Food Service Advisory Council Meeting

February 18, 2009
1:30 p.m.
Administration and Finance Conference Room

MINUTES

Members Present: Sally Weerts (Chair), Jackie Shank, Thobias Sando, Dorothea Kent, Karla Calliste-Edgar, Chris Arsenault

Members Absent: Hyunsun Choi, Rama Rao, Bobby Waldrup, Kathy Corbin Weglicki, Kris Dalton, Chris Hovel, Rachel Rosen, Brandon Alanis

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

The meeting was called to order at 1:30 PM by Sally Weerts (Chair).

1. Approval of Minutes of October 21, 2008.
   - The minutes of October 21st, 2008 were approved as written.

2. Addition of a Member:
   - Vince Smyth explained that according to the Bylaws there are five Members appointed by the Faculty Association. Due to a miscommunication, the Faculty Association did not have Sally Weerts on their list and therefore saw an opening to be filled, which they did with Thobias Sando. So that Sally Weerts could continue to serve, the President has now appointed her to Council as allowed by the Bylaws.

3. Fall Survey Results:
   - Korey Konopasek reported that 346 surveys were completed regarding the Osprey Café and Alumni Square Food Court (Outtakes, Sbarro’s, Freshens Smoothies, Starbucks and AFC sushi).
     Top five high scoring areas were:
     - Cleanliness and hygiene practices
     - Friendly & Courteous staff
     - Speed of Service
     - Teamwork
     - Can do attitude

   - Korey Konopasek presented the top five Focus Areas & Chartwells action plans:
     - Cleanliness of Dining Area- although outdoor seating in Alumni Square is not-controlled by Chattwells, Osprey Café staff is focusing on keeping dining areas clean during busy times.
- **Frequency of Menu Changes at Osprey Café**: 5 week cycle menus have very little repeats and offer as much variety as possible.
- **Freshness of the Ingredients**: management received comments in the past that resulted in the removal of AFC sushi (due to preparation safety and product freshness concerns). Single door cooler was switched with double door cooler to ensure high quality and safety of prepared sushi which allowed AFC sushi back on campus.
- **Frequency of Change of the Salad Sandwich Bar**: Osprey Café now has items that rotate in and out of the sandwich/salad bar to ensure variety.
- **Overall Variety**: with the opening of seven additional food venues at the Student Union and the Fountains there should be enough variety on campus.

- Sally Weerts suggested additional ways of alternating the menu, especially at Osprey Café, so the same dishes do not fall on the same days: Monday week 1 and then again on Monday week 5, but maybe on Tuesday week 5 instead.
- Korey Konopasek explained that slight changes to the menu are being made by the chef on a regular basis (i.e. seasonal vegetables), and that some dishes are more popular among students than others and appear on the menu more.
- Dorothea Kent asked if a delivery service will be available from new food venues and David Jordan responded that there will be catering and most likely delivery service as well for larger orders.

4. **Operational Issues**:
- David Jordan reported that after fixing safety concerns, AFC sushi was brought back on campus with very pleasing results.
- David Jordan added that Outtakes is now carrying vegan and healthy sandwiches and salads and that the movement toward healthy meals is highly appreciated by the University’s community.
- David Jordan informed that due to the Bookstore’s move to the Student Union, there is a potential of opening some space adjacent to Sbarro’s which would eliminate congestion and create a seating area inside. There are also plans to modify the counter at the venue to allow a salad menu to be introduced at Sbarro’s.
- David Jordan described the changes that will take place at UNF Hall Bistro after more departments are redirected to this location and where increased demand for food will be observed. The plans are to serve entrées five days a week compared to two days that entrées are being served now, an addition of a salad bar, and turn downs in the sandwich menu to do away with the ones that are not top sellers.
- Sally Weerts informed about a new journal article that describes Food Service related issues in the country, including trays use and food portions and mentioned the North American Food Service Equipment Manufacturers meeting that took place in Orlando. Sally Weerts emphasized how much, not only the students, but schools, companies and influential individuals are interested in sustainability and environmental issues around them and how the
movement toward saving the planet grows in power. Sally Weerts visualized our campus as a forerunner in this type of activity.

- David Jordan stated that Chartwells and the Compass Group are heavily involved in various programs, such as “Steps” that can help the environment in the areas that can be controlled by them. David Jordan explained that this particular program will ensure that none of the disposable products (cups, plates, etc.) will be petroleum based, but plant based instead.

- Sally Weerts informed that the students prepared a home meal at the Women’s Resource Center of Orlando. Sally Weerts also talked about Rational Combi Oven representatives who will be visiting the city and Sulzbacher representatives who will be invited to their expo as there are plans to make Sulzbacher the first “green” homeless shelter in the country.

- Vince Smyth stated that the University is responsible for the equipment purchases and some of the appliances will be replaced. Vince Smyth added that there will be a 10-year Master Plan developed in the next year to 18 months and that a new dining facility needs to be included in the Master Plan. Vince Smyth also mentioned that there are some discussions relating to having compost on campus.

