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Foodservice Advisory Committee

September 30, 2021

MEETING NOTES

Attendance: Mark Murdoch, Food Services; Neil Dolman, Chef Joseph Pirie, Chartwells; Aimee Blyth, Seasoned Spoon; Lori Johnston, Conferences and Housing; Corine Bolton, CUPE 3205; Stephanie Muehlethaler, Colleges; Phuong Nguyen, TDSA; Marisa Scigliano, TUFA; Sebastian Johnston-Lindsay, TGSA

1. A Land Acknowledgement was made
2. Welcome, Introductions and Attendance
3. Terms of Reference
   1. Review and edits
      1. Two minor housekeeping corrections were made and the Terms of Reference were approved. Attached.
   2. Role of the Committee and Participants
      1. Members of the committee and working groups are asked to simultaneously represent the interests of the constituency they represent and the broader campus community.
4. Role of Sub-Committees
   1. Membership – still looking for members to join the working groups.
   2. Meetings – schedule attached
5. Review of Meeting Notes of August 18
6. Sub-committee reports
7. Operations and Marketing
   1. See Meeting Notes of September 28
   2. Proposed hours for Thanksgiving and Reading Week
8. Sustainability and Fair Trade
   1. What is going on?
   2. See meeting notes of September 28
9. Budget
   1. No report
10. Catering
    1. No report
11. Additional Working Group Reports
    1. Dining room redevelopment group
    2. Durham Food Services re weekend operating hours
12. General Discussion and Q & A
    1. Electric City Café in the lower level of Gzowski will reopen today. Tim Hortons will reopen after Reading Week, on a reduced schedule. Bata Bean and DNA POD to be confirmed.
    2. Can we re-introduce eco-trays? Great question. Neil and Jessica from Chartwells will look into it.
13. Next meeting – See attached schedule, location TBD

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**Trent Food Services Advisory Committee**

**Terms of Reference – September 30, 2021**

***Membership:***

Trent Food Services Director (Chair)

TCSA designate

TGSA designate

TDSA designate

TUFA designate

Student Representative from each College Cabinet (5 total)

Student Representative from Durham GTA College Residence Council

Student Representative from Trent International

Trent Market Garden

Trent Vegetable Garden

Trent International Staff member

First People House of Learning

Sustainability Committee representative

Trent Director of Housing

Trent Director of Conference Services

Chartwells General Manager

Chartwells CUPE staff member

Ceilie Pub Manager

Seasoned Spoon Manager

Planet North Manager

The Trend Manager

Starbucks Manager

***Meetings:***

Monthly during the fall and winter semesters, summer as required. Meetings are open to the entire community. Minutes will be posted online.

***Mandate:***

* To provide feedback and recommendations regarding the Trent food services operations
* To identify specific food needs of individuals and the community, and to ensure they are being met
* To review financial, sustainability, wellness, education and community outreach key performance indicators
* To review dining plan structures and cost for the following year
* To determine short-term and long-term food service goals and advise on planning and future directions
* To communicate with the broader Trent community about food services issues and operations
* To identify partnerships and initiatives to educate and support the Trent and Kawartha region communities, including educating students about food issues
* To assist all campus foodservice providers in developing a top-tier food service operation that is a national model for quality and sustainability

***Decision Making***

The committee is advisory in nature and will normally make decisions on a consensus basis. Typically, the only item that will be voted on will be the approval of the annual budget for Trent University Food Services and the related fees for Dining Plans for the following year. Only the representative from the TCSA and residents from each of the College Cabinets will participate in this vote.

***Sub Committees***

Sub committees and working groups, both regular and ad hoc may be established to address specific matters, for example:

* Operations and Marketing
* Sustainability and Fair Trade
* Budget
* Catering

***Role of Sub Committees***

Operations and Marketing

The role of this sub-committee is to identify the operational elements of the foodservice program that can be changed or corrected in very short time frames to create an immediate impact for customers, with a specific focus on residents. For example, the committee may recommend improvements to signage as an immediate item. The renovation of a foodservice facility would not be considered by this sub-committee

Sustainability and Fair Trade

The role of this group is to plan and execute small and targeted activities, in the two week to one month time frame, that create immediate changes in sustainable behavior, with a goal of establishing longer term habits in on campus consumers.

Budget

The committee will advise the Director, Trent Foodservice in the development of the annual operating budget for the University department. This budget is limited to Trent Foodservice and does not consider the budget of Chartwells or other on-campus foodservice providers. The group will make a recommendation to the Food Services Advisory Committee regarding the budget for Trent University Foodservice for the next fiscal year (May – April). The recommendation to FSAC, is approved, is forwarded to CASSC and then the Board of Governors for final approval.

Catering

The Catering Working Group is a subcommittee of the Food Services Advisory Committee that meets to discuss items that are unique to the users of catering services.



