

Fleming College  
Foodservice Advisory Committee

Frost Campus, September 24, 2013

## Meeting Notes

### In Attendance:

Mark Murdoch, Foodservices, Linda Humphries, Purchasing, Pierre Overvelde, ARAMARK, Barb Gallant, ARAMARK, Rob Arkell, Sustainability Office, Travis Doak, Housing, Tania Clerac, Sustainability Coordinator, Mike Cox, FSA, Jenna Stephens, FSA, Megan Stevenson, FSA

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. The LCD menu boards are not working.
  - b. There are significant HR issues related to staff motivation and morale. Behavior is inconsistent. Staff seems imposed upon when

- c. Staff are not defaulting to china dishes. A greater effort must be made to ensure china is always the first option.
  - i. To support this initiative:
    - 1. More collection bins around campus
    - 2. Coordination with GDI for collection and return to café
    - Better advertising of the discount for bringing your own mug
    - 3. Mug Shot Mondays – with prizes
    - 4. Return the Buy 10 Meals Get One Free deal.
- d. More students have classes 4 to 7 pm than was the previous experience. The current 3:30 closing time may be too early. Hours need to be consistent at the Kawartha Grille. A review of the evening building population is required to determine if evening hours are warranted. It was noted that the Library closes earlier this year.
- 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. On Oct 4 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.
- h. Need more vegetarian option and better separation of vegetarian utensils and serving pieces.
  - i. Vegetarian sandwiches will be available by Monday Sept 30.
  - ii. Will explore “Meatless Monday”
  - iii. Great use of seeds, nuts an beans
- i. In March there will be a Frost 5K Charity run.
- j. The Panini is less filling than the pita was. The ½ sandwich soup and full sandwich soup deal should be able to have a salad substitute.
- k. Kawartha Grille should have sandwiches, salads, wraps and a dinner special available.
- l. Auk’s Lodge has new hours; daily 12 until 9, and pub night on Thursdays.
- m. Local food items need to be better advertised.
- n. Salad bar needs bowls too, not just plates.
- o. Breakfast items are too greasy.
  - i. By September 30 a fruit, yogurt, granola and cottage cheese program will be available in the morning.

e focus for the year ahead will be on driving participation thorough tisfaction.

xt meeting –           October 23, 2013,  
                              Lunch at 12:00  
                              Meeting at 1:00 until 2:30.

10. Next meeting – October 23, 2013,  
Lunch at 12:00  
Meeting at 1:00 until 2:30.

Follow up from Lunch at Origin Café, Frost:

Respondent A:

What:

- Panini and salad combo at Panini station

Why:

- Wanted to try it as a new station, was the only sandwich option that I saw, however it was all white bread that was offered which was a negative

Value:

- Web site and signage advertised a " ½ Panini" and a salad combo for \$5.99. There is no mention as to how much a "full Panini" and salad combo costs so I don't know how much it is or if it's good value or not.
- Sandwich was good, hot, quality was good
- An offering of different types of mustards would have been nice, no mustard was offered at all
- Salad was good as a side salad but too much dressing was put on it
- No offering of low fat dressings

Service:

- Service was not the friendliest, no greeting, she seemed to be overwhelmed, but seemed better and more friendly near the end, speed of service was fine

Other Comments:

- No choice of whole wheat, all bread is white bread
- No gluten free offering or advertising
- No sign of any local ingredients being used in any station in Origin area
- No sign advertising healthy options
- The lady behind the Panini station had to recite the 4 salad dressing names each time to each customer, that could be resolved by putting labels beside each bottle or on each bottle so customers could hopefully read them themselves
- Overall Origin area was confusing as to what was being served where compared to what I saw on the web site
- A clearly identifiable board with "today's specials" on it would be helpful
- Pan geos station has no real identity and the digital sign overhead only had "Facebook" static page displayed on it

Respondent B:

1. Service by staff member was OK at Panini Station
2. Serving of small salad as a good healthy size
3. Server put a lot of salad dressing on the salad – knowing this now I would ask for about a 1/3 of what they normally put on it.
4. There was no bread options for the Panini – whole wheat should be an option

5. I tried a small portion of the bean salad that the SA member was talking about in our meeting and it was very good.
6. It does seem confusing in the food area when there is a medium crowd – I would not call the number of people present when I was there as really crowded. I know this can be an issue at Brealey to but it seems options are limited with the design of the space we have.

Respondent C:

- I had the stir fry.
- I picked this as it was a favourite with the past food service supplier.
- The value is costly for what you receive. However, if I were to have the same food choice in a regular restaurant (and I would have had to leave the building and travel for it), I believe it would have cost more.
- The stir fry was very fresh, and tasty.
- The food straight from the skillet to my plate, so it was appropriately hot.
- I enjoyed my meal. The other choices certainly could be revised to include some of the ideas we discussed, such as gluten free, rye or whole wheat bun choices, etc. Overall, an improvement over our services prior to the renovations and new food service provider.

Respondent D:

- what you had: Panini/Beef & Cheddar with garden salad
- why you picked that item: New food station at frost - curious
- your sense of value (had you paid): Lunch was filling – decent value for the price
- the taste of the food: ok – could have been a bit more flavourful
- Food temperature - good
- Any general comments or feedback – good selection of Panini's to choose from



## ***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  
Sutherland campus

Friday Noon to 6:00pm

Opening at 11:30am Oct. 27th

### **The Steele Centre**

Located in Sutherland Campus

CLOSED

### **Origin Cafe**

3:30pm

Located Frost Campus

Monday to Friday - 8:00am to

### **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