



# MINUTES

## UWA Student Guild

### Catering & Tavern Committee

Date: Tuesday 12<sup>th</sup> January 2016  
Location: Meeting Room 1 @ 10.00am

10am - Tour of the Ref & discussion of outlet plans with Rodney Taylor.

#### 1 WELCOME AND OPENING

##### 1.1 Attendance

Tom Burke, Chad Bensky, Dennis Venning, Rodney Taylor, Tony Goodman; Hayden Greenham; Chloe Keller

##### 1.2 Apologies

Jessica Porter-Langson, Chloe Jackson

##### 1.3 Proxies

Charlie Viska (for Maddie Mulholland)

#### 2 CONFIRMATION OF PREVIOUS MINUTES

Previous minutes confirmed

#### 3 BUSINESS COMPLETED VIA CIRCULAR

None

#### 4 PROCEDURAL BUSINESS

##### 4.1 Structure of future agendas

- Tom prefers detailed agendas.

##### 4.2 Structure of future minutes – action points with student delegates assuming responsibility

##### 4.3 Appointment of 2 ordinary students to the committee – how will this occur and when?

- C&T Committee can carry on 2 members from last year if they want.
- Wait till Feb/March to appoint.

##### 4.4 Activities of Tavern working group.

- Discussing interior of tavern from student perspective.
- Everyone happy with the fence
- Dennis to be appointed head of the Tavern working group.
- Maddie mentioned that in Facebook committee group – business must be kept informal.
  - No decisions or meeting requests – just general/informal communication.

## 5 GENERAL BUSINESS

### 5.1 Temporary food options for Reid – see Rodney.

- Rodney said there will be a marquee needed for outside Reid (suitable for summer weather) with coffee cart/station & temporary food options (eg sandwiches on the go, muffins).
- Marquee will be situated near stairs going up to library, or nearby.
- Needs to be ready for O'day.
- Tom asked about Uni approvals & Tony said it would have to go through Campus Management.
- Coffee Company will supply coffee machine.

➤ Maddie, Tom, Rodney & Tony to work on a proposal for Campus Management.

### 5.2 Tavern update – fence, interior, paint colour, project manager, floor, furniture. Discuss Hayden's plan.

- Create Homes quote of \$47k excl. GST, which they could complete in 5 days.

Motion to abandon ALVA design for Tavern Fence.

*Motion passed.*

- Hayden said he's not too sure what's happening with the refurb. Events have done up functions packages, but he needs to set out dates/timelines so we can start planning the refurb around scheduled events.
- Floor & painting are 2 big items that need to be done.
- Tony said the refurb should be finished by the end of semester 1.
- Hayden Greenham to be appointed as Project Manager of the Tavern refurbishment project.
- Jos (Western Projects) can hopefully get us a price; \$50-\$60k on furniture (Hayden estimated \$80k)
  - Upgrade the Tavern toilets in mid-semester break
  - Fence – complete in 5 days
  - Painting & stripping floors (Higgins are good painters)
- Once we have numbers from Jos, we can get that sent off to UWA. Tony to receive these in the next few days. Maddie to send to Alec Cameron's office.

### 5.3 Motion: approve Tavern fence quote.

Motion: We recommend to the Strategic Resources Committee that we go with full version from Create Homes for \$47,726.17 excl GST.

*Motion passed*

➤ Tony to go back to Create Homes to get a more fleshed out version of their quote.

### 5.4 Ref update – including Refresh renovations, back wall shell design, what needs to be done by O'Day.

Rodney conducted a walkthrough of the Ref prior to meeting commencing.

- New look Ref/outlets will be ready for O'Day.
- Refresh opening up to provide counter service into the Ref courtyard, serve bubble tea (popular with Asian market)
  - Rodney sad there will be a cost on the bench counter but it's all fairly simple.
- Chloe J to look after precinct area.
- The bamboo fence must go!
  
- Inside Ref
  - Keep Sushi Master as supplier but change name, upgrade the look
  - Where the sandwich bar is now, will be hot Asian food – called 'wok' something
  - No more pies hamburgers, kebabs in Ref.
  - MYO rolls will stay – just move done to different section. Now called Lunch Club
  - Mini tex-mex stall – nachos, baked potatoes, chips (variety)
  - Make the current till area a 'heat & go' area.
  - Move confectionary to bubble tea location?
  
- Catering & Tavern committee has to approve what vendors you want on campus.
- The Tav will focus on burgers (with veg/vegan options) & steak sandwiches.
  - Tony to email Catering vision document around.

#### 5.5 Review "Catering Vision" document

See above.

#### 5.6 Review 'Catering Strategy and Venue Experience' document from Maddie

- Tony said Catering is facing 2 main challenges - quality & financial
- General vision is that each catering outlet has their own individual standing, with different food options available.
- Hames Sharley have provided cost of 'cutting-up' the Ref.
- April – ISB survey will be out

#### 5.7 Discussion: venue experience and outlet differentiation.

#### 5.8 Discussion: what types of food do students want?

#### 5.9 Coffee cups – approve decisions made at meeting.

- Keep 3 tiers of coffee pricing, potentially change size name from medium to regular?
- Dennis noted that the feel of the cup is very important
- Different cup designs for each outlet
- Tony circulated a copy of the new cup designs that Alex Pond had created.

#### 5.10 Lunch boxes – see Dennis

- Dennis discussed lunch box idea. Too hard to control quality/size - agreed not really viable.

#### 5.11 Donation of wasted food – see Dennis

- A friend of Dennis' has looked into a place that does this. He is to get her to approach Rodney with further details.

