Food Services Advisory Council Meeting

September 28, 2009
1:30 p.m.
North Star Board Room (Student Union, Building 58W, Room 3803)

MINUTES

Members Present: Sally Weerts (Chair), Kathy Weglicki (Vice Chair), Albert Lob, Lauren Newton, Thobias Sando, Jaqueline Shank, Heather Kenney, Marci Smith, Dorothea Kent, Michael Saathoff and Rebecca Stevens

Members Absent: Bobby Waldrup, Kris Dalton, Thomas Blanchard, Jonas Cummings,

Others Present: Vincent Smryth (Auxiliary), Stephanie Peters (Auxiliary), Sabrina Foust (Auxiliary), Dave Jordan (Chartwells), Korey Konopasek (Chartwells)

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

1. Objective
   - Sally Weerts reviewed the objective of the Food Service Advisory Council with the members to reacquaint them with the purpose of why the Food Service Advisory Council has been brought together and the goals as a Council. Sally Weerts hopes for the Council to have a good dialogue with participation to provide recommendations/feedback to the President.

   - The minutes of May 21st, 2009 were open to discuss. Motion was made to approve as written by Dorothea Kent. Kathy Weglicki made a second to the motion. The minutes were approved by Council.

3. Review of By-Laws
   - Sally Weerts asked the Council to review the By-laws to see if there should be any improvements. Vince Smyth brought up that a fair amount of work had been done on them last year and didn’t see a need to make any improvements unless a Council member needed clarification on an item. The Council typically meets twice each term.

4. Vice Chair Nominations
   - Sally Weerts explained that there is typically a Chair and a Vice Chair. It is general understanding that the Vice Chair who is nominated will be Chair the following year. Sally Weerts then asked if there were any questions or recommendations for Vice Chair. Sally Weerts called to nominate Kathy Weglicki and asked for any other nominations/recommendations. Kathy Weglicki accepted the nomination and gave a brief history of her work at
UNF since 1989 in the Financial Aid Office, Student Life Programming and Athletics. Currently Kathy is in an Athletics/Enrollment Services position of monitoring all the NCAA rules for distributing financial aid, scholarships and other compliance issues to make sure disbursements are completed appropriately. Kathy has been on the Food Service Advisory Council for 3 years and has a big commitment to Food Services because a lot of student athletes are on meal plans that are paid for by Athletics. Kathy can bring recommendations from the students to make changes as to what the students like. Sally thanked Kathy for taking the position and hopes to bring a lot of input/comments from a wide variety of people on-campus to the table.

5. Facilities Report – Vince Smyth

- Vince informed the Council about his role as Director of Auxiliary Services on campus. One of his roles is to be the primary contact for UNF regarding third party contracts like Chartwells. He will typically report to the Council on construction and terms/changes to the Chartwells contract. With the contract, there was an adjustment made with the addition of the Student Union and Fountains to make commission payments more simplified. As for the construction there is nothing immediately planned after several years of planning and construction of the Student Union and Fountains. The Fountains has a convenience store plus a fryer, pizza oven, and grill. Ozzie’s is open from 7:00AM – 3:00AM. Some Student Union food venues were opened in May 2009. The Food Court opened in August 2009, Outtakes at the Student Union opened in May 2009. Some start-up adjustments are in progress like trying to get the right hours and also working with the equipment warranties. Chartwells is spending time dealing with contractors and subcontractors for equipment maintenance. Currently we have more food concepts than we really should given our enrollment but it is working since faculty, staff and students are eating at the facilities. One location that will change in Food Services on campus over the next 4 – 6 months is due to the renovation of the old bookstore space into a number of different units. The wall besides Sbarros will be opened to add a sitting area to compliment the outside sitting area. This area will have its own door but will open up into Sbarros essentially becoming an extension of Sbarros.

