



Catering and Tavern

06/03/2018

1.0 WELCOME AND OPENING

Meeting opens 9:03

1.1 Attendance

Jim Leipold (JL), Jack Spagnuolo (JS), Conrad Hogg (CH), Peter Watson (PW), Dylan Perkins (DP), Kate Fletcher (KF), Anthea Liu (AL), Yanjia Song (YS)

1.2 Apologies

Raaghav Raj, Megan Lee

1.3 Proxies

1.4 Absent

Welcome to C&T student reps and other student reps who volunteered to be included in the focus group reviewing the Lease Equity report.

2.0 Confirmation of Previous Minutes

3.0 Business Arising from Minutes

4.0 AGENDA ITEMS

4.1 Lease Equity Review

- JS says plan is to move catering away from Guild to outlets. Purpose of Lease Equity Report is to gain external perspective, but student reps are there to decide. Bottom line of report is we should focus on mainly Asian outlets. Report recommendations not necessarily reflective of student body.
- Report recommends Rocket Fuel not be included in ref, 8 months left on lease contract. Met with agreement from committee. KF suggests a café with greater focus on food would be better suited.
- JS says number of food vans on campus will be reduced as outlets in ref open up. Any vans students wish to keep will need to be moved in as more permanent outlets.
- Japanese recommended by report, committee agrees. JS notes sushi venues with the ability to stock other campus outlets with their sushi would be ideal. PW suggests Bento. PW also says sushi on campus has a bad rep and it will be important that new outlet is branded well so that student body understands we have a new supplier. JS suggests sushi would be best placed in outlet 6 and have food produced offsite, or alternatively they could be given a unit with a kitchen given that they supply other campus outlets.
- Mexican recommended by report, committee agrees. CH says big name (Mad Mex or GYG) would be ideal. JS agrees.
- Café/Carvery/Cutting Board recommended by report, committee does not agree, generally viewed by committee as not appealing. Consensus that this option be replaced with a permanent Georges Kebab venue. PW suggests Georges as they are very popular with student body already. JL suggests we ask them to become halal certified if brought in permanently. JS agrees, but notes this can be very tricky to implement.
- Salad Bar recommended by report, committee agrees.



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- South East Asian recommended by report, committee agrees. AL says Broadway Fair is very attractive to UWA Asian demographic due to its variety of Asian outlets. JS says focus is to compliment outlets offered at Broadway rather than compete. JS says there is a trade-off between authentic Asian outlets popular with international students and more westernised versions which are more popular with domestic students.
- Bubble tea recommended by report, committee agrees. YS suggests Gong Cha as a more authentic outlet. JS notes Utopia was well received by student body during its lease on campus. CH agrees with Utopia.
- JL says list of potential venues for refectory to be emailed to student reps for preferencing. Most popular outlets will be recommended to commercial to negotiate with. JS says we will try for those outlets, however no guarantee that they can all be brought it.

5.0 GENERAL BUSINESS

- CH asked if it is possible to extend trading hours of Nedlands Café during folio week for ALVA students. JS says yes, Conrad to email through dates and suggested trading hours.

6.0 CLOSE AND NEXT MEETING

- Next meeting in April, date TBC.



Catering and Tavern

4 April 2018

1.0 WELCOME AND OPENING

Meeting opens 9:03am

1.1 Attendance

Jim Leipold (JL), Jack Spagnuolo (JS), Danielle Brown (DB), Megan Lee (ML), Raaghav Raj (RR), Isaac Ng (IN), Peter Watson (PW), Michael Barblett (MB), Yanjia Song (YS), Barbara Buxman (BB), Andrew Callander (AC), Rodney Taylor (RT).

1.2 Apologies

1.3 Proxies

1.4 Absent

Anthea Liu

1.5 Invited

2.0 Confirmation of Previous Minutes

Approved

3.0 Business Arising from Minutes

None

4.0 AGENDA ITEMS

4.1 Refectory Update

- Completion of ref refurb is soon, can do a soft launch of site on 16th of April. Elevator and Skylights still to be fitted. Potential for Kim Beazley to be invited for an official opening.
- Tav kitchen about 3 weeks away from operational.
- Jack says he has met with Uni regarding potential tenancies, currently waiting on approval from them, looking to have outlets opening from beginning of semester 2.
- Next stage is upper landing of refectory.
- DB asks when Sue Boyd and surrounding rooms will be open for use again. JS says 16th most likely as they still need to be cleaned.

4.2 Vittoria Rollout

- BB says new Vittoria coffee feedback in Hackett is very good.
- Aroua rollout in Quobba to be completed by 16th.
- Wills and Co is rollout TBC when an appropriate venue is confirmed.
- MB asks if there will be a price difference between the 3 brands.
- JS says not initially, but there may be after the rollout of Wills and Co.

4.3 Asian Vending

- JS has been approached to hold ready-made Asian meals in vending machines on campus but is unsure if there is the space or market for it but will look into it.
- PW says this could work around the Math and English buildings where people often work late.
- MB asks if this will require installation of microwaves, JS says yes which may be an issue in areas such as maths.

4.4 Tavern Kitchen in Ref

- JL asks if it is possible for us to open the Tavern kitchen up to the Ref while we wait for outlets to move is, JS says yes possible once it reopens.



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4.5 Tavern Menu Update

- AC says plan is to make all items available as take away meals as well as looking into options for delivery across campus, depends on costings. Options such as house made dough for pizza will make it more viable.
- MB asks if Tav hours are going to be fixed, AC says the kitchen hours will be.
- MB asks why we don't have a larger burger selection, AC says due to price point, any protein or bread options are always quite expensive, same with Parm. Focus is also moving towards a handful of options rather than an exhaustive menu as it works better for customer satisfaction.
- Guild discounts will still apply to specials. ETA on new menu is end of this semester.

