

WWU CAMPUS DINING COMMITTEE

Minutes of the Meeting

Friday, March 6, 2009

4:00pm, VU 462A

Present: Jon Bettger, Jessica Chen, Ramon Rinonos-Diaz, Keegan Tarbell, Jill Kelly, Lisa Philbrook, Tim Bartunek, Aubrey Black, Ben Wurtz, Joe Meyer (new member), Kurt Willis, Chris Kenney, Ira Simon, Luke Minor

1) Welcome & Introductions

- New member joining the group: Joe Meyer (1st year student living on campus)

2) Review Minutes from February Meeting

- Francis Halle replied to Ira about moving the large table in the Tony's HH foyer. He proposed replacing it with two smaller tables. Committee agreed this is a good solution.
- The missing sunflower seed carafe has been returned to Fairhaven Commons.

Watch: University Dining Video – Featuring several Dining Committee members.

3) Catering

- Catering is keeping busy. Many upcoming events including Western Preview (weekend of 4/4): Volunteer continental breakfast; Student/Parent coffee and pastry social in the MPR; Resident Dining serving lunch to visiting Students/Parents. Over 1800 people are expected to attend.

4) Dietician Report

- The first *Meet the Dietician* event was on Wed. March 4. Jill said about 15 people came to talk with her. She is hoping to have more materials on hand for the next two events to draw in students. Next *Meet the Dietician* event is at Fairhaven Commons during dinner on Wed. March 11.
- Jill announced that she holds nutrition workshops on Mondays from 4p-5p at the Student Rec Center. *“Phase” discussion*
- Jill was approached by the Western Front earlier in the week about Dining Services' use of “Phase”, a butter-alternative cooking oil used in several cooking applications in Resident Dining.
- There is a concern about the use of the product as it contains hydrogenated oils, known to contain Trans Fat. Per serving, Phase contains 0% Trans Fat, but Jill said that it is not Trans Fat Free.
- Jill is not supportive of the product and asked if there was an alternative that could be used.
- Chris said canola oil is an alternative, but it does not have as good of cooking properties or taste.
- Ira noted that an article about this will likely be appearing in Tuesday's edition of the Western Front.
- Keegan requested that it be verified that the cooks are using the appropriate amount of the oil (not too much). Ira agreed.

5) Dining Operations

Douwe Egberts

- The Douwe Egberts coffee system is now installed at Ridgeway Commons.
- There has not been a lot of feedback (positive or negative) on the new system yet.
- The UDS marketing team will be conducting a survey during spring quarter to get student feedback on the coffee.

Rock's Edge

- Chris presented a proposal for a new made-to-order deli sandwich format and Island Oasis smoothie program at Rock's Edge Café (*see attached proposal*). The current Panini and smoothie program is too slow to keep up with the extra volume of people (due to the AIC opening). Due to lack of cold storage space, it is not realistic to do both the paninis and the deli sandwich bar.
- Ira asked the committee to visit Rock's Edge to see if it seemed like a good fit for the unit.
- Jessica asked if the committee could see the paninis sales figures before deciding.

6) Dining Services Discussion

Jessica (Comments from Maria and Jessica)

- On 2/22 at 6pm at Fairhaven Commons, the ice cream ran out during Sunday Sundaes. Maria asked a student employee about it and he seemed to have no idea what he was doing.
- Greg at the Mediterranean Grill is nice and works hard.
- On 2/20 at VC, the chicken burger and the cheese bread Maria had were very good.
- Ridgeway Commons has been cleaner and neater looking lately.
- On 3/4 at 1pm in the Underground Coffeehouse, Maria ordered a Mt. Baker Sandwich. The sandwich was very good, but she felt rushed when ordering.
- The service at the Underground Coffeehouse is often slow.
- Jessica ordered a chai latte at the UGCH at 1pm on 2/24 and it was ½ foam. The barista remade it and it was fine. The same barista has screwed up her order before (same situation – too much foam).

Other

- Keegan heard positive comments about Bistro Night theme dinner: people liked the breadsticks (and all the food), the variety in the menu and the break in the monotony.
- Keegan was in the UGCH on 3/6 and thought everything looked very nice.
- Jon has heard that the condiment bars at the dining halls are often missing several items.

Ramon

- Lunch on 3/6 at VC: paper condiment cups out; asked student manager (Jeremy) and he was very short with him and no cups ended up being put out.
- Would like white rice to be offered more often in VC.
- Would like to see plain chicken patty sandwiches back at the Grill in Res. Dining.
- Would like to see more variety in pasta sauces other than marinara.
- Would like to see Rocky Road more often in VC (it is available quite often at Ridgeway Commons)
- Could rice be put out earlier in the day at Miller Market (by 10:00am)?
- Suggested moving oatmeal packets in Atrium over by where the hot oatmeal used to be.

Jon

- Heard complaints that there are not enough vegetarian grab n' go entrée salads available in retail.
- Atrium often runs out of sushi very early in the afternoon (by 1:00pm).
- Asked if chunky (natural) peanut butter can be available at Ridgeway and Fairhaven Commons.

Other Comments

- Someone told Jessica that when they order an Americano at the espresso bars on campus, it often is forgotten and not made. Jessica asked why easier drinks like this are not made first.
- Jill asked again if gluten-free dry soups, corn chips, cheese and fruit and other gluten-free options could be available in retail units. She noticed that there are no Gluten-Free options in the UGCH.
- Ben has noticed that on some days in retail, all the soups contain dairy. Chris said that has been fixed.
- Ramon said there are not always separate serving utensils for the peanut butter, jelly, etc. in FC.
- Jessica asked if the pudding cups could be brought back to retail.
- Joe said that he likes that omelets are available every morning in Resident Dining. He says the weekend student workers load it up with way too much cheese though (VC).
- Ramon said thanks for fixing the mayo yellow-skin problem at FC.
- Ramon broke a glass at VC. The student workers cleaning it up (Valerie and Holden?) were very nice.

7) Annual Plan

- Ira distributed copies of the annual plan to each dining committee member and requested that they take it home and review it. It will be discussed at the 4/3 meeting.
- Notable sections/proposals include: New Commuter Meal Plan; Weekday Breakfast in Resident Dining to open at 7:00am; Sunday Late Night meal; Updated Retail Hours (especially note Thanksgiving Special Hours); New Student Catering Menu and New Gifts from Home section.
- Ira noted that next year Housing is limiting the number of returning students they will house, which equates to non-growth in revenue for Dining Services, while costs continue to increase. UDS is taking this opportunity to introduce the new commuter plan and add much money on-line to help grow new sales.

- Tim asked the committee to thoroughly review the Student Catering section and provide feedback.

8) Sustainability on Campus

- The WWU Chick-fil-A will be switching from a Styrofoam to a compostable lemonade cup soon. WWU will be the “pilot” project and only CFA location in the nation to have a paper cup.

9) Other

- The date for the start of the Miller Market construction has been moved again back to June.
- Two Mystery Shopper meal vouchers were distributed to each member. Mystery shops can be at any of the 13 dining locations this time.

10) Closing Comments

- Chris announced Dining Services has spent an additional \$27,000 this year on compostable wares.
- Ben said the Mt. Baker sandwich in the UGCH is really good.
- Lisa reminded the group that a Dining Committee page had been put up on the UDS website.
- Jessica asked if there has been any progress with Vendor’s Row accepting Munch Money. Ira said there was initial conversation with El Capitan but it has not progressed much.

The meeting was adjourned at about 5:50pm. The next meeting will be April 3 at 4:00pm in VU 462A.