## 5.12 Outlet uniform redesigns

- Make it very clear that the outlets are all different. Each venue needs its own look.
  - eg Catalyst Café black shoes, jeans
  - Reid – white collared shirts etc
  - Guild Village Café could stay with the striped tees

## 6 NEXT MEETING

6.1 TBC



# AGENDA

## UWA Student Guild Catering & Tavern Committee

Date: Thursday 4 February, 2016  
Location: Meeting Room 1 @ 1pm

### 1 WELCOME AND OPENING

### 2 CONFIRMATION OF PREVIOUS MINUTES

### 3 BUSINESS COMPLETED VIA CIRCULAR

None.

### 4 PROCEDURAL BUSINESS

- 4.1 Welcome new standing invitees (Debbie Quartermaine, Mutya Maraginot-Joseph); welcome back Jess Porter-Langston; welcome Tyson McEwan, president of WASAC.
- 4.2 Committee to appoint 2 ordinary students at next meeting. Need to start contemplating this.

### 5 GENERAL BUSINESS

- 5.1 Name and theme for Reid Café – see Tyson McEwan  
Chad to join Tyson on committee  
Got to go through various naming approvals (uni levels) as well as guild council

#### Tavern

- 5.2 Tav menu presentation and tasting – see Hayden and Chef Deb  
Pricing to be determined between Hayden & Deb with Mutya's approval, possibly need to reduce size of burger to meet it but won't compromise on quality/presentation  
Vegetarian specials needed
- 5.3 Tav crockery budget – see Hayden  
Road test crockery to check it survives heavy dishwasher  
Under \$500 for the lot (boards/plates/cutlery)  
No new glassware needed  
Students like the presentation, happy to see the money spent
- 5.4 Tav drinks pricing  
Tony says possibility of price war – good to have some flexibility
- 5.5 Tavern fence update  
Only thing we're waiting on is WA planning to say yes go ahead  
Do need building permit from City of Subiaco  
ASAP – gut instinct is go for it and do it  
O-Day dependent on WA planning
- 5.6 Tavern interior update
  - a) Current design concept  
No need to discuss in meeting
  - b) Quotes for works  
No need to discuss in meeting

c) Timeframes for works – decide between gradual improvement and grand opening after mid year break.

Final ticks on SSAF funding

Cutting the red tape both here and with fence, with some success

Still got to go to tender

Second sem seems comfortable but we're at the mercy of UWA

Possibility of doing a pop-up during exams to give more time for works/promo for redesign of tav

#### 5.7 Tavern furniture

Multiple levels

Needs to be done ASAP

#### 5.8 Tav Birthday Party - see Chloe J

Deferred to second semester committee meetings

#### 5.9 Nightlife system

To be delivered tomorrow

### Catering

#### 5.10 Food trucks on campus – see Rodney

a) Review of proposals – who do we want? How many?

Need to make sure we have a way of stopping undercutting on other products (eg. soft drinks)

Need to make sure it's going through guild for everything

PastaCup sucks – Maddie & Chad

Look for pizza,

Jaffy's & Ohana – sports on weekends, Business School during week, maybe late near Reid

Mr Whippy's over summer

George's, jumplings, meat & a vegan option, plus pizza if we can find good pizza for guild precinct

b) Locations. Suggestion: keep them on pavement, preserve lawn.

c) Alternative locations?

#### 5.11 Presentation in outlets

Science is done, working on guild café

Commendation to staff from Chloe J for being good to work with

Deb has put together garnishes for bain maries that look great

#### 5.12 Cold Brew - Irene

Tested – some issues with strength

Served over ice with very sparkling/cinotto/lemon/milk & soy milk/ice coffee

Retail for about \$5

Set up in Science

Put in a slice of orange/strawberry for people who don't want it as strong - Chad

#### 5.13 Uniforms - Irene

Uniforms are virtually ready to go for many outlets, some still need some work (esp. ref)

#### 5.14 Update on Reid Coffee Stop – Irene

We've got verbal permission for a pop-up from grounds - Irene

But we need to do a formal proposal for campus management – Maddie

Hoping to have it set up by the end of the week

#### 5.15 Menus

Debbie's working on it

We'll go by circular

Going to have clear feedback

a) Review menus for each outlet

Students need to look through ref

b) Review dietary requirements

Need to make sure we're providing every option

Expanding vegan/vegetarian options

Expanding Halal at Hackett pending Maddie's meeting

c) Welfare meals

Going for Guild village, hackett, nedlands, med/dent?

d) Potential issues with increasing on-site production – will we need more staff, more equipment,

approvals? How difficult will it be to scale back production if we are losing money? Will this affect relationships with suppliers?

5.16 Website update – see Chloe J

No progress – taking longer than it should (based off tropica)

“Eat & Drink on campus”

5.17 POS System recommendation to Corporate Services Committee – see Tom

Creating a table of options for corp services

Create a little report for this committee to check there’s nothing else we need to deal with

5.18 Catering Surveys – see Maddie

Taking to facebook for discussion

5.19 Drinks and Cakes – see Irene

Fresh pressed juices served in mason jars at Hackett?

Changing up which cakes go where

Dennis and Maddie will work on cake offerings with input from Chloe J and Mutya

5.20 Hot meals – see Maddie

Debbie will give us potential options, and wants us to have a think about what we’d like

Going to facebook there as well

Whittling down on things is key

5.21 Working group report: sushi and noodle outlet branding – see Dennis

All good, it happened, names etc are done

5.22 Ref Courtyard update – See Chad

Organising a meeting, sent emails out

5.23 Coffee Stop update – see Chad

Same as above

5.24 Guild Café furniture – see Tom

Whenever for timeline

Taking to facebook group

5.25 Frozen yogurt proposal update

Not possible, guy was trying to start a business...