- Vince Smyth elaborated on the tray issue and explained that the set up of the facility (waiting and standing in lines) is why he opposes the idea of no trays during lunch, but also emphasized the fact that “tray-less” breakfast is being served and that Chartwells is advertising the “tray-less” idea on campus.

- Chris Arsennault and David Jordan added that many students voluntarily choose not to use a tray during their meals.

- Korey Konopasek informed that Physical Facilities offered some big planters and there are plans to create an herb garden by Osprey Café.

- David Jordan elaborated on the food portions issue and repeated after Vince Smyth that due to the setup of facility, all of the products are placed close to each other which might encourage many to grab everything they can while moving down the line. David Jordan presented the solution to the problem where smaller portions of the products are being served, such as a 2oz. piece of chicken instead of a 4oz. piece. This allows the student to grab what they want (since it is readily available and students reach for everything) and helps eliminate some of the waste.

5. Restaurant Bill with Automatic Gratuity:

- Vince Smyth explained that in the past there were dine- in restaurants on campus and a main problem was high staff turnover caused by lack of gratuity and added that with a new restaurant opening at the Student Union there should be some decisions made in regards to how the staff will be rewarded in return for their service.

- Vince Smyth clarified that in case where a student will decline to pay extra for the service, the gratuity will be taken off his/her bill. Korey Konopasek added that the full service will only be available in the back room of the second floor of the restaurant, whereas everywhere else gratuity pay will not be added to the bill.
• A motion was made to include a gratuity on the bill and it passed unanimously. This recommendation will be forwarded to Vice President for review and approval.

6. FSS 4230/L Quantity Food Preparation and Field Experience Classes:

• Sally Weerts was very pleased to announce that academic year 2008-09 was the first one where the students were preparing quantity food off-campus. Sally Weerts explained that on-campus quantity food preparation was not quite the experience she intended it to be as she wanted the students to be able to get familiar with quantity equipment and that this goal was attained by preparing quantity meals off-campus.

• Sally Weerts informed that in 2009-10 academic year it is planned to prepare dignitary meal the week before Thanksgiving at the University Center and invite people who serve the homeless on a daily basis to express the appreciation toward their hard work. Coincidentally, a week before Thanksgiving is a National Hunger and Homelessness Awareness Week and there are some discussions about making every day of that week eventful. In case where dignitary meal would be moved from final week of the semester to a week before Thanksgiving, the students would perform their final quantity food preparation meal at the Sulzbacher homeless shelter.

7. Student Union:

• Vince Smyth informed that the construction of the Student Union unfolds in a timely manner and stated that the restaurant and second Outtakes should open on May 11th, which is the first day of the Summer term while the remaining venues will not open until mid-August. Vince Smyth added that the Bookstore will open on April 6th and Student Government, Student Affairs, and Student Life should move to the Student Union in mid-May.

• David Jordan informed that there will be some job openings (both at the Student Union and Fountains Convenient Store) available to the students as well as few supervising positions and Sally Weerts offered help with recruiting for the positions.

• Chris Arsenault informed that during Week Of Welcome (a week before Fall semester classes start) a tour around campus is planned and he wondered if there would be a possibility to have a stop at the Student Union so new students and their parents could get familiar with dining on campus.

• Dave Jordan responded that every year Chartwells meets with Week Of Welcome staff to discuss the schedule and make arrangements, if needed.
8. **Emerging Issues:**

- Korey Konopasek mentioned that Chartwells will put more effort on advertising student catering around the campus so the students choose to buy food on-campus rather than at off-campus locations. Korey Konopasek added that Chartwells' menu is purposely cheaper than at the neighboring stores to attract more student customers to on-campus venues.
- Korey Konopasek emphasized the growth in interest in healthy choices and noted that the menu is becoming more diverse with new vegetarian dishes, salads, sandwiches, and soups.
- Dorothea Kent questioned how a person can distinguish between vegetarian and non-vegetarian soup and Korey Konopasek responded that vegetarian soups should carry a label on it as they are ordered and delivered by the company that specializes in production of vegetarian meals.

9. **Other Items:**

- No other issues were reported by the Food Service Advisory Council Members

10. **Future Meetings:**

- Vince Smyth stated that typically there is one meeting per term (except Summer term) which implies that the next meeting would be scheduled for Fall 2009 semester. Should there be any important issues to discuss, additional meetings will be appointed.
- Sally Weerts suggested an additional meeting in the beginning of the Summer term (first or second week of term) and Dave Jordan thought that Food Service Advisory Council could meet at a new restaurant “Boathouse” for their next meeting.
- The Council decided that the week of May 18th would be the best week to meet and that the best days would be either Tuesday (May 19th) or Thursday (May 21st).

The meeting was adjourned at 2:50 p.m. Recorded by Marta Morzynska.