4.6 UCBA

- **SOBAH:** is a line of non-alcoholic beer, PW says UCBA is looking to get 2 cases of bottles to have on sale in the Tav, has been working. JS says that's easy enough to do, would be great if they sell well.
- **Guest Taps:** PW has also been chatting to Hayden about setting up a UCBA branded tap of rotating beer from local breweries.

4.7 Reid Coffee Machines

- MB asks if it is possible to bring coffee machines into Reid during study periods where Reid is open 34 hours. JS says outside of the café, UWA owns the space and is very controlling. ML says it may have more weight if we bring it as a student suggestion to the library. JS says there also some logistical issues but will ask the question.

4.8 Dentistry name

- Café is officially called McGeachie Tenant Kiosk, but is known to student body as "Dentistry". DB asks for branding purposes which name should be kept. Dentistry is more well known, but we'd rather not take important names.
- ML says naming is "McGeachie Tenant Dentistry Kiosk" could solve both, met with general agreement.

4.9 Healthy Vending Machines

- JL brings this as a suggestion from a student to bring vending machines that offer healthier options onto campus. JS says this particular company has been trying to get onto campus for a while, but there are a few issues:
 - We don't currently have any free vending machine spaces.
 - Food provided in these machines is actually quite unhealthy.JS has asked coke to mix in more healthy options to existing machines, but they aren't selling well. One option is to bring more of these items into Hackett café. Many are already available at Quobba and Guild Café.

4.10 Tea query

- Guild received an email from a student asking why there is such a price difference between small and large tea's.
- JS has looked into pricing, many factors the student isn't factoring in, including cost of bigger lids and bigger cups, but will none-the-less look into it at next price change.



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- MB asks if we offer the same tea options at all cafes, BB says yes, and eventually they will be supplied by Vittoria.

5.0 GENERAL BUSINESS

5.1 Café Updates from BB

- Quobba:
 - Looking to add more microwaves.
 - New Vittoria machines will speed up coffee times.
 - A few more vegetarian options were brought in over December/January and sold well.
- Hackett:
 - Feedback boxes have been implemented and are providing valuable ideas.
 - New salad bar has opened.
 - Weekly specials will be brought back.
- Nedlands
 - Menu has been reviewed.
 - More advertising and branding is going to be brought in.
 - Back wall will become a "poster wall".
 - Music and newspapers have been introduced.
- We have received feedback regarding changing to eco friendly cutlery/removing straws. BB will look into. ML asks if we can get Café staff to confirm whether meals are take away or dine in with customers to help reduce waste, JS says yes.

6.0 CLOSE AND NEXT MEETING

Meeting closed 10:13am.

Next meeting TBC.



Agenda & Minutes

UWA Student Guild

Catering & Tavern Committee

Date: 11th May 2018@ 9.00am
Location: Meeting Room 1

Attendees: Megan Lee, James Leipold, Jack Spagnuolo, Hayden Greenham, Rodney Taylor, Danielle Browne, Andrew Callander, Barbara Buxmann, Rachel Rainey, Isaac Ng

Apologies: Raaghav Raj, Yanjia Song, Anthea Liu, Michael Barblet.

1 WELCOME AND OPENING

I would like to acknowledge that we are meeting in Noongar Land and that the Noongar people remain the spiritual and cultural custodians of their land and continue to practice their language, values, beliefs, and traditions

2 CONFIRMATION OF PREVIOUS MINUTES

Yes

3 BUSINESS COMPLETED VIA CIRCULAR

None

4 PROCEDURAL BUSINESS

None

5 PLANNING BUSINESS

5.1 Mobi2Go - JS

Previous attempts to have a preorder facility for coffee in our cafes as failed. Mainly due to integration issues with our new POS system TASK.

Mobi2Go can integrate with TASK and we are exploring the possibility of rolling out a trial to see if it would work.

Commercial team will explore this possibility and potential development via our website development project. JS suggests we look at every available option to provide this service to all students, staff, and visitors to the university. Service should extend to also incorporate food delivery service to our outlets. Committee agrees with the concept. Commercial & Marketing team to report back on progress.

5.2 Halal Meals - JS

Halal & Kosher meals have been something that Catering has tried to cater with limited success. Issues around cross contamination through equipment and storage have limited the catering opportunity.

Brahim's a Malaysian food supplier has approached the Guild with potentially 3 options on offer

- a) Vending Machine Offering – Ready made meals Halal meals and sauces
- b) Meals ready for sale directly available in our cafes
- c) Food outlet within the Guild Refectory

The committee agrees that we need to have diversity in our food offering including Halal and Kosher meals. Commercial team will further negotiate with Brahim's, Premium Vending, and our current vending operator Altavend and report back with recommendations.

5.3 Coffee Machines in Reid - ML

UWA library has agreed to allow us to have a coffee service for busy after hour periods when Quobba is closed but the library is still open to students. With the following potential options flagged

- a) Bring your own mug – instant coffee, tea bags, with long life milk pods
- b) Pay pod machine managed by café staff
- c) Coin operated coffee bean machine

Commercial team agrees that we need to have service beyond café open hours and will develop some potential options for Library services to review. Options b) and c) seem to be the best long-term solutions.

5.4 Tavern Menu Additions

Isaac is keen to have a greater range of sauces available including the Szechuan sauce recipe outlined.

Andrew suggested he look at the production costs and/or supply cost for all the potential additions to the menu and provide a price to have the sauce available or as an addition to any meal on the menu.