5.26 Audio system in Hackett – see Chloe J

Chloe J recommended cheaper 3.5k option

5.27 Use of full cream milk in cafes – proposed by Charlie Viska

Negotiating with brownes to get full cream cheaper than HiLo

5.28 Ceiling of Rocketfuel – see Tom

Make them fix it, looks bad

5.29 Coffee sizings of small, regular and large – proposed by Charlie Viska

Done

5.30 Dentistry pre-order system – see Maddie.

Maddie will take offline

5.31 Halal and dietary requirements – see Maddie

Already discussed above

Coffee discount/free vouchers \$600 for 100

Milk standing cafes?

We’re going to give discounts to curtin/Murdoch/ecu - Maddie

## 6 NEXT MEETING

### 6.1 Proposed dates



# MINUTES

## UWA Student Guild

### Catering & Tavern Committee

Date: Wednesday 6 April 2016  
Location: Meeting Room 1 @ 10am

#### 1 WELCOME AND OPENING

Attendance:

Maddie Mulholland (MM)	Thomas Burke (TB)
Tony Goodman (TG)	Jack Spagnolo (JS)
Irene Conway (IC)	Rodney Taylor (RT)
Hayden (H)	Callum Rokich (CR)
Chelsea Hayes (CH)	Sarah Hamilton (SH)
Rebecca Heyes (RH)	

Meeting commenced at 10:09

#### 2 CONFIRMATION OF PREVIOUS MINUTES

H informed the committee that The Tav is not in need of an ice machine

H also informed committee that their idea of a second Happy Hour at The Tav would be illegal as licensing laws state that Happy Hours must take place before 7pm. H suggested that as an alternative, and a way of boosting business, that the committee discuss the possibility of a partnership with a nightclub in the city. Maye a bus from The Tav to the selected club?

#### 3 BUSINESS COMPLETED VIA CIRCULAR

3.1 Appointment of new Tavern working group  
TB informed committee of new group that has formed.

#### 4 PROCEDURAL BUSINESS

4.1 Welcome new members of the committee – Andrew Gordon, Ella Prihatini, Calvin Rokich.

4.2 Thank you's.

TB thanked the entire committee for all of their hard work. Happy with the progress that is being made.

#### 5 GENERAL BUSINESS

**Tavern**

5.1 Audiovisual quote – go ahead or seek other quotes?

TG suggests that we search around for other quotes, maybe using the already quoted 63k as a bench mark. TG requests that H complete a brief of what he requires that is to be sent out to other companies asking for their quotes as TG would like a spread of quotes. MM agrees that a spread of quotes would be a good idea. **ACTION** H to put a brief together in the next two weeks. H also going to include a request for DJ decks in said brief (as currently The Tav are hiring decks on a weekly basis.) TB to finalise brief with H and report back.



## 5.2 Alcoholic milkshakes (Campaign promise)

H has ordered products in to trial. Purpose of trials will be to assess quality whilst trying to keep costs down. Initially going to trial four products and review how they progress.

## 5.3 Kitchen extended trading hours

H reports that this is progressing very well! Wednesday nights are doing really well and the Comedy night also traded exceptionally well too. No official figures as of yet but H predicts that they are at least breaking even. H also reports that there has been positive Facebook feedback. MM requests keeping an eye on financials.

## 5.4 Pop up bar (During Tav closure)

H informs the committee that Casey is looking into what is needed and how to get it. H also presents the committee with a visual of a possible 'look' of the pop up bar. Committee agrees that it looks promising. Ref courtyard has a capacity of 376 people. H flags the possible issue of signage and alcohol advertising on campus. Looking into a marquee to cover the pop up bar in case of inclement weather. TB and TG also suggested the implementation of heaters. **Action** H to talk to icon to cost audio-system.

## 5.5 Van advertising idea

H suggests that one of the guild vans be utilized for marketing purposes. Possibly using the van as a mobile billboard that can drive around campus. **Action** Committee agrees that this is a good idea and requests that TB and RT look into the marketing possibilities for it.

## 5.6 Concerns over furniture seating shortfall

H is concerned about limited seating in The Tav. Reports that the other day they were 13 seats short and reminds the committee that a loss of seats is a loss of covers. H would ideally like to see 10 – 15 extra seats fitted in, acknowledges that this could be a problem with the current floorplan. H reports that Bridget is looking into how to solve this solution problem wise.

## 5.7 Tavern fence and interior update

TG informs the committee that contactors were given tender yesterday. MM wants to try out flooring options and is going to sample some later in the day, will report back. The fence has been started and MM suggests that signs counting down / photos of the projected finished product be put up on scaffolding to keep students updated.

TG emphasizes that he wants all of the work to be finished before the grand unveiling. Committee agrees.

## 5.8 Presidents' portraits

TB asks about the portrait of past presidents that used to hang in The Tav. TG and RT inform TB that The Tav and Guild used to be separate entities and the portraits that hung were of The Tav president, not Guild president.

## Catering

### 5.9 Altavend proposal

TB floats the idea of international food vending machines on campus. JS sent off expression of interest to the company. MM thinks that it would be beneficial and that international students would react positively to the addition. JS suggests that they trial the machines at several venues. MM notes that we need nonwestern food options at all cafes on campus. TG wants students to be made more aware of the international options that are offered on campus, and that this is in reaction to them making Guild aware that they weren't previously happy with the limited options offered. TB and JS want to ensure that using a new provider wont effect Guilds relationship with Coke. **Action** JS to look into 'healthy option' vending machines and to report back.

