Food Service Advisory Council Meeting

October 21, 2008
11:00 a.m.
Administration and Finance Conference Room

MINUTES

Members Present: Sally Weerts (Chair), Jackie Shank, Bobby Waldrup, Kathy Corbin Weglicki, Kris Dalton, Dorothea Kent, Karla Calliste-Edgar, ChrisArsenault

Members Absent: Hyunsun Choi, Rama Rao, Cris Hovel, Rachel Rosen, Brandon Alaris

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

The meeting was called to order at 11:00 AM by Sally Weerts (Chair).

1. Introductions.

2. 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 Council will:
     - Assist in planning for adequate Food Service for the Campus.
     - Examine Food Service related issues on Campus and make recommendations for resolutions.

3. Approved Minutes of the March 12th, 2008 meeting:
   • The minutes of March 12th, 2008 meeting were unanimously approved as written.

4. Review of Bylaws:
   • Vince Smyth suggested changes in the Bylaws under the “Members” section. He distributed the revision of the document for review to all of the Members of the Food Service Advisory Council. He explained that he wants the wording to change slightly to eliminate unnecessary language misunderstandings and to ensure continuity of term of the Members.
   • The motion was unanimously accepted and the proposed changes will be forwarded to the President for ratification.
5. **Vice Chair Nominations:**

- A question was raised as to what the responsibilities of the Vice Chair are.
- Sally Weerts explained that in case the Chair should be absent, the Vice Chair leads the meetings so there is no need for it to be scheduled to another date or time. In addition, should the Vice Chair find interest in any Food related, non-Council meetings, he or she is welcome to join and participate.
- Kathy Corbin Weglicki volunteered to serve as Vice Chair with the understanding that she would not be the Chair next year. This recommendation will be forwarded to the President as no other nominations were placed by the Members.

6. **Report- Vince Smyth:**

- Vince Smyth (Director of Auxiliary Services) reviewed his role with the Food Service as the University administrator, managing the contract and day-to-day operations with Chartwells.
- Contractual Issues: The contract is effective until 2012 as it was signed in 2002 for a ten-year period. There are no major issues or changes noted in the contract. The only adjustment with the amendment over the last six months was associated with the Student Union opening and costs associated with new food facilities located there.
- Construction Issues: The main transformation for the University is the opening of the Student Union. The “Boathouse” was taken down to allow work to continue on the SU building. For that reason, there is no sit down restaurant on the campus at the moment, but there will be when the SU opens in May 2009.
  Another construction project that will hold food facilities is the Fountains—new residences that will house a convenience store/grill for the students. This venue is planned to open in Fall 2009.

7. **Food Preparation Class:**

- Sally Weerts explained that, up until the last year, the students would work with Chartwells on their meal preparation production assignments for large quantities of food (Quantity Food Production -Production Class). Because of the students' inexperience in using and operating expensive equipment, some problems have been reported and new solutions had to be implemented to allow the students to use the appliances, while reducing the risk of them being damaged.
- Sally Weerts added that with the help of Chartwells, the students were able to work more in the University Center that has a “quantity kitchen.”
- Sally Weerts also stated that the Brooks College of Health has a new asset in a graduate from the “Culinary Institute For America” school in New York, who additionally, has a degree in dietetics earned at one of the most prestigious
culinary schools in the world. She emphasized the role of the Dietary Intern Graduate in training the students.

- Sally Weerts informed that the first quantity meal for 500 individuals at the Sulzbacher took place on Monday, October 20th and explained that groups of 10-12 students, along with the instructor, participated in these meals' preparation.
- Sally Weerts notified the Council about the Holiday Meal that will take place during the final exams week where 50 students will prepare approximately 75 meals as their final assignment for Quantity Food Production class. Additionally, elected students will also serve their meals.

