

**FOOD SERVICE ADVISORY COMMITTEE MEETING
1/19/2022
Reitz Union room 2365**

MINUTES

Attending:

Yusof Al-Wadei
Jennifer Clark
Eddie Daniels
Paul Davenport
Jessie Furman
Beth Gankofskie
Dennis Hines
Tina Horvath
Matt Mueller
Alex Wilkerson
Anisha Patel
Matthew Felicetti
David Kays
Sazzad Mabud

Tim Bucolo – Gator Dining Svcs.
Nicole Jackson – Gator Dining Svcs.
Hector Leon – Pepsi
Ernie Orobitg - Canteen
Dwan Courtney
Danette Loyd
Bill McGinn
Jenn Moyer
Hana Prudilova McNeal
Robin Stewart
Hannah Stahmer
Rachel Rosenthal
Karalyn Sammetinger - IRHA

I. Call to Order

Jessie Furman called the meeting to order at 11:55am following lunch provided by Gator Dining Services.

II. Welcome and Introductions

Jessie welcomed everyone to the meeting and asked visitors to give a brief introduction. Jessie then thanked Gator Dining for providing lunch.

III. Review/Approval of Minutes

The minutes of the December 8, 2021 meeting were approved as submitted by unanimous vote.

IV. Director of Food & Beverage Services Report

Matt Mueller

Canteen's current sales trends are approximately 50% better than Fall 2020. Expanding healthy snack program across campus. Will track sales and adjust offerings to follow current trends. Leftover snacks provided during transfer preview donated to the Field & Fork Pantry.

Pepsi sales improving over 2020 sales. Supply chain issues are starting to ease. Pepsi also provided product for transfer preview.

Gator Dining has been struggling with staffing but has been able keep locations open by adjusting some operating hours. Local Restaurant Row (LRR) currently has 10 vendors rotating for the Spring semester.

Plantology, Chef JJ, and Swamp Boil were recently added. LRR generated approximately \$134,000 in sales during Fall 2021. Spring 2022 meal plan sales are about 2.5% less than the Fall semester, as expected

Tim B. reviewed upcoming events (complete list attached) and distributed two vouchers valid at GCDC or FFC to everyone in attendance.

Matt M. encouraged each FSAC member to experience Gator Dining and provide feedback. How can we improve? What went well or not so well? Tim stated he is happy to receive the feedback as well.

Beth G. commented that she visited Fresh Food Company on January 10th: It was very busy and full of students. The offerings were what she expected for "college cafeteria food" and everything looked fresh and appetizing.

Tim B. stated Gator Dining is averaging 2500 customers in the dining halls each day.

Hector L. mentioned he and his family recently visited Gator Corner Dining Center in the evening. They enjoyed the experience, although noting they felt a little cramped at their dining table space.

Dwan C. visited both Gator Corner and Fresh Food Company. Both experiences were positive and good choices were available.

Dennis H. mentioned he has had both good and bad experiences. While he loved the variety, he was shocked by some of the workers' attitudes.

Matt F. mentioned he had a meal plan last semester. He loved having breakfast for dinner. Only complaint was he felt like the same foods were being offered too frequently and would have liked more of a variety. Matt M. asked if he ever looked at the online menu before going and Matt F. said he only just recently learned it was online.

Tim B. mentioned most menu items are on a four-week rotation, while popular items are served more often.

Tina H. recently visited the Fresh Food Company. Food looked fresh and they had great selections. Only complaint was it was hard to find a clean table.

Hannah S. mentioned she understands there can be bad days. Was surprised how busy it was. "Great job!" Sara at the Fresh Food Company salad bar was very polite. Perhaps graduate students are an untapped population for the dining halls(?) She also recommended adding "Ask Me" signage in select areas if items are low and need to be restocked customers will know who they can ask for assistance.

Matt F. agreed about having a designated person to ask for help.

Karalyn S. was impressed with the food services operations on campus in the fall. She felt as if we were returning to normal.

Tim B. appreciated everyone's input, good and bad. Recommended everyone use the QR codes to give feedback at any time.

V. Old Business

- State of the ITN process

Eddie Daniels

Happy New Year and welcome back. We appreciate everyone's feedback.

The ITN process is progressing and should wrap up in the next few weeks.

VI. New Business

- Secret Shopper Program

Jenn Moyer

Jenn gave a brief presentation on the Secret Shopper Program. The program runs every semester with approximately 60 – 70 participants. Participants are primarily students; however, we welcome faculty and staff to participate as well. Participants are provided meal vouchers (approximately three meals per week); participants then provide feedback through a link to the secret shopper survey. The survey consists of fifteen questions on topics related to cleanliness, customer service, quality, etc.

