

**IUPUI Food Service
Faculty/Staff Focus Group
10/20/2009**

Introductions

Maggie Miller, Michael Sprinkle, Stephanie For, Melanie H, Sherri H, Tammy Martin, Kevin Walsh, Myron Duff, LaTasha. Late: Cathy Flynn

Stacy: I am Manager of Marketing and Communications and I am one of the moderators of this meeting. I will be taking notes and chiming in where necessary, but my main focus is to make sure that your thoughts and suggestions are accurately accounted and then we share with the university. *Introduce Josh*

Flatbreads

Josh introduces the possibility of a new flatbread pizza product for catering and retail. We are tinkering with a few ideas to replace the current program. We brought several pizzas with us to sample with the group and get their feedback.

Note: Pieces were not cut all the way through.

How would it be served?

Josh: In retail it would be served shingled in a boat, similar to Spotz. In catering it would be served just like you see here on a hot plate.

I think the flavor is good, good crust

Pepperoni is greasier, diced pepperoni may be better to deal with the grease

What is the price point?

I like this much better

Excellent

My only concern is that with the thinner crust it may burn easier.

Did anyone have the veggie?

Yes (2) It was really good.

Brand vs in-house brand discussion

I don't think it's as good as Sonny's at the hospital

More of a handtossed, served in wedges (2 slices) full meat 2.89

New York style

You should sell pizza by the slice

Josh: We don't have a pizza oven that would allow for that program. We might someday, we don't right now, so it's a little harder to do a traditional NY style pizza.

Better than downstairs and would get rid of cardboard boxes – makes it taste like cardboard.

As a rule of thumb: Much better!

Cooking to order? Yes

I'd like to see, just like in NY, whole pizzas, point to the slice you want and re-therm it.

Is there anyway, in catering, that you can put it in insulated things like pizza guys do?

Josh: We have hotboxes and I do want to buy some of those bags for the winter.

We just got some of the pizzas. They were stone cold and late.

Josh: Call me and I'll come running with fresh hot pizza. We want to feel good about what we are offering you.

Speaking of pizza, tried to order pizza for 70 on Monday for a Thursday. Told us you could order sandwiches, pretzels, but no pizzas.

Josh: Might have been an issue of oven space. Have them call me next time.

In that instance, would they still be able to use another caterer?

Josh: Yes, absolutely.

They weren't told that.

Josh: They should be told that they have the option. I don't have a problem with it. If you really have your heart set on pizza, you can go off campus. We work hard to communicate policies. Sounds like an employee training issue.

Vegetarian was soggy than the ones with meat and with cheese only
Outside pieces were a little crunchier (this is a difference depending on people)
This is an improvement!

Josh: What does it remind you of, in terms of a brand change?
Donatos, Papa Murphy's

Josh: When you order pizza where do you order from it?
Papa Johns, Dominos,

Will Marinara come with it to dip it in?

Hours?

Josh: explains hours – Spetz is dinner oriented so we wanted to keep that open. It is hard to keep it fresh after a certain amount of time. It cannot be made ahead and you would have to wait for your pizza. If this progresses we would want it to start sometime next semester for Catering and Retail.

What size would a serving be at Retail?

Stacy: About the same size as Mamma Leone's but square.

Josh: Probably would have a lower price. There's not a royalty scenario so it wouldn't be like a Chick-fil-A brand, which would be harder to get rid of. The Chef's are very excited to create the new products.

General topics

I was at the hospital today, and they had prepackaged salads.

Josh: Outtakes has it but you got me thinking about putting them in the food court.

If you step back and look at the flow, the ice machine is right in the middle can we have get another head?

The napkin dispensers!

Josh: the one size fits all napkin holders don't fit our napkins! So I contacted our head of purchasing for our region and we are getting new napkins and new dispensers sent to us, now. The reason I haven't changed it is because I'm afraid that the other option

If you were concerned about that what's the difference then with the utensils?

Josh: I am working on that.

University Hospital had utensil dispensers. I wouldn't suggest all three utensils wrapped together. We just spent a considerable amount of time putting together a pandemic plan. This is all part of that and what

I never really noticed the cart until it was not there! I want to put my stuff down somewhere! I like all the recycling bins that are available down there now, we just need to get people to use them.

Josh explains our efforts in the recyclable/compostable area.

It seems that the cashiers are friendlier this year.

Rio Frontera portions are huge. Maybe you should have half portions.

Josh: We are considering that. But we have the issue of the cashiers not knowing what is in the box... we are working on a solution.

Offer a different size, put a sign at the register for people to open their containers to show the cashier what's inside.

Why do they close so early?

Josh: As far as hours of operation, we look at a variety of information. We look at labor, ingredients, and production time frames.

People want Rio to stay open later.

Josh: Spatz stays open because of the dinner fare; CFA is open because it has to be and because it's popular. As campus dynamics change then we will be adjusting hours.

Law School hours?

Jag Connection is open until 7:30. Business SPEA Friday is our busiest day. You are hitting their lunches and break for graduate.

Last month, catering, utensils. When you order food do we have to order utensils and condiments?

9/11 event: Request that sandwiches are cut in half, ice tea is black, coffee you have to request condiments. When you order for 30 you get a big bowl – they were uncomfortable with this. You have to order tongs to go with it. I hear the complaints 2-3 days later and I ask them if they called and they say they don't have time. We felt there should've been two servers delivering this.

Josh: You think that having another server would've prevented someone from getting burned?

We were doing box lunches and Chartwells came out with the best price!

Send a card with drop offs.