University Dining Services Advisory Committee Meeting  
Friday, April 30, 2010 | 11:00 AM – 12:00 PM | University Housing Conference Room, PB 11-4  

NOTES

Attendance: Luoluo Hong (Chair), Kathryn Besio, Ellen Kusano, Tim Moore, Miles Nagata, Kula Oda, Jesse Potter

1. Review of notes from April 14th meeting – no changes were needed. Final version will be posted to the UDS Advisory Committee website (http://www.hilo.hawaii.edu/uhh/vcsa/DiningServicesAdvisoryCommittee.php).

2. Update on the Call for Offers process – Miles indicated that the University has responded to all submitted questions from Offeror(s). The closing date and time to receive offers will be May 3rd at 2:00 PM HST.
   a. Miles asked committee members to participate in review of all submittals between May 4th thru 14th, 2010; our role will be to evaluate whether or not the submission meets all stated requirements of the contract, e.g., minimum rebate to campus, capital investment, etc. To clarify, Miles will provide copies of the submissions electronically, as well as provide the rating form. He asked that we get back to him with our reviews no later than May 14th.
   b. Miles indicated this part of the process is important, as the content of our review will serve as the basis for future evaluation of whoever ends up being our selected contractor.
   c. Kathryn asked what “teeth” there was to hold a contractor accountable. Ultimately, we can terminate the contract for non-performance but that would never be our desired starting point. Rather, Miles and Luoluo indicated that the keys to a successful relationships include:
      i. Regular communication with whoever is the contract manager
      ii. Documenting expectations early on and providing feedback in writing
      iii. Soliciting input from campus with regularity and sharing that with the contractor
   d. The question was also raised whether UH Hilo would ever consider self-operation as an option? Luoluo noted that the new contract is only for five years and in part this is so that we can take the time to assess and analyze issues like this question before we make another long-term commitment one way or the other.
   e. Given the delay in our CFO process, and the amount of time it may take to get a new contract approved and processed through UH System, the decision was made to extend the current contract with Sodexo through end of December.
3. Feedback on performance for Sodexo for Fall 2010 – Luoluo asked for input regarding areas of strength and/or areas for improvement that she can then share with Bridget Awong as part of their meeting to assess year-end performance. Members provided the following:
   a. Provide ingredient listing for “entrée of the day” including specific items used to prepare, e.g., amount of oil and what kind, calorie/fat/cholesterol/sodium content, etc.
   b. Because the Library Lanai Starbucks kiosk line is long at many times during the day, consider either adding more sites for service or expand the server support at this kiosk, as well as explore inviting local independent vendors to sponsor some of the additional service locations. Jesse indicated that he can forward/share the results of UHHSAA’s survey last year.
   c. Continue work with student organizations and clubs to sponsor and/or enhance events and activities, e.g., Earth Day, Points Against Hunger, Food Fest, theme nights, etc. Perhaps we can add a program element to the theme nights.

4. Request from Mookini Library - Luoluo shared that a request had been submitted to move the Starbucks kiosk from its current location on the Library Lanai because of (a) complaints associated with storage of the service cart after-hours in the Library and (b) concern that presence of the cart in that location sent a “mixed message” regarding consumption of food/beverages in the Library. Committee members agreed that the location of the kiosk is ideal for promoting student life and campus connection; however, Miles will work with Facility Services to implement a solution that eliminates the need to store the cart in the Library entrance area and that improves signage.

5. Housekeeping – we will not meet again until Fall 2010. AT that time, we will solicit names of additional student representatives from UHHSAA.

Respectfully submitted,
Luoluo Hong | May 3, 2010