

**FOOD SERVICE ADVISORY COMMITTEE MEETING**  
**02/15/2022**  
**Reitz Union room 2355**

**MINUTES**

**Attending:**

Yusof Al-Wadei  
Nancy Chrystal-Green  
Jennifer Clark  
Eddie Daniels  
Paul Davenport  
Jessie Furman  
Dennis Hines  
Matt Mueller  
Alex Wilkerson  
Matthew Felicetti  
Emma Towler

Tim Bucolo – Gator Dining Svcs.  
Nicole Jackson – Gator Dining Svcs.  
Hector Leon – Pepsi  
Morgan William - Pepsi  
Ernie Oorbitg - Canteen  
Danette Loyd  
Jenn Moyer  
Hana Prudilova McNeal  
Robin Stewart  
Hannah Stahmer

**I. Call to Order**

Jessie Furman called the meeting to order at 11:59am following lunch provided by Gator Dining Services.

**II. Welcome and Introductions**

Jessie F. welcomed everyone to the meeting and thanked Gator Dining for providing lunch.

**III. Review/Approval of Minutes**

The minutes of the January 19, 2022, meeting were approved as submitted by unanimous vote.

**IV. Director of Food & Beverage Services Report**

Matt Mueller

Matt M. thanked Gator Dining for lunch today, food was wonderful. Gator Dining is continuing to hire. In August they were at 665 employees, now at approximately 800 employees. Has been one of the few university food service programs to keep all locations operating across campus. Sales in January are tracking at approximately 85% of 2019 sales and the good news is we are progressing over 2020 sales.

Matt M. gave a shout out to Nicole and her team on their social media promotions. There has been 60% growth on social media usage.

Gator Dining is continuing with their "Always Yes" training. Also re-training where necessary to provide increased cleanliness. Doing regular walk-through's to ensure compliance.

Tim B. mentioned the roll out of "Just Ask" flyers with QR codes. A customer can scan the QR code to report immediate needs in the dining halls. These concerns are sent instantly to all managers on the floor to

address problems, concerns, etc. immediately. Gator Dining's goal is to ensure there are always three clean team members on the floor.

- Upcoming Events

Nicole J. passed out a flyer of upcoming events for February and March. Nicole highlighted the Farmer's Market scheduled on February 24<sup>th</sup>. Local in-season produce will be available for \$1/pound. IFAS will be on site promoting the Strawberry Taste Trial. Nicole also mentioned March is National Nutrition Month. Watch for special events throughout the month. A copy of the upcoming events list is attached.

Matt M. mentioned IFAS will be introducing a white strawberry during the Farmer's Market and encouraged everyone to take advantage of this event.

- Voucher usage & experiences

Matt M. encouraged the committee to use your vouchers. If you need more, please let us know. Feedback from this group may be a little different than what is provided by the secret shoppers. Because of this, Business Services has created a separate online survey for this group. We ask that surveys be completed within 24 hours of your dining experience.

Jenn M. shared the survey link (<https://go.ufl.edu/dining>) with the group. It has been created to easily provide feedback regarding your dining experiences. A comment box is also available at the end of the survey giving you space to further expand on your feedback if needed.

- Canteen

Matt M. thanked Canteen for adding KN95 masks in machines across campus. Ernie mentioned that Canteen's Connect & Pay app will be coming to campus within the month. You would download the app and set up an account by adding money to it. When making a purchase, you scan a QR code, make your choice and you can earn reward points for free vending items. You will also be first to learn of personalized offers and promotions.

- Pepsi

Hector L. mentioned Pepsi will be introducing some new products on campus including Rockstar Energy Unplugged, a zero calorie and zero sugar energy drink that contains 80mg caffeine per can with Hemp Seed and an Herbal blend. It is worth mentioning that the hemp seed oil does not naturally contain THC. Also adding Starbucks Baya Energy and Mountain Dew Spark. Pepsi is also expanding Gatorlyte across campus. Gatorlyte was designed for athletes to help replenish electrolyte losses.

Pepsi is also partnering with athletics to help promote 50 years of women's athletics with the slogan "Gator Girls Do it Better". Nancy asked who came up with the slogan as she expressed concern over the wording and how it might be perceived. Hector responded the slogan creation was a collaboration between Pepsi and the University Athletic Association (UAA) and while he was unsure of the specific people involved, the UAA signed off on the slogan. He could look into it further if needed.

**V. Old Business**

- State of the ITN process

Eddie Daniels

Still in the final decision-making process. The three proposers have been very responsive and patient.

- Secret Shopper Program

Jenn Moyer

Jenn thanked the committee for their feedback during the last meeting and reminded the committee that additional dining vouchers are available.

**VI. New Business**

- Cashless Vending discussion

Matt M. mentioned due to the widespread coin shortage, cashless vending may be implemented on campus and opened the floor for discussion.

Hector L. said the coin shortage is impacting operations across campus. Looking at implementing a cashless vending pilot program in a few locations. UF could be one of the first campuses to go cashless.