#### 5.10 Reid Café – impact on Village Café and other café upgrades.

MM suggests that this is looked into further. It is agreed that there will be a hold off on making decisions until the consultants are heard from. TG suggests putting it off for the time being.

#### 5.11 Hackett audio system – approve final quote – see Chloe J

TG has given Chloe J green light to go ahead and install 3k system and get it done. MM suggests student survey to decide what type of music is played. Committee agrees that this is a good idea.

**Action** TB and MM to survey students on music preference.

#### 5.12 Halal, meat free Mondays

MM is still to meet with the Muslim Student Assoc. MM wants to flag Meat Free Mondays and wants to confirm that veg options would be cheaper. MM suggests that the discussion of Halal food on campus is taken offline, and requests that a detailed discussion of both Halal and other dietary requirements is had in a separate meeting. JS wants a clear standard of ticketing / signage of special requirement food. This discussion is also to be taken offline.

#### 5.13 Bollywood food truck proposal

TG suggests that it's a good alternative option.

MM happy with halal food truck as a 'quick fix' of offering halal on campus.

As stated; halal discussion to be taken offline.

#### 5.14 Sushi labels in cafes – when are they changing?

MM wants either a change of stickers or change of provider.

JS wants to change provider, if current provider will not cooperate re: price negotiations. TG suggests following Curtain's lead and setting up Guild sushi kitchen. RT suggests using Curtain as a sushi provider. MM requests for this to be looked into further. **Action** JS to take this issue offline and look into all options.

#### 5.15 Feedback from taste testing by committee.

TB reported very good feedback. Only issue flagged was poor quality of napkins in Hackett and Science café. CR wants the dine-in option at Hackett to be made more obvious. MM suggests making Hackett dine-in by default. TB commends IC and RT on their hard work improving the outlets. CR agrees. RT and IC emphasize the importance of feedback is improvements want to keep happening. TG suggests setting up feedback line. MM and IC inform TG that this is already in place. **Action** MM request that IC set up an excel spread sheet detailing all feedback received to be presented at C&T committee meetings.

*TG suggests that cold brew coffee to be offered at coffee stop and ensure that its offered cheaper than at Rocket Fuel. MM requests that RT and IC review all opening times of all cafes and feedback to committee. Catalyst is to open 30 minutes earlier, effective immediately. CH and SH to do the comms for the immediate earlier opening. JS asks that all new changes be reviewed to assess their effectiveness. TB to email all feedback to IC. TB and JS to assess map of campus and work out where they believe food trucks to be most effective.*

#### 5.16 Other

H requests that The Tav installs CCTV. H advises that he would like 4 cameras. Committee agrees that this is a good idea. H to look into costings and report back at the next meeting. TG wants to ensure that The Tav staff will be aware that they're on camera. H assures TG that this will not be a problem.

Meeting concluded at 11:40

## 6 NEXT MEETING

### 6.1 TBC



# MINUTES

## UWA Student Guild

### Catering & Tavern Committee

Date: Wednesday 18 May at 10:30am  
Location: Guild Council Meeting Room

#### 1 WELCOME AND OPENING

Attendance:

Tom Burke (TB)	Maddie Mulholland (MM)
Chloe Jackson (CJ)	Tony Goodman (TG)
Jack Spagnuolo (JS)	Deborah Quartermain (DQ)
Rodney Taylor (RT)	Irene Conway (IC)
Andrew Gordon (AG)	Dennis Venning (DV)
Rebecca Heyes (RH)	Hayden Greenham (HG)

#### 2 CONFIRMATION OF PREVIOUS MINUTES

Minutes confirmed

#### 3 BUSINESS COMPLETED VIA CIRCULAR

Motion to approve Altavend contract.  
C & T Committee approved this motion.  
JS is waiting to hear back from the University.

#### 4 PROCEDURAL BUSINESS

TB welcomed AG to the committee

#### 5 PLANNING BUSINESS

**Tavern**

##### 5.1 CCTV

TB to look into whether or not students want/ are comfortable with CCTV  
HG strongly believes CCTV is necessary as it protects both staff and students.  
TG agrees CCTV is needed, does not want University any way involved in Guilds CCTV  
TG and HG agree that two cameras are needed one on the beer garden (to watch for fence jumping etc.) and one on the interior.  
HG to go to Guild Council meeting to discuss this motion with students and present his argument.  
TB to phrase this motion in the affirmative when at Guild Council

##### 5.2 Tavern update and AV

AV budget of \$60,000  
AG to assist with sound system quotes due  
HG getting very positive feedback on new beer garden.  
MM to send email to Vice Chancellor to inform of positive new changes to the Tav.

##### 5.3 Alcoshake test

HG offers committee a taste test of three Alcho-shake flavours.

Committee both enjoy and approve of these products.  
AG suggests the possible demand for nonalcoholic milkshakes.  
MM requests a 'cookies and cream' flavor.  
HG states that he only wants to offer four flavor options at one time.  
Committee very happy with current milkshake options.

#### **5.4 Hero bar fonts offer**

The Tav have been offered option to change taps.  
HG circulates image of new taps on offer.  
Installation of new taps would cost \$10,000 and come out of the Tav's 'promo fund'.  
MM supports the idea of new taps.  
HG to discuss with JS and come to a decision.

#### **5.5 Mezzanine back wall feature**

HG is worried that the current white back mezzanine wall looks too plain and will begin to look dirty. Suggests maybe a different colour.  
Upon MM's suggestion, HG will discuss the issue with Bridget and come up with some options.

