

Food Service Advisory Committee

Auxiliary Services

Date: Friday, October 6, 2017

Location: Auxiliary Services Conference Room (University Lofts R103)

Time: 12:00pm – 2:00p

Attendees:

Voting Members: Chris Caldwell, Jordyn Chaffold, Lisa Martin, Swati Basu, Matthew Castillo, Zhanna Vanderschoot, Aspen Shariff-Bey, Adrian Hernandez, and Dean Suchy

Non-voting Members: Emily Messa, Eve Esch, Richard Zagrzecki, Rosie Ashley, Matt Prasifka, Christina Martinez, Karla Acosta, David Riddle, Abel Valencia, and Chris McDonald

Meeting Minutes

I. Welcome

II. Department and Committee Overview.

- a. Overview of committee purpose and member expectations were shared with the committee.
 - i. Attendance will be taken during each meeting.
 - ii. Members who are unable to attend or are planning to be absent for a scheduled FSAC meeting are required to notify Christopher Caldwell, Rosie Ashley, or Matt Prasifka in advance.
 1. Members are asked to refrain from sending someone to attend meetings in their place during absences.
 - iii. FSAC's purpose is to make recommendations to the Vice President of Administration as well as Chartwells management for food services on campus.

III. Google Form

- a. A Google form will be sent by Chair, Christopher Caldwell, to committee members the Sunday prior to every scheduled FSAC meeting.
 - i. This form will allow members to express specific concerns regarding dining services that they would like to discuss/address during the FSAC meeting.
 - ii. The form will allow Chartwells to adequately prepare for FSAC meeting.
 - iii. The form will also document discussion points that can be used during year-end-reports.
 - iv. Members are still encouraged to reach out directly to the Chartwells team for any immediate or imminent concern at any of the dining services locations on campus.

IV. Chartwells Updates

- a. Chartwells team address concerns that were brought to the table at the previous FSAC meeting on September 22 2017.
 - i. Hot tea options have been added to Market Stores.
 - ii. Pricing labels are now on shelves.

- b. Chartwells team also addressed that pricing at the market store are based on price comparable locations within a close proximity to campus. The two locations are: the Shell Gas Station and Walgreens on Old Spanish Trail.
 - i. The determining factor in choosing these two locations are similarity in size, footprint and proximity.
- c. Chik-fil-A staff members have now been notified to continue cooking until closing.
- d. The food truck rotation is still full for the semester, but Chartwells is keeping diversity of food offering in mind when reviewing applications for future food truck vendors on campus.
- e. Chartwells shared promotions and promotional advertising that will be featured for the month of October.
- f. Chartwells updated committee members on the success of the Farmer's Market that was launched on September 27 as well as future dates for the next four Farmer's Market events.
- g. Chartwells updated committee members on the success of the Boost Mobile App soft launch. As of September 25 the mobile app was downloaded 900+ times, used for 600+ transactions and generated approximately \$4,500 in sales.
- h. Chartwells updated committee members on Rockbot participation on Moody and Cougar Woods.
- i. Chartwells shared different channels to offer feedback to dining services on campus including:
 - i. "Happy or Not" program at the entrance/exits of both dining commons.
 - 1. The "Nots" occur during busy peak periods and the dining team consistently reviews feedback by the hour in order to find ways to improve service.
 - ii. Text Us Back Feedback for Moody, Cougar Woods, and Retail Dining.
 - iii. Dining email address: uhdining@uh.edu
 - iv. Feedback form on the UH Dining Services website.

V. Food Safety Updates:

- a. Karla Acosta and Christina Martinez explained the scope of Food Safety Services on campus.
 - i. Inspections are not limited to food establishments but are also necessary and required for campus special events such as bake sales, TDECU stadium events, Frontier Fiesta, etc.
- b. Members were informed as to the process of Food Safety Inspections.
 - i. A routine inspection the first initial inspection that food safety specialists do at a food establishment. A report is sent to the establishment's staff and management team after inspection detailing compliance violations at the location.
 - ii. Dining staff and management have approximately two weeks to correct any violations listed on the routine inspection report.
 - iii. Food safety specialists return to the food establishment after two weeks to conduct a compliance inspection.
- c. Safety Inspection Frequency.

