

**TITAN STUDENT UNION FOOD ADVISORY COMMITTEE  
MINUTES  
February 4, 2009**

**CALL TO ORDER**

Amanda Whittle, Chair of the Food Committee, called the meeting to order at 2:36 p.m.

**ROLL CALL**

Members Present: Borden, Borsting, Ellis, Ramsey, Rutkowski, Tripp, Whittle

Members Absent: Miller

Ex Officio Present: Lynch

Guests: Allan Anaya, Grant Deering, Frank Herrera, Julie Malik, Christina Martinez, Carol McDoniel, Valerie Ramirez, Deanna Thoma, Crystal Wooldridge

**APPROVAL OF AGENDA**

The agenda was approved as submitted. (Borden-m/Tripp-s)

**APPROVAL OF MINUTES**

The minutes from the October 8, 2008 and December 10, 2008 meetings were approved as submitted. (Tripp-m/Ramsey-s)

**CUSTOMER INPUT/PUBLIC COMMENTS**

Whittle read the following comments from the TSU Customer Input Surveys, dated 10/15-11/30/08:

- 1) "Beer should be allowed in the Billiards and lounge area. Especially during the playoffs."
- 2) "I ordered a breakfast Panini-eggs were over cooked, the ham was not there, only one teaspoon of cheddar cheese, and the flat bread was soggy and chewy. "Fresh" means not altered by processing. The Panini was premade and placed in the microwave to warm. Not Fresh!"
- 3) "It's my first semester here, and I was in the mood for Chinese one day so I stopped by Busy Bee. I ordered sweet and sour chicken, and to say the least, I should have got my five dollars back. The chicken was not cooked properly, in fact it was a shade of green on the inside. The person behind the counter was doing his job just fine, but I think restaurant could be inspected if not replaced."
- 4) "Girl who works the counter is always extremely friendly."

Whittle read the following comment from the TSU Customer Input Survey, dated 12/1-12/15/08:

- 1) "Two years ago Busy Bee's noodles were soft and tasty. Now, it's not even soft; it's hard. Please change the noodles. Thanks."

Martinez stated that she did not receive these comments. Martinez asked Whittle if there was contact information.

Whittle stated that there was contact information only for the noodle

**CUSTOMER INPUT/PUBLIC  
COMMENTS (cont'd)**

comment.

Borsting asked if Martinez receives the comments normally.

Martinez stated that they do receive the comments but not these.

Borsting stated that he could speak to the first comment about beer. The licensing agreement and policies allow beer and wine service in the Pub and in the bowling area after 5pm. It is not allowed in the billiards area.

**REPORTS  
Committee Chair**

None.

**Food/Vending Director  
Nutwood Café**

Anaya reported the following:

- 1) There is special at the Nutwood Café. The purchase of a sandwich, wrap or salad can be turned into a combo (20-oz drink and chips) for \$1 more. Coupons are being circulated on campus.
- 2) They are striving to get more business. Sales are down a little bit.

**Concessions**

Lynch reported the following:

- 1) Navarro could not be at today's meeting.
- 2) Concessions is gearing up for the first baseball game on February 20.
- 3) They are moving all of the Concessions' operations into the soccer stadium. This was a recent decision by Athletics. They are removing all of the fences that separate the venues.
- 4) Cart operations are also moving indoors.
- 5) A new vendor, Ladera Crepes, is being added.
- 6) The available products include pizza, kettle korn, shaved ice, smoothies, funnel cakes, Philly cheese steaks, hamburgers and hot dogs.
- 7) They are changing the hot dogs to Vienna Hot Dogs this year.

Whittle asked if Concessions is only taking cash.

Lynch answered yes.

**Food Court/Garden  
Café/Round Table  
Pizza— Pub  
Titan Coffee**

Martinez reported the following:

- 1) It's the second week of classes; sales are strong in the Food Court.
- 2) They are still training the new staff. If there are any problems, see Thiranop or Martinez.
- 3) Garden Café's sales are also strong.
- 4) Martinez will be attending a class next week to learn about the new pizza from Round Table Pizza—Meatball Marvel. The pizza will have seven cheese, oven-roasted meatballs, garlic, caramelized onions and fire-roasted tomatoes.
- 5) Titan Coffee has been very slow. There will be a 10% off coupon distributed next week.
- 6) The Lemon Pepper Tuna will be returning to Togo's and available throughout Lent.
- 7) Last week, they met with Togo's corporate office. For 2008,

**REPORTS (cont'd)**  
**Food/Vending Director**  
**(cont'd)**  
**Catering Manager/  
Executive Chef**

CSUF Togo's was number one in sales for all of the Orange County stores.