#### **5.6 Semester 2 Wednesday night change of tack**

HG states that the current Wednesday nights aren't working, he would like to revamp them starting in Sem 2. Suggests trying comedy / karaoke / open mic nights to see what works.  
MM will chat to heads of colleges about what students want.  
TB suggests having a meeting to specifically brainstorm ideas and possibilities on this issue.

#### **5.7 Stools for courtyard**

HG would like to buy new stools for the courtyard.  
Committee agrees.

#### **5.8 Pop up bar cos – Hayden**

HG estimates that the pop up bar will cost between 6,000 - 8,000 for a period of two weeks.  
Predicts to take 10k a week.  
TG requests that HG do a cost analysis and do a year to year comparison to see how the Tav went last year during the same period.  
TG wants to defer issue to the SRC.

### **Catering**

#### **5.9 Feedback from catering survey**

CJ circulated survey and ran committee through the results.  
Survey completed by 753 people. 95% of whom were UWA students.  
Ref was the most visited place on campus (perhaps due to Rocket Fuel, Subway, and Boost?)  
Trading hours and dietary requirements were both flagged as issues.  
CJ suggests that both of these could be down to signage / comms problems.  
Average total satisfaction was 63%.  
JS to look at establishing a later coffee option and extending trading hours.  
CJ wants to work on comms re: trading hours 'to show that we're listening'  
MM agrees that comms need to be worked on. Especially in relation to; longer hours at catalyst, signage, training (maybe post barista training videos?), and dietary requirements.

#### **5.10 Discussion: should our list prices be before or after discount?**

JS informs the committee that pricing might be clearer when new POS system comes into place.  
TB suggest that any pricing changes that are to be made, are done so over the winter break.  
JS is to review all prices over winter.  
TG suggests that the Guild needs to come up with a completely new sales strategy.

### **5.11 Hey You order system**

DV informs that he has looked into this system and that it charges a fee and is complicated.  
Suggests instead using a different system (maybe textline).  
Action: Survey dentistry to get better understanding of what they want.  
DV to go ahead with trialing textline.  
Committee agrees to go ahead with the textline trail at dentistry.

### **5.12 Altavend update**

Motion passed by committee via circular.

### **5.13 Stationery vending machines**

JS to take this item offline, as this is decided to be the wrong forum to discuss this issue

### **5.14 Coffee cup enviro offer**

JS informs that the enviro cups will only cost 2c more than what we currently pay.  
CJ reminds committee that they are looking into personalising cups with custom stamps.  
JS suggests that they start the trialing of these cups at Reid when it opens.  
CJ suggests maybe a 'good luck with exams' stamp.

### **5.15 Hackett audio system update**

JS states that the new system sound be in place by the beginning of June.

### **5.16 Reid café update**

Plans have been agreed on.  
IC, JS, RT & DQ will work on menus.  
JS would like to survey students to see what they want re: food and drink  
MM will get the library to put a survey question up on their whiteboard to illicit responses and ideas from students.  
TG emphasises the high importance of good customer service at this venue when it opens.

### **5.17 Standing item: Dietary Requirements**

MM would like to be regularly updated on this issue.  
JS runs committee through all available options (Vegan, veggie, gluten free etc.)  
Both hot and cold options are being offered.  
New menu items have had positive feedback so far.  
JS advises that price points are being trialed (as part of a four week trial)  
MM & CJ would like better comms for the new menu items.  
DV recommends that the sign outside Hackett change to reflect these new menu items.  
DV suggests video featuring DQ to inform students of new changes.

### **5.18 Campaign promise: Better Food Labelling**

This is already underway

### **5.19 Ref tenancies – discussion and consultation strategy**

CJ believes that as a result of the catering survey, we have enough info on what students want.  
MM suggests that a separate meeting with student services be held to discuss this issue.  
Issue taken offline

### **5.20 Listing outlets on Urbanspoon etc.**

JS cautions that this could potentially be problematic.  
CJ informs committee that a 'foodblog' website is being created and will help increase student awareness of what the Guild offers.  
CJ to request the Chelsea Hayes look into creating Instagram accounts for Hackett and Reid.

### **5.21 Charlie's suggestion: Get rid of fake guacamole**

RT to look into using a different product.

CJ requests that they use the current product more aesthetically (eg. Don't scoop it out of a tub)

DQ to assist RT in finding a different product.

## **6 NEXT MEETING**

TBC



# AGENDA

## UWA Student Guild Catering & Tavern Committee

Date: Monday 18 July 3:30-5pm  
Location: Meeting Room 1

### 1 WELCOME AND OPENING

Apologies: Tony Goodman, Chad Bensky, Jess Porter-Langson, Ella

### 2 CONFIRMATION OF PREVIOUS MINUTES

2.1 Meeting held 18 May 2016 [attached]

### 3 BUSINESS COMPLETED VIA CIRCULAR

None.

### 4 PROCEDURAL BUSINESS

None.

### 5 PLANNING BUSINESS – TAVERN [30 minutes]

5.1 Tavern Update, Opening Date & Relaunch – Hayden

- (a) Furniture (25 July)
- (b) Carpet (14 August), concrete floor until then
- (c) CCTV installed, not operational
- (d) AV system (22 July)
- (e) Pool Tables (19 July)

Jack/Hayden/Maddie: Project going ahead full-steam; structural stuff progressed well so now just carpet, furniture. Looking at opening on 1<sup>st</sup> of August.

- (f) Upgrade security system, pending UWA communication team

Moving to a 3G system rather than landline because landline is not secure.

- (g) New beer taps installed

Hayden: Guinness and Five seeds. Guinness paying for it.

