

Food Services Committee 2016-2017 Annual Report

Committee members: Dr. Jenny Dawson (Chair, faculty), Ms. Cindy Conlon (Vice-Chair and designee for Business

personally discern any taste problem. Ms. Breer stated that there has been some discussion to change the corporate-wide vendor. A healthy-eating, sustainable approach is the basis for food selections from Hampton Creek. Chartwells will look at alternative vendors for taste appeal.

29. Stone Lodge makeover will occur summer of 2017. Brick oven pizza and root beer on tap will be served.

30. Mane Market intents include a Chartwells suggestion for elevated seating in a constructed loft. Also under consideration on the Rivers Hall side of the eating area is a garage door opening for access to an outdoor eating area. Mane Market will be offline during summer of 2017 for renovations. Input from the Food Services Committee should be given to Ms. Conlon while plans are formulating.

31. GUC seating remodeling will occur by summer 2018 since Mane Market will be offline summer of 2017 and SOAR sessions will be underway June-July 2017.

32. Odette's would like to remain in the GUC after the opening of Moe's and Panda Exp31 s 6157 -0.006a E r11.8 (n(017.))-4 (e

student but Chartwells realized that there is a need for full-time staff who is fully dedicated on their marketing effort to get to students. Daishu is outgoing and they believe a good fit for this campus.

42. The Chartwells website has been improved. Contact information for the managers and a friendlier user interface are some of the improved features.

43. A few colorful 5-page handouts were distributed and reviewed. A February calendar featuring food events for Black History month will be expanded with input from some members of the Black Student Alliance. Survey results of all food venues has comments included by unit. The action plan that goes with the survey results will be presented at the next committee meeting. Other methods of feedback from students include social media and p (n)5n6 0 Tw 16.20fee1 (e)4.2et(s)- 0 Tw 16.20e1 (c)-2.ti1 (f)13.7 (1 ()-12.1 (y)20.ith.7 (1 ()20)2.1n)-4

56. Ms. Breer began report with news that Ms. Daishu McGriff, who is close enough in age and can relate well with students, began in early February as Chartwells' on-campus marketing manager.
57. Ms. Breer reviewed the calendar of recent and upcoming events. In particular, a Food Waste Awareness is planned for April 21-28. A wall mural at the Mane Market dish room will display national and UNA campus statistics on discarded food quantities. Dr. Ogun asked how the information will be used. Mr. Cooper inquired about serving size of Mane Market french fries, which Ms. Breer replied are standard.
58. Chartwells handouts were reviewed after distribution to committee members. Ms. Breer commented on Daishu's results of marketing interaction through Facebook, Twitter, Instagram, and Snapchat (see attached email). A "Calling All Superheroes!" dining event for April 26 invites all to dress up as a favorite super hero for a chance to win a grand prize. Kale is the featured superfood for April 17.
59. The annual Late Night Breakfast at Mane Market has a Star Wars theme this year, "May the 4th be with you ...", which is scheduled for 10 PM to 12 AM for all residential students and served by President Kitts and his Executive Council. Residential students without a meal plan are welcome to enjoy this late night venue before final exams begin.
60. The Chartwells survey is moving forward. Tate Carden and Daishu McGriff are collecting surveys. Results and a link will be provided to the committee.
61. Ms. Breer's question about the future of the residence halls was answered by Mr. Shields. LaGrange Hall will remain but UNA may have to re-purpose it if new building projects are not approved by State (of Alabama). No new dining hall is forecast yet.

Mane Market – Both Mr. Shields and Mr. Cooper have observed good line of students at the entree side. Ms. Stevens noted that there is a good entree setup to get sample. Chartwells always wants the student to have the option to get more when they want it.

62. Cup sizes – These are the Chartwells standard. Students think that the cups are too small. Ms. Breer commented that corporate visits are frequent now because this is a new market.
63. Ice cream machine -- This is coming with Mane Market renovations this summer.
64. Renovations – An expanded salad bar will include protein option. A new cooler will include soy milk. An addition of booths and changes to lighting are also planned. During Christmas Break 2017, the mezzanine area will be added. The add-on with garage door access is anticipated for construction in summer 2018; this expansion will be needed for D1.
65. Cashiers – When students have exhausted their meal plan, it would be helpful if the cashiers could offer the student the option for other forms of tender. Mr. Starks asked if there were a balance summary on the receipt plan usage could be tracked; Ms. Breer stated that it is a Blackboard issue. Only four dining dollar "buckets" can be reported at this time.
66. Dining app – The Chartwells dining app will include text feedback. Both Ms. Breer and Mr. Bennett will see if the download statistics for UNA can be separated out.

Starbucks – A complaint was made by a student who was not allowed to quietly utilize a nice corner of the

Starbucks area when it was open for business on 2/20/17. (p. 8) [redacted] (f) (b) (7) - (D)

Stone Lodge -- Mr. Shields reported that there are no