8. Operational Issues- Dave Jordan:

- Dave Jordan informed that in order to present the issues that arose in a clear and organized manner, Korey Konopasek prepared a PowerPoint presentation. The main issues were presented as follows:
  
  o **New Sushi in Alumni Café**- there was a safety concern and the company that used to prepare sushi was replaced with a new one, which has a USDA certified kitchen and safer process of preparing sushi. No complaints were officially filed, however the sales went down which indicates that the new product is not as highly demanded as it was when served by the old company. The Council Members argued that the old company’s presentation was much better. They also pointed out that the taste of the new product is not as good due to a different kind of rice and more use of vinegar. Korey Konopasek and Dave Jordan explained that Chartwells supports its decision about changing the company as the contamination chance is much lower now and is a safer choice for the customers, which is the number one priority for the University community. In order to increase the satisfaction with the products, the Council suggested to Chartwells that improving the presentation of the sushi, removing some of the additives, and decreasing the use of vinegar might be helpful in attracting clientele back.
  
  o **New Osprey Café Logo**- the logo was approved by the University of North Florida Marketing Department.

9. Surveys:

- Korey Konopasek indicated the most improved issues reflected in the Spring 2008 survey were:
  
  o Taste of the food- Facility had an increase of one point in this section.
  
  o Temperature of the food- Facility had an increase of one point in this section.
• The overall satisfaction has slightly decreased to 89% in Spring 2008 (90% in Fall 2007), but the scores still indicate high satisfaction with food service products.

• Korey Konopasek emphasized action taken to provide more food options on campus. He also informed that Osprey Café customers asked for a more diversified menu that would include less processed and more healthy food.

10. Student Union:

• Korey Konopasek presented the Council the food provider companies that will have their venues in the Student Union. The companies include: “Coyote Jack’s Grill,” “Quiznos Subs,” “Salsarita’s- Fresh Cantina,” “Chef Yan Can Cook,” “Outtakes Quick Cuisine,” and “The Boathouse.”

• Chris Arsenault, concerned with the convenience of many of the students and employees, asked if all of the food stations are moving out of the core of the campus to the Student Union, but Korey Konopasek and Dave Jordan assured that the food facilities already present in the core of the campus, will stay there.

• Korey Konopasek depicted food providers new to the University:
  • “Salsarita’s” (located in Food Court)- is a national food chain that serves Mexican Food, such as: burritos, enchiladas, tacos, fresh salsa bar, quesadillas, nachos, and various salads.
  • “Quiznos Subs” (located in Food Court)- widely known food chain that prepares subs, including breakfast, which is a great addition, as the University needs more places that can serve meals in the morning
  • “Coyote Jack’s Grill” (located in Food Court)- internal Chartwells brand that would include chicken sandwiches, potential breakfast, burgers, sides, wraps and salads in their menu
  • “Chef Yan Can Cook” (located in Food Court)- Asian concept that will carry not only Chinese staple foods but also Thai and Vietnamese as well. The menu is based on the recipes of Martin Yan- widely known and respected chef. This will create more variety of choices that will include appetizers, salads, and stir fry entrees
  • “Outtakes Quick Cuisine”- will be located across the plaza from the Food Court, much bigger in size than the one located in the core area. A nice addition will be the availability of Starbucks’ beverages- Espresso, Drip Coffee & Frozen Ciemice Brand Drinks.
  • “The Boathouse”- this restaurant will be located on the second floor of the Student Union. Due to a great design, the visual presence of the place should please even the most picky customers with nice touches including brick walls and a bar with beer and wine selection. Student Government had been involved in
designing the back "VIP" room which will be more upscale with full wait staff and a more intimate atmosphere. Korey Konopasek pointed out that the menu will stay the same as it was in the old Boathouse location.

- Dave Jordan presented a problem regarding tipping pay for the service in the sit-down restaurant and felt that the students might not use the restaurant because of a lack of or limited funds. Sally Weerts stated that this issue should appear on the agenda as a separate item to discuss for the next meeting.
- Chris Arsenault asked how the new Boathouse will differ from the old one, and it was explained that the new location will have a more intimate atmosphere, and will include booths and dimmed light. Chris Arsenault has also suggested that the gratitude pay should be included in the meal price as it is very important to appreciate the hard work of the wait staff, otherwise there will be no people willing to work at this particular restaurant.
- Kathy Corbin Weglicki asked if there will be outdoor seating available and Korey Konopasek confirmed that outdoor seating will be available.
- Korey Konopasek presented the Council with the plan for a new Fountains convenience store that would be located in the new residence and would carry a grill, essential grocery items, and some frozen entrees.

