Fleming College Foodservice Advisory Committee

Brealey Campus, September 23, 2013

Meeting Notes

In Attendance:

Mark Murdoch, Foodservices, Linda Humphries, Purchasing, Pierre Overvelde, ARAMARK, Julien Feyen, Staff, Amanda Gray, International Student Services, Travis Doak, Housing, Angela Pind, Faculty, Chris Smith, SAC, Jennifer Wight, SAC

- 1. Members of the Committee introduced themselves.
- 2. Patti Gowing has left ARAMARK and the Fleming community. Barb Gallant is the new manager at the Frost Campus.
- 3. The membership of the committee was reviewed. A couple of spots remain vacant. The areas identified on the membership list are responsible for finding people to fill these rolls.
- 4. Pierre reviewed the changes made to the center station at Brealey, now called Bene (formerly Miso), with a made to order pasta, stir fry and fajita concept. Pan Geos at Brealey has added "Street Eats" items to the menu rotation. Urban Pita at Frost has been updated as "Panini" with a variety of grilled sandwiches offered daily. These can be accompanied with soup or salad.
- 5. The operating hours for week 8 (fall reading break) were discussed and approved. Attached.
- 6. Items from the last meeting, May 22, 2013
 - a. The soup nutritional information is posted on a flip chart. One flip chart should be available for each soup pot, so that customers do not need to find the info.
 - b. The weekly menu should be posted in the staff lounge. This item has been brought up numerous times with spotty follow up.
 - c. Rice has been replaced with Uncle Bens.
- 7. The web site was reviewed to demonstrate the new look and improved content.
 - a. The web site should be designed to require less scrolling.
 - b. It needs to work well on mobile devises (smart phones)
 - c. The photos need to be realistic.
 - d. The pages are not intuitive and somewhat hard to navigate.
 - e. All web sites must be AODA compliant for January 1, 2014.
- 8. Comments and discussion:
 - a. At Bene some of the pairing of items is a little off, for example Garlic Bread with Tacos. At Pan Geo you can get Perogies with fries. Pierre will review with Aaron.
 - b. The side salad that is available with the daily specials is quite inconsistent in both size and make up, sometimes just lettuce.

- c. More students have classes 4 to 7 pm than was the previous experience. A review of the evening building population is required to determine if evening hours are warranted.
- d. The Breaktime menu needs to have directed marketing to the evening classrooms. Coupons will work well and will help gauge response. Contact Sandy Ellis for assistance.
- e. Some of the nutritional information has errors, for example the Chicken Noodle Soup had a VERY high calorie count.
- f. If the spring the committee was told that there would be nutritional information for the salad bar. The program that has been delivered falls far short of expectation. Pierre will get it fixed ASAP.
- g. The size of vegetables on the salad bar is too large.
- h. Please add cheese to the salad bar.
- i. Larger tongs are needed at the salad bar as the current ones fall into the bowls.
- j. The Double Decker Grilled Cheese has too much bread. Give the customer the option to delete one of the bread slices. Make bacon available.
- k. Positive feedback regarding Extreme Pita.
- I. Pierre discussed the Get the Good Stuff program.
- m. Stations should have station specific "health food" indicators or logos to make it easier for customers to make better choices.
- n. The sandwiches that are prepared off-site are very expensive. Could the cost be reduced if these were made on-site. Pierre responded that ther off-site preparation ensures consistency and that on-site preparation would not lower the retail price.
- o. There is a challenge with the value proposition of a few items. For example, a yogurt with berries is \$1.99 at Tim Hortons and \$3.29 at Breaktime. Pierre responded that the yogurt at Breaktime was much larger. Some method of displaying or demonstrating the value proposition better would be helpful.
- p. On Oct 3 ARAMARK dieticians will be on campus to demonstrate the Get the Good Stuff program. A display will be set up in the foyer. Samples and prizes.
- q. Lines continue to be a challenge at Extreme Pita. They often overlap the Steele Centre entrance.
- r. Pierre will trial pre-cooking chicken and veg to speed up service times.
- s. The roll price at Bene seems guite high, \$2.49.
- t. All items must be available on an al-la-carte basis with these prices also provided to customers.
- u. People appreciate the sample plates that are set out.
- v. The LCD advertising has improved.
- 9. The focus for the year ahead will be on driving participation thorough satisfaction.
- 10. Next meeting October 22, 2013, Lunch at 12:00 Meeting at 1:00 until 2:30.

