

**TITAN STUDENT UNION FOOD ADVISORY COMMITTEE
MINUTES
May 13, 2009**

CALL TO ORDER

Amanda Whittle, Chair of the Food Committee, called the meeting to order at 2:40 p.m.

ROLL CALL

Members Present: Borden¹, Borsting², Miller, Rutkowski, Deering (for Tripp), Whittle

Members Absent: Ellis, Ramsey

Ex Officio Present: Lynch

Guests: Stephen Gould, Frank Herrera, Christina Martinez, Carol McDoniel, Valerie Ramirez, Esiquio Uballe, Steve Udell, Deanna Thoma, Crystal Wooldridge

1. Borden arrived to the meeting at 2:50pm.
2. Borsting arrived to the meeting at 2:45pm.

APPROVAL OF AGENDA

It was proposed to move New Business before Customer Input on the agenda. The agenda was approved as amended. (Rutkowski-m/McDoniel [for Borsting]-s)

APPROVAL OF MINUTES

The minutes from the April 15, 2009 meeting were approved as submitted. (Miller-m/Deering-s)

NEW BUSINESS

**Presentation – Student
Concern with Bake Sales**

Stephen Gould, from Campus Outreach, stated that they collected signatures to protest the end of bake sales in the MH breezeway. This is the only bake sale location that has access to electrical outlets.

Gould stated that the funds that are raised from the sales are use for programs and charities. The argument to end the sales was that they were taking up too much space.

Gould stated that they feel that they do not take up any more space than the vending machines. They have strong support among students, faculty and staff. They are planning a boycott of food services.

Miller asked Esiquio Uballe from the Dean of Students Office is there are established rules regarding food safety and food preparation.

Uballe stated that this item may not be appropriate for this Committee. The policy regarding bake sales on campus is the decision of the Dean of Students Office.

Miller stated that he had the same question as to the appropriate venue for this complaint. Miller stated that he wasn't sure if there

NEW BUSINESS (cont'd)
Presentation – Student
Concern with Bake Sales
(cont'd)

were any concerns from Food Services about the sales.

Lynch stated that he brought up concerns about the bake sales. They were providing service similar to a convenience store. They have been working with the Dean of Students Office on the issue. There are areas that are clearly marked on campus for bake sales. The MH breezeway is not on the approved list.

Lynch stated that there is a vending contract for this particular area. Over the years, this group's bake sale has evolved to include candy bars, snack bars and Sam's Club bake goods. It does not follow the traditional student club bake sale. The issue has been brought up repeatedly by the vending contractor. This type of bake sale is in violation with the agreement.

Lynch stated that he is in support of student club bake sales in the agreed upon locations. These types of bake sales do not require electrical outlets and are self-contained.

Miller agreed that the student clubs holding traditional bake sales. They are done occasionally as a fundraiser.

Miller stated that there is an issue of jurisdiction. It is not important to get into a lengthy argument about this issue since it is not in the purview of the Committee to change the University's policy.

Borsting stated that the Committee is advisory to the cash food service business. The concern is talking about rules that govern bakes sales. The proper place to address these concerns should be directed to the Dean of Students Office.

Whittle thanked the Committee for a great and productive year.

REPORTS
Committee Chair
Food/Vending Director
Nutwood Café
Starbucks Coffee

Lynch reported the following:

- 1) They are reviewing summer operations to figure out the best hours to be open.
- 2) Sales have leveled off going through the end of the summer.

Concessions

Lynch reported that Concessions hosted a non-Fullerton game. To accommodate Athletics, Concessions was available for the Long Beach and Santa Barbara game. There was an issue with the fires in Santa Barbara.

Food Court/Garden
Café/Round Table
Pizza– Pub
Titan Coffee

Martinez reported the following:

- 1) Sales in the Food Court are still going strong.
- 2) They are gearing up for All Night Study, which starts this Sunday. The Food Court and Bakery will have extended hours.
- 3) The Food Court will be open during Commencement.
- 4) Togo's got inspected for secret shopper. They received a 98.7% rating.
- 5) Titan Coffee will not be opening after Commencement due to the lack of sales at the location.

Catering Manager/
Executive Chef

Lynch reported the following:

- 1) The ASI banquet was held on May 10. Everything went well.

REPORTS**Food/Vending Director
(cont'd)****Catering Manager/
Executive Chef (cont'd)****Carl's Jr.****Langsdorf Hall Express****Juice It Up!****University Convenience
Stores****Yum
Brief Stop
Hungry Titan
Irvine Campus****CUSTOMER INPUT/PUBLIC
COMMENTS**

- There was a lot of good feedback.
- 2) Patel has been working on preparations for Commencement.
 - 3) The Dean of the College of the Arts will be retiring. There will be a reception held.
 - 4) There will be a retirement reception held at the El Dorado Ranch.