AC to discuss further IN

5.5 Tavern Marketing

To improve the exposure of the Tavern the following were put forward by Danielle (DB)

- a) Promote the New tavern menu and suggest new menu items. Agreed that all additional items can be reviewed by AD regarding costing. And approved through Hayden.
- b) Suggestion box added to the tavern to provide all patrons to give feedback and suggestions. HG to arrange placement of box
- c) Delivery service to campus sites and colleges – Strategy to be completed for review by commercial team once the new kitchen is fully operational.
- d) Fad promotions – Arcade games to be considered for 2019
- e) Functions package – Marketing and functions team to plan out delivery
- f) Hot Cocktails – HG to look at some option for colder months and communicate to Marketing and C&T
- g) Week of free food – HG to follow up
- h) Guild council to review outlets – Both commercial and marketing agree to have council review menu etc.

5.6 Coffee Marketing

In the next phase of our agreement with our new coffee supplier Vittoria.

Marketing will work closely to develop co-branding, promotional activity, and development of the café look and feel.

DB will work closely with cafes and Vittoria to ensure that our cafes take advantage of the branding opportunities.

C7T committee will take any suggestions and feedback in relation to the coffee experience on campus.

5.7 Composting Project

Rachel Rainey (RR) suggested it is important for us to develop a strategy for dealing with waste generated by our operations and it was agreed that we should engage UWA in getting a campus wide solution. Regarding Guild operations it was agreed that we should improve our activity in the following areas.

- a) Coffee grind disposal
- b) Composting bin option
- c) Vegware compostable cups

Commercial team to liaise with UWA and provide further feedback

5.8 Default Dine-in options for Cafes

RR suggested we review our take away and dine in options in cafes. To offer non-disposable option where there are cleaning facilities.

The catering team will at all cafes that can default away from disposable to do so. Additionally, staff will prompt customers at POS to use non-disposable items. RT & BB to action

5.9 Tavern

- a) Finalised menu – HG and AC have completed the new menu ready for the new kitchen. It will be represented by an excellent choice of Pizzas and value items. Additionally, there will be specials every week which will provide students with variety and student discount. Commercial team will review the new menu when in operation and report back to C&T.
- b) Campus Food Delivery – To be review as discussed in 5.5(c)
- c) Outside Bar – HG will negotiate with Lion regarding the addition to fixed external bar and BBQ in Tavern courtyard. Lion offer will be shared with C&T for review.
- d) Semester 2 promotions & Events – HG working to increase the events schedule within the tavern. Schedule TBC

5.10 Cafes - BB

- a) Reusable cutlery and plates – Initiated reusable cutlery and plates at Nedlands, and Hackett. Cannot be rolled out to Quobba Gnarning.
C&T would like to also explore the option at Catalyst and Guild Village
- b) Hackett – Exam specials added. Candy changed from stand to individual serves.
A range of additional products added including Energy bars, Perki probiotic drinks.
Happy to take suggestions from students and review within C&T.
- c) Teas – New teas Yarra Valley to be added to the range semester 2. They are better quality and feature organic and varieties not previously available.
- d) Quobba Gnarning - Quobba – Revamp of sweets/dessert fridge. More focus on lower \$\$, vegan and GF.
Added 2nd till at hot section to speed up service
- e) Coffee Training – Vittoria coffee training continues to be rolled out which will continue to improve coffee quality. Full training schedule will be presented to C&T at the next meeting.
- f) Preparation for Exam Specials/Winter with more soups, lattes, combo meals, discounted meals. Further C&T suggestions welcome for semester 2

6 NEXT MEETING – 8th June 2018



Agenda & Minutes

UWA Student Guild

Catering & Tavern Committee

Date: 7th June 2018@ 9.00am
Location: Meeting Room 1

Attendees: Megan Lee, James Leipold, Jack Spagnuolo, Hayden Greenham, Rodney Taylor, Barbara Buxmann, Raaghav Raj, Isaac Ng, Michael Barblet

Apologies: Raaghav Raj, Yanjia Song, Anthea Liu, Danielle Browne, Andrew Callander, Rachel Rainey

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2 CONFIRMATION OF PREVIOUS MINUTES

Yes

3 BUSINESS COMPLETED VIA CIRCULAR

Hayden circulated the new Tavern winter campaign cocktails which will commence from next week. Squid Bite, Hot buttered rum, and Gluhwein hot cocktails will be readily available at the Tavern bar.

4 PROCEDURAL BUSINESS

None

5 PLANNING BUSINESS

5.1 Refectory Kitchen Update – JS

Main kitchen will get City of Perth preapproval today and will begin full operation next week. The Evaporative units will be installed early next week, and this will complete the mechanical works on the roof. All the compliance certificates will be issued and lodged to the COP. The full menu will be available once the Tavern is reopened semester 2.

5.2 Tavern – HG

5.2.1 DRAFT Conditions of entry

Hayden has drafted and circulated for feedback new Tavern conditions of entry. The main reason for having the conditions drafted is so we have clear guidelines on who will be excluded from entry into our licensed area. Easily accessible and readily available for reference Conditions of entry provide for a door policy which can be communicated and complied to. HG requests that the C&T committee provide him with feedback on the Draft. All in committee provide positive feedback and will review the draft prior implementation in semester 2.

5.2.2 Tavern Menu signage

With the new kitchen operating the new Tavern Menu will commence ASAP. HG suggestion is to have signage near the Refectory entrance to the tavern. This will provide a temporary billboard of the menu to students frequenting the refectory. Hayden will request the signage artwork completed for review

5.2.3 Plastic Straws in Tavern

Previous discussion on the need to develop a strategy for dealing with waste generated by our commercial operations as brought into focus the need to potentially move away from plastic straws. Several options could be implemented. ML suggests it would be difficult to totally remove straws from the Tavern and should have them available on request.

JS suggests that samples be brought to the committee for review including Bamboo, paper, and other compostable options.

Agreed that this should be one step in the wider composting strategy for the Guild and UWA.

