



Food Service Committee Minutes of Meeting

Date: Wednesday, January 9th, 2013 – 12pm
Room: DV3129
Attendees: A. De Vito, C. Graham, J. Liao, A. Maughn, B. McFadden, C. Thompson, G. Guo, P. Desrochers, V. Kanelis, D. Ball, A. de Lorenzis
Regrets: M. Cowan

1. **ADMINISTRATIVE REPORT**

The Administrative Report included:

- Update on Planned Future Developments
- Revisions to the TFC
- Budget Update

Planned Future Development

- Kaneff Building expansion
 - Project committee meetings began January 9, 2013
 - Building is scheduled for completion -fall 2014
- North Building
 - Construction is proceeding on schedule – very quickly
 - will also be completed by fall 2014

Pending Updates

Self-Serve Tim Hortons

- Currently working on improving the speed of service at the Meeting Place Tim Hortons. The Tims Card tender device will be converted from a telephone line to a data line. This will reduce the processing times of transactions.

Full Service Tim Hortons

- The Tims Card will be implemented at the full service Tim Hortons.

Launch of TCard Payment on Vending Machines

- Vending machines will have TCard Readers installed in order to accept the Resident Meal Plan and Campus Value Plan as payment for product. Testing is

being completed with implementation of 15 Card Readers during the winter of 2014.

- Debit and Credit Cards will be tested on vending machines once the TCard Readers have been established.

Temporary Food Court Point of Sale Enhancement

- Debit and Credit Card transactions have slowed down the lines in the TFC. In order to speed up the lines the Food Service Department will be adding two additional point of sale devices to shorten the amount of time spent in the line ups in the TFC. Renovations will take place during the spring / summer to improve the situation for the fall of 2013. Until this time, the TFC will continue with the existing, short term POS solution.
- TCard transactions move lines much faster than Debit and Credit Card transactions. A marketing initiative will be implemented to increase the number of Campus Value Plan holders on campus to increase the speed of service and provide more value to the CVP holders.
- Most other universities do not accept Debit and Credit Card purchases. The acceptance of these types of payments in the Permanent Food Court needs to be contemplated.

Budget Update

- The food service budget was recommended by the RPPC for approval by the ECC.
- The ECC budget presentation will be on Monday, January 14, 2013.

Budget Highlights

- The Food Service Department is a self-funded Ancillary Department receives no funding from the University Operating Budget.
- With Respect to Pricing and Meal Plan Rates
 - The average meal plan rate increase will be 2.5% this year.
 - UTM has the second lowest average meal plan in a comparison group including 14 Ontario Universities
 - UTM has the 6 lowest of 14 schools with respect to full meal plans (UTM's Group A)
 - UTM has the 3 lowest of 4 schools offering partial mal plans (UTM's Group B)
 - UTM's meal plans contribute to the lowest cost of room and board in the UofT system.
 - The weighted average product price increase is projected to be 3% this year
 - In a review of food service pricing at 23 Canadian universities, UTM was at the 44 percentile with respect to the pricing on 82 items menu items – representing a cross section of the campus menu offering

- All Food Service outlets on campus have either been changed or renovated except for the CCT cafe in the last five years – while at the same time:
 - maintaining positive operating results
 - establishing a financially viable budget plan to support planned facility improvement/expansion

2. OLD BUSINESS

Surveys

- Food Service Surveys are an important tool in providing information in order to continue to improve selection, diversity and quality of food service on campus.
- Currently seeking pricing for a survey from a professional survey organization for a Food Service Survey for winter 2013.
- The survey questions should be completed by the end of March with a review of by the committee before it is to be distributed to the UTM community.

Portion Sizing Inconsistency and Value

- The opening of the new TFC resulted in a steep learning curve for Chartwells employees. Many new staff was hired in a short period of time.
- Active supervision and retraining of employees will improve the situation with respect to inconsistent pricing.
- Chartwells will review their standards and ensure proper portion sizes are being served.

International Kitchen & Tandori

- The International Kitchen menu was altered after the first full menu rotation. The changes made to the menu were inappropriate. The menu will, for the most part, be returning to the original menu.
- Popular items offered in the past will be added to enrich the menu; items such as:
 - Menutainment items /exhibition cooking, made to order pasta and Pho will be served in the near future.
 - The addition of these items will be closely monitored to ensure that wait times and line ups move quickly. The intention is to produce the “made to order” items in small batches when business levels warrant and in individual portions when it is slower.

TFC Long Lines

- More staff will be added to the TFC in the evenings to make sure proper service is being provided to the customers.
- Cross training of employees has started and more supervision will be provided at the TFC. Additional staff and supervisors have been hired.

Requirement for more Microwaves

- Two more microwaves have been added to the Meeting Place. There are a total of four microwaves in the Meeting Place and TFC combined.

TFC Seating

- There have been many requests for more seating in the TFC.
- Currently reviewing some options such as smaller tables for 2 to 4 people to be added to the TFC.

Long Starbucks & Instructional Centre Second Cup Lines

- A new manager and supervisor have been hired for these areas. Should see an improvement.
- Schedules and staffing levels have been adjusted due to the increased demand in both these areas.
- It was suggested that changes to the CCT Café be considered to take pressure off the Starbucks operations. The CCT Café appears to be quite a bit slower than the Starbucks, Instructional Centre and Meeting Place locations
 - This possibility will be reviewed
 - There are site conditions that will hinder the implementation of alternative solutions – ceiling height being the most challenging
 - More discussion on this item to follow in the future – What is the best solution for this space...to make it more attractive to the community.

Halal Certification

- The Halal Certificate never expired. It is a one year certificate that runs from November 2012 and expires November 2013. There are several Halal options in all of the food service locations on campus.

Other Comments / Suggestions: Updates provided at next meeting

- **Self-Serve Tim Hortons** – Food quality is poor at certain times of the day.
- **Starbucks** – The possibility of changing the way in which the door swings open when leaving Starbucks in order to make it easier when leaving.
- **Instructional Centre Second Cup** – Staff not always available at centre cash when the area is not busy. Customers have had to pay for their panini at the Second Cup cash.
- **TFC** – Not many vegetarian options at the sandwich/panini area at Quick Cuisine.

3. NEW BUSINESS

North Building Food Service Space Plan

- The North Building Food Service Outlet will focus on fresh, healthy, and simple principles.
- This concept is a result of feedback provided in community surveys.
- Concepts include:
 - A fresh salad concept – featuring salad (three varieties), rice and noodle bases –finished with a variety of toppings and accompaniments – including traditional proteins and vegetarian and vegan friendly proteins.
 - a scratch soup concept which will feature 4 to 6 soups and chili daily. Soups will be prepared with fresh ingredients and reduced salt.

- An artisan flat bread, focaccia, quesadilla and sheet pan pizza concept will also be available.
 - Gluten free options will be provided.
- a non-branded beverage and pastry area and grab and go stations will also be available.

4. Next Meeting – Date and Location TBD