

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 devices (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.

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**

Located Sutherland Campus

CLOSED

### **Tim Hortons**

3:30pm

Located Sutherland campus

Monday to Friday - 8:00am to

### **Breaktime**

Located in Sutherland Campus

CLOSED

### **Market Place**

Located building 2 Residence  
Oct. 27th  
Sutherland campus

Friday Noon to 6:00pm  
Opening at 11:30am

### **The Steele Centre**

Located in Sutherland Campus

CLOSED

### **Origin Cafe**

8:00am to 3:30pm

Located Frost Campus

Monday to Friday -

### **Kawartha Grille**

Located Frost campus

CLOSED

### **McRae**

1:45pm

Monday to Friday 7:45am –

### **Haliburton**

1:30pm

Haliburton campus

Monday to Friday - 8:30am to