Food Service Advisory Council  
February 15th, 2010  
1:30PM  
Auxiliary Services Conference Room  

MINUTES

Members Present: Sally Weerts (Chair), Thobias Sando, Jacqueline Shank, Heather Kenney, Michael Saathoff, Kris Dalton

Members Absent: Kathy Weglicki (Vice Chair), Bobby Waldrup, Thomas Blanchard, Jonas Cummings, Rebecca Stevens, Albert Loh

Others Present: Vincent Smyth (Auxiliary), Sabrina Foust (Auxiliary), Dave Jordan (Chartwells), Korey Konopasek (Chartwells)

The meeting was called to order at 1:35PM by Sally Weerts.

1. Recording of Meeting
   • All were in agreement that the meeting could be recorded.

   • Moved by Heather Kenney, seconded by Michael Saathoff that the minutes of November 30th, 2009 be approved. Passed unanimously.

3. Facilities Report
   • Vince noted that no major changes have been made except the opening of the indoor seating area beside Sbarros.
   • We have 14 food venues for about 16,500 students so 1,180 students per venue. A survey of other SUS schools is being conducted — it appears UNF has the most venues per student. Results of the survey will be available at the next meeting.
   • Sally noted that with something as big as the Student Union, looking beyond immediate needs is necessary. Vince agreed noting that UNF always expecting to grow towards 25,000 students but this growth has not occurred in the last couple of years. The extra food venues do mean that Chartwells has to staff them, that UNF needs to pay for the cost of utilities, etc, but we don’t have the revenue from 25,000 so this continues to be a financial challenge.
   • Sally asked the question about extra cost to students as a result to having more venues. Vince noted there are no costs to students as this does not come out of tuition or other fees. Food services is fully based on people paying for the meal plan or people paying retail and UNF getting a commission back to pay for the utilities and other costs.
   • Sally asked if students can use their meal plan in the new venues. Vince responded that the meal plan provides a credit towards the meal of $3.75 this year and is adjusted each year based on the CPI for food away from home which is 3.6% for this year so will be $3.90 for the 2010-11 fiscal year.
• Kris asked about tracking these services to find out if they are actually using/utilizing the meal plan or applying the credit of a meal to purchase food. Korey answered that weekly reports do track meal plan transactions and sometimes it is just that the student does not want breakfast but they want a Starbucks coffee instead.

4. Survey Report

• Dave noted that the fall survey results are now available and that spring surveys are currently being completed. Korey mentioned that there are more venues this year so there are some with no historical comparison.
• Ozzie’s received an overall satisfaction of 97%.
• Student Union Food Court – highest scores were received for friendly / courteous staff, and cleanliness / hygiene. The most poor scores (4) were for variety but there were also 24 excellent, 29 very good and 33 good for variety.
• Alumni Square – Starbucks, Freshens, Outtakcs, Sushi and Sharros – received high scores for friendly / courteous staff, cleanliness / hygiene, can do attitude, and team work. The most poor scores (2) related to the sitting area which might be a reflection of outdoor seating where Chartwells helps but does not have primary responsibility. However, there were also 30 excellent scores for this issue. Sally asked who was responsible for the area. Vince said it was physical facilities for the pulling trash and cleaning and overall he believes they do a good job. Korey noted the overall satisfaction was 94%, up from the spring/09 survey at 89%.
• Osprey Café received an overall satisfaction of 89%, up from 85% in spring/09. Most improved areas were the staff friendliness / courtesy, can do attitude, and temperature of food. The fewest amount of excellents and the most poors were for frequency of change of the menu. Chartwells are in the process of re-writing the menu cycle – this is an on-going process. David noted that the salad bar is barely 5 ½ feet in length and rotating the selection too much would remove the most popular items.
• The Boathouse had an overall satisfaction of 96% with highest results for staff friendliness / courtesy.
• David noted that most comments seem to be about the staff not the food.
• Sally mentioned the temperature of food seemed to have improved in the survey numbers for the Osprey Café. Dave noted that they had purchased a new steam table and switched to the old fashioned hotel pans which seems to have helped.
• Sally asked about the ice cream machine as it seemed to be down a lot last year. Dave noted a new one has been purchased and has not had any problems this year.
• Sally commented that overall the results are very positive, especially for the Osprey Cafe. Korey added that meal plan sales are up along with this satisfaction level.
• Sally asked if the surveys could do more of a split by venue. Dave noted that doing so would make it really inconvenient for the customer as they would have to stop at each location and fill out another survey. There are write in portions where they can get specific comments re a venue. Sally queried about making
this a custom survey but this is not the set-up with this firm as they do hundreds of locations.