Ramirez reported the following:

- 1) 6,000 burgers were donated to the Special Games.
- 2) They are preparing for Commencement. Carl's Jr. will be open.
- 3) Carl's Jr. will be open during the summer.
- 4) Sales have been tapering off.

Lynch reported the following:

- 1) Sales are winding down for the year.
- 2) Wooldridge is working on promotions.
- 3) Sales are doing fine.

Thoma reported the following:

- 1) Sales have been consistent.
- 2) The hours for next week, All Night Study, will be extended until 10pm.

Herrera reported the following:

- 1) The Yum will have extended hours during All Night Study. The location will be open until 11pm.
- 2) The drawings for the new Yum location have been approved.

Borsting stated that the TSU staff likes the conceptual drawings for the Yum. Physical Plant needs to look at the plans and the proposed location to see if there is an impact on load bearing walls and egresses. They will also determine if the work can be done by the TSU Building Engineering department or by an outside contractor.

Herrera stated that the new location will be twice as big as the current space.

- 3) The Hungry Titan will be closed during the summer. It will be determined next week if the store will be shut down until the new residence hall building is opened.
- 4) There will be free boxes given out to the residents, who have to move out over the summer.
- 5) Overall, everything is going great. Sales are up at all locations, except for the Hungry Titan. The sales at the Yum are down, but it's probably because more people are going to the Titan Express.

Whittle read the following comment from the TSU Customer Survey Input, dated 4/1-4/17/09:

- 1) "The Express Sandwich Shop would not let me use their microwave to heat my food. Please install a microwave station near SGMH, LH, MH, UH. Why only have them in the TSU if you can't get to them. I pay for tuition, books, and transportation. I can't buy this expensive food and for those of us who do bring lunch, we should be allowed accessible microwave usage."

Martinez stated that it is against the Health Department rules to allow

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

customers to use the microwaves.

Borsting asked if there were opportunities on campus for microwaves to be placed elsewhere on campus, maybe working with the vending contractor.

Miller stated that there is a concern with maintenance and cleanliness, but it would be nice to provide the service.

Deering asked how the microwaves would be secured.

Lynch stated that he could address the idea with the vending partner. They would have to figure out how to maintain the microwaves.

Deering thanked the members. The economy has been through tough times this year. Food services will need to keep up to get customers in the door.

Deering asked about overall customer service. There needs to be a renewal of customer service training. Carl's Jr. and Nutwood Café do a good job of customer service. There has been poor customer service at LH Express. Deering asked about the training model. The importance of "customer is first" needs to be emphasized.

Deering asked if there was a possibility of having a combination Green Burrito and Carl's Jr. in the Food Court.

Lynch stated that they do not have physical space to support such operations. There are deliveries made daily to keep up with the volume at the location. They did look at the possibility, but the hesitation had to do with space concerns.

Deering asked if the Green Burrito offered a full menu. There seems to be five or six different items offered at Carl's Jr./Green Burrito locations.

Ramirez stated that the Carl's Jr. location on campus does offer some Green Burrito products.

Deering asked how the sales were for these items.

Ramirez stated that the burritos are selling, but they do not sell many tostada salads.

Lynch stated that the future of the Green Burrito is not so solid in the Food Court. They would have to rebuild the store in order to include Carl's Jr.

Deering asked if the scantron vending machine had been installed.

Herrera stated that they do have one in storage. The manufacturer has said that the machine cannot be installed in an outside location. Mihaylo Hall would like to have a machine installed in a classroom on the third floor. The Titan Shops would prefer to install the machine in the lobby.

CUSTOMER INPUT/PUBLIC COMMENTS (cont'd)

Lynch stated that installing the machine in the lobby would be an issue since they want to keep the space open.

Deering asked if the concepts were looking at adding new items.

Martinez stated that they have to follow the guidelines from the franchisers. In the Fresh Kitchen, there is an issue with space. They are looking at modifying the menu at the Fresh Kitchen. There was a suggestion to have an item of the month.

Thoma stated that they have to follow the guidelines from the corporate Juice It Up! office.

Deering stated that there weren't too many fish options during lent.

Ramirez stated that there are non-meat and fish options at Carl's Jr.

COMMITTEE MEMBER FEEDBACK

Lynch stated that there was an update to the small collection boxes located next to the Food Services' cash registers. They have collected over \$700 to be given to the Women's Transitional Center, Second Harvest Food Bank and the OC Food Bank.

MEMBERS' PRIVILEGE

None.

ADJOURNMENT

The meeting was adjourned at 3:29 p.m.

Deserita Ohtomo, Recording Secretary

Amanda Whittle, Committee Chair