5.3 Cafes -BB

5.3.1 Hackett Protein products

Barbara showed the new range of protein products added to Hackett, and Quobba Cafes. This was to replace the candy stand in Hackett. Sales will be monitored to assess if this is a viable offer.

Early indications suggest that the products will be popular with students and sports.

5.3.2 New winter items

Soups have been added to the café menus for student study and exam period. 3 soup flavours will rotate to start with. They all meet the Vegan and Gluten free requirements for all students to consume. Price currently is \$4.50 for 12oz cup.

Feedback suggests we need further winter additions for the commencement of semester 2.

5.3.3 Exam period food specials

Additional items added to the menu as per last C&T meeting. Combos and specials to reflect the need for winter period.

5.3.4 Vegan & GF options

Barbara presented the following new products added - Think Gum, Healthy version Lattes which are vegan (Beetroot, Turmeric, Kale) Looking at potentially having Charcoal, Spirulina, and vegan chocolate options.

5.3.5 Ubermilk

Barbara went to the presentation of the new Ubermilk milk unit which provides a quicker option in making coffees. The Ubermilk unit can produce barista level milk at a fraction of the time and would increase the service speed of producing coffees in the busiest cafes Quobba Gnarning and Catalyst.

Trial cost is \$600 per unit per week. Full cost to purchase the unit is \$13K. Catering team has done some preliminary cost analysis and it will be effective and reduce wait times on 80% of all the coffees produced.

JS suggested it is expensive at this moment and will try and utilize some support from our new coffee supplier. RR suggested we should look at using money from other savings to fund the Ubermilk unit. Commercial will explore this further and report with a solution on the funding for one unit at Quobba Gnarning.

5.3.6 Hackett Music

Music needs to be reviewed in this venue to be quite neutral and set the ambience.

Options will be looked at from the following options

- a) Digital radio playing commercial radio
- b) Spotify utilising a commercial subscription
- c) Develop playlist which can be played and changed on a weekly or monthly basis

Explore options with Kelvin and report back to C&T

6 GENERAL BUSINESS

6.1 Items from previous minutes

6.1.1 Pre order coffee and food concept

In progress

6.1.2 Halal meals packaged

They will be available in outlets semester 2

6.1.3 Coffee machine after hours Reid Library

Nespresso option will be available in 12-18 months. Review other options

6.1.4 Composting project – In progress

6.2 Cheap meal/Snacks exam time

MB suggested we need to look at some cheaper simple items during exams. For example, cheesy bread options at less than the current \$4.50. BB suggests it is hard to source good cheaper and it would taste average. Catering team will look at what is possible and report to C&T

6.3 Free fruit – Exam Period

Fruit has been ordered and can be provided on designated days. ML to provide dates and potential activity.

NEXT MEETING – 8th July 2018



Agenda & Minutes

UWA Student Guild

Catering & Tavern Committee

Date: 5th July 2018@ 11.00am
Location: Meeting Room 1

Attendees: James Leipold, Jack Spagnuolo, Hayden Greenham, Rodney Taylor, Barbara Buxmann, Michael Barblet, Andrew Callander, Danielle Browne.

Apologies: Megan Lee, Raaghav Raj, Yanjia Song, Anthea Liu, Rachel Rainey, Isaac Ng

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2 CONFIRMATION OF PREVIOUS MINUTES

Yes

3 BUSINESS COMPLETED VIA CIRCULAR

4 PROCEDURAL BUSINESS

None

5 PLANNING BUSINESS

4.1 Tavern and Café Pricing – Danielle Browne (DB)

DB and the marketing team have completed a review of the other university food offering in terms of price. DB reports that overall the other universities are more expensive in their offering and provide no discount to students. Most have moved away from discount to a value offer. The full information will be made available by DB to the committee for all to discuss and potentially use to formulate a Guild strategy. The marketing team will focus on the message that every dollar spend in our outlets goes back into student activity. Moving from a dollar saving to a more value proposition.

Andrew Callander (AC) indicated that our pizza prices are significantly cheaper than all the other local pizza businesses. This should help with our pickup and delivery service starting in semester 2.

Barbara Buxmann (BB) added that she has reviewed the hot meal selection at Quobba Gnarning and prices will be reduced to address some pricing concerns

4.2 Tavern – Hayden Greenham (HG)

4.2.1 Coffee Machine

Hayden believes that the tavern would be best served by having a coffee machine to service students. The coffee machine would provide a service for students who choose not to drink but still would like to use the space. Additionally, the machine could provide coffee for all the cocktails made over the bar that require fresh coffee.

RT pointed out that coffee was previously available in pod format and was unsuccessful. But this would be a new offering providing barista quality coffee.

JS concern was centred around the importance of not adding additional labour costs unless there was a real need for the service to be added into the space and suggests we do a review of the additional costs involved, discuss with Vittoria coffee and come back with a recommendation to Catering and Tavern Committee. All agree on this plan.

4.2.2 Lighting

HG proposes that we move away from hiring lighting equipment to buying it outright and hiring it out to clubs. Currently the cost of hiring equipment is hindering clubs from using the Tavern versus outside venues that have lighting Equipment.

HG pointed out that the cost of lighting will be between \$15K - \$20K but will provide us with more flexibility events both for student and outside activity.

Business case will need be presented to C&T and approved by SRC. JS will work with HG to complete the business case prior to the next SRC meeting. All agree

4.2.3 Couches

HG indicates that the couches within the tavern are not commercial quality and therefore have worn ahead of time. HG believes that they will only last us until the end of the year and decision will need to be made to replace them.

Suggestion to investigate replacement commercial grade couches and present to C&T for review.

Engagement will work with HG on review.

4.3 Tavern sports broadcasting – James Leipold (JL)

JL would like us to investigate the possibility of getting sports telecast through Foxtel or the like to take advantage of the potential sporting events.

