Food Service Advisory Council Meeting

May 21, 2009
1:00 p.m.
The Boathouse

MINUTES

Members Present: Sally Weerts (Chair), Rama Rao, Jackie Shank, Bobby Waldrup, Thobias Sando, Kathy Corbin Weglicki, Dorothea Kent, Karla Calliste-Edgar

Members Absent: Hyunsun Choi, Kris Dalton, Chris Hovel, Rachel Rosen, Brandon Alanis, Chris Arsenault

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

The meeting was called to order at 1:20 PM by Sally Weerts (Chair).

1. Approval of Minutes of February 18, 2009.

   • The minutes of February 18th, 2009 were approved as written.

2. New facilities/concepts operational dates:

   • Vince Smyth informed that there are no issues noted from a contractual standpoint at the moment and added that due to the Food Service expansion on campus there will be some Chartwells organizational rearrangements and additional staff hiring but the University of North Florida community will not be impacted by those changes.

   • Vince Smyth familiarized the Council with the construction progress at the Fountains Housing and the associated c-store with a grill and noted the structure and amenities built are first-rate. Vince Smyth added that Fountains c-store will open with the start of the Fall semester.

   • Vince Smyth informed that The Boathouse is open for the public and that the back room dining area will be utilized as a traditional wait staff restaurant as soon as the furniture is received.

   • Vince Smyth reminded the Council that the Food Court located on the first floor of the Student Union will open right before the start of the Fall semester and added that the kitchen stationed on the first floor will serve as a catering kitchen for the campus community starting July 1st to relieve the current catering kitchen located at the University Center.
• Kathy Corbin Weglicki felt that the new food concepts at the University of North Florida might be a great tool and retreat for the athletes and the coaches on campus.

• Sally Weerts questioned if the Orientation groups have a stop at the Student Union and if they visit dining areas as well. Vince Smyth responded that Chartwells gives twelve-minute long speeches to groups of freshmen students and explained that campus tours start at UNF Hall where Admissions is located and finish at the Student Union which allows the students and their parents to explore the campus, the Student Union and food concepts.

• Bobby Waldrup asked about the operating hours of food venues at the Student Union for the Fall semester and David Jordan responded that The Boathouse and Food Court will open at 11:00am whereas the closing hours are still tentative (looking at 10:00pm at The Boathouse and 9:30pm at the Food Court) as it is hard to predict how the customer flow will look like in the Fall. David Jordan added that opening hours might also change depending on student feedback and needs.

• Jackie Shank asked if there is a menu posted on-line and if there is a possibility to order take-out meals and David Jordan responded that take-outs are being practiced already and that the menu is posted on-line. David Jordan pointed out that the busiest time falls between 11:00am and 1:00pm and during that time frame the wait time for take-outs is the longest.

• Kathy Corbin Weglicki asked about the meal plans sales for Summer "B" and David Jordan responded that the fliers have been distributed and he believes that most of the sales will take place after the Orientation. Kathy Corbin Weglicki added that all of the athletes on campus are advised to purchase a meal plan and dine on campus.

3. Update on gratuity on The Boathouse back room bill:

• David Jordan explained that it was the intention for years to include automatic gratuity in dine-in restaurants on campus to be able to avoid high staff turnover caused by a lack of gratuity.

• Sally Weerts questioned how the customers will be notified about the gratuity in the sit-down room at The Boathouse and Kory Konopasek clarified that there will be a statement on the menu and customer's receipt, and probably a sign by the entrance to the room about the automatic gratuity added to the check. Should the customer refuse to pay the gratuity, it will be taken off the bill.

4. Operational Issues:

• David Jordan reported that the Spring survey came in and the outcome was expected— the feedback from the University of North Florida
community was there was no variety on campus. David Jordan hoped that Fall semester results will reflect the changes and that lack of variety will not be a concern anymore.

- Korey Konopasek reported on the Spring '09 survey and presented the following results:
  - Alumni Square Food Court (Outtakes, Sbarro's, Freshens Smoothies, Starbucks)- overall score of 61 compared to 51 in Fall of '08 and 52 in Spring '08.
  - Osprey Café- overall score of 47 compared to 47 in Fall '08 and 43 in Spring '08

- Korey Konopasek felt that the credit for improvement in Alumni Square Food Court needs to be given to the fact that AFC sushi was brought back to campus. Korey Konopasek added that variety and the freshness of ingredients was the main concern and that with the opening of the Food Court at the Student Union those two areas should improve. Korey Konopasek was pleased that the customers were satisfied with friendly staff, speed of service, cleanliness, and hygiene as these areas received the highest ratings.

