

April 4, 2017  
5:00 - 6:30pm  
Evergreen Room

Attendees: Kyle McCloy (Chair), Lorraine Huntley, Dolores March, Julia Wagner, Ben German, Isaac Besse, Bonnie Chow, Sharon Quan, Harrison Huber, Yuliya Barrukova, Kyler Foster, Lauren Laturnus, Emma Berkhold, Gary Elaschuk, Troy Bender

Regrets: Shilpi Gupta

1. Agenda Approval	➤ Agenda approved.	All
2. Review of Previous Minutes	➤ Minutes approved.	All
3. Open discussion		All
3.1	<b>What worked well?</b> <ul style="list-style-type: none"> <li>➤ Meetings went well - great format face to face with key people.</li> <li>➤ Specific structure/open discussion at the beginning for drop in students.</li> <li>➤ Tabling and or signs for feedback. Set up a table every two weeks for a few hours with 2 food ambassadors to generate more feedback.</li> <li>➤ Events (ie. Iron Chef) - can gage students interest at tabling to see if this is something they would like.</li> <li>➤ Buffets in Lister Market - there was an increased number of students who attended the buffets this past year.</li> </ul>	
3.2	<b>What did not work well?</b> <ul style="list-style-type: none"> <li>➤ There is a misconception of what the meeting is about. Students can feel out of place and see it as too formal. Is there a way to make the meeting less formal and more casual to be more inviting with not such a big commitment?</li> </ul>	
4. Events Updates		Melisa/Troy
4.1	<b>Year end review</b> <ul style="list-style-type: none"> <li>➤ Melisa - Powerpoint presentation</li> <li>➤ The calendars were really liked and found them to be really effective.</li> <li>➤ Themed Buffets - helped draw the students to Lister Market. There were some issues with food quality (ie. meatballs really dry). There was some control before when the food was served.</li> <li>➤ Theme or "type of food" (ie. Indian Cuisine)</li> </ul>	

	<p>would be better. Students know what they are getting. Perogy buffet is also very popular.</p> <ul style="list-style-type: none"> <li>➤ Introduce something new/different and not just the usual entrees.</li> <li>➤ Events (Dietitian in October and March) - a lot of students were interested but did not interact. Ask the dietitian a question online. Suggest have an evening session.</li> <li>➤ Live+ App</li> <li>➤ Random Acts of Kindness</li> </ul> <p>Promotions</p> <ul style="list-style-type: none"> <li>➤ A lot of people liked the Mexican bowls.</li> <li>➤ Pop Up Nights were liked a lot.</li> <li>➤ Value meals very popular.</li> <li>➤ Spin to Win - students like free meals.</li> <li>➤ Tabling is a great way to get student feedback.</li> </ul>	
5. Welcome Back/Move In - August 28		Lorraine
5.1	<p><b>Lister Hall and Peter Lougheed Hall</b></p> <ul style="list-style-type: none"> <li>➤ August 28 - the new food ambassadors will need to be here for this day.</li> <li>➤ Cafeteria to have logos/banners.</li> </ul>	
6. Decor in the Ship and Dining Hall	➤	Dolores/ Lorraine
7. Communications		
7.1	<p><b>WhatsApp or similar App</b></p> <ul style="list-style-type: none"> <li>➤ Txt n Tell - tabling to educate the students on how this will work. <ul style="list-style-type: none"> <li>○ We can choose what messages are displayed on the monitors/screens.</li> <li>○ Our contract allows up to 500 responses (including the automated response) per location per month.</li> <li>○ One custom response per message. Only if the student/guest sends a message after ours, can we respond again.</li> </ul> </li> <li>➤ Would they use their own personal device?</li> <li>➤ Pictures of food ambassadors on each floor so students can put a name to the person.</li> <li>➤ WhatsApp would work better.</li> </ul>	Lorraine/Isaac
7.2	<p><b>How do the Food Ambassadors want to receive information?</b></p> <ul style="list-style-type: none"> <li>➤ A google calendar would be great - Melisa to share this with the food ambassadors.</li> </ul>	Lorraine/ Dolores

7.3	<b>How do the students want to receive information?</b> <ul style="list-style-type: none"> <li>➤ It would be really effective if the food ambassadors took the students UAlberta email. They can cc the student and Troy to close the loop.</li> </ul>	Lorraine/ Dolores
7.4	<b>Food Ambassador Email</b> <ul style="list-style-type: none"> <li>➤ May not be the best way to communicate.</li> <li>➤ Isaac - email can be effective as we can close the loop. Maybe an anonymous form such as google form. <ul style="list-style-type: none"> <li>○ Create a form and send out the link. It is optional if they want to add their contact information.</li> </ul> </li> </ul>	Lorraine/ Dolores
7.5	<b>Communication Survey</b> <ul style="list-style-type: none"> <li>➤ Thank you for completing the survey.</li> </ul>	Lorraine
8. Peer Feedback	<ul style="list-style-type: none"> <li>➤ Keeping up with the changing food items.</li> <li>➤ Changing is the best. Listening to students and what they want.</li> <li>➤ New menus to be sent to food ambassadors for feedback. Students need to know we are open to changing food items.</li> <li>➤ Look at social media (instagram) - needs more followers.</li> </ul> <p>Communication Format</p> <ul style="list-style-type: none"> <li>➤ instagram can post more images at one time. You can do snapchat stories. Ie. Monday menu, then Tuesday menu, etc.</li> <li>➤ Easy for food ambassadors to promote.</li> <li>➤ Need to ensure that they are consistent in the messaging.</li> <li>➤ Symbols - stickers for dietary restrictions next year.</li> <li>➤ Food ambassadors need to educate the students so they know who they are (ie. LHSA, etc.).</li> <li>➤ Make the meetings more visible.</li> <li>➤ Post their information on the RA board.</li> <li>➤ What is their identity.</li> </ul>	

Next meeting: September 2017, Date and time and location to be confirmed