**FOOD SERVICES ADVISORY COMMITTEE**

**MEETING SCHEDULE**

**FALL 2021**

**Operations and Marketing Working Group**

9:00 – 10:30, September 28, November 2, and November 30

**Sustainability and Fair Trade Working Group**

10:30 – 12:00, September 28, November 2, and November 30

**Budget Working Group**

1:30 – 3:00, September 28, November 2, and November 30

**Food Services Advisory Committee**

9:00 – 10:30, September 30, November 4, and December 2

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Trent University Foodservices

Food Services Advisory Committee

Operations and Marketing Working Group

September 28, 2021

MEETING NOTES

Attendance: Mark Murdoch, Food Services; Jessica Brooks, Neil Dolman, Chartwells; Lori Johnston, Conferences and Housing; Aimee Blyth, Seasoned Spoon; Aislinn Defries, LEC

1. A Land Acknowledgement was provided.
2. Welcome, Introductions
3. Role of the committee

Operations and Marketing

The role of this sub-committee is to identify the operational elements of the foodservice program that can be changed or corrected in very short time frames to create an immediate impact for customers, with a specific focus on residents. For example, the committee may recommend improvements to signage as an immediate item. The renovation of a foodservice facility would not be considered by this sub-committee.

1. Review meeting notes from FSAC August 18
   1. No items wee identified for follow up
2. Impacts from COVID
   1. Delayed opening of locations due to on-going staff shortages
   2. Electric City may re-open by the end of this week. Tim’s, Bata Bean and DNA likely after Reading Week.
3. Traill operations
   1. Being self operated by the University with one full-time staff member and two student employees
4. BOOST implementation
   1. It is operating. The focus for deployment will be on the branded areas with static menus (Starbucks, Subway, Tim’s, Pizza Pizza, Grill and Co) and for the dining halls will need to focus on the “top ten” menu items. It will not be all things to all people. It is a convenience tool intended to cover as many customers/needs as possible, but not to meet every need of every customer.
5. Thanksgiving operating hours – see attached
6. Reading week operating hours – see attached
7. Other business
   1. At the smaller locations a visual check of ID and vaccination receipt can be carried out. This will permit customers paying with debit/credit to dine in. At the four dining halls the POS based solution will be used. The Provincial vaccination passport should be deployed by October 22 allowing all diners to use the facilities.
   2. There was a question about general sales info and predictions for the fast approaching colder weather when community members can no longer dine outdoors. Generally sales are up across campus, largely the result of a higher than normal dining plan carry forward that has built up over the past two years. The common spaces and dining rooms will be heavily impacted. With no new/additional space available we will likely see crowding on campus and commuter students leaving campus. The expansion of BOOST will take pressure of the lines in the dining rooms and at Starbucks, but does nothing to reduce the crowding issue.
8. Next meeting November 2 and 30, 9:00 – 10:30







Foodservice Advisory Committee

Sustainability and Fair Trade Working Group

Tuesday September 28, 2021

MEETING NOTES

Attendance: Mark Murdoch, Food Services; Jessica Brooks, Neil Dolman, Chartwells; Shelly Strain, Sustainability Office; Phuong Nguyen, TDSA, Marisa Scigliano, TUFA, Zoe Litow-Daye, TCSA.

1. A Land Acknowledgement was provided
2. Welcome, introductions, attendance
3. Role of the working group

The role of this group is to plan and execute small and targeted activities, in the two week to one month time frame, that create immediate changes in sustainable behavior, with a goal of establishing longer term habits in on campus consumers.

1. Review of FSAC Meeting Notes of August 18, 2021
   1. No follow up items were identified.
2. Current commitment:
3. Bottled water
   1. We will not be selling bottled water at this time but will maintain the suspension of the current policy in case we need to change this direction quickly.
   2. Jess from Chartwells and Shelley from Sustainability will identify the locations closet to each dining hall where customers could fill a bottle, including fill stations and sinks. This info can be available in each dining room.
4. Disposable dishes only
   1. We will continue to use disposable dishes until the situation permits a return top the use of reusable dishes and eco-trays.
   2. Trent is fully committee to returning to all of our past sustainability initiatives as soon as possible.
   3. The campus has lost a significant amount of its collective memory of where we once were, where we got to and how far we have fallen in the past 18 months. Education will be an important part of reintroducing sustainability initiatives.
   4. We will attempt to assemble matrices of our pre-COVID measurements to serve two purposes; knowing what level we need to return to and to measure those indicators that are either lagging or exceeding prior levels
5. Local food vendors
   1. No new local vendors are being considered at this time as Chartwells can not conduct the due diligence required as part of the quality assurance process.
6. New items:
   1. Winnow waste management – currently being installed
   2. Tim Hortons AI system – delayed until after Tim Hortons re-opens
7. General discussion and Q and A
8. Next meetings– November 2 and 30 19, 2020, 10:30 – 12:00