

FOOD SERVICE ADVISORY COMMITTEE MEETING
11/10/2021
Reitz Union room 2355

MINUTES

Attending:

Hillary Ake
Jennifer Clark
Eddie Daniels
Paul Davenport
Jessie Furman
Beth Gankofskie
Dennis Hines
Tina Horvath
Matt Mueller
Alex Wilkerson
Anisha Patel
Emma Towler
David Kays
Sazzad Mabud

Miranda Olenich
Tim Bucolo – Gator Dining Svcs.
Nicole Jackson – Gator Dining Svcs.
Hector Leon – Pepsi
Ernie Oorbitg – Canteen
Dwan Courtney
Danette Loyd
Bill McGinn
Jenn Moyer
Hana Prudilova McNeal
Robin Stewart
Hannah Stahmer

I. Call to Order

Jessie Furman called the meeting to order at 11:56am following lunch provided by Gator Dining Services.

II. Welcome and Introductions

Jessie Furman

Jessie welcomed everyone to the meeting and thanked Gator Dining for providing lunch for our first in-person meeting since January 2020.

III. Review/Approval of Minutes

The minutes of the October 6, 2021, meeting were approved as submitted by unanimous vote.

IV. Director of Food & Beverage Services Report

Matt Mueller

Matt reported that trends in food services sales across campus are slightly below 2019 levels. This could be the result of supply chain issues as well as fewer students on campus.

Tim B. indicated the cash and declining balance sales are up 150% over 2020 sales. Gator Dining is currently rotating 10 vendors at Local Restaurant Row, 2 vendors per day with another 10 vendors on the waiting list. Gator Dining is considering rotating vendors on a bi-weekly basis as well as offering food truck services in areas of campus with fewer dining options.

Matt M. asked Nicole with Gator Dining to share details regarding the partnership with the Food Science and Human Nutrition Food Week held in October as well as upcoming events.

Food Science and Human Nutrition Food Week – October 2021 (partnership details)

- Promotion of events on Table tents
- Participation in Ask a Dietitian panel
- Radio Spots on WUFT/DEQ
- Chef Tonya judged Master Chef
- Co-Sponsored Farmer's Market
- Tabling at Resource Fair
- Chef Steve judged Chili Cook-Off
- Donated prize bags for winners
- Instagram and social promotions
- Upcoming: Feature of winning chili at dining hall (Dec. 7 or 9)

Upcoming Events and Campaigns

- Spring Meal Plan Sales
- Gotta Catch 'Em All Pokemon Hunt
- GatorsGiving – Nov. 16 GCDC
- Beat FSU Food Drive – ongoing until Nov. 19
- Plant-Based Thanksgiving Recipes – Nov. 17 RU
- PAOW! Cuban Lunch Special for Vegan Month – Nov 23 GCDC
- 12 Days of Happy Health and Cozy Self – Dec. 1-12

Nicole passed out complimentary guest meal vouchers to committee members encouraging them to participate in the Gators Giving event at Gator Corner on November 16th. The vouchers expire December 15th and are valid at both Fresh Food Company and Gator Corner.

Matt M. reminded the committee it is important for them to experience these events and provide feedback.

Dwan C. asked how Gator Dining evaluates how long vendors are on the rotation for Local Restaurant Row? Tim indicated it is up to the vendor and they try to utilize vendors on the waiting list in other areas on campus.

Eddie asked Tim B. to share how Gator Dining responded to the inquiry regarding the lack of a fish/seafood option in the HSC area? Tim indicated at the time they were throwing away more than they were selling. However, beginning next week, there will be three salad options with seafood available.

Alex W. commented the vendors at Local Restaurant Row had limited menus. Is there a way to provide feedback on what they have on the menu (for example, like adding a salad)? Tim explained it is the individual vendors' brands and the items on the menu are left up to them, however, we can make suggestions. Tim also mentioned there are salad options available at Pollo, Starbucks, Subway, Wendy's and the POD.

Jennifer C. asked what communication channels are used to promote events? Nicole indicated Gator Dining uses several social media platforms as well as posters at dining locations.

Hector with Pepsi reported they are continuing to upgrade vending machines across campus. Supply chain issues are impacting restocking of several products. Hector also mentioned he would like to pilot a new Quick Pick Cooler on campus. It has new technology that would charge the customer for the item when picked from the cooler and the customer closes the door.