Lynch reported the following:

- 1) Patel cannot be at today's meeting.
- 2) There is a big event at the El Dorado Ranch tonight in celebration of Black History Month.
- 3) The Executive Chef has been looking at making changes to the menus.
- 4) The Executive Chef is very open to changes. She was involved in developing the menu at the Fresh Kitchen. Sales at the concept are up 160% from the previous concept. President Gordon is a regular customer.

**Carl's Jr.**

Ramirez reported the following:

- 1) Another register has been added to Carl's Jr. Sales have been good the first week.
- 2) The current promotion is with the purchase any combo the customer can enter to win a \$50 gift card from the bookstore.
- 3) On Wednesday, they will start selling a Western steak sandwich.
- 4) They also have a lot of new staff. Any feedback can be directed to Ramirez either by email or in person.

**Langsdorf Hall Express**

Lynch reported the following:

- 1) Navarro cannot be at today's meeting.
- 2) Sales are down from last year. They are working on promotions.
- 3) With the opening of the Starbucks franchise in Mihaylo Hall, LH Express has been losing some business.
- 4) The concept is still selling wraps and offers organic choices.

**Juice It Up!**

Malik reported that Thoma will be attending the Committee meetings.

Thoma reported the following:

- 1) There is a new smoothie that is non-dairy.
- 2) Sales have been decent. The first week has not been as busy as normal.

Borsting stated that there was talk of offering tart yogurt at Juice It Up!. Borsting asked if they will be offering the tart yogurt.

Malik stated that they are looking into it. A decision hasn't been finalized.

**Starbucks**

Anaya reported the following:

- 1) The Starbucks has been doing very well. They opened the concept in the middle of November 2008.
- 2) They hope to have the student work schedules set soon. 99% of the staff are students.

Wooldridge reported that the Grand Opening events for the Starbucks went well. They generated a coupon that was sent out to the campus community. They offered free coffee during certain times of the day. Prizes were given away. They had free cake. The turnout was great. Over 2,000 people redeemed the free coffee card.

**REPORTS (cont'd)****University Convenience  
Stores****Yum  
Brief Stop  
Hungry Titan  
Irvine Campus**

Herrera reported the following:

- 1) Due to the peanut butter recall, they have had to pull a variety of products off the shelves at all of the c-stores. Herrera gets emails from the FDA with lists of the recalled products. He's received over 200 emails. There were another 20 emails received right before the meeting.
- 2) There are new drinks from Pepsi. They carry liter bottle of Ethos water. They now have Orange Crush soda and Muscle Milk. Sobe Life Water has new flavors. Lipton Green Tea is now available in a liter-sized bottle. They have discontinued carrying Mountain Dew Red.
- 3) They are trying out strawberry and blueberry parfaits from the same company as the grab and go sandwiches. The product is expensive at over \$4 for a cup, but they are selling the product out.
- 4) There was a promotion with Pepsi where Pepsi would buy the winner's textbooks. The winner won a \$500 bookstore gift card.
- 5) The Yum and Brief Stop have been busy.
- 6) They have made changes to the Hungry Titan stores that were suggested last semester.
- 7) The Titan Express has been busy. The air conditioning broke down at the store.
- 8) The Irvine Campus store has been exceeding the budget that was established. The store will be shut down for good at the end of the semester. Everything will be brought back to the main campus.

**COMMITTEE MEMBER  
FEEDBACK**

Borsting stated that the Irvine Campus will be closed at the end of the semester. The TSU invested money in outdoor furnishings for the campus with the understanding that the property would be brought back to the campus if the campus shut down.

Borsting stated that the University's catering one-year trial period will be over soon. The organizers of the catering test are reviewing whether to continue the program.

**MEMBERS' PRIVILEGE**

None.

**ADJOURNMENT**

The meeting was adjourned at 3:04 p.m.

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Deserita Ohtomo, Recording Secretary

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Amanda Whittle, Committee Chair