Matt M. noted that approximately 20% of sales are cash. The rest are some form of card (credit card, debit card or Gator 1 Card). There are other options, such as POD Markets and the Bookstore where cash purchases could be made.

Ernie O. indicated it has not been as much of a problem for Canteen.

Paul D. asked if cash vs. credit card sales could be monitored per item purchased. Both Pepsi and Canteen said per machine yes, but not per item.

Hector L. feels that without having to deal with coin and dollar bill jams, that the machines will be able to operate more efficiently with less maintenance required.

Matt M. suggested adding a QR code to the piloted machines to ask for feedback.

Emma T. asked if credit card readers could work better, as that is a complaint she hears often. Hector L. said in theory yes. However, Ernie O. said to remember that cell phone signals are used to process card payments.

Dennis H. asked where the most popular vending areas are located, and can we pilot in more than one location? Hector mentioned the two most popular areas are Turlington and Library West and yes, Pepsi is open to piloting the program in more than one location on campus.

Paul D. suggested asking student government to poll students to find out their opinions.

Nancy C. G. asked how do you get feedback to evaluate success? Also suggested piloting drink and snack vendors in the same locations at the same time.

Ernie O. said the Canteen vending sales are approximately 90% credit card usage currently. Morgan W. also mentioned they are not replenishing coins and bills in Pepsi machines very often now.

Eddie D. mentioned since the main driver appears to be the coin shortage, is there any consideration of having one machine in select locations with a coin option? Who are the 20% using cash and why? We need to leave an option for cash users.

Hector L. did mention there is a spike in cash sales on game days. Hector also indicated the two highest cash sales locations are the Reitz Union and Facilities Services.

Jessie F. mentioned that some lower income members of society would use cash.

Matthew F. said as a student, we would probably go to a POD market to use cash.

Paul D. suggested considering a changeless machine rather than cashless. Matt M. indicated using that concept would cause prices to go up.

**VII. Adjournment**

After no additional questions, comments or concerns, Jessie adjourned the meeting at 1:00 p.m.

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Next meeting March 16, 2022, 11:30am – 1:00pm, JWRU 3320



# February and March Calendar

## Gator Dining

February 2022
Feb 17 – Random Acts of Kindness Day (Bee Friends Farm Honey sticks and social giveaway); randomly throughout the day
Feb 21 – National Muffin Day (observed) <b>Wellness Table</b> -Microwave Muffin or Banana Bread Recipes, Provide ingredients in a jar; Reitz Union; 11 a.m. to 2 p.m. or while supplies last
Feb 22 – Happy TwosDay! 2.2.22 specials across campus – follow us @gatordining IG for all the info!
Feb 23 – LEAD Chef Spotlight featuring Chef Sonya, bakery chef at Gator Corner. She will be making her Marshmallow Devil’s Foodcake cupcake at lunch, and sharing her love for baking with attendees.
<p>What is LEAD?</p> <p>Aramark LEAD (Leaders &amp; Employees of African Descent) is dedicated to the interest of motivated team members who self-identify as Black, African American, West Indian, or of African descent. The vision is to cultivate Black leaders at Aramark, support the communities where we live, and foster a spirit of belonging.</p>
Feb 24 – Farmers Market- IFAS Strawberry Taste Trial, Florida Strawberry Growers Association, Food Science and Human Nutrition, Plantology food cart, GHQ remote, Traders Hill Farms; Fresh Food Co. (Broward) 11 a.m. to 2 p.m.
Feb 24 – DINO NUGGET THURSDAY at Gator Corner; 4:30 p.m. to while supplies last
Feb 25 – Heart Health Lunch & Learn <b>Wellness Table</b> -Trivia, Quiz, Education; Reitz Union 11 a.m. to 2 p.m.
Feb 25 – Skip the Straw Day; social engagement and education
March 2022
Mardi Gras (Tuesday, March 1) FFC @ Dinner
National Nutrition Month – features all month
Women’s History Month Chef Spotlight – International Women’s Day is March 8, but that is Spring Break, so we will do the week of March 14; working on international theme plates for Residential. Follow us on IG for all the info!
<p>March 14-18 – National Nutrition Month “Celebrate a World of Flavor”</p> <p><b>Wellness Table</b>-Students make their own seasoning mixes. Recipe Cards</p>
March 17 – St. Patrick’s Day Cereal Zombie (Location TBD, lunch)
March 21-25 – National Nutrition Month Lunch, <b>Learn &amp; Demo- Spices &amp; Health</b>
March 23 – noon to 4 p.m. tabling with FSHN at Plaza of Americas
Farmers Market (March 25- Friday) <b>Farmer’s Market</b> - Demos (featuring seasonings from local seasoning companies, student cooking contest) 11 a.m. to 2 p.m. at Fresh Food Co., Broward
March 28- Endometriosis Awareness Month – Eating for Health
March 31 – DINO NUGGET THURSDAY at Gator Corner