- Another item that will happen in the next 12 months is the Master Plan. There will be focus groups over the next 6 months to discuss and plan the Master Plan. Vince made it clear that if a new location for a dining hall is not included in the Master Plan it will be a failure to student needs and Food Services. Our dining hall is one of the worst facilities on-campus and Chartwells does an excellent job dealing with the facility constraints and providing our students with good food options. Sally made it clear that we were talking about the Osprey Café. First part is to get a new dining hall on the Master Plan. The second part is to find the funding for the project. Vince
asks for people to attend the Open Sessions to the Master Plan and make comments on the behalf of the Food Services Advisory Council.

- One hot item being discussed around the country is trayless dining but the Osprey Café does not lend itself well to do this from an operational basis as it usually means the individual will go to the serving area more than once causing additional congestion. To make this work we need a scatter like set-up where all the serving areas are spread out. There are different methods that a dining hall can be set-up in a much better way than the Osprey Café currently is because it is an older facility.

6. Operational Report- Dave Jordan

- The first item is not food related but some things Chartwells has done in regards to H1N1. Chartwells has installed hand sanitizers for customers in all locations. Chartwells has completed extensive associate training. If an employee or family member is showing sign(s) of the flu they are not to come into work.

- Dave continued with surveys. Fall Surveys will be coming out in the next couple of weeks to the campus. Surveys are done twice a year by an outside firm. There are several surveys: resident dining (Osprey Café), Alumni Square area, Student Union Area, and Ozzies. The survey schedule and locations will be posted on Campus and Student Updates. There will also be incentives to take the survey. The results are tabulated and usually returned by mid-late November.

- Chartwells created 100 part-time and full-time positions with the opening of the Student Union. Hours of operations are still changing at all of the facilities to make sure they are opening and closing at the right times.
  - Salsaritas – the most popular of all concepts. All food is freshly made every day and any remaining is tossed out at the end of the day.
  - Quizno’s – started off with really slow service that created really long lines. Quizno’s provided training but they did all the work so Chartwells had to bring in people from another Chartwells Quizno’s location to train our staff. It still takes a while to cook a sub but it is improving.
  - Coyote Jacks – changed the service style after 1st day. The service is much faster now and the location is becoming popular.
  - Chef Yan Can Cook – is the biggest challenge. Chartwells has tried to relaunch the menu by adding new items. Everyone seems to have a different opinion on what is best for this venue. Some think the food is
too saucy while other think there is not enough sauce. Korey noted the chicken product is an issue since they are battering the chicken fresh daily then batter falls off when placed in the sauce leaving a big chunk of chicken. Chartwells are now ordering chicken that comes in already breaded. Dave has heard a lot of comments that say the food is great. Kathy thought her vegetable tempura was quite good. There will be signs all over campus and Chartwells will be giving out samples and some kind of incentive to get people in there. Dave noted Chartwells has added some great cooks from PF Chang's. Korey mentioned that they are adding sushi to the menu. Dave says that there are some items that are really good like the crab rangoons.

- Chicken is the most popular item on campus. Dave estimates several hundreds pounds every day. Korey mentioned that Salsaritas alone is 40 pounds of chicken every day. Chartwells did walk around surveys on campus while planning for the concepts at the Student Union and people wanted a sub shop, the restaurant back, a Mexican outlet, a grill option, and Asian food.

- Because of the success of the Student Union a kitchen that originally was thought to be too big is being used to capacity. With all the convenience stores, cooks are making approx. 3,500 Outtakes sandwich and salads a week. There is a kitchen for all retail food concepts on-campus except the Boathouse.

- Main Outtakes is doing very well. Initially the store was doing the same sales as before, but now people are getting set and sales have dropped a little as people have gotten into their patterns.

- Student Union Outtakes. Chartwells has received some complaints about evening hours, but there is no pull from the Game Room. Some requests came to open early on Saturdays for coffee at Outtakes. For 3 weekends Outtakes opened at 10:00AM instead of 12 and averaged $3.50 from 10-11 and $35.00 from 11:00AM-12. Chartwells decided to open Outtakes at 11. Some people have not realized that you can get the full line of Starbucks in the Student Union Outtakes. Last year Chartwells had 2 operations open during the weekend. This year Chartwells has 4 on Saturdays and 5 on Sundays.