- (h) Front toilets, quote to be reviewed

Jack: Getting as close as possible in experience of front/back is the idea, but money is the issue.

- (i) Relaunch Marketing & Branding

Hayden: Up to students - big party?

Dennis/Andrew: Drink specials probably the way to go

Maddie: BUNTING

- (j) Review Menu: Pizza

When new chef starts, will look into providing pizza

Trial pizza as part of specials

- (k) Review Beverages: Alcoshakes & wine list

Jack/Hayden: Marry wine offerings to reduce waste and have better offering

Maddie: Vegan wine possible?

Jack: Yes Vegan wine can be done

Jack: Looking to upgrade the back bar – more higher end beverages behind the bar

Hayden: Alcoshakes launching week 2 – don't want to launch week 1 with new POS also coming in

5.2 Foxtel – Hayden

Hayden: Currently no offering, need to look into it – think it could be good to have for sports

5.3 Winter drinks – Dennis

Hayden: Not viable unfortunately – too much waste

#### 5.4 Clipp, bar tab app – Hayden

Consensus: Looks good, Hayden will investigate

Tom: Any way to give clubs a discounted bar tab through it?

Hayden: Unsure, will investigate

#### 5.5 Tavern rewards scheme – Hayden

Jack: Need to work out most financially responsible way forward

Students: Interested in a rewards system where you accumulate points

Tom: Discounted bar tab – if clubs put down x they get an extra amount of y

Hayden will investigate reward scheme/club bar tabs

#### 5.6 Semester 2 Events overview - Hayden

Comedy night 3x month

Giving karaoke a go for a month

Tavlympics? Engage colleges to go up against each other in various things – people get a party at the end of the year

Dennis: Could you do something with interfaculty sport?

Little Creatures engaged for beer appreciation night, also to create a brew for UWA for O-Day next year

Hayden wants to do wine appreciation/spirits

Cocktail classes

Oktoberfest for a Wednesday (busier), german music, Weiphenstephaner etc

Open mic nights on Fridays

Dennis: How are we positioning ourselves with live music/weekend trading etc?

Hayden: Roundhouse at UNSW is industry standard

## 6 PLANNING BUSINESS – CATERING [50 minutes]

### 6.1 Standing item: Dietary requirements – Jack

Maddie: Weekly meetings with MSA for Halal, Tony/Rodney looking into more options with food vans/ref

Jack: Halal might have a person within the ref for it; could change non-performing part of ref to halal offering

Rodney: Attractive because not the “standard” halal; Mexican-esque, char-grill

Jack/Maddie: Would replace Spud., Lunch Club

Maddie wants to make sure we keep the rolls because 200 signature petition

Jack says very difficult because losing a lot of money there

### 6.2 Health & Safety – Tony

### 6.3 Functions – Tony

### 6.4 Palm oil – Dennis

Dennis will create a working group

### 6.5 Carlton and Co

No idea what this is

### 6.6 Pricing Review – Tom

#### (a) Sushi

Jack: Guy we signed on has increased his prices to us, new guy can take on branding

Students: Happy to take on new guy

Tom/Maddie: Need to sample

Jack will make sure he brings in samples

Freshness should be better with new guy

#### (b) Complete product review with Inventory system activation

Not change pricing back to discounted price until next sem to hide price increases

Last quarter of the year new inventory rolls in

#### (c) Planogram fridges

Make display nicer – industry standard

### 6.7 Outlets for Refectory: Halal – Jack

Covered 6.1

### 6.8 Review of Food Vans: Halal, New contracts – Jack

Lots of people want to do food vans, we could shift things here to offer more halal

Latin + Japanese, remove what the flip



## 6.9 New POS - Jack

### (a) Overview

Jack: Gone really well, staff getting pretty cool

### (b) Discounting system

Covered above

### (c) Marketing

Bundle buys, Coke wants to run stuff but Jack doesn't want to

Jack will take to marketing to work out a suite of ideas

## 6.10 Hackett Coffee Hatch Business Proposal – Jack

Jack looking at it, mapping it out

Promotions to be run through the hatch

## 6.11 Reid Café

Jack: 16<sup>th</sup> of September we get the keys, we have 3 days to fill it, prior to that we need to develop branding

Working group for Reid

### (a) Operational timelines

### (b) Concept & logo design

Elise looking into dot painting style

### (c) Uniform design

Jack will get a more casual uniform going

### (d) Menu design

## 6.12 Executive Chef appointment process – Jack

Number of candidates, progressing

## 6.13 Vending

Coke, Altavend going into the library

## 7 ANY OTHER BUSINESS

### 7.1 Catering Strategy Meeting

We'll cover it next time

### 7.2 Changing Tav License

Jack: Advantages in terms of trading hours

Hayden: Disadvantages in terms of potential to be not able to sell as much stuff (e.g. red bull & vodka, jugs, shots)

Jack: Need to investigate so that we don't lose flexibility; potential that they could look into the licence anyway

## 8 NEXT MEETING

TBA – August 2016



# Agenda

## UWA Student Guild

### Catering & Tavern Committee

Date: Wednesday 24 August at 9am  
Location: Meeting Room 1

#### 1 WELCOME AND OPENING

Attendance:

Tom Burke	(TB)	Maddie Mulholland	(MM)
Madeleine Smith	(MS)	Jack Spagnuolo	(JS)
Andrew Callander	(AC)	Mutya Maraginot-Joseph	(MMJ)
Chad Bensky	(CB)	Rebecca Heyes	(RH)

TB acknowledged that we are situated on Nyoongar land and paid respect to elders past and present.

