

# UNIVERSITY OF TORONTO MISSISSAUGA

## Hospitality Services - Update

### Campus Affairs Committee

November 16, 2015



UNIVERSITY OF  
**TORONTO**  
MISSISSAUGA

# STATUS UPDATE

- Contract Update
- Progress over the last 5 years
- Challenges
- Focus for the Future

# CONTRACT PROCESS

- 16 month process
- RFP for consulting services issued in March 2014 (awarded to Kaizen in April 2014)

## Two Phases

#1: Assess potential/readiness for “Self-OP”

#2: Self-op implementation Plan **OR** Contract RFP

- Entire process managed by Kaizen

# COMMUNITY ENGAGEMENT

- Food Services survey  
2,557 complete responses received in the online survey
- 4 open houses  
A total of 977 individual responses
- 4 focus groups  
Included were UTM staff, UTMSU Executives, Residence Council and Faculty Club members

# NEW CONTRACT

New Contract signed on June 1<sup>st</sup>, 2015

## Highlights:

- Contract available on-line
- Chartwells – 5 year term
- No capital investment from Chartwells
- 0% price increase for 2016-17
- 30% catering discount for student groups
- Statement of Work and KPI's
- Catering structure
- Community Kitchen program
- Food Trucks program

# NEW CONTRACT-CATERING

- Non- exclusive Catering – publicly tendered
- Seeking 3 to 5 additional catering providers
- Closed October 9<sup>th</sup>
- 1 Respondent – in process of evaluating bid

# NEW CONTRACT-COMMUNITY KITCHEN

- Open to UTM community
- Once-a-month in the Faculty Club
- Hands-on, culinary education



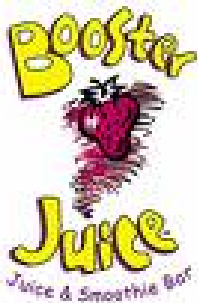
# NEW CONTRACT-FOOD TRUCKS

## Food Truck Tuesdays & Thursdays





# NATIONAL BRANDS AT UTM



**BENTO NOUVEAU**



Quality to Go! Coast to Coast!



# INTERNAL BRANDS AT UTM

International

CHEFS  TABLE

On the Go  
QUICK CUISINE™



*Panini Fresca*

Elements

vegilicious 

*North Side Bistro*



# VISION OVER LAST 5 YEARS

- Spaces designed to compliment the building and meet the needs of today's student
- Flexible, learner-focused design, multi-use space
- Soft, comfortable seating
- Menu with focus on local foods, fair trade, and sustainable choices
- Balance of Destination and “Grab & go” locations
- Global Tastes



# PROGRESS OVER LAST 5 YEARS

Managed Volume	
2010	2015
\$6.5 M	\$11M

- All original Food Services locations reconstructed or renovated
- 4 new locations (TFC, IB, Kaneff, and North Bistro)
- Hospitality Department's sponsorship of community events increased from \$6000/year to \$30000/year

# UPCOMING PROJECTS

- North 2
- New Food Court



# LOOKING FORWARD

- Challenges:
  - Space
  - Choices we make for the future
  - “Your Favorite restaurant”
  - Future investment and balanced budget
- Achievements
- Vision & Opportunities

# THANK YOU

