

# Campus MEMORANDUM Dining

Cal Poly Corporation  
San Luis Obispo, CA 93407

June 2, 2008

**TO:** Warren J. Baker  
President, Cal Poly State University

**FROM:** Thomas Welton  
Campus Dining Director

**SUBJECT:** **Campus Dining Advisory Committee  
Academic Year 2007-2008 Annual Report**

cc: K. Barclay B. Murphy  
N. Boardman K. Pennington  
A. Cushman K. Shaw  
D. Harris E. Vorsatz  
J. Harris R. Welsh  
E. Lee T. Welton  
I. Lee  
Committee on Committee

The Campus Dining Advisory Committee met six times during the 2007-2008 academic year. Agenda topics included Campus Dining operations, current operational decisions, future activities, and remodeling changes starting with Sage Restaurant. Reports covering fiscal status, yearly budget, student input, and other timely issues were also presented and discussed at the meetings.

Members' suggestions were very important when evaluating ways to enhance service, broaden choices, and improve food quality.

## Accomplishments

The Committee was provided with a Campus Dining Organizational Chart indicating changes made such as a new Director and new reporting responsibilities in manager and supervisor positions. An Advisory calendar indicating Campus Dining Advisory Committee meeting dates was provided.

The Committee was updated on the budget plan for 2008/2009 and the outcome of 2007/2008, which included gross sales and inflation percentages in both product and labor. Also included in this plan were changes made in the dining plan for 2008/2009. It was explained what is taken into consideration when putting the budget together such as food costs, labor costs including increase in minimum wage, enrollment, etc. It was discussed that because of over enrollment of students in the residence halls, Campus Dining has hired additional staff to accommodate the needs for everyone.

Committee members were continually updated on Campus Dining's involvement with Poly Canyon Village establishing three branded concepts (Peet's Coffee and Tea, Einstein Bros. Bagels, and Jamba Juice) besides Village Market. We also touched on program changes for Spring Quarter 2008 such as Veranda Cafe menu and The Avenue breakfast bar.

It was announced that Julian's Coffee will be moved to Kennedy Library sometime this summer and renamed Julian's Patisserie. Starbucks will be replacing Julian's in the University Union and construction will start this summer.

It was also announced that Campus Dining has contracted with Musicraft Music, which has been installed in Garden Grille, Veranda Cafe, Sandwich Factory, and Sage Restaurant.

At each meeting, the members were updated on discussions and activities of the Student Dining Committee, which strives for an equal amount of on-campus and off-campus students to get feedback. Members of both the Campus Dining Advisory Committee and the Student Dining Committee are invited to tour "behind the scenes" in our "Heart of the House" tour taking approximately 1½-hours. Student Dining Committee members participated in Secret Shopper evaluations, with areas assigned each month differing from Advisory Committee, and taste tested and critiqued products available on campus.

Information was continually provided on Campus Dining's "Fresh & Green" program, which includes the removal of polystyrene and working with Industrial Technology on campus to provide dining areas with compostable coffee cups and service ware. We are now providing 1,500 to 1,800 lbs. of compostable material per day to the sustainable farm. The Members were updated on Campus Dining's eventual purchasing of biodiesel fuel from Cal Poly Biodiesel Club.

The Advisory Committee evaluation program, "Secret Shopper", was constructive and positive. An appropriate amount of value was added to the Secret Shopper's Campus Express Club membership to allow each member to anonymously purchase meals and snacks, and report on their experience at the assigned restaurant. At the request of a member, the evaluations were computerized so that members could respond in a timely manner. Members' comments were forwarded to appropriate Campus Dining managers to assist them in implementing changes in their areas to improve customer service and food quality. Committee members indicated that they could see improvements being made, and felt they were making a difference being on the committee.

At each meeting, there was open discussion. Some areas that were touched on were:

1. Campus Dining's involvement in recycling, composting pre and post consumer waste, Campus Dining's WRAP (*Waste Reduction Awards Program*) Award, which Campus Dining has won for the past 13 years, and ECO cups and potato base lids.
2. Questions regarding the food service review.
3. Where we are with the Campus Dining budget in getting it approved.

The Advisory Committee closed its year with a meeting/luncheon at Sage Restaurant on Thursday, May 29. The Committee members were thanked for their valuable participation.

#### **Recommendations for Next Year**

- Review summer changes in the dining operations such as Julian's Patisserie at the Kennedy Library, Garden Grille, Sage Restaurant, The Avenue, Veranda Cafe, Poly Canyon Village, and Starbucks.
- Continue to utilize members as Secret Shoppers in order to gain valuable input for all Campus Dining departments, and to bring back comments and ideas from co-workers in the areas they represent.
- Keep Committee updated on the budget review and plans for the year.
- Keep Committee informed on our "Fresh & Green" program (recycling, compostable products, and other landfill diversion programs).
- Report outcome with working with the Cal Poly Biodiesel Club.
- Encourage supporting departments to assign participants early in the quarter.
- Provide a calendar indicating monthly meeting dates and special events for the year, issuing revisions as necessary.
- Suggest specific committee goals and objectives to be monitored throughout the year.
- Define the role of the advisory participants and explain how important their input is to Campus Dining.
- Offer *Heart of the House* Tours prior to the second meeting. This will provide members an opportunity to have an inside view of Campus Dining.
- Continue to review Campus Dining's Goals and Objectives, Five Year Capital Outlay Plan, long-range plans, and current year's Advisory Committee Annual Report.

The meeting dates for the Campus Dining Advisory Committee for Academic Year 2008-2009 are:

- *Thursday, November 20, 2008 – Cal Poly Corporation Administration Conference Room*
- *Thursday, January 15, 2009 – Cal Poly Corporation Administration Conference Room*
- *Thursday, February 19, 2009 – Cal Poly Corporation Administration Conference Room*
- *Thursday, April 16, 2009 – Cal Poly Corporation Administration Conference Room*
- *Thursday, May 21, 2009 – Sage Restaurant Meeting/Luncheon*