items including a Bread bowl for soup and Jalapeño cheddar bread for subs. Coyote Jacks has added several limited time items. Chick-n-Grill has the best sales of the Food Court area almost double the other concepts in the Food Court. They have added fresh steamed veggies and plantains to their menu. The Boathouse sales are slightly up from last year. The Game Day events are getting more popular in attendance. New sandwiches, salads and pitas are offered on
the menu. Dave has hired a new Professional Front Counter supervisor who oversees customer satisfaction during busy times. The Student Union Outtakes has added new items on their menu including: gluten-free sandwiches, pita chicken wrap, new salads and expanded the health bar selection. Overall the Student Union customer counts are down 1,000 per day while Chick-fil-A customer counts are at approx. 1,000 per day. Ozzie’s at the Fountains has a new chef by trade so he serves hot and fresh pizza daily. He also added hot breakfast sandwiches to go and weekly specials that are popular among the students. Chicken tenders are still the #1 sales item in Ozzie’s. Jamba Juice sales are down about 7% compared to last October. Weekday sales are good, but weekend sales are low due to the high prep cost in ingredients to break even. Overall for the campus since the beginning of the Fall semester sales are up about $30,000 compared to last year.

Dee Robertson-Lee suggested having a tomato soup/grilled cheese day as a special during the winter months. Dave replied that this is something new they started with the new Café and staff, but going forward they will do a minimum of two per month.

Corey Williams inquired about the vegan/gluten-free selection options on campus. Korey responded that we have a wide variety of made-without-gluten and vegan items. We have a full-time cook in the Café who does all these items at an outstanding level. The Café is the best location for made-without-gluten items including sliced bread, fresh cakes, and soy milk. All vegan/made-without-gluten items have a logo on the package or on the digital menu board. The chefs try to substitute gluten-free ingredients when available to make the food(s) better and healthier.

Rob Haley asked if Chartwells keeps any reports or has noticed any trends with the waste at the Café that could help cut down the amount of waste. Dave replied the only item he can obviously recognize is an uneaten hamburger going in the dish room. Korey added that the chefs complete a Production Report of all items they prepare and cook with beginning and ending quantities then the computer software gives an Acceptability Factor that management uses to distinguish which items to serve more regularly or as needed. All cooked waste from the kitchen is inedible at the end of the day, but most of the waste comes from the Dining Hall not the kitchen. Danielle mentioned for students they take more than they expect to eat so they don’t have to get up again to go to the lines. Dave also mentioned the chefs are told to give smaller portions unless the patron asks for more. He did say if you ever have a problem with a portion control or not getting extra when you ask to tell a manager and it will be resolved.

Corey Williams asked if there is any doggy-bag option for taking food out of the Café. Danielle replied students can purchase a $6 plastic container then return it at the end of the semester.

Mary Borg asked if the Faculty/Staff Discount Meal Plan are still available. Danielle said there are 3 different options all listed on the Dining web-site with 3 payment options. All the Faculty/Staff
plan options have multiple swipes for guests and they are for the year not a semester. All student meal plans have one swipe per mealtime.

Justin commented on his concern that the Boathouse does not have a recycling container for glasses or aluminum cans. Korey stated that is more of an issue with Physical Facilities wanting to limit where the bins go since sometimes they become more of a hassle when people throw whatever into the bins. Korey will look into asking again for putting a bin behind the bar where the staff can throw away the empty beer cans and glasses.

7. Emerging/Other Issues

Catherine Christie asked about the status of having a part-time dietitian on-campus for the vegan/gluten-free items. Dave replied they hired a manager-in-training with a Nutrition degree from Rutgers, but they are still unsure how they will use her skills and knowledge on-campus.

Justin Turner commented on the recent Student Government survey that showed out of 800 responses for the Housing Clubhouse approx. 640 replied positively for the Pita Pit due to the healthier, gluten-free and vegan options.

Danielle mentioned that Chartwells is currently doing their dining survey for the semester through mid-November.

Discussion was made about what happened to the waste at the end of the day. Dave said they just throw it away. Vince clarified there is not a composite on-campus, but Wallace Harris in Physical Facilities is looking into getting one eventually. The cooks try to save as much of the food as they can to be reused in another way, to reduce excess kitchen waste. Unless it was kept hot for an extended time they will try to cool and use in another station or menu item. At the end of each semester and before extended breaks Dave will call Second Harvest to pick any remaining kitchen products.

Alin Ceopoi spoke about the taste and quality of the Papa Johns pizzas. He said the pepperoni pizza has extra greasy pepperoni and it deters him from buying at Papa Johns. Dave said we can't change the product or ingredients, but he will look into the possibility of changing the way the pizza is made. It's possible the small size of the pizza is condensing the grease into one area or that the chef is making it wrong. Korey also mentioned that since the Papa Johns sales are slow the pizza is sitting under the hot station lights longer so it will not taste the best as a freshly made pizza. Dave said he would definitely look into the process of making the pepperoni pizza and how the grease issue could be fixed.

8. Next Meeting

Next meeting will be scheduled in Spring 2014 in February/March,