- Kris asked about the possibility of an on-line survey perhaps using surveymonkey or the like. Vince noted that the contract requires that a third-party survey be accomplished by Chartwells. Dave commented that when Chartwells started at UNF 8 years ago there was an on-line survey and there weren’t many responses.
- Sally asked re the cost for the survey. Dave replied that it is Chartwells expense.
- Kris asked how many responses were received. Korey answered that at least 100 were turned in per location with four or five locations. The Osprey Café gets the most.
- Sally asked about survey results from the Bistro. The company will not run a survey if there is less than 50 responses expected. In-house surveys have been done a few times to assess the wants and desires of the building occupants.
- Sally asked Michael Saathoff to comment from a student perspective. Michael noted that things seem to be going quite well. There are occasional thoughts on pricing but overall the pricing is fair. Korey noted that most prices are “street pricing” (e.g. Quizno’s is what Corporate Quizno’s is).
- Sally asked about tipping in the back room of the Boathouse. Dave noted they have received no complaints.
- Sally asked when the spring survey results will be available. Dave answered that these should be available near the end of April or early May.

5. Operational Report

- Korey noted that 4000 letters will be going out next week to lawyers, doctors, any association, churches, etc. within a 12 mile radius hoping to drive some catering business on or off campus. Catering isn’t the primary goal on campus but it does help.
- Four days each week a $4.99 combo has been added to the Sbarros menu. This is not the usual Sbarros menu items.
- Advertising for the Boathouse was completed in the residence halls for $4.99 specials with the hope of attracting these students to this venue.
- The Alumni Café has added chili which seems to have increased sales.
- Korey noted that he believes the average check in Sbarros may have increased a little with the availability of indoor seating.
- Outtakes now has a hot sandwich menu. Krispy Kream have dropped their minimum number so these donuts will be returned to this venue.
- Student Union Outtakes have added microwaveable products including breakfast items. The Jimmy Deans products have croissants, bagels and biscuits.
- Osprey Café has seen an increase in international students with the move of the ELP program, including meal plans.
- Boathouse will be adding milk shakes from Island Oasis this week.
- The back room at the Boathouse has started to see more business which should allow Chartwells to better keep staff hired for this area. Kris asked if families use this area after orientations or group tours. Korey noted the families usually stay in the front area or use the food court area.
• Sally commented that food and tours are a good combination. Food is an important part of the campus experience and parents are concerned for both good and bad reasons. It might be a marketing opportunity to put something in the tour packet. Kris noted that foodservice is very prevalent in this program but could add to this.
• With the start of spring term, Quizno’s is open and the Boathouse is closed on the weekends. It is a lower check average but the total dollar sales have held and are actually a little better.
• Coyote Jacks have added breakfast sandwiches all day providing more options. Also, Iceses will be added to this venue. These have been very popular in Ozzie’s.
• The food in Yan Can Cook is now consistent and the cook has been doing a good job. Some students have requested bigger portions so Chartwells increased the size of the portions. Chartwells have continued to work on this concept but there is definitely not the volume seen in the other concepts. One thought is to use this as a guest vendor location or a blend with Yan Can Cook 3 days out of the week and the other 2 days for the guest vendor. Jacqueline asked if there is any problem sourcing quality meat for Yan Can Cook. Korey noted this is not a problem – the key is to ensure a consistent product. Sally commented that safety is an issue and many of the red flags point to Asian likely because everything in the same steamer. She noted a national study was just released and the type of restaurant with the poorest performing outcome is Asian. Korey noted that Chartwells are very diligent about this issue and keep temperatures to appropriate levels.
• Dave noted that there was a recent article that ran in the Spinnaker regarding health inspections for locations accepting the Osprey Card on and off campus. The Wok House (off campus) had the 2nd highest violations of all with Yan Can Cook only having two violations. Korey noted that the Quizon’s rating was not the UNF Quizno’s. Dave noted that the health department inspects quarterly and Chartwells has an outside firm inspect annually.
• Dave noted that the card processing company did not process credit and debit card transactions through one register at Quiznos during fall term. These have recently been processed and some customers may have insufficient funds and be hit with multiple $30 charges. The company has agreed to reimburse if this happens.

6. Emerging / Other Issues
• Sally commented that it is great that Chartwells help with students and specifically noted a student hired by Chris Larson. He has mentored her and has now written a Dietetics Internship recommendation letter for her.

7. Future Meeting(s)
• The second meeting for Spring Term will be set in the near future.