

**IUPUI Food Service  
Faculty/Staff Focus Group  
Notes: April 13, 2010**

**In attendance: Tammy Martin, Sherri Hendricks, Michelle Berberry, Melanie Hollcraft, Catherine Flynn, Michael Sprinkle, Josh Berger, Stacy Blanton**

*What is Catertrax? I didn't know what was going on when someone mentioned it.*

*The pretzels were a big hit. But we are waiting for warm cheese!*

*On the signs for 24oz drink for the combo, how do you know what size drink that is?*

*I think people would like to have the ice and drinks separately.*

**Current Upcoming Projects**

- Meal Plans offered for Fall 2010; purchase now with Student Account
- Considering additional locations on campus
- Dorms (Lockfield Gardens) – Simply Pure – July 2011 (serving 247 students)
- The Corner
- Audits

**Current Retail Promotions**

- Flatbreads Pasta: Chicken Cacciatore Bake / Flatbreads Pizza: BBQ Chicken Pizza
- Spotz Grille: BBQ Pulled Pork Sliders and Vegetarian Portobello Mushroom Sliders
- Rio Frontera: Smaller portions of tacos, quesadillas and adding a tostada, offering ground beef
- Cookie program in OT
- Philly Pretzels available in OT

**New Catering Menus and Current Catering Promotions**

- Wedding Menu – Bridal Show in CE in October
- Spring Themed Feature Menu
- International Menu
- Free Delivery Promotion
- Now offering Philly Pretzel Nuggets

**In response to our Focus Groups**

- Smaller portions: parfaits, side salads, Rio, Spotz
- Spotz Grille replaces CJ's as a location to serve home-style food with value meals
- Rio replaces Bamboo Asian after consistent feedback on Bamboo
- Flatbreads replaces Mamma Leone's
- Sustainability research with the campus (currently working on informative posters and a refillable cup, provided by Go Green)
- Jag Connection / Outtakes – Balanced Choices, coffee programs
- Whole wheat and vegetarian options
- Student Employment
- Communication Avenues: emails/posters

*Suggestion: if you send an email to a building coordinator you may get more distribution*

*Put a sign at the fountain drink station "utensils and straws outside the doors"*

*What about individually wrapped utensils?*

*I would like to discuss portion sizes in catering:*

*Weight focus buffet style – huge bowl of hummus, it was giant! Another bowl of pitas and they didn't match either other. They were in the same size bowl. Very unappetizing. On the same extreme, the fruit didn't serve enough people. The person tried to help but it wasn't in the 3 day period and then they still brought the same amount of hummus. It was disgusting! I told them I would pay the difference, just please make it more appetizing, you get the push back because of this!*

*Did you get rid of the cappuccino machine yet?*

*No. first the CFS building coordinator tried to fix it. Then the cappuccino guy wanted to put a wider hose in to ease pressure. If this doesn't fix it, we won't be able to offer it.*

*Will you be open in the morning during the summer? Didn't we discuss having donuts and coffee in the food court? Tuesday, Thursday, Friday only?*

*I think one of the things that may keep people away is those orientation people.*

*11-1, it doesn't matter what time of the year it is, you are going to be busy.*

*I went through a couple weeks ago and I bought an outtakes choc. pretzels and peanut butter. It was huge!! You should reconsider the portion sizes and prices on this. Rice Krispies as well.*

*How feasible would it be to do a soft serve machine?*

*Josh explains the milkshake line from CFA and the ice cream machine costs, etc.*

*What about a frozen coke machine?*

*Pat on the back... I came over for a tostada last week and it was a nice amount of food, very filling and good.*

*I'm still waiting for the extended counter-tops in the food court cashier stands. Have the Herron students design it for you.*

*Team IUPUI in Herron is not being manned (no student interest?) I think its b/c they've been separate from campus for so long that they don't see the value.*

*Do they have kitchens in Lockfield Gardens? My vision for Lockfield Garden: at Purdue they have all the food in one common place.*