- Student Union Boathouse. The new Boathouse was designed to be quick service and seems to be working pretty well. You walk up to the counter to order and pay. Then you sit down and eat your food. The back room was supposed to be a served area if you wanted privacy with a 15% gratuity added. Dave estimates the room has been used only 10-12 times. Korey thinks this is mostly administration wanting a quiet area. Another opening hours challenge is up and down sales on
the weekend. Saturday lunch sales are great, but Saturday evening not so good. On the other hand Sunday evening is good.

- Because of the Student Union opening Sbarro’s sales are down to $1,500 daily but Chartwells is looking forward to the new sitting area to increase sales a little. Part of the decline certainly has to do with Sbarros being one of the only venues available last year.

- Main “Old” Outtakes sales dropped slightly, but still above $2,000 daily. Dave mentioned the old Outtakes was one of the busiest out of 1,000 all over the country

- Starbucks sales are still going very strong.

- Freshens sales down to about $1,000 daily. Dave attributed this to last year Freshens being one of the few options on-campus and now there is more variety. Freshens’s sushi sales volume is a concern.

- Osprey Café – The sales of meal plans are up from 1,010 last year to 1,042 this year. Chartwells rearranged the salad bar so now there is access from both sides.

- UNF Bistro UNF Hall – Sales dropped when the international students left from $415 a day to $265 a day with the same items being sold. Chartwells have tried everything from entrees, salad bar, and Barbeque Thursday to increase sales. The Bistro is a nice size area but not enough people to put it to full utilizations. Marci mentioned that some have diabetes and feel they can’t count on what is available there (UNF Bistro) for their needs. Some mornings they will have whole milk not skim milk, or no milk. Some mornings they have regular yogurt but not low fat yogurt. Fruits are available sometimes but not all the time. Korey noted that yogurt expires and that fruit gets old and has to be thrown out. Vince mentioned that no more staff will be moving over the UNF Hall so this semester will tell us what to make of the future. Marci observed that before the ELP students left they were ordering sandwiches for a regular breakfast. Dave mentioned they have tried a full breakfast line up and it was not successful. Korey reiterated that when there are only 6 – 8 people it is not something you can prepare food for. Part of it also has to do with working individuals not having the money to eat out every day.

- Dave – Chartwells has just finished a survey and found two reasons why people didn’t buy at UNF Bistro; too expensive and need for variety. Dorothea mentioned there is also a long wait. Dave mentioned to have workers out there all day for $200 in sales is too much of a cost. Sally brought up an idea like filling a taco cart and bringing it
over. Dave said they had talked about doing something like that before. Dave mentioned Chartwells have run a Bar-B-Que on Thursdays for the past few weeks. Last week, 13 people bought and it takes at least 3 people to run the venue. Kathy brought up how some of the people she works with say it is just easier to go off campus to the Town Center. Dave noted people can also come to the core of campus and have many choices. Kathy noted that being forced to have the cheaper decal makes parking on campus not an option and taking the shuttle uses approx. 30 minutes to get to the main portion of campus. That is a lot of time when some departments have to clock-in and out for their lunch hour. Some people go to the Town Center for faster and cheaper food options. Marci stated the closest she and her car pool group can come to going on campus is riding over to the Harvest Moon Café in Bldg. 43 since it doesn’t cost to park there and take their lunch back to the office. Sally brought up an idea of calling in off a menu like room service but not as drastic. The food could be delivered three times a day.

- Ozzies at the Fountains has been very successful and hours will be extending on weekends until 3am. Korey mentioned sales typically don’t stop until 2am. Frozen food items are the top sellers. Grill items are approx. 20% of sales which is what Chartwells originally estimated.

- Catering is down. This year Chartwells had a showcase with about 100 guests seeing different catering items including backyard barbeque items, food court items, Starbucks, and no frills.

Sally ended the meeting and asked Dave to take them on the tour of the Food Service locations at the Student Union. She asked if mid November would be a good time to meet again at the same time for the second meeting.

The meeting was adjourned at 2:29 p.m. Recorded by Sabrina Foust.