Follow up from Lunch at Brealey Eats:

Respondent A:

What:

- Pan Geos - chicken caesar salad

Why:

- chose that item as everyone else was having pasta so wanted another item to be able to review

Value Perception:

- Very good value for money - a large portion, filling, somewhat healthy, whole plate of salad also came with a roll, drink and fries (although I declined the fries as I had enough food already)

Other Comments:

- Web site called it a Chicken Caesar Bar, was not sure what that was if it was a wrap bar or salad- turned out to be a salad
- Signage did not say it came with a Roll included but it did
- Signage also said the salad came with fries or a salad I don't think the fries are even needed at that price point, and a side salad paired with a main salad is redundant
- Service by Aron was excellent
- Salad came with cheddar cheese, no parmesan which is unusual for a caesar; perhaps a choice would be good
- A choice of low fat or regular dressing would be good rather than just one default
- No signage indicating nutrition, calories, gluten free etc. at the station or on the web site

Respondent B:

What:

I had the Bene station – penne in Alfredo sauce with chicken and mushrooms.

Why:

I hadn't had a chance to try this before and wanted to try something new.

Value:

I didn't find this to be of value. When looking at the cost and the price, I'm not sure that I would order it again. I found the sauce to be a bit tasteless, seemed to be missing salt or garlic. The bun was okay, but I found that all the spices were concentrated in one area and the middle was a bit doughy. The pasta was filling but I wouldn't say I was satisfied.

Temperature:

The temperature was good on the chicken mushrooms and sauce but I found the noodles to be a bit cool. I don't think that they are in the pan long enough to get hot. I would have preferred to wait a couple of more minute for the pasta to warm up.

General Comments:

- 1. New chef at station was excellent.
- 2. Pans need to be cleaned better between orders I have a food allergy and was aware that they were being rinsed out with water but not washed. It might be an idea to have multiple pans so that they can be washed more frequently.
- 3. Need to watch what's going into orders I ordered mushrooms and chicken but got a couple of pieces of tomato and green pepper may go back to the need for better cleaning of pans.

Respondent C:

- what you had, Penne Pasta with Chicken and Rose' sauce
- Why you picked that item, Had never tried the pasta bar previously
- your sense of value (had you paid), Value was pretty good- large portion, (although I am not sure that students would be prepared to pay \$12 for lunch and this is not available at dinner)
- the taste of the food, **Taste was fairly good**, **had to get parmesan** from salad bar
- Food temperature Pasta was prepared in Wok with cold sauce, which
 was not warmed adequately. Pasta was cooked to appropriate
 tenderness although it was not heated through. Asiago roll was not
 cooked through, doughy texture in middle.
- Any general comments or feedback This option was advertised as a "Build your own" pasta bar although the choices of contents were very limited. (Beef/Chicken, Peppers(green & red mixed) Mushrooms) Sauce choice offered as "red or white"

Service was good, as we did not have to line up to pay, this usually slows things up significantly.

Signage at entry to Brealey Eats should clearly indicate left or right depending on food choice ie. Grab and Go (right) Grill (left) etc.

Respondent D:

- 1. Service by Joe was very good at the Bene Bar.
- 2. Signage did show the mushrooms were local but no other items were identified
- 3. Only one kind of pasta served no whole wheat
- 4. The work station appeared clean and organized
- 5. The sauce was not hot enough
- 6. The pasta was not hot enough
- 7. My meal with a pop would have been just over \$12 dollars. This is a little high for what was received.



Reading Week Hours of Operation Monday Oct. 21 – Sunday Oct. 27

Brealey Eats

CLOSED

Located Sutherland Campus

Tim Hortons

Monday to Friday - 8:00am to

3:30pm

Located Sutherland campus

Breaktime

CLOSED

Located in Sutherland Campus

Market Place

Friday Noon to 6:00pm Located building 2 Residence Opening at 11:30am

Oct. 27th

Sutherland campus

The Steele Centre CLOSED

Located in Sutherland Campus

Origin Cafe Monday to Friday -

8:00am to 3:30pm

Located Frost Campus

Kawartha Grille CLOSED

Located Frost campus

Monday to Friday 7:45am -McRae

1:45pm

Haliburton Monday to Friday - 8:30am to

1:30pm

Haliburton campus