- i. The frequency of inspections are based on each establishment's risk assessment that takes into account foot traffic, past sanitation and food safety issues, type(s) of food items served, etc.
 - 1. Some locations on campus such as Moody Dining Commons which serves a variety of hot and cold food options 24 hours a day will get inspected more frequently than a Market Store which offers pre-packaged food items.
 - 2. Each food establishment on campus must be inspected at least once a semester.
 - 3. Inspections are random and unannounced in order to capture a realistic assessment of food service operations.
 - 4. Establishments that score below a 90 during routine inspections are inspected again for compliance.
- d. Inspection Updates
 - i. Market Stores:
 - 1. Cougar Woods Market Store: Initially scored an 89 but are now at a 96.
 - 2. Cougar Village Market Store: 89 after second round of inspections.
 - 3. Student Center Market Store: 84 with minor things that need to be addressed/corrected.
 - 4. ERP Market Store: 98.
 - 5. Stadium Market Store: 93
 - 6. Radicle Juice: 100
 - ii. Cougar Woods Dining
 - 1. Cougar Woods dining had an inspection score of 64 due to several maintenance issues that need to be corrected. After further investigation, the food safety specialists found that work orders have been submitted for these issues.
- e. The food safety specialists explained the process of scoring and taking off points for non-compliance issues during inspections. The specialists do set priority items that are required to be corrected on site during the inspection. If corrected on site, points are still marked off for the items for documentation purposes.
- f. Work Orders
 - i. Maintenance issues related to dining services are communicated to the auxiliary services team who then process the request to UH facilities.
 - ii. Auxiliary services team will work on getting these requests processed and resolved in a timelier manner moving forward.

VI. Town Hall

- a. Committee members have decided on the following date, times, and locations for the fall 2017 Town Hall.
 - i. Date: October 24, 2017
 - ii. Time and location (Session 1): 1:00pm – 2:30pm (Student Center Space City Room)
 - iii. Time and location (Session 2): 5:30pm – 7:00pm (Student Center Impact Room).
 - iv. **Action Item:** auxiliary services team will send formal reservation request to student centers to book both rooms.
- b. **Town Hall Structure**

- i. It was discussed that Chartwells will do a presentation at the beginning of the session which will be followed by an open Q&A session.
 - ii. The Chair also mentioned possibly inviting representatives from Canteen and Coca-Cola so that attendees are able to ask questions or provide feedback regarding vending services on campus.
- c. Committee members discussed the option to livestream one of the Town Hall sessions.
- d. Members discussed options to advertise and market the Town Hall to the greater UH Community in order to drive participation *and* engagement.
 - i. **Action Item:** Chartwells will submit a banner ad in order to promote event on My Access UH.
 - ii. Possible participation/attendance incentives:
 - 1. SWAG/Promotional Items
 - 2. Food

VII. National Brand Pricing.

- a. Chair announced that they are looking for recommendations on when to implement price changes to the retail brands on campus and members discussed options of when to implement changes.
- b. It was decided, by majority vote, that the changes will be implemented after the winter holiday break.
- c. **Action Item:** The national brand pricing spread sheet will be shared to committee members.

VIII. At Large Residential Candidates

- a. Four at-large residential candidates took turns sharing their experience and qualifications for the position.
- b. It was decided, by majority vote, that the two at-large residential FSAC representatives will be:
 - i. Deven Narajan and Crystal Solis-Saucedo

IX. Member Items

- a. Jarrell Johnson shared his experience in organizing the student volunteer efforts at the dining commons during Hurricane Harvey.

X. Financial Performance

- a. Rosie went over the financial performance from the previous fiscal year for both dining and vending services and the factors that impacted the financial performance for last year including but not limited to close out costs from the Aramark – Chartwells transition.
- b. A committee member asked what is the typical profit expected of dining/auxiliary services.
- c. Dr. Messa explained that at the very least, auxiliary services is required to break-even.

XI. Next Meeting

- a. November 3, 2017
- b. Location: TBD