#### 2 CONFIRMATION OF PREVIOUS MINUTES

Postponed until the next meeting

#### 3 BUSINESS COMPLETED VIA CIRCULAR

None

#### 4 PROCEDURAL BUSINESS

None

#### 5 PLANNING BUSINESS

##### 5.1 Review and outlook

JS gave committee update and overview of the Tav.

JS noted that the Tav is in need of an upgraded security system (especially with all the new, quality sound systems etc. in place) and has been quoted around \$3500.

MM suggests that JS take this matter to the SRC

MS informs committee that the marketing team has developed a 'three pronged attack' to market the new refurbished Tav. Want to start promoting it for functions ASAP.

MS also informs committee that the new EatDrink site due to launch imminently, then focus will be shifted to developing a 'functions' site'.

AC will be tweeking Tav menu, but is hesitant to make any drastic changes at the moment. Will gradually be changing the menu overtime, and is looking to introduce more 'share' items such as pizzas etc.

MMJ states that both Guild Village and Hackett missed their July targets. (As did the Tav, but that can be easily explained).

##### 5.2 College engagement

TB wishes to know if Captain Stirling has been either closed down or sold.

JS is unsure of the details.

## **Catering**

### **5.3 Reid library café**

Aiming to open between the 20<sup>th</sup> and 25<sup>th</sup> of September.

JS is holding a meeting to discuss more details on opening of Quobba Gnarring tomorrow.

MS marketing team to slowly begin to come up with new strategies and marketing promotions.

MM suggests the possibility of 'opening specials'

JS agrees and is looking into it.

### **5.4 Hackett Café**

Quobba Gnarring (QB) and Hackett must both be higher quality cafes. The aim is for both of them to become 'staff hot spots' and the price points should reflect this.

QG is the priority, until its launch.

MM would like to be kept in the loop with anything involving Hackett and QG updates.

### **5.5 Ref**

MM suggests that an engagement plan and timeline be rolled out.

Item to be taken to the SRC

### **5.6 Website update**

MS believes that the EatDrink website will be running by the end of the week. After the launch of the EatDrink site, the function site will then be focused on.

### **5.7 Dietary requirements update**

MM would like to look into Meat Free Mondays.

## **6 NEXT MEETING**

TBC



# Agenda

## UWA Student Guild

### Catering & Tavern Committee

Date: Wednesday 12 October at 9am  
Location: Meeting Room 1

#### 1 WELCOME AND OPENING

#### 2 CONFIRMATION OF PREVIOUS MINUTES

#### 3 BUSINESS COMPLETED VIA CIRCULAR

None

#### 4 PROCEDURAL BUSINESS

None

#### 5 PLANNING BUSINESS

##### Tavern

##### 5.1 Octoberfest stats

Hayden: Meeting or meeting before asked to change from Friday to Wednesday, outstanding success. Previous year we had \$12,000 on Oktoberfest, this year \$23,700. 1370 people through the door due to changing the day, being more prepared, lead up marketing towards the event including paid Facebook advertising was good. Having Madeleine to manage that was really good, having the schedule in place was really good.

Tom: How much does FB advertising cost?

Hayden: \$26 a week, shows that about 4x as many people see it when it's paid versus organic. Engagement (click-throughs) are good.

Tom to Andrew: Does FB paid still mean you get less on your organic posts?

Hayden: According to Madeleine you get favoured for organic posts when you pay as well.

##### 5.2 Melbourne Cup

Hayden: Next big thing is Melbourne cup, gonna open an hour earlier and do 10am-11am happy hour, sweepstakes (we're not taking any profit), raffles, all that sort of business. Targeted towards students and staff. After the race there'll be a DJ, toy horse races, photographer, best-dressed. Madeleine and Kasey are concerned about animal rights students, so just getting systems into place to address that before event goes up.

Dennis: We can get out ahead of it and acknowledge it, say we're donating x to an animal welfare organization.

Maddie: Yeah that could be good.

Jack: Worried that that sets a precedent—we're acknowledging that we're doing the wrong thing?

Dennis: Companies (e.g. triple j on Aus day) do it all the time.

##### 5.3 Cocktails on tap

Jack: Thought we might give this a go, hasn't been done before in this magnitude. Company does mobile taps—serves cocktails the same way you would a beer. Two options—mobile bar we can use for events with 19L of cocktail pre-made. Other way is to have the product as a permanent tap in the tav. Brand-focused (Absolut, Jameson etc.). Considering trialling at the ball. ABV on it is about the same as a beer—just a touch more.

Hayden: More cost-effective as well—buying it in bulk.

Jack: If we run an event they'll give us a bartender.

Dennis: Are we worried about it cutting into traditional cocktail sales?

Jack: We'll make more money from this.

Hayden: Does take away from the theatre of the cocktail-making a bit, but makes them more accessible—especially for particular theme events like St Patty's where you've got a Jameson cocktail that everyone wants and you can just pump them out.

Jack: Do need to finish them because they don't foam up off the tap, but still a lot faster.

Hayden: Only ones willing to install their own tap. Coke and Bacardi don't wanna install their own tap.

Jack: Personally I think it's a good idea. If it doesn't work we just pull the tap out and send the machinery back. Also should mean better nip prices for the brands in the wells for this—so our first pull vodka would be Absolut instead of Eristoff—better quality. So trial it on the 28<sup>th</sup> for Guild ball, hold off until then on the tap in the tav.

Dennis & Tom: Wait until after the 28<sup>th</sup> to install the tap.

Jack & Hayden: Working on matching brands to the feel of the tav. So moving away from Eristoff vodka is a good idea in that regard (for example).

