

Meeting

November 1, 2016

5:00 - 6:30pm

Evergreen Room

Attendees: Kyle McCloy (Chair), Lorraine Huntley, Shilpi Gupta, Melisa Garcia, Amy Stafford, Isaac Besse, Kyler Foster, Bonnie Chow, Ben German, Christian Ford, Michael Gallinger, Harrison Huber, Lauren Coxson, William J, Steven Shuttle, Seung ah Yi, Jon Kolodychuk

Regrets: Dolores March, Troy Bender

1. Introductions		All
2. Open discussion	<ul style="list-style-type: none"> ➤ Questions about the new meal plan. Kyle asked that those be held until we get to that topic on the agenda ➤ Where does our food come from? <ul style="list-style-type: none"> ○ Shilpi explained we purchase through Sysco and they in turn have sub suppliers, including local suppliers from Edmonton & Alberta ○ We can't go directly to smaller local suppliers because they can't meet large demands like ours ○ This is also a food safety issue - Sysco (and suppliers) has to pass federal food inspections ➤ Lots of complaints over the last few weeks with smoothies in Marina - very inconsistent ➤ Sometimes the wait at Booster Juice is very long ➤ Still lots of complaints about music in Caf late at night. People want to have music turned off at 8pm when Market closes ➤ Ordering kiosk in Marina - everything on the size tab is zeroed out ➤ Marina iPads - often only 1 or 2 working <ul style="list-style-type: none"> ○ New ipads have been ordered ○ when that happens people can order directly at the grill ➤ Bento - staff aren't wearing gloves when serving soup <ul style="list-style-type: none"> ○ Shilpi will meet with them by next week at the latest to discuss ➤ Love the pork buns ➤ Microwaves are moved around corner in Marina ➤ Some complaints about hamburger at grill - the patty looks unappealing & too fatty. Could there be a lean option (less fat on patty)? <ul style="list-style-type: none"> ○ Market burger is made from scratch so 	<p>Shilpi</p> <p>Shilpi</p> <p>Shilpi</p> <p>Shilpi</p>

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	<p>should be more lean. Marina burger is from the supplier so we have less control</p> <ul style="list-style-type: none"> ➤ The Market alfredo was too watery (Oct. 26-27) ➤ Oct. 30 they ran out of burger buns around 11pm in the Marina ➤ Many complaints that you can't get just the fingers. Have to have the fries too. <ul style="list-style-type: none"> ○ That was an added value item this year so the chicken finger price didn't go up when fries were added this year ○ You can make a note on your order to leave the fries off if you don't want them ➤ Can we get vegan yogurt? <ul style="list-style-type: none"> ○ There's a company in Calgary that makes it. Trying to make them an approved supplier ➤ Can we add spicy curly fries as a combo item so we can add them on instead of regular fries? ➤ Really like the light breakfast option - just the right portion ➤ Menu was posted last year one month ahead and that is helpful for planning <ul style="list-style-type: none"> ○ This year it's on the screen at bottom of stairs but only a week ahead on screen ○ Campus dish also has menus posted for next 4 weeks ○ Also ask on social media and Melisa can share ➤ RAs are hearing that when market cashiers charge incorrectly they are not correcting it on the spot. <ul style="list-style-type: none"> ○ We will always reimburse or give a free meal but the real issue is we will make sure cashiers are trained. ○ If the ONEcard has been swiped it might be too late to fix it so we have to reimburse ➤ Who should Food Ambassadors forward emails to? <ul style="list-style-type: none"> ○ Troy and Shilpi ➤ Do Food Ambassadors agree that once they forward a complaint that Troy/Shilpi should respond directly to the student and cc Food Ambassador email? <ul style="list-style-type: none"> ○ Troy should reach out directly because otherwise there is too much back and forth through FAs (Ben) ○ Especially makes sense when trying to facilitate refunds/reimbursements (Kyler) ○ Hospitality Services is tracking the concerns on a spreadsheet to make sure 	<p>Shilpi</p> <p>Shilpi</p> <p>Melisa</p> <p>Shilpi</p> <p>Shilpi Lorraine</p>
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	the loop gets closed on all issues	
3. Review of Previous Minutes	➤ Previous minutes reviewed	Kyle
4. Meal plan update	<ul style="list-style-type: none"> ➤ We have posted information about the new meal plan proposal on the Dining Services website ➤ There is a feedback from there to collect questions and comments on the plan ➤ There is a lengthy FAQ document that will be updated weekly as new feedback or questions are received 	Amy
5. Events updates	➤ See attached presentation	Melisa
6. Survey responses	➤ See attached presentation	Melisa
7. Peer feedback	<ul style="list-style-type: none"> ➤ There is confusion among cashiers and students about the milk promotion ➤ CAB Filistix is really good. Could they have longer hours in CAB main floor? <ul style="list-style-type: none"> o they are open until 4 but if they run out sooner they close ➤ Smoke's is good but sometimes very salty ➤ ETLC Tim Horton's has photo of the Creamy Chocolate Chill beverage but it's not available on the menu <ul style="list-style-type: none"> o Shilpi will have it taken down ➤ Next time we can promote this meeting on Lister Facebook groups with promotion info 	All

Next meeting: Tuesday, December 6, 2016, 5:00-6:30pm, Glacier Room