Fleming College

Foodservice Advisory Committee

Frost Campus, Boardroom 252, November 9

Meeting Notes

In Attendance:

Mark Murdoch, Foodservices, Linda Humphries, Purchasing, John Kerr, ARAMARK, Patti Gowing, ARAMARK, Vanessa Gartner, Student at large, Marlene Hull, Residence, Rob Marsh, Residence, Steve Mattar, SA, Matt Crigger, SA, Sara Kelly, FSCI, Shantal Ingram, FSCI.

1. Introductions were made and everyone was welcomed and thanked for their participation and support.
2. Our shared values were reviewed. Building upon a process that was started in late 2009, the College, Residences and the two student governments, a program of redevelopment was undertaken. The goals of the Foodservice Strategy were to create contiguous spaces for social interaction, more seamlessly blending the College spaces with the SA/SAC spaces. This has been largely successful as the program has improved, participation rates have climbed and First Year Key Performance Indicators have improved form bottom quartile to top quartile in a single year. The goal of the Food Service Advisory Committee is to provide guidance to the College and ARAMARK in the continuous improvement of the foodservice program.
3. The Terms of Reference were reviewed. The Values entrenched in the Food Service Strategy will be added to the Terms of Reference. The Terms of Reference, along with meeting notes, will be posted to some location on the web. Julien Feyen will assist with this.
4. Meetings are open to the campus community.
5. A notice of the next meeting will be posted to the entire community to provide awareness of the committee’s role.
6. Meeting frequency will normally be twice per semester. An adhoc meeting may be called if required.
7. Normally, all communication will be by e-mail. The notes from the meeting will be distributed to a) the membership of both committees and b) an established distribution list, and c) anyone who attended the meeting and provided contact info. If information has to be passed to/from another level, the person representing that area will be responsible for that information being passed along. For example, if the SA Board needs the information, the representative from SA will be responsible to forward the information to the SA Board. A report or question from the SA Board will flow through the SA rep on FSAC.
8. Holiday hours for all foodservice locations were reviewed. These will be posted no later than November 23. Copies attached.
9. The change of hours for Breaktime was reviewed. The building population, after 6 pm does not support having both Breaktime and Tim Hortons open after 6 pm so the decision was made, by the College, to close Breaktime at 6:00 pm effective November 5. A notice of the change in hours was posted on October 29.
10. The STARS (Sustainability Tracking and Reporting) process was discussed. The College is seeking Bronze Level certification. A more comprehensive discussion of the STARS program will be delivered at the next meeting.
11. Other items:
    1. A number of sustainability issues were discussed:
       1. All stations should default to china with paper/disposable being the second choice. ARAMARK has repositioned the china service pieces forward of the disposable items and will instruct staff to default to china unless asked to provide disposables.
       2. Coffee cards will be reintroduced, but will only be stamped for purchases in reusable mugs.
       3. Can fettuccini noodles be used instead of stir sticks? ARAMARK to investigate.
       4. ARAMARK confirmed that there is a discount when using your own mug for coffee or tea. Can this program be expanded to include cold drinks?
    2. The $5.00 lunch special has been expanded to include choice of fries or salad. The entrée portion of the $5.00 special will be made available a-la-carte.
    3. Can we have paper wrapped straws or a straw dispenser for sanitary reasons?
    4. Please pre-separate the pizza slices so that people don’t touch them.
    5. People love the front line staff. They do a great job. Kat does a wonderful job with the salad bar, using her own recipes.
    6. Any sampling at Frost should take place in Discovery Trail or Auk’s Lodge.
    7. Where is the Sushi and the Miso Sushi Bar?
    8. There is a need for improved marketing and communications. At Frost direct contact (in your face) may work best.
    9. The salad bar is now open until 2:30. Staff has been added for the rush at 1:50 to 2:10. No staff will be on break during that period.
    10. The fresh food program will be expanded at Kawartha Grille to include salads, pitas, sandwiches and limited time offers.
    11. The two most common comments in a recent collection of feedback were that food was too expensive and the portions were too small.
    12. ARAMARK will be hosting a Classic Fare catering showcase November 21 at Brealey and November 28 at Frost. An invitation was sent to all faculty and staff. FSAC members are encouraged to attend.
    13. ARAMARK will be conducting a Sustainability Forum on December 4 and 5 with a series of displays and educational information.
    14. Customers want trays as carrying multiple items, especially heavy china dishes, is very difficult without them. ARAMARK has trays in storage and will put them out for use.
12. Early in the New Year, all groups will have to make a concerted effort to support the First Year Key Performance Indicator survey.
13. Next Meeting – January Date and Location TBD.



***Food Services***

***Christmas Holiday Hours of Operation December 15, 2012-January 7, 2013***

***McRae Campus***

Monday to Friday 7:45am – 1:45pm

Closing Friday December 15

Opening Monday January 7

***Brealey Campus***

**Brealey Eats** Monday to Friday – 8:00am – 1:30pm

Closing Friday December 21 at 1:30pm

Open January 7

**Tim Hortons** Monday to Thursday- 8:00am to 3:30pm

Friday – Closed at 3pm

Opening January 2, Mon-Fri 8:00-3:30

**Breaktime** Monday to Thursday- 7:30am to 3:30pm

Friday December 15 – closed

Open January 7, 2013

**Residence Marketplace** Closed Friday December 14 at 9:00 pm

Open Sunday January 6, 2013, 11:30am

**The Steele Centre** Closed

Opening January 7, 2013

***Frost Campus***

**Origin Cafe** Monday to Friday - 7:00am to 3:30pm

Closing Friday December 21 at 1:30pm

Opening January, 2 2013 8-1:30

Regular Hours Jan 7

**Kawartha Grille** Closing Friday December 14 at 4:30

Open January 7, 2013

***Haliburton***

Monday to Friday - 8:30am to 2:00pm

Closing Friday December 15

Opening Monday January 7