Approved unanimously.

#### 5.4 Wine list

Jack: The brands we've got on the wine list at the moment makeup a very small portion of sales, not very enticing. Uniclub and us have pretty much the same offering at the moment—we've got to differentiate ourselves from them. New winelist has funkier stuff, better for a younger demographic. Same kind of idea with promos, spirits as with the winelist—aligning our products with the students. Always able to order stuff from outside of this list anyway.

Tom: What's wine sales like in the tav?

Hayden: Very small, but going up since refurbishment of tav. It is picking up as older folks are coming in. We're going down the organic path—having trouble but trying to find vegan wines. Vegan-friendly yes, but not certified vegan.

Jack: 19 new wines, 5 organic. Vegan is just too far at the moment.

Hayden: When or if someone brings out a not-ridiculously expensive certified vegan wine, we can get it.

Tom: Can we get one bottle and keep it in the cupboard?

Hayden: We have to buy a case sadly.

#### 5.5 Tav membership (next year)

Hayden: Really keen on getting together a tav membership, where students collect points that they can exchange for products. What do we want to give away?

Jack: We can hit up suppliers for prizes. Rather than have another card, have it come through with "Callista"—the thing that powers our POS. Mutya's been hamstrung but we should be able to have it so that someone can bring a card and tap it and we can track them.

Hayden: So up and running for next year?

Mutya: Yes. Hopefully next month.

Jack: Yep so in general we want to know who's going to our outlets through the discount cards.

Maddie: My feedback would be make sure it's based on

Mutya: Will we get rid of the 10% discount for people using this?

Maddie: We'll have to work that out.

Jack: I'm wary of having things that impact our prices because of the discount, so prizes would be good.

Maddie: No one cares about prizes though.

Dennis: Agreed—got to be something you accrue.

Jack: Problem is how much it impacts your profits. Qantas etc. don't want everyone to cash it in.

Hayden: Don't want to get bogged down in something I can't get out of for a year.

Tom: Make sure the points expire in a given period.

Dennis: Could actually turn that into a thing—every year they get wiped, so at the end of the year you use that in marketing to say "hey come and spend your points every EoSS" because they'll be wiped after.

Mutya: That would also be much easier accounting wise.

Maddie: OK so I think that's in-principle endorsement to explore it further.

#### 5.6 Tav merchandise

Maddie: Yeah let's do it!

Hayden: A lot of people want to buy these t-shirts (staff t-shirts). Obviously can't be that, but having some merch—stubbie holders, tees etc. The usual stuff.

Jack: Once we're happy with the branding we can go for it. Getting quotes for signage at the moment. Guys who did Quobba Gnarning signage came and quoted for two signs—one behind the bar, and one above the tavern (probably not)/where the awning is before the fenceline.

Hayden: I'll get creative to start coming up with some designs. If we put some advertising on it it'll be free for us.

Hayden: We need to fill the white walls on the sides of the tav. Vintage photos can't blow up that big.

Maddie: Could we hire an artist to paint those photos at large scale?

Jack: We could. Madeleine will investigate it.

Hayden: Also tav's gonna be open for relay on Saturday. Predominantly for food.

### Catering

#### 5.7 Food trucks on Med campus

Tom: We'll move that to next year's committee.

Andrew C: Do we wanna have a guild food truck? Got some ideas.

Maddie: Could be really cool. Could Jack look into the costs of it?

Jack: Sure. I see the positives there.

Tom: But could be very expensive.

Mutya: We did look into it before and the cost looked very prohibitive. Remember Ken saying that.

Maddie: Dentistry students have asked for a bar at the dentistry kiosk.

Irene: Second kiosk would work?

#### 5.8 Welfare meals – see Maddie

Jack:

2889 welfare meals since 1 July, mainly out of Ref. Lots from Dentistry.

Should be run out of Guild village.

Concerns re. costing – to be resolved during the break.

Maddie: Feedback is that \$5 isn't lower-end.

Andrew C:

Idea – system of buying toast, jam etc. and assemble it yourself.

Maddie:

Soup kitchen idea – at least 1 soup kitchen meal available per week

Value meal of the day

Jack: Could be done in every café

Mutya: Start with 1 café.

Andrew C:

Risottos, carbs, pasta all low cost – as soon as you add protein that changes.

## 5.9 Reid café update

Maddie: opening hours. Packed on Wednesday night, may be a market to be open later.

Jack: rolling out extended hours on 24 Oct, may be going earlier. Closing hatch.

Haven't got enough staff at the moment.

Closing at 8pm, should probably go to 10 at least. Will look at feasibility next week.

Maddie: why can't we sell for \$4:50 – how can everyone else do it?

Andrew C:

They're losing money. Those prices don't take into account overheads. Cafes are going bust.

McDonalds doesn't make money off their burgers, cafes have to sell a lot of coffees to be able to subsidise those prices.

Jack:

There are ways around this (portion sizes etc)

Andrew C:

Need to be careful that if you subsidise a product, it doesn't get stormed.

Jack:

Need to make sure that we know where we're losing money. As long as the menu in general makes us money. At the moment we don't know what makes us money and what loses us money.

Mutya: for breakeven prices, take away overheads (They can be covered by other products)

Irene: This is what happens in the cafes.

Maddie and Tom: \$12 too steep for that product. Focus on risottos etc.

## 5.10 Website update

Jack: Chelsea can't get access

Will look into it further

## 5.11 Dietary requirements update

Maddie: no updates

## 5.12 Ref status

**Tom and Maddie to discuss**

## 6 NEXT MEETING

TBC