HG pointed out that we investigated the possibility of getting the service in the Tavern in 2017 but it was far too costly at \$1,200 per month. JS suggested that we need to review the costs again if there is the potential to get more students into the tavern for major sporting events.

MB suggested that the UWA Sports centre currently has Foxtel in the sports centre and we should investigate how this is possible.

JS will contact UWA Sports to determine if there is a viable way to receive some synergy with them in streaming a service. HG and JS will research and come back with a potential solution.

4.4 O-week food trucks – (JL)

JL flagged the need to add additional vans during O- Week to increase the level of engagement on Oak lawn. Additional vans will be added by the catering team for both O-Day and Open Day.

UWA is adding several food vans to Riley oval near University club during Open Day and we will increase the presence for the whole week including Open Day on Oak Lawn.

4.5 Cafés – Barbara Buxmann (BB)

4.5.1 Vegan beverage update

BB has added several Vegan beverages into both Quobba Gnarning and Hackett Café's in semester 2. This is a continued response to meet the needs of students on campus.

All agree that the range will provide greater choice to both students and staff.

4.5.2 Eco-friendly packaging

BB has been looking at packaging for our outlets. Currently we are looking at the feasibility of moving to Biodegradable cutlery within our outlets.

JS suggested there are several issues at play currently in regard to recycling, compostable, and the how we generally produce and dispose of our waste on campus.

Enviro department is currently working with the commercial team to develop a holistic plan for our outlets to reduce our waste footprint. Part of which can be completed by Guild initiatives and the remainder requires guidance from UWA.

Part of the Guild review will involve looking at Straws, cutlery, single use coffee cups. All the findings will be brought back to C&T for final approval.

4.5.3 Nedlands Outdoor Café furniture

BB would like to improve the outdoor furniture for Nedlands outside area prior to semester 2.

Suggested that the furniture will allow better use of the outside space and potentially attract students to use the space for activities.

All agree that BB should move ahead with improving the space with some furniture.

4.5.4 Hackett and Nedlands blankets

BB has added blankets for use at both cafes as an additional service.

Please provide feedback if you visit the cafes.



Agenda & Minutes

UWA Student Guild

Catering & Tavern Committee

Date: 2nd August 2018@ 9.00am
Location: Meeting Room 1

Attendees: James Leipold, Jack Spagnuolo, Hayden Greenham, Barbara Buxmann, Michael Barblet, Andrew Callander, Danielle Browne, Isaac Ng Anthea Liu, Meegan Lee, Raaghav Raj.

Apologies: Yanjia Song, Rachel Rainey, Rodney Taylor.

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Yes

3 BUSINESS COMPLETED VIA CIRCULAR

4 PROCEDURAL BUSINESS

None

5 PLANNING BUSINESS

5.1 Tavern and Café Pricing – Danielle Browne (DB)

DB and the marketing team have completed a review of the other university food offering in terms of price. DB reports that overall the other universities are more expensive in their offering and provide no discount to students. Most have moved away from discount to a value offer. The full information will be made available by DB to the committee for all to discuss and potentially use to formulate a Guild strategy. The marketing team will focus on the message that every dollar spend in our outlets goes back into student activity. Moving from a dollar saving to a more value proposition.

Andrew Callander (AC) indicated that our pizza prices are significantly cheaper than all the other local pizza businesses. This should help with our pickup and delivery service starting in semester 2.

Barbara Buxmann (BB) added that she has reviewed the hot meal selection at Quobba Gnarning and prices will be reduced to address some pricing concerns

DB has been working on the review and will provide an update in September meeting

5.2 Tavern – Hayden Greenham (HG)

5.2.1 Coffee Machine

Hayden believes that the tavern would be best served by having a coffee machine to service students. The coffee machine would provide a service for students who choose not to drink but still would like to use the space. Additionally, the machine could provide coffee for all the cocktails made over the bar that require fresh coffee.

RT pointed out that coffee was previously available in pod format and was unsuccessful. But this would be a new offering providing barista quality coffee.

JS concern was centred around the importance of not adding additional labour costs unless there was a real need for the service to be added into the space and suggests we do a review of the additional costs involved, discuss with Vittoria coffee and come back with a recommendation to Catering and Tavern Committee. All agree on this plan.

HG believes it will not cost any more to have a coffee machine in the Tavern. JS will discuss with Vittoria and look at installing the machine in the old food pass area.

5.2.2 Lighting

HG proposes that we move away from hiring lighting equipment to buying it outright and hiring it out to clubs. Currently the cost of hiring equipment is hindering clubs from using the Tavern versus outside venues that have lighting Equipment.

HG pointed out that the cost of lighting will be between \$15K -\$20K but will provide us with more flexibility events both for student and outside activity.

Business case will need be presented to C&T and approved by SRC. JS will work with HG to complete the business case prior to the next SRC meeting. All agree

HG has completed the Business case and it will be presented to SRC for approval in the next meeting. Hayden will provide more details on the equipment at the next C&T meeting.

5.2.3 Couches

HG indicates that the couches within the tavern are not commercial quality and therefore have worn ahead of time. HG believes that they will only last us until the end of the year and decision will need to be made to replace them.

Suggestion to investigate replacement commercial grade couches and present to C&T for review.

Engagement will work with HG on review.

HG has received costing to repair the couches for \$400 each. This will provide us with a solution for 2018. Chloe Jackson and Marketing team will investigate options for new budget 2019. All agree this is a correct course of action.

5.3 Tavern sports broadcasting – James Leipold (JL)

JL would like us to investigate the possibility of getting sports telecast through Foxtel or the like to take advantage of the potential sporting events.

HG pointed out that we investigated the possibility of getting the service in the Tavern in 2017 but it was far too costly at \$1,200 per month. JS suggested that we need to review the costs again if there is the potential to get more students into the tavern for major sporting events.