A copy of the presentation is attached and provides data related to signage visibility, dietary restrictions, food wait times, value for purchase, and overall experience.

Matt M. asked how often feedback is shared with Gator Dining? Jenn replied that feedback is forwarded to Gator Dining approximately twice a week.

Jennifer C. asked if we track how long it takes from order to pick up on specific items? Jenn responded we do not, however, some secret shoppers will provide comments on the survey related to wait times on more popular items.

Alex W. asked what the percentage of visits are to individual locations? Jenn responded approximately 60% go to Fresh Food Company and 40% to Gator Corner. We ask participants to vary their visits to retail locations.

Tim B. mentioned there were approximately 50% more students on meal plans in the Fall 2021 semester compared to Spring 2021 which can play a role when looking at overall satisfaction.

Jenn mentioned there were 161 surveys submitted during the Fall 2021 semester.

Beth asked Jenn if there was a difference between this data and data collected from pre-Covid? Jenn responded it was similar and Beth then asked shouldn't there be improvement or at least working towards improvement?

Matt F. asked how value plays a role in the responses received on the surveys. Jenn mentioned she asks participants to rate their experiences as if they are using their own money to make the meal purchases.

Alex W. asked how a person finds out about being a secret shopper and Jenn mentioned by following Business Services on social media. You can also email Jenn directly if interested at moyer13@ufl.edu.

Jennifer C. asked if there is follow up with those who are extremely dissatisfied? Jenn mentioned Business Services follows up as well as Gator Dining.

Jessie F. made a comment that she thinks it is valuable when a student participates during multiple semesters but is concerned they may get into a routine on how to respond to the surveys.

Dennis H. asked if Matt M. receives the information from the QR codes? Tim responded that both Matt and Jenn are forwarded that feedback. The feedback from the QR codes also allows Gator Dining to compare how they are doing with their peer institutions.

Hannah S. mentioned she recently had a service issue at Pollo but was able to find a Gator Dining employee who took care of it immediately.

Paul suggested that the secret shoppers are selected anew each semester to increase diversity of data.

VII. Adjournment

Jessie thanked everyone for joining us today and providing great feedback. Jessie adjourned the meeting at 1:00 p.m.

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Next meeting February 15, 2022, 11:30am – 1:00pm, JWRU 2355

Gator Dining Spring 2022 Events – You’re Invited!



January
Jan 19 – Cereal Zombie at Fresh Food Co, 11 a.m. to 2 p.m. Cereal Zombie is a program created at UF and now being scaled across the region and corporate. It includes: Ice Cream, a wide array of cereal flavors, a gazillion toppings and IMAGINATION!
Jan 24 – Lamar’s (formerly Big Boi Bakery) Spring Flavors Launch – cupcake tasting outside of Firehouse; noon to 2 p.m.
Jan 25 - Florida Day Theme Meal- GCDC, Lunch 11 a.m. to 3 p.m.
Jan 27 – Farmers Market- citrus showcase and \$7.00 special door rate; Fresh Food Co. plaza
Jan 27 – DINO NUGGET THURSDAY at Gator Corner
Jan 28 – Blueberry Pancake Day, Fresh Food Co., Breakfast and Lunch
Jan 31- Hot Chocolate Day (hot chocolate with toppings) – Reitz Union (across from Starbucks)
February
Feb 1 - Lunar New Year at Sun Terrace Panda Express; 11 a.m. to 2 p.m. (specials, giveaways)
Feb 2 – Tater Tot Day- Lunch at Fresh Food Co; Gator Corner Dinner
Feb 4 – World Nutella Day (CYO Nutella Jar – small toppings will go into a personalized Gator Nutella jar, and then they will also get a small jar of Nutella to mix it all together at home)
Feb 7 – Send a Card to a Friend Day (table at Reitz Union where we have CYO cards for students to create and send along; maybe even have stamps available)
Feb 9 - UF’s Day of Gratitude, with an overarching theme of reflecting on UF’s Core Values. Our core values include excellence, discovery and innovation, inclusion, freedom and civility, community, and stewardship.
Feb 9 – Pizza Day CYO Minis @ FFC, Specialties @ GCDC
Feb 9 – Pizza Day Giveaway of Papa John’s swag – 11 a.m. to while supplies last, Reitz Union
Sunday, Feb 13 - Superbowl Theme Stations (The Big Game) FFC dinner
Monday, Feb 14 – Valentine’s Day Dessert Bars (both locations)
Tuesday, Feb. 15 – BYPPO LOVE Theme Party, Gator Corner, 11 a.m. to 2 p.m.
Feb 17 – Random Acts of Kindness day (oranges, granola bars); roaming
Feb 24 – Farmers Market- Plantology, vegan
Feb 24 – DINO NUGGET THURSDAY at Gator Corner
Feb 25 – Skip the Straw Day
IFAS white strawberry taste trial Location and Menu TBD
Black History Month Chef Spotlight – Featuring Kai and Sonia Location and Menu TBD
Super TwosDay (Tuesday, 2/22/22) Retail specials across campus



