Food Service Advisory Council

November 30th 2009
1:30PM
North Star Board Room (Student Union, Building 58W, Room 3803)

MINUTES

Members Present: Sally Weerts (Chair), Albert Loh, Thobias Sando, Jaqueline Shank, Heather Kenney, Marci Smith, Michael Saathoff, Kris Dalton

Members Absent: Bobby Waldrup, Thomas Blanchard, Jonas Cummings, Rebecca Stevens

Others Present: Vincent Smyth (Auxiliary), Sabrina Foust (Auxiliary), Dave Jordan (Chartwells), Korey Konopasek (Chartwells), Joseph Martin (Bookstore Advisory Council Vice Chair)

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

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

2. Approval of Minutes of September 28, 2009
   - Moved by Jackie Shank, seconded by Michael Saathoff that the minutes of September 28, 2009 be approved as written. Passed unanimously.

3. Ratification of Vice Chair
   - Sally Weerts informed that the President had ratified Kathy Weglicki as the Council’s Vice Chair.

4. Facilities Report
   - Vince noted that there had been some changes made to the Bistro (UNF Hall) program but deferred to Dave and Korey to provide details later in the meeting.
   - Discussion ensued re the move of Auxiliary Services and the Property Office over to building 8 (site of old bookstore).
   - Also at the site of the old bookstore, a new indoor seating area beside Sbarro’s will open for the start of Spring term. It is not specifically for food services but it is an area that Chartwells will maintain.
   - Kris Dalton asked about the overall front window area at the old Bookstore. Vince noted the set-up would include the Auxiliary Operations (including Id Card, TBO, Postal, and administration) at the north end, next is hopefully for a hair salon operation, next for a Greek store, next the indoor seating area and finally, at the south end, Sbarro’s.
   - Vince noted that the development of the 2010-2020 Master Plan has commenced and encouraged Council members to attend and voice opinions relating to the need for a new dining hall on campus.
5. Survey Report
- Dave Jordan noted that Chartwells had an independent company recently complete an on-campus survey but he does not have the results back yet. He will report on the results of this survey at the next Food Council meeting in the spring.

6. Operational Report
- Dave distributed three separate reports, (1) a book noting the type of marketing Chartwells does each month, (2) a Mystery Student Shopper report and (3) inspections done by an independent food audit firm.
- Dave informed that overall campus sales are up 31% from last year. However, Sbarro’s & Freshens are considerably lower.
- Ozzies at the Fountains have had strong sales, even on the weekends. Dave noted that if students ask for something, the manager will try and order it and place it as a weekly or daily special to give it a try.
- There have been some recent minor changes to the operating hours of the venues to more appropriately coincide with the use and desire of the customers.
- Dave noted that Chartwells catering is down 18% from last year. He added that Chartwells now will deliver from the Food Court.
- Kris raised the Bistro at UNF Hall and the different concepts Chartwell’s have tried to increase business at this venue. For example the Bar-B-Q lunches that were popular for a while but then seemed to slow down. Since she moved over to UNF Hall she has directed parents to the Bistro while students conducted business within the Orientation Office. With the Bistro becoming more of a convenience store like Outtakes, she finds she can go and pick-up items she might have forgotten or pick-up a snack.
- Kris asked if Chartwells was working with Athletics since they have a big presence at UNF Hall. Dave noted they had extended the hours at the Bistro hoping to get business from the Athletic Study Hall but this did not seem to work.
- Kris noted that she doesn’t see signs directing people to the Bistro. Korey noted he had personally helped to put up signs in that area and he would see if those signs are just not being seen or have been taken down.
- Vince reminded everyone that the series of changes the Bistro went through coincided with the construction and utilization of the UNF Hall. Now, with the building occupants more or less set and the building full, it was hoped that there would be enough business to sustain the operation but the sales are lower than anticipated. There is a cost both for Auxiliary Services and for Chartwells to keep operation active.
- Kris liked the convenience store aspect of the Bistro because most of the people she knows take lunch at their desks or have to go off campus to the St. John’s Town Center.
- Joseph noted that AOL designed the space to get their employees in and out quickly.
- Sally asked about the possibility of a cart set up at UNF Hall. Korey said there was only one employee in the Bistro and the Bistro has to close if she needed to take a break or go to lunch. The use of a lunch cart would mean another employee and more expenses.
- Sally reiterated what Korey & Dave had to say in regards to the Bistro and Chartwells overall; the amount of people needed to staff the Bistro and the significant increase in the number of concepts on campus. She stated that the Food Service Advisory Council should support closing any concept if the business did not warrant the activity.
• Sally thanked Chartwells for being a significant presence on campus and recognized that Chartwells had been awarded the foodservice contract for Duval County – the 7th largest school district in the country.
• Kris asked about Athletics and if Chartwells did promos and other marketing in conjunction with Athletic activities. Dave noted Chartwells had several promotions for game days, pregame meal discounts and free appetizers. He also noted the ticket from the game provides a discount coupon.
• Michael Saathoff noted that although Yan Can Cook is better than when first opened, the portion sizes are too small. Jackie noted that what would be enough for an older adult, may seem small to a student. Michael noted that the chicken is now much better and the sauce is sticking to the chicken. Dave noted they have been focusing on the quality but will review the quantity issue. Michael added that a Quizno’s Sammy it’s a big sub which is filling whereas a portion from Yan Can Cook does not seem to provide the same level of satisfaction. Korey remarked that UNF was the only campus in the country to sell Sammy’s.
• Korey noted he is working on charts that will make cooking and serving the correct portions of food easier for the staff.
• Michael asked about a punch card where you buy so many entrees and get something for free. Korey noted this would be like a loyalty card.
• Dave added that Chartwells are working with Cathy Christie who is in contact with the Duval County Health Department hoping to get a Healthier Eating grant. This grant would give Chartwells a dietician on-site that will showcase the healthier items on the menu, give talks and hopefully allow for reduced prices on the healthier foods sold at different Chartwell locations.
• Dave added that if anyone has any issues or concerns when eating at one of the restaurants, please let Chartwells staff know about it immediately as it is far easier to address.

7. Emerging / Other Issues
• Sally opened up a discussion for any new or emerging issues. There were none.

8. Future Meeting(s)
• The next meeting will be scheduled for sometime in February. Sabrina will be contacting everyone with the next meeting date.