MB suggested that the UWA Sports centre currently has Foxtel in the sports centre and we should investigate how this is possible.

JS will contact UWA Sports to determine if there is a viable way to receive some synergy with them in streaming a service. HG and JS will research and come back with a potential solution.

JS confirmed that the Business case was passed by SRC in regard to adding the service to the Tavern. Pricing of \$545.00 per month with no installation fees is for FSV Sport & Entertainment package featuring over 75 channels, not only including premium sports channels such as five FOX SPORTS channels, Fox Footy, Fox League, ESPN, ESPN 2, FOX SPORTS News and Eurosport, it also features your favourite music, news, weather, documentary and kids' channels for your dedicated play areas. Will move ahead to add the service during August. HG to work with Marketing to promote the schedule to students.

5.4O-week food trucks – (JL)

JL flagged the need to add additional vans during O- Week to increase the level of engagement on Oak lawn. Additional vans will be added by the catering team for both O-Day and Open Day.

UWA is adding several food vans to Riley oval near University club during Open Day and we will increase the presence for the whole week including Open Day on Oak Lawn.

JS pointed out that we have rolled with the same food trucks second semester. Reduced number of vendors on Thursday to 3 with 4 available only on Wednesday.

Question regarding expanding food trucks outside Oak lawn precinct. Currently we don't have jurisdiction to place food trucks anywhere else on campus. A review can be completed with UWA again. Previously the Guild was unsuccessful in getting a food van in Business School precinct.

5.5 Cafés – Barbara Buxmann (BB)

5.5.1 Vegan beverage update

BB has added several Vegan beverages into both Quobba Gnarning and Hackett Café's in semester 2. This is a continued response to meet the needs of students on campus. All agree that the range will provide greater choice to both students and staff.

Completed and operational

5.5.2 Eco-friendly packaging

BB has been looking at packaging for our outlets. Currently we are looking at the feasibility of moving to Biodegradable cutlery within our outlets.

JS suggested there are several issues at play currently in regard to recycling, compostable, and the how we generally produce and dispose of our waste on campus.

Enviro department is currently working with the commercial team to develop a holistic plan for our outlets to reduce our waste footprint. Part of which can be completed by Guild initiatives and the remainder requires guidance from UWA.

Part of the Guild review will involve looking at Straws, cutlery, single use coffee cups. All the findings will be brought back to C&T for final approval.

BB has instituted new eco packaging in the cafes. Move required for straws and cutlery. Disposal is a big concern, next meeting more of bio packaging to be presented. Overall a massive process that costs money.

HG no more straws on the counter in the Tavern, paper straws for those who need it. Roshni wants a contingency for plastic straws which are required for people that require them. Paper straws soak up water and are not fit for purpose. New straws are biodegradable and function like plastic straws. Accessibility of Straws drives consumption. BB looking at straws that are biodegradable. Review of cutlery and straws to be completed and presented by September meeting.

Keepsups - Glass keepsups with a cork. BB will investigate it, although glass does break and is not as popular.

BB is also looking at another variant because Keep cup brand continues to increase in price.

ML pointed out that Dhara's event (192 people going, 1400 people interested) reflects demand for keepsups. Students don't want to buy keepsups, but we should focus on better promotion for KeepCup through discounts instead of expending money to get cheaper versions of Keepsups.

We will review our offers and come back to C&T in September

5.5.3 Nedlands Outdoor Café furniture

BB would like to improve the outdoor furniture for Nedlands outside area prior to semester 2.

Suggested that the furniture will allow better use of the outside space and potentially attract students to use the space for activities.

All agree that BB should move ahead with improving the space with some furniture.

BB has continued to upgrade the Nedlands café to make it more visible from the road.

Nedlands sales are improving on a weekly basis and Vittoria have provided prizes, 2 coffee machine options or a years' worth of coffee. Objective to drive more interest into the café. This will run in conjunction to the feedback form draw currently run in all our cafes (\$20 voucher).

Most of C&T committee has not visited Nedlands café. Suggest a visit by committee for the next meeting.

6

Other business

6.1 Food Pricing feedback

BB in response to feedback has reduced the pricing on several items.

Prices dropped - \$5.45-\$5.65 for salads. Hot meals – Now cheaper options Paella \$3, Fried rice \$6, Curries and pasta \$9 <<\$10 with upsize options.

BB reviewed doing cheap Toasties from JL request, and its possible. Toasty will be available as a Hackett Special every. Also, Nutella waffles. Try first at Hackett. Also revisit during exam period. MB suggested look into making it available in the Hackett Hatch -\$2.50. BB will investigate it as a bundle. Unfortunately, not possible from Quobba because it's too busy with coffee and food sales. Currently 1000-1200 coffees a day. A second counter in hot section has been added to cater for the long queue during lunch (when coffee sales slowdown). No kitchen in Quobba therefore fridge variety has expanded with sushi, salads, wraps etc. Literally no space for producing food.

6.2Hackett refurbishment

Hackett has been refurbished – floor looks good – kitchen – oven, bain marie damaged – kitchen equipment is temperamental – to replace them is a heavy burden – looking at options to fix them – no hot food in Hackett now. But will be back to normal next week.

Vittoria coffee looking at Hackett hatch passing trade. Coffee is good right now but the aim is to catch people at the Hatch by making it more inviting and cozy so people will grab a coffee before heading into campus.

6.3Dining Mugs Hackett

BB considering Dining mugs in Hackett. Generally, people don't want to walk around with Mugs so we would provide mugs hanging from a wall on hooks. People can grab that instead of a takeaway. Guild donate keep cup discount to a charity/cause/event. \$0.30 reward for bringing your own mug (effort), so taking a mug off the wall will give you the discount (that helps a specific organization). So even if they forget their keep cup, they can still contribute in producing less waste.

