

**Food Service Advisory Committee
Auxiliary Services**

Date: September 22, 2017

Location: Moody Towers Dining Commons, Conference Room

Time: 12 p.m.-2 p.m.

Attendees

Voting Members: Lisa Martin, Matthew Castillo, Aspen Shariff-Bey, Christopher Caldwell, Jordyn Chaffold, Zeel Vora, and Adrian Hernandez

Non-voting Members: Neil Hart, Keith Kowalka, Eve Esch, Maria Honey, Richard Zagrzecki, Rosie Ashley, Matt Prasifka, Christina Martinez, David Riddle, Abel Valencia, Lauren Ross, Alex Brugger, and Jonathan Mack

Meeting Minutes

I. Welcome

II. Introductions

III. Department & Committee Overview

- a. Overview of committee by-laws and committee expectations were shared with the committee.

IV. Election of Chair

- a. Christopher Caldwell and Jordyn Chaffold nominated for Chair.
- b. Both candidates shared their experience and qualifications for the position.
- c. Committee voted and Christopher Caldwell selected for 2017/2018 FSAC Chair.

V. Election of Vice Chair

- a. Jordyn Chaffold and Aspen Shariff-Bey nominated for Vice Chair.
- b. Both candidates shared their experience and qualifications for the position.
- c. Committee voted and Jordyn Chaffold selected for 2017/2018 FSAC Vice Chair

VI. At-Large Committee Appointments

- a. 2 at-large residential students positions and 1 general at-large student (commuter) position is available
- b. Finalists will be invited to next meeting.

VII. Chartwells Updates

- a. New in Dining: 24/7 Dining at Moody Towers, 135 additional services hours, and longer food truck hours.
- b. New in Retail: Red Combo (meal exchange), Chick-fil-A now serving breakfast, Drexler's BBQ and Markets.
- c. Temporary food truck near Architecture building while Student Center Satellite is under repair.
- d. New Technology: Dine on Campus Mobile App, Boost Mobile Ordering, Rockbot at Moody Towers Dining Commons, Grill Order Kiosks, and Nutrition Kiosks.
- e. Boost: 400+ app download to date

- f. Feedback: Happy or Not-93% positive rating, Chatback-729 texts to date
- g. Upcoming: Market at Law School, Chick-fil-A brand renovations and 2400 sq ft dining concept in parking garage 5
- h. Sustainability: Dining has committed to being zero waste to landfill by 2020 at Moody and Cougar Woods
- i. Harvey Ride-Out Team: 42+ dining associates lived temporarily on campus to serve guests and 150+ student volunteers helped the dining staff get some rest

VIII. Fall Town Discussion

- a. The Chair suggested to partner with SGA for the town hall
- b. A town hall during lunch and in the evening around 7 p.m. on a Tuesday or Thursday in later October/early November were suggested.
- c. The Chair will bring some potential dates to the next meeting to discuss
- d. Marketing should target Faculty Senate, SGA, and meal plan holders.

IX. Member Items

- a. Committee agreed that concept for Parking Garage 5 should be something similar to Panera or Au Bon Pain.
- b. Committee member brought up that there is no bread offered in the c-stores. Easy fix and Chartwells will address.
- c. Committee member asked what improvements have been made to catering since Chartwells started.
 - i. Chartwells has hired a full time sales manager and an executive chef
- d. Committee member has a concerns about late night staff
 - i. Chartwells' new district chef will be working and training with late night staff to elevate their service.
- e. Committee member overheard a student complain about no pricing in the c-stores.
 - i. Issue is related to outdate POS system
 - ii. A bid is out for a new POS system that should be implemented over the summer
- f. Committee member asked about the food truck process
 - i. Chartwells explained that the current rotation is full
- g. Chair notified committee that he will be brining guests to the committee meetings.
 - i. Committee meetings are proposed to be closed to the public so only invited guests are able to attend.
- h. Committee member concerned that Chick-fil-A stops cooking at 30 minutes before close.
 - i. This should not be happening and Chartwells will address
- i. Committee members said there are no hot water and tea bags available in the c-stores.
 - i. Easy fix and Chartwells will address.

X. Adjourn

- a. Meeting adjourned at 1:59 p.m.

XI. Next Meeting

October 6, 2017

Moody Towers Dining Commons

Noon-2 p.m.