

**Hospitality Services Advisory Committee Minutes
for October 19, 2017**

Attendees: Lori Cope, Haitham Shtaieh, Amber Reading, Nikki Interiano, Carol Rader, Carly Porter, Susan See, Megan Watson, David Baugham, Clark Harrison, Tyler Burnett, Emily Bundesen, Hannah Roth, Clara Follin.

Unable to Attend: Dan Bertso and Jamie Norris

Opening Remarks

Haitham Shtaieh, Executive Director of Chartwells, welcomed everyone. Being the first meeting of the school year, we went around the room and introduced ourselves. Haitham explained that the purpose of the meetings was to share what is happening in food service. Also, it provides an opportunity for committee members to share their thoughts and concerns regarding the food service on campus.

What has been happening since we last met? Presented by Amber Reading

- A. Move In Day Picnic at Raider Mart- All the food was donated by vendors. It was very well attended.
- B. BarFresh Smoothies- Smoothies are being sold at FreshMelt in The Hangar and Grill Nation in Union Market. The smoothies are fruit based, with the exception of the vanilla bean. Chartwells provided samples of smoothies for the committee to try. Emily Bundesen, Student Government representative, asked if the smoothies were available in a soy or almond base. Nikki Interiano, said that she was not sure and would check. Tyler Burnett, RCA Representative, stated that he was told that all of the smoothies were dairy based. Nikki said that she will speak with her employees and make them aware of the smoothie ingredients.
- C. Union Market- Amber showed the new station graphics in the Union Market. The graphics better define the concepts and help people choose where to go to eat.
 - 1. New Hours of Operation
 - a) Grill Nation Open 8:00am-7:00pm
 - 2. The Sweet Shoppe- Offers things like baked goods, caramel apples, chocolate covered pretzels.
 - 3. FreshFusions -- A Fusion of Asian and Italian Inspired Cuisine Made to Order
 - 4. Philly Cheesesteak at Grill Nation
 - 5. Create -- Salads, Sandwiches and Subs
 - 6. Loaded Potato at HomeStyle
- D. Sushi Do- Amber discussed new concept in area where Jamba Juice was located. Serves sushi that is rolled fresh every morning. Stage 2 will offer students the opportunity to purchase made to order rice bowls.
 - 1. 10:30am-3:00pm
 - 2. Craft beverages
- E. The Hangar-
 - 1. New Hours of Operation
 - a) FreshMelt Open 10:30am-6:00pm Monday-Thursday
 - 2. FreshMelt Avoiding Gluten- New separate prep station where Gluten Free items are made.
 - 3. Zona name changed to Sono
- F. Homecoming 2017

- G. Waste Not- Chartwells has a new program to reduce food waste during food preparation. The pre-consumer waste is tracked and weighed every night.
- H. FDA Menu Labeling Compliance- Chartwells has calorie counts next to items on the Menu boards
- I. Limited Time Offers
- J. Gatorade Squeeze Bottle Promotion- Purchase a Gatorade Flow and a Gatorade Protein bar and receive a free squeeze bottle.
- K. Rockstar Energy Drinks 2 for \$4

Looking Ahead- Presented by Amber Reading

- A. Upcoming Promotions/Events- Amber discussed
 - 1. Home for the Holidays- Chartwells will have pies, cakes and other baked goods available for students to purchase.
 - 2. Late Night Breakfast- All-You-Care-to-Eat breakfast from 9:00 pm-11:00 pm on Monday of finals week.
- B. Customer Satisfaction Surveys- Surveys are going on now. Chartwells staff members will be available at all dining venues for students to complete surveys. Anyone completing the survey will receive a free fountain drink or small coffee.
- C. Veterans Day Celebration- Chartwells celebrates staff members who are veterans.
- D. Upcoming Hours of Operation- See Attached

Communication

- A. Feedback Options- Website- www.dineoncampus.com/wright
 - 1. Text to Solve- Text goes out to all managers. Amber monitors the texts and responds immediately.
 - 2. Surveys- Done in the fall and spring. Results are posted on website
 - 3. Feedback on website-Monitored by Amber
 - 4. Others
- B. Minutes/Agenda- Will be posted on Dine on Campus website -More tab-Dining Advisory Committee
- C. Calendar of Promotions/Events
- D. Dine on Campus App

Discussion

- A. Discuss healthier food options

David Baughman, President of Student Government- What options are available to students? Haitham responded that Grill Nation has options like veggie burgers and grilled chicken. There are also parfaits, sushi and salads available to go. New this year, Create has incorporated the salad bar and the sub station and you can create your own salad, including meat choices. He also inquired about the healthy option in the Hangar and on weekends? The salad bar, Sono, and Denny's have options available.

- B. Discuss changes in food items
- C. Discuss major pricing changes as it relates to meal plan and meal deals
- D. Discuss upcoming changes in hours of operation in food service

Questions

Carly Porter, CSAC representative

Are the fat, sodium, protein, etc. listed in the food items served? Amber demonstrated how you can go into the website, search for the food item, hover over the item, and the nutritional facts will appear for that item.

Clark Harrison, RCA representative

Can there be more venues, for example, FreshMelt, on the weekend so that students would have more options?

Haitham stated that the operations that are open and the hours of operation are based on demand. The sales numbers are monitored and changed based on the performance of the venue. For example, Tim Hortons is being monitored and hours may be adjusted in the spring.

Can specific questions regarding venues be added to the survey?

Amber explained that the survey is created by Chartwells and is not geared to Wright State. If there are specific questions/concerns about a venue, a survey can be created for the campus.

Tapingo is telling him that he cannot place an order because the venue is busy. Why is this happening? Nikki stated that it is an ongoing problem and she will look into it.

Emily Bundesen, Student Government Representative

Why were Denny's and Tim Hortons chosen as venues?

Haitham explained that a survey was completed in 2012, prior to Chartwells coming to Wright State. Students expressed a desire to have these brands on campus. Emily stated that that was 5 years ago and students wants/needs have changed. She suggested that a new survey be done to see what students would like to now.

What about offering a Food Truck Friday?

Haitham stated that they are working on a mobile food option. As far as outside food trucks, there is always the concern about not knowing who is preparing the food and if the food is being prepared correctly.

Tyler Burnett, RCA Representative

What are the sides on a Meal Deal? Could a small fruit cup or dessert be added?

Haitham explained that Meal Deals usually include the choice of a whole piece of fruit, chips, or a side salad. The addition of a small fresh fruit cup and a dessert can be explored but they must first look at the cost of the meal as a whole. The items that make up a Meal Deal generally add up to about \$6.50.

Tyler stated that the resident advisors had mentioned adding a small fruit cup in orientation. He wondered if it had been researched? Amber explained that there has been research done however, there is a lot that goes into creating that fruit cup. There is the cost that must be determined and then there are packaging, food inspections, and labeling requirements. Chartwells will continue to look into these requests.

Why does the receipt that you receive with your order, not match the price on the menu board?

Nikki explained that the printer that generates the order ticket is not directly linked to the cash register where the costs of the item is inputted. They have had an IT person come out from NCR to try and program the order printers to put a zero dollar amount on the order tickets, however, it cannot be done. Haitham stated that they will continue to look into it. Until it is resolved, he stated to check and make sure that the amount charged at the register is the same as the amount on the menu board.

Next Meeting Thursday, November 16, 2017 103 Student Union (Explorer Room)