Provide more detail and plans in September meeting.

6.4Ubermilk

JL requested update on the Ubermilk equipment for Quobba Gnarning.

The purchase has been put on hold. The outlay is \$12K it will need further thought. The catering team believe it's expensive but needed to improve service quality and reduce wait times.

Further details will be circulated.

6.5Coffee pre order system

A quote has been received from developer which works with our existing POS. The problem is the cost is higher than expected at \$30k. JS suggests we might need to wait until the website project scope is determined. ML can bring it up in her next meeting with UWA and see if it can be built into the student app and get University will pay for the integration. Main issue is how it integrates with Task pos, the app is a small part of how it works.

6.6Cheap Pints

MB said that UEC as a deal with Varsity to do \$5 pints for them. Is this something Tavern can do?

HG says the Tavern will lose money if we try and match just on price. Potentially Varsity's is struggling due to the competition from Captain Stirling \$3.50 pints. Both are not sustainable. Additionally beer brands don't want to be devalued and don't want to take part in reduced price offers. HG will look at something to entice, not price driven because cheap pints are honestly a one-dimensional promotion which does not deliver anything to the venue.

Catering will monitor and potentially approach UEC with a better overall package.

NEXT MEETING – 6th September 2018 @ Nedlands Cafe



Agenda & Minutes

UWA Student Guild

Catering & Tavern Committee

Date: 6th September 2018@ 9.00am
Location: Meeting Room 1

Attendees: James Leipold, Jack Spagnuolo, Hayden Greenham, Rodney Taylor, Andrew Callander, Danielle Browne, Isaac Ng, Meegan Lee, Raaghav Raj, Michael Barblet.

Apologies: Yanjia Song, Rachel Rainey, Barbara Buxmann, Anthea Liu,

1 WELCOME AND OPENING

I would like to acknowledge that we are meeting in Noongar Land and that the Noongar people remain the spiritual and cultural custodians of their land and continue to practice their language, values, beliefs, and traditions

2 CONFIRMATION OF PREVIOUS MINUTES

Yes

3 BUSINESS COMPLETED VIA CIRCULAR

4 BUSINESS ARISING FROM MINUTES

4.1 Tavern and Café Pricing

DB and the marketing team have completed a review of the other university food offering in terms of price. DB has been working on the review and will provide an update in October meeting

4.2 Tavern Coffee Machine

JS will request a machine from Vittoria once the Hackett hatch review is complete. Report next meeting on progress

4.3 Tavern Lighting

HG has completed the Business case and it will be presented to SRC for approval in the next meeting September. Hayden will provide more details on the equipment at the next C&T meeting.

5 AGENDA ITEMS

5.1 Food Trucks by Business School

Question regarding expanding food trucks outside Oak lawn precinct. Currently we don't have jurisdiction to place food trucks anywhere else on campus. A review can be completed with UWA again. Previously the Guild was unsuccessful in getting a food van in Business School precinct. Once the new tenants move into the Refectory we will discuss the Campus strategy with the University. Trevor from CM wants to move on using all spaces.

5.2 Café Branding

MB pointed out that we don't brand our outlets with more Guild branding. Essentially students don't understand that the Guild provides most of the services on campus.
JS pointed out that in the past there has been a reluctance for the Guild to brand our outlets with Guild branding. DB pointed out that we have used subtle "brought to you by the Guild" near our outlet logo. HG pointed out that he has had different directives based on how well the Guild is perceived. JS believes that we need to brand our outlets with Guild to reflect to students the services which are provided by Guild. Regardless of whether they are good or bad. This will be important as we increase the number of non-Guild outlets on campus.
ML and JS to discuss at EMC and engage Guild Marketing with clear direction.

5.3 Online Menus

JL suggested that we move all our catering outlet menus on our website and through Facebook. DB suggested that we can put information through Facebook, but the website cannot be manipulated because we cannot update the content. Additionally, some cafes are changing their offering very regularly to take advantage of the seasonality and time of semester. We can add weekly specials and updates. Focus on specials and offers may work through Facebook until the website is updated. All agree to review our communication of the food on offer through our available channels.

6 OTHER

6.1 Vending Pricing

MB was asked by students about vending pricing and who manages the machines. Suggests pricing too high on some items. Citing Uncle Toby's Le Snak @ \$3

JS indicated that the vending business is managed by the Guild and we derive percentage commission on all transaction from vending sales. Altavend and Coca Cola Amatil set their pricing and range, but we have input on both. Generally, their pricing and range is based on their review of sales on campus and off campus.

We have requested range reviews to accommodate healthier eating trends and can suggest pricing adjustments. JS suggested he will discuss with both suppliers to look at moderating the prices. But the pricing is based on convenience and cannot be compared to supermarket pricing.

Coca cola will be running a promotional campaign in October which will add value to the offering to students.

JS will provide feedback from discussion with Coca Cola Amatil to C&T

6.2 Nedlands café Vittoria Social Media Campaign (BB)

Nedlands café will be starting coffee machine promotion after the study break. DB confirmed that the promotion will run first then we will be running a promotion at Hackett with a larger prize to entice new business to the outlets.

6.3 New Keep cups

New supply of cups will arrive next week from new supplier. They are glass and cork and will be available across all our outlets at different price point.

6.4 Halal Food Focus

ML and BB have been working with the Muslim Association to improve our offering on Halal food. The Brahims Halal range of foods will be available at our outlets.

We cannot at present say that we are Halal with our café offering. Microwaves have been separated in some instances for Halal food, but we cannot police them and therefore are really based on an honour system.

RT suggests that most Muslim students are not adhering strictly to the Halal. AC pointed out that there was little uptake when we did have a Halal operator in the Refectory.