2021 DINING SERVICES REPORT



Business Services



SIGNAGE VISIBILITY

MENU CARDS
(NAME OF FOOD)

NUTRITION
INFORMATION

ALLERGENS

SPRING '21

97.3%

-3.5%

FALL '21

93.8%

94.9%

-2%

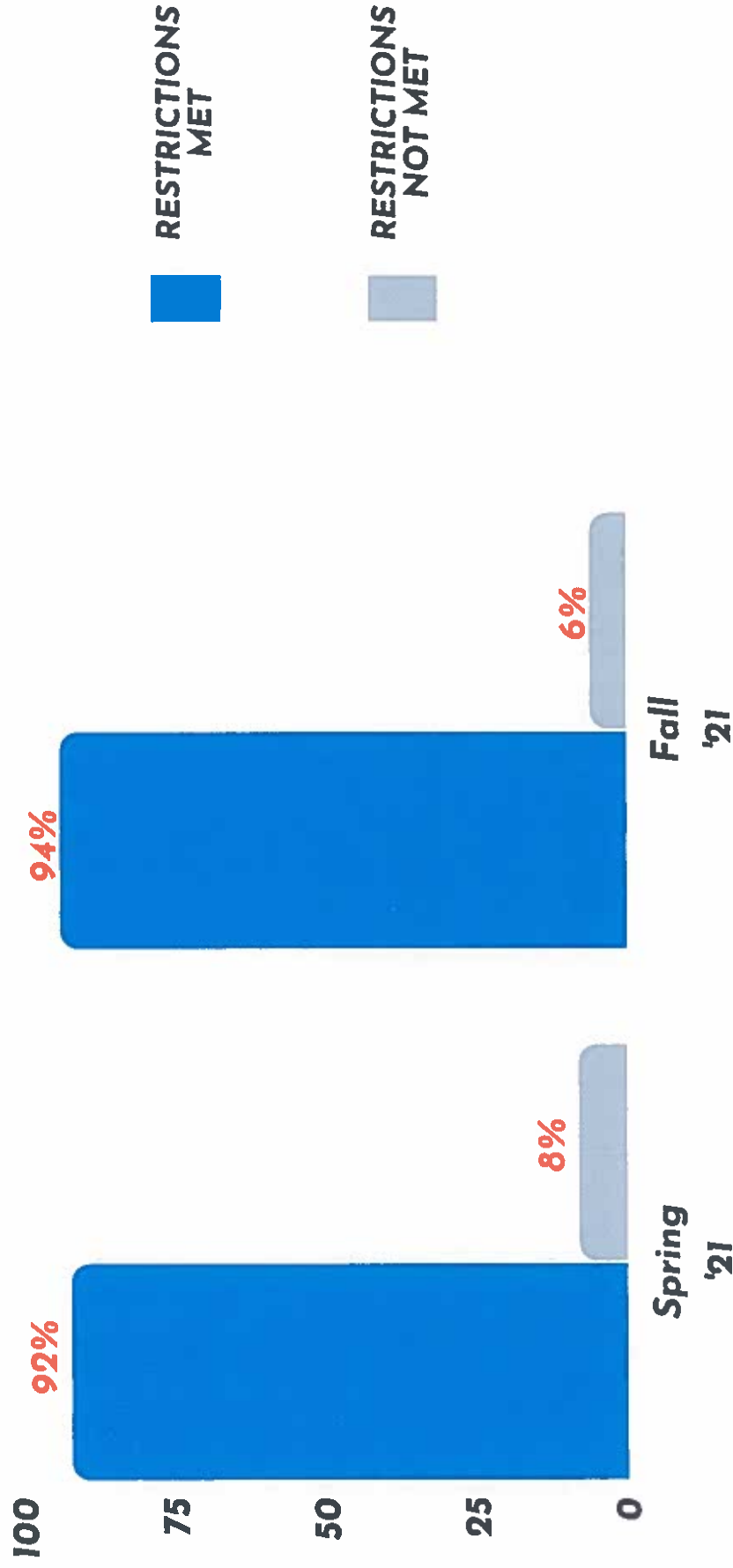
92.6%

86.5%

+3%

89.5%

