

Fleming College  
Foodservice Advisory Committee

Frost Campus, November 6, 2013

## Meeting Notes

In Attendance:

Mark Murdoch, Foodservices, Pierre Overvelde, ARAMARK, Barb Gallant, ARAMARK, Travis Doak, Housing, Tania Clerac, Sustainability, Jenna Stephens, FSA

1. Wendy Blackman has joined the committee, but was not able to attend this month. A new membership roster will be posted to the foodservices web site.
2. Pierre Overvelde discussed a number of follow up items from the last meeting. Notes attached.
3. Aramark reported that sales up are about 5% system wide, year over year, with sales increases at every campus. Residence Marketplace saw a 13% sales increase, SA, 10% while SAC was flat.
4. Aramark demonstrated how promotions are planned, tracked and reported on. The November marketing calendar was reviewed. Highlights for December and January were discussed.
5. A plan to re-launch the web-site in January was discussed. The College indicated that this was very disappointing as it should have been launched over a year ago. Can the schedule be accelerated?
6. The operating hours for the Holiday closure were reviewed. There is still a little more work to do on these, such as confirming the final pub nights. The current schedule is attached, subject to change as information is finalized. Attached.
7. Comments and discussion:
  - a. Longer night time hours are required with a hot meal option. Aramark has extended hours in the Kawartha Grille.
  - b. The Get the Good Stuff promo, where customers collect stamps, was not well understood by the staff. The red stamp does not show up on the red background. More staff training required.
  - c. The staff member making Westerns was a little overwhelmed. It was her first day on this station. Training is on-going.
  - d. A greater variety/rotation of sandwiches is required at Panini, for example more interesting or exotic flavour combinations. One will be adopted for January.
8. The focus for the year ahead will be on driving participation thorough satisfaction.
9. Next meeting – TBD

FSAC Meeting notes and action plan		
November 5 and 6 2013		
Concern	Action Plan	Completion
<b>Frost</b>		
Need to review the GTGS frequency card. Some of the staff are not familiar with the	Manager will do some in service training with the cashiers	Done
program. Also need a different colour stamp	and the staff that cover breaks.	
Training on the western sandwich needs to occur with some of the new staff	Manager will do some coaching with the new staff	Done
	members	
Need to bring awareness to the Marketing Calendar	SA will promote the calendar through their groups.	Nov 12 2013
	Need to give SA one 22x28 Calendar and a few smaller	
	calendars to post around their locations	



## Proposed Holiday Hours of Operation

### Brealey Eats

**Dec 16-Jan 6**



Monday to Friday  
Saturday Dec 21  
Mon January 6th

10:30am-1:30pm  
Closed  
Reopen 8:00am-3:30pm

### Tim Hortons



Monday to Friday  
Saturday Dec 21  
Mon Jan 6<sup>th</sup>

8:00am-3:30pm  
Closed  
Reopen 7:00am-4:30pm

### Breaktime



Thurs and Fri Dec 19 & 20<sup>th</sup>  
Mon Dec 23<sup>rd</sup>  
Tues Dec 24<sup>th</sup>  
Mon Jan 2<sup>nd</sup> & 3<sup>rd</sup>

Closed  
8:00am-3:30pm  
8:00am-12:30pm  
8:00am-3:00pm

### Steele Centre



Saturday Dec 14<sup>th</sup>  
Mon Jan 6th

Closed  
Reopen 10:00am

### Marketplace



Saturday Dec 14<sup>th</sup>  
Sun Jan 5th

Closed  
Reopen 12:00-9:00pm



[www.foodatfleming.ca](http://www.foodatfleming.ca)