- David Jordan informed that with the opening of The Boathouse and a new Outtakes, sales were up almost $2,000 for the first few days, but he also expressed his concern that with the new food venues being opened, the old venues took a big hit and he used Sbarro's as an example where sales went significantly down. David Jordan stated that the original Outtakes is still the most popular place on campus and the sales there are the highest.

- Kathy Corbin Weglicki presented Chartwells with some operational issues she has noticed at the UNF Hall Bistro after multiple departments were re-located there. Kathy Corbin Weglicki explained that some staff members who start their break at 2:00pm or later are unable to buy their lunch as this is the time the venue closes. Kathy Corbin Weglicki also felt that the choices should include some Outtakes items and that the menu should be made more visual for the customers.

- Sally Weerts suggested a new evaluation of UNF Hall food selection needs after all of the changes occur to determine what should be done to satisfy the needs of staff members and the students who work or visit there.

- Korey Konopasek informed that aside of the issues pointed out there are some organizational changes at UNF Hall Bistro going on. Korey Konopasek believed that those management adjustments might improve the quality of food and solve organizational and operational problems that were raised.
5. Eco-friendly to-go container:

- David Jordan explained that Chartwells looked at and considered new, eco-friendly "to-go" reusable containers made of plant products that are used on different campuses around the country. David Jordan stated that a container would be handed out with a meal-plan and it would allow the students to carry it around and use when needed.
- David Jordan pointed out that the containers are washable and can be sanitized and reused so the students would be able to bring them in either clean or dirty and would receive a new container every time they would come in to get their meal.
- David Jordan explained that the product will not be used on campus as of yet even though it would mean a cut down on Styrofoam use. David Jordan elaborated that disadvantages of using it exceed advantages at this point in time as there is a concern that the students will not be carrying their containers around and every time it would be forgotten a five dollar fee would have to be applied to their bill. David Jordan assured that a use of eco-friendly containers is a possibility in the future.

6. Emerging Issues:

- David Jordan informed that there is a plan to expand the "tray-less" program on campus for the Summer "B" not only to cut down on water and chemical use but also to introduce freshmen students to the program.
- David Jordan and Korey Konopasek supplied the Council with contact names of Chartwells Dining UNF Management Team to allow the Council to contact the managers of specific areas directly and provide them with feedback, share suggestions and comments if needed.
- Sally Weerts questioned what the outcome was after the corporate management representative visited the campus over the Spring Break.
- David Jordan explained that every time a contract is entering into its final stages a corporate representative visits on-site and interviews people to try to get feedback and detailed information on how well the company did, find out if the management was responsive and helpful and what the areas of improvement should be. David Jordan stated that the outcome of the visit was positive but pointed out there is always room for improvement, especially in on-campus catering and menu rearrangements to make it more readable and clear for the students.
- Alicia Cruz stated that Chartwells plans to hire a student representative to serve part-time (about 20 hours per week) as a Dining Ambassador on campus. Alicia Cruz explained that the main task of the position would be to talk to the students who might be more open to share their thoughts about the service with another student rather than the manager. Alicia Cruz informed that a Dining Ambassador would gather feedback, both
positive and negative from the campus community to aid Chartwells management decisions to improve the services on campus.

- Korey Konopasek added that surveys are a great tool to collect information but felt that the process of conducting a survey and waiting for the results takes too long to make changes quickly and effectively. Korey Konopasek stated that the position was created so Chartwells can adjust their service on a much quicker and regular basis.

- David Jordan informed that after he got together with Student Government and listened to their ideas and suggestions, he decided to provide the four Student Members serving on Food Service Council with $150.00 per semester for them to use in different food venues on campus. David Jordan added that the students would receive the money provided that they commit to attend Food Service Council meetings regularly, fill in the appropriate form after each visit at the venue, and share information and feedback with the rest of the Council.

7. Other Items:

- Vince Smyth informed the Council that the University of North Florida is entering into its beginning stages of the next Master Planning process. Vince Smyth stated that a new Dining Hall is strongly recommended to be included in the plans and any progress and discussion regarding this concept will be closely monitored.

8. Future Meetings:

- The dates and the time for Fall Food Services Council meetings are to be determined.

The meeting was adjourned at 2:15 p.m. Recorded by Marta Morzynska.