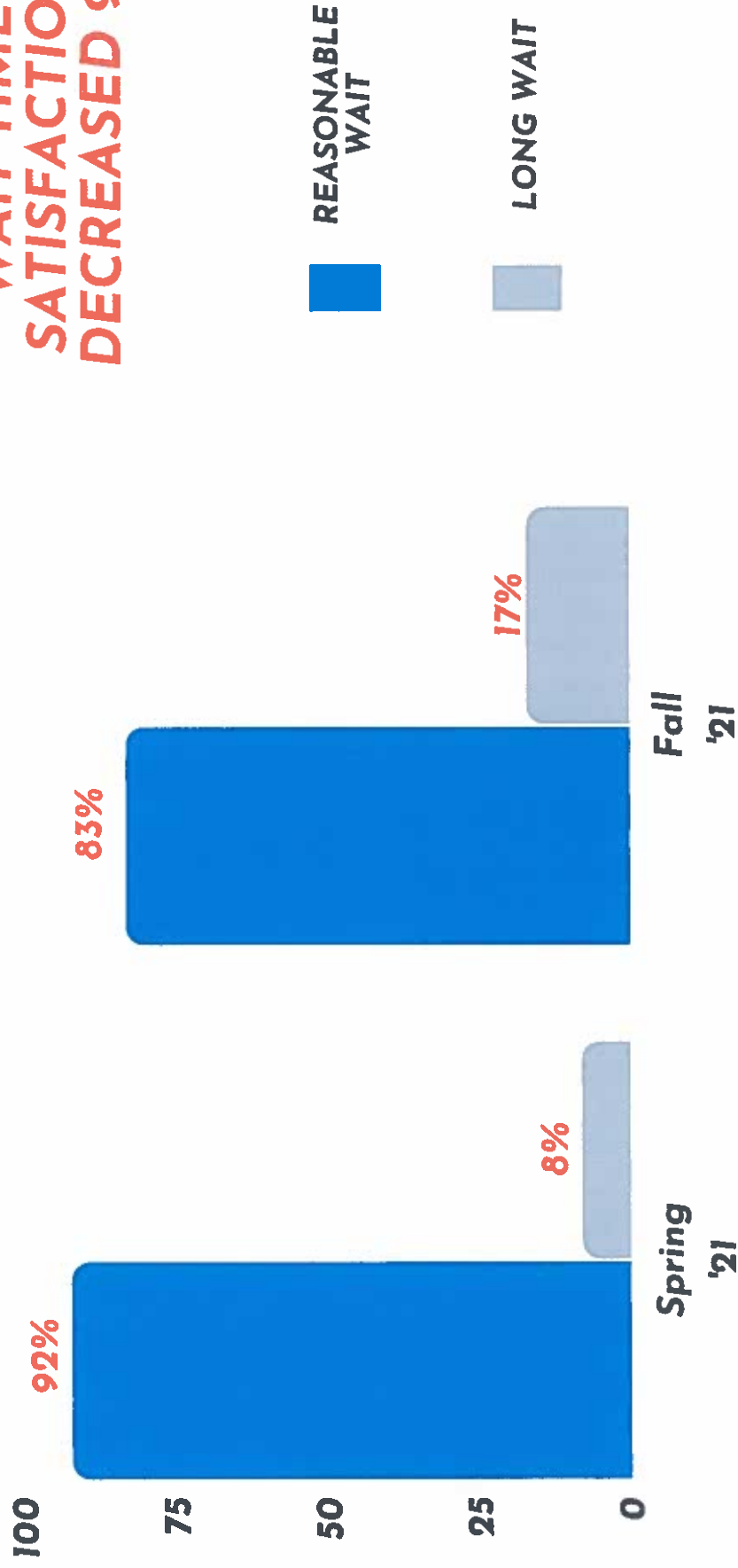
DIETARY RESTRICTIONS MET?





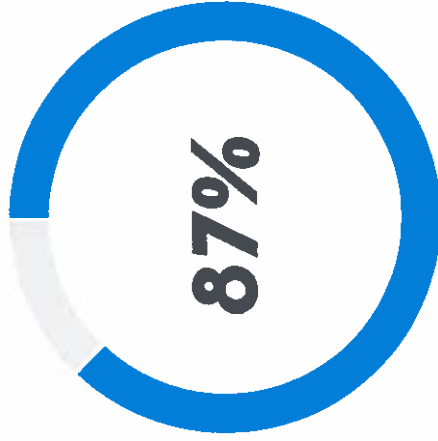
FOOD WAIT TIME

**WAIT TIME
SATISFACTION
DECREASED 9%**



VALUE FOR PURCHASE

SPRING '21



5% INCREASE
IN VALUE

FALL '21



OVERALL EXPERIENCE

