

Student Dining Advisory Council

Agenda

Thursday, October 28, 2021

10am-11am, MS Teams

- I. Welcome & Check-In
 - a. New Members
- II. Off-Campus/Commuter Students
 - a. Pricing on the grab and go
 - b. Where are we with food labels
 - i. In person
 - ii. On Boost
 - c. Could a list be created of vegan/vegetarian/inclusive food items to market what is available? <https://dineoncampus.com/uhcl/vegetarian-and-vegan-options>
 - d. Boost Time Slots – order at 11:30 no slots until 3 for pick-up (I believe this was for a potato)
- III. On-Campus Students/Hunter Hall
 - a. Town-Hall
 - b. Is reporting/Chat back working?
- IV. Staff Association
- V. Faculty
- VI. UHCL Administration
 - a. Student Reports of food poisoning
 - b. Discussion regarding potential meal plan increase for academic year 2022-23
- VII. Chartwells
- VIII. Vending Machines/Microwaves
 - a. Multiple Coke Vending Machines only taking quarters (trying to find out locations)
 - b. No access to a microwave in the Delta Building
- IX. Questions, concerns, comments, suggestions, new business

**All Dining Advisory Council meetings are video recorded. Videos of virtual meetings may be accessed via Teams.*

Chartwell responses to feedback during September's UHCL Dining Committee meeting:

Boost Mobile Ordering -

- Guests are not receiving orders on time or being notified that their order is ready for pick-up.
 - We confirmed that although the pick up time is a specific time such as 9:00a and 9:15a, when the order is complete the guest is notified via the app. We are sharing this feedback with the digital team to see if they can modify the pick up time to a range similar to what uber eats and door dash do such as: pick up time 9:00a-9:10a and confirmation of order readiness will be done via the app.
 - We did go back and identify that we did have an outage that caused longer delay times up to an hour for orders as stated, that particular day the kitchen didn't receive many of the orders on the tablets even though guests had placed that day.
- One student waited an hour for their order, and the order was incorrect when they went to pick up. – [Please see note above](#)
- Another student, asked for a refund due to waiting too long for order and an associate told the student to come back tomorrow for their free meal, but the student did not receive any credentials to guarantee a free meal the next day.
 - [We have addressed and coached the team on this. We have also relayed the importance of taking order numbers and sharing names with the guest for confidence in service recovery.](#)

Patio Café -

- For students who do not have dining dollars to order through Boost or the Kiosk, is there a different way they can place orders?
 - [Boost does take debit and credit as well as Hawk Bucks. In addition, we have added some core menu items to the POS register so in the event a student has neither a credit card or dining dollars we can accommodate this. To be clear this isn't something we want to expand on as it defeats the benefit of boost and kiosk and it is a strain on the operation to communicate from the register to the kitchen the order information.](#)
- A total of 7 students experienced food poisoning from hamburger meat being undercooked and chicken alfredo.
 - [We have had our Sr. Executive Chef as well as our Director of Wellness do a site visit this week, all of our temperature recording logs and procedures are being followed. Should this issue arise please notify us in the moment so we can review and make changes if needed. The number to reach management immediately is 832-924-3777.](#)
- Pricing on \$13 hamburgers and \$7 for 3 Santa Fe egg rolls is too high.

- Our Hamburger is priced at \$5.75, with bacon, cheese and fries it comes to a total of \$10.10 inclusive of tax. If the order has multiple add ons the price will increase based on these selections.
 - We did a price comparison for South Western egg rolls at Chili's and found them priced at \$9.69
- Label soup options at Patio Café
 - Noted and addressed with the team. Soup options will be labelled utilizing our webtrition menu identification program
- Provide labels on to-go pizza boxes calling out when the pizza was prepared.
 - We follow our food safety standards for time and temperature hot holding and serving. If the quality of the item is a concern we are happy to remake or provide you with another item.
- Click the link below for UHCL Dining career opportunities.
<https://bit.ly/UHClearLakeDiningCareers>