Currently we cannot promote ourselves as Halal outlets. Although most of our suppliers are Halal certified. Agree to continue to work with Muslim Association moving forward. Operators coming into the Refectory may meet the Halal certification.

6.5 Charity Mug

BB will be introducing Dining mugs in Hackett after the break. Generally, people don't want to walk around with Mugs, so we would provide mugs hanging from a wall on hooks. People can grab that instead of a takeaway. Guild donate keep cup discount to a charity/cause/event. First cause will be our own Food Pantry.

6.6 Bio Packaging for Hot meals

All the hot food is going to be served in Biodegradable packaging in our outlets.

RT finalising his cafes which require biodegradable lids. BB has completed the changeover for Nedlands, Dentistry, Quobba Gnarning, and Hackett

6.7 Bio Coffee Cups

Our next run of Coffee cups from our supplier will be bio and there compostable for only a fraction a few cents more. JL asked on the cost of coffee cup and lid. JS pointed out that the cups vary in cost between 18c to 22c depending on the size.

All agree that it is a good initiative in response to the request by student demands on sustainable catering operations.

6.8 Science and Guild Village Café update

RT pointed out that there have been several changes to the Science café with addition of umbrellas and some equipment. The year has been good on delivering profit and improving service with the help of feedback boxes. The support from students has been appreciated.

Review of Wok offering due increase the time its available will occur for the remainder of the year. The objective is to increase the time the menu is available to at least 3pm.

6.9 Pizza Update

AC and HG pointed out that we hit a new milestone regarding our Pizza offering. We produced more than 1000 pizzas for the month. Next step is to have the pay pass and deliver pizzas on campus.

We are currently doing takeaway pizzas.

6.10 University catering – Graduations tender

Graduations tender is nearly complete and will be submitted on Monday 10th September. JS hopes that we are considered in the short list. The guild wishes to keep the University money on campus rather than send it to an outside operator with no benefit to students.

NEXT MEETING – October - TBC



Agenda & Minutes

UWA Student Guild

Catering & Tavern Committee

Date: 11th October 2018 @ 10.00am
Location: Meeting Room 1

Attendees: Jack Spagnuolo, Rodney Taylor, Danielle Browne, Megan Lee, Michael Barblet, Barbara Buxmann, Valeri Ong

Apologies: James Leipold, Hayden Greenham, Andrew Callander

1 WELCOME AND OPENING

I would like to acknowledge that we are meeting in Noongar Land and that the Noongar people remain the spiritual and cultural custodians of their land and continue to practice their language, values, beliefs, and traditions

2 CONFIRMATION OF PREVIOUS MINUTES

Yes

3 BUSINESS ARISING FROM MINUTES

3.1 Tavern and Café Pricing: JS: TBC

3.2 Tavern Coffee Machine: JS: 2019 TBC

3.3 Tavern Lighting: JS: Business case circulated through SRC. 2019 TBC

3.4 Online Menus, Catering: JS: Done

3.5 Graduations Tender: JS: TBC

3.6 Packaging: JS: Transition in progress

4 AGENDA ITEMS

4.1 Tongs in Quobba

ML: There has been mentioned that the staff at Quobba don't use separate tongs for allergy purpose, nuts mentioned. (can confirm specifics as don't have all the information).

BB: We currently advertise Gluten Free but not "nut free" items. Its impossible for the staff to have different tongs for all different allergies. I will reiterate the GF tongs, just in case with new staff it slipped.

4.2 Hatch on Wheels

DB: Asking if the Hackett Café hatch can be more prominent? On walkway?

JS: Been looking into different options, either a cart (more for ice cream) or a 3-wheeler (coffee machine & all the gadgets) which can be branded. Will be mobile and can move around to specific locations. Could also be booked via Functions. Will be licenced. To build a Business Case.

MB: Recommend we link it to Hackett as it has a reputation to have a very good coffee and create a following.

JS: Reid Library requested a service on first floor. Popup or permanent. TBC.

4.3 Guild Café Refurb

JS: We in negotiation, and cant confirm specifics at this moment.

ML: There's a demand for a dinner option, after 6pm at night. Suggest we make Village Café nicer, more inviting, possibly change the colour of the walls etc. Quick & cheap refurb.

JS: We about 2 weeks away from a decision, we can possibly look into dinner options somewhere else on campus.

DB: Ref will trade till 6pm, we need something after 6pm.

JS: There will possibly be a new café in a different location. The new convenience store might do grab n go. They will be similar to IGA on Broadway.

4.4 Café Update

BB: Hackett running a very popular Nutella Waffle Special for only \$4.50. Extended for another week due to demand. Been very good for sales and introducing new customers to the café. Looking at starting another special thereafter, inline with exams. Will possibly re-introduce the waffle by adding it on the menu next semester.

BB: Hackett started a donation initiative by customers having the option of donating 30c to the Guild Food Pantry. Can be done one of 2 ways: 1- Customers with a keep cup can request to have their 30c keep cup discount donated rather than have it off their bill. 2- We have funky mugs in the café, and if a customer request to dine in with those mugs, we (Hackett Café) will donate 30c to the Food Pantry.

MB: Can we have 2 separate buttons to show the dine in and keep cup donation split?

BB: Will look into that.

BB: Hackett courtyard made more inviting by adding large umbrellas, an A-frame with specials, and we now keep the doors open leading there. Straight away more people started using it.

BB: Started Hawaiiin poke bowls in Hackett & Quobba as a trial. Fresh & healthy. Slightly on the expensive side but there will be a market for it, especially in summer.

5 GENERAL BUSINESS

5.1 Lid Confusion at Village Café (MB)

RT: Will follow up if staff is giving the matching lid for medium cups (currently serving branded cups for Mens Mental Health week)

DB: Student Assist will be happy to take any leftover cups.

NEXT MEETING – TBC