11. Emerging Issues:

- Korey Konopasek presented some of the emerging items that include the following projects:
  - Project Clean Plate- encourages students to take only as much food as they think they will eat. It was pointed out by Korey Konopasek that the waste, again, increased. Sally Weerts added that the University of North Florida policies do not prevent the waste and allow students to be wasteful. Sally Weerts also suggested putting this issue as a separate agenda item to be discussed during the next meeting.
  - Project Green Thumb- Chartwells sells disposable mugs and offers ten cent discounts on coffee or fountain soda for the customers who purchase the mug.
  - Go Tray-Less Project- in an effort to help reduce water and electricity usage and help the environment, there are no trays served during breakfast hours. Also, as Korey Konopasek pointed out, many students voluntarily choose not to use the trays during lunch and dinner hours.
  - Balanced Choices Program- some educational posters available for the students' insight to help them to make proper and healthier food choices.
- Korey Konopasek emphasized that cage free eggs and sustainable sea food are used in food preparation. Additionally, all trans-fat products were eliminated from the meals on campus and Chartwells is not allowed to use purchased items that contain trans-fat anymore.
12. Other Items:

- Chris Aresnault asked if the floor plans in the Student Union are accurate and David Jordan explained that the floor plans should not be modified. Vince Smyth added that the only things that can undergo a change are some furniture designs and their layout within the space.
- David Jordan informed that all of the campus catering will be moved from University Center to the Student Union as there is a new, very well equipped kitchen behind the Food Court, including pizza ovens which will allow catering pizzas at a better cost than Sbarros. In addition, the 3rd floor of the Student Union, where conference and meetings room will be located, will have a space especially designed to support catering events in the building.
- Chris Aresnault wondered if there will be a possibility to reserve “VIP” room at Boathouse for students’ personal use—parties, birthdays. Dave Jordan hoped that this would be an eventuality.
- Chris Aresnault raised his concern about the hamburgers being put out front at “Coyote Jack’s Grill” as he thought this gives the impression they are not fresh. He suggested moving the hamburgers’ dispenser to the back of the food facility but Dave Jordan responded that the hamburger station will not resemble the one that is currently placed in Outtakes. Dave Jordan added that the process will be much more controlled and that the hamburgers will have to stay up front to assure quick and easy access.
- Vince Smyth informed the Council that the cost of the Student Union is 50 million dollars and that there is a lot of a food component to it. This is certainly a significant effort into bringing more diversified food choices to the campus to serve the community at the University of North Florida.
- Vince Smyth presented the Council with the surveys directed toward University of North Florida Graduating Students regarding food facilities, food choices, and vending machine food variety and quality for Spring 2007 and 2008.
- Kathy Corbin Weglicki asked when the new venues are scheduled to open. Dave Jordan informed the Council that the Boathouse and Outtakes are to open in May 2009. The four food court venues will open in August just before the Fall semester starts and students start to arrive on campus.
- A question was raised if the Grand Opening could be somehow connected with the Week of Welcome which was very successful in August, and could gather more individuals to the event. Chartwells promised to include and discuss this idea in the upcoming internal meeting. Vince Smyth continued that the Grand Opening is being coordinated by Sharon Ashton and has to be scheduled around other building openings.
- Sally Weerts wondered if Chartwells management will observe any changes in the near future because of the Student Union. Dave Jordan responded that there are some internal promotions planned as well as some new positions that will open up. Dave Jordan added that there are still some discussions about the number of new managers to hire but at this point it is believed that two to
three new managers will be a sufficient number to run day to day operations at the Student Union.

13. Future Meetings:
   • It was unanimously decided to schedule the next meeting in late January. In case some issues should arise before that time, the meeting would be moved to an earlier, convenient date for the Members.

The meeting was adjourned at 12:05 p.m. Recorded by Marta Możynska.