

RCA/SGA Hospitality Services Meeting

10/6/17

3:30-4:30

348 UH

Meeting called by: Jamie Norris

Attendees: Jamie Norris, Lori Cope, David Baughman, Carol Rader, Clark Harrison, Clara Follin, Hannah Roth

Minutes

Topic #1: Ways to increase/improve communication between Hospitality Services and the students

Discussion: How can student better receive information regarding various changes that are taking place in food service. Chartwells needs to announce changes and reasoning behind these changes to students. Also, disclosure of feedback provided by the students to Chartwells (surveys, text to solve, etc).

Conclusions:

Improve communication through the use of-

1. Feedback page
2. Announcement page on WINGS
3. Hospitality Services Committee meeting minutes
4. Did You Know information page

Action items	Person responsible	Deadline
✓ Creation of feedback page	Clark	10/12/17
✓ Posting of information on WINGS page	Carol	As needed
✓ Posting minutes from Hospitality Services Advisory Committee meetings	Lori	1 to 2 weeks after meetings
✓ Create Did You Know information page	?	Tied into information from meetings

Topic #2: What information is important for students to receive from Hospitality Services

Discussion:

It was discussed and determined that students need to be aware of any changes in 5 key areas. These changes need to be made public prior to going into effect. Timelines should be established to determine when discussions regarding these changes should begin.

Conclusions:

- 5 Specific changes students need to be informed of prior to occurring
1. Food pricing
 2. Food vendors
 3. General operating hours
 4. Venue operating hours
 5. Meal plan pricing (related to meal deals and structure of meal plans)

Action items	Person responsible	Deadline
✓ Discuss importance of sharing information regarding any changes of above listed items with students	Jamie and Haitham	Prior to 10/19/17
✓ Create timeline for key changes and present to student reps	Jamie and Haitham	Prior to 10/19/17 meeting

Topic #3: What kinds of things do students want?

Discussion:

It was discussed that students' want more from Hospitality Services. One complaint is the lack of healthy food options. Students having food allergies or prefer to eat healthy feel that their options are limited. There is also confusion regarding Meal Deals. For example, they would like clarification on what side are included in their meal. Also, why meal deals that existed last year have changed without notification. They would like to be made aware of changes in food items. For example, it would be beneficial to know if there are specials and which venue has the item. They would like to have information of upcoming changes in hours of operation by location and venue prior to it taking effect.

Conclusions:

These 4 topics are important to students and should be standard topics of discussion during Hospitality Services Advisory Committee meetings

1. Discuss/disclose healthier food options
2. Discuss/disclose changes in food items
3. Discuss/disclose major pricing changes as it relates to meal plans and meal deals
4. Discuss/disclose upcoming changes in hours of operation in food service

Action items	Person responsible	Deadline
✓ Place these items on agenda for every meeting	Lori	Prior to meetings