V. Old Business

- State of the ITN process

Eddie Daniels

The ITN process is progressing. Vendor presentations were made and a group of ITN committee members are conducting site visits. The review/evaluation process will continue over the next several weeks.

- Outdoor Seating proposal

Matt M. asked the committee to consider the following questions regarding additional outdoor seating:

- Is there enough seating, what are our needs?
- What campus departments need to be involved?
- Do we push for more outdoor seating now or when dining locations are renovated/added?

Dennis H. mentioned funding is always a concern. How do we present a proposal to Student Government?

David K. mentioned Student Government could be involved and would be willing to help start that conversation. Students are always looking for more space, not just for eating. Potential areas that could be considered are the Reitz Union North Lawn and Turlington.

Ernie asked if there may be an opportunity for Canteen to sponsor a seating area? Dennis H. felt that would be a great collaborative option. Paul D. made the suggestion of coming up with a "seating map". Jennifer C. suggested asking the Landscape Master Planning Committee to a meeting to make a presentation.

Eddie thanked everyone for their suggestions, and it is clear this is more than just about additional seating for meals. We will continue the conversation. Eddie agreed to contact Linda Dixon, Director of Planning, to invite her to our next meeting.

VI. New Business

- Introduction UF vendor: Canteen

The contract with Canteen began in July of 2012 and will expire June 2022. The ITN process for vending will begin soon. Matt M. introduced Ernie Orobitg with Canteen. Ernie provided a brief overview of Canteen's history and partnership with UF. Highlights included:

- Founded in 1928 by Nathaniel Lerone and acquired by Compass Group in 1994
- 175 machines on the UF, UF Health Gainesville, and UF Health Jacksonville campuses
- Approximately 80% usage is with credit cards
- An app is available for download to buy products and gain points for discounted/free products
- Looking to introduce Avenue C Market, self-service markets ideal for breakrooms
- Smart Markets are vending machines accessed with your credit card or shopper account. You are charged when item removed, activated by a laser sensor

- Partnering with companies that promote social change
 - Working with organizations such as Center for Independent Living and the Make a Wish Foundation to strengthen the communities where we live and work. Through education and service, seeking to make a positive impact on the wellbeing of customers and the world.
- Student Voice on vending
Sazzad M. gave a brief student opinion on vending.

Issues with vending:

- Mobile payment option often does not work
- Inconsistency of items in machines
- When items run out in vending machines, they are replaced with different items
- Students would much rather go to POD and utilize their Flex Bucks rather than spend money on vending

Student opinion on the current look of vending

- Students prefer not to use vending machines, unless they absolutely have to
- Students use vending machines once every few weeks
- Students would not change the current look of vending if they could
 - But most students do not know the potential for the look of vending
 - They do not know about Canteen's Smart Market vending options with digital screens and interactive buying

Good in vending:

- Students love the Beat FSU Food Drive and Student Government's involvement in that
 - The incentive to have a banner to the class that donates the most is a great idea
- Social media pushes by Gator Dining is really effective and engaging
- Opportunity to table in front of dining halls is an opportunity that more student organizations could really benefit from

Suggestions:

- More special events centered around the dining hall
 - Students loved the combined events with SG Senate
 - Students also loved the Mardi Gras event at the dining hall with the photobooth and the souvenir cups with special drinks
- Students would love to see the addition of feminine hygiene products, first aid kits, and other health and wellness items
- Students are unaware that UF IDs can be accepted as a form of payment at vending machines
- Students would like to utilize Flex bucks as payment options
- Options for anonymous input from students should be more widely known
 - IRHA has had tremendous success with this
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Students would be more inclined to purchase from Canteen if they knew about Canteen's efforts to be more eco-friendly and socially responsible

Matt M. mentioned supply chain issue stickers are being put on machines

Robin S. reminded everyone you receive discounts when you use your Gator 1 Card when making purchases from vending machines.

David K. asked if Gator 1 Cards could be added to the Apple Wallet? Robin S. mentioned our infrastructure for G1C's is "home-grown". Actively reviewing upgrading to include mobile credentials. It is a priority.

- City of Gainesville: Zero waste food ordinances discussion
Tabled to next meeting due to time restrictions.

VII. Adjournment

Jessie adjourned the meeting at 1:04 p.m.

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Next meeting December 8, 2021, 11:30am – 1:00pm, Reitz Union, room 2355