

Food Service Advisory Committee Minutes

January 29, 2010

Members Present: Erik Anderson, Jason Dodge, Heather Domin, Charles Griggs, Bertha Jackson, Kristen Littlefield, Mary Jane Mahoney, Jeff Mohr, Debbie Reid, Jenny Sattar, David Shlafer, Elizabeth Spurgin, Chanda Stebbins, Francisca Wong

Members Absent: Jim Atyeo, Dan Baldinelli, Jason Craig, Brenda Evans, Kathyleen Hardage, Keshawn Herbert, Leandra King, Freddie Wehbe, Edgar Wong

The meeting was called to order at 10:00am.

Food Court Report

- **Subway**
 - Sales are even with last year; catering sales are good.
- **Dominos**
 - Sales and business are good.
- **La Fortuna**
 - Sales are good; customers are adjusting to La Fortuna's presence in the Food Court.
 - Still having credit card reader issues; will meet with Shlafer to address the problem.

Coffee 101 Report

- Sales are down 2%; upcoming League for Innovation catering event should help. (update: half of League event product was donated. Did not benefit sales.)

(Note: All Food Court vendors and Coffee 101 reported recent issues with disruptive behavior. See New Business section.)

Old Business

- **Conditioned Vending Machines**
 - Stebbins reported that the snack machine in the Gym gets too hot and needs to be conditioned. Also reported that the machine has no dollar feed, forcing customers to make change at the Gym desk.
 - At the next vending audit, Domin will make a list of snack machines that do not have dollar feeds.
- **Cardboard Box Issue**
 - Mohr inquired about the status of cardboard box removal – Anderson replied that Grant is now removing all boxes to the outside of the Food Court, preventing them from piling up inside. Mohr inquired about safety issues (rain, slipping hazard, etc); Anderson replied that he will meet with Grant to discuss any safety issues.
- **Outdoor Signs**
 - Sixteen signs have been placed around campus in high foot traffic areas.
 - The cost of these signs was about \$600; Shlafer suggested rotating several sign designs throughout the year to attract attention. Dodge will ask students for input and/or designs.
- **Food Court Decorations**
 - Shlafer advised Stebbins, Dodge, and Food Court Vendors to identify places in the Food Court where they would like to hang framed posters or art. After reporting choices to Shlafer, the Committee can determine how to organize framed art with the proposed painted murals.
 - Shlafer showed the Committee several designs of locked cabinets and frames that are available for posters and other framed art.
 - Anderson recommended hanging picture mould instead of cabinets or frames; this would facilitate changing out the content and create a uniform, professional appearance.
 - Regarding the idea of painted murals – Committee suggested a Santa Fe College theme, such as local sports, campus scenery, or Gainesville culture. Stebbins recommended Marilyn Tubb be consulted for marketing and logo ideas.

- Several Committee members noted that improving the Food Court environment will facilitate a more mature atmosphere, helping to combat patron behavioral problems. The goal is to create an environment that will make students feel like the Food Court is part of their College, something to be proud of.

New Business

- Beverage Website
 - Shlafer and Domin informed the Committee about the Office for Finance website renovation, including the pages for the Food Court, Coffee 101, and Beverage Exclusivity. Committee members are asked to review these pages and send any suggestions or corrections to Shlafer and Domin.
 - Shlafer reiterated that purchasing Coca-Cola products from Food Court vendors for catering events is allowed. Purchasing directly from Coca-Cola is not necessary in these cases.
- Patron Behavior
 - Vendor Reports
 - Sattar reported an ongoing issue with a specific customer, a student who repeatedly complains to Domino's employees to the point of disrupting service and causing confrontations. Committee recommended a mediated meeting between the customer, Domino's management, and John Cowart to address the customer's concerns and come up with a solution.
 - La Fortuna reported a similar issue with an individual who repeatedly complains; at one point the individual threw food at the counter.
 - Coffee 101 also reported a specific customer who repeatedly complains to the point of causing disruption; during one incident, the Police Department was called to do a walk-through.
 - La Fortuna's tip jar and Coffee 101's change cup have both been stolen recently.
 - Mohr reported to the Committee an ongoing issue with a specific group of individuals. This group has been causing various disruptions in the Food Court for the past few weeks, such as: blocking doorways and entrances; harassing or intimidating other customers; extremely loud and boisterous behavior, and several fist fights. The other vendors agreed that this group presents an issue which needs to be addressed.
 - Suggestions
 - Mohr reported that the above-mentioned group almost always comes in between 11am and 1pm; he suggested an increase of officers doing walk-through during those two hours. Their presence would prevent disruptions before they occur and discourage repeat incidents.
 - Several Committee members suggested that Emory Davis visit the Food Court when the group is present in order to interact with them in an effort to prevent further issues.
 - Shlafer encouraged vendors to call the Police Department emergency number (395-5555) if any trouble is suspected, even if an incident has not yet occurred. It is not necessary to wait for a violent incident before reporting disruptive behavior.
 - Griggs reminded the Committee that SF is an open campus; it is not possible to prevent non-students from coming into the Food Court. However, anyone causing a disruption can be banned.
 - If anyone has any suggestions on how to improve the safety and environment in the Food Court, they are asked to contact Shlafer and the SF Police Department.

Open Discussion

- Sattar inquired if Domino's can be of any greater service to on-campus pizza catering. Dodge replied that the only factor was pricing; Sattar replied that Domino's will review its pricing and create a flyer for Student Life offices.

Next Meeting

The next meeting is scheduled for April 16, 2010, at 10:00am in S-141 unless otherwise noted.

Adjourn

The meeting adjourned at 10:55am.