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DREAM AUCTION

Presented by AIESEC

February 11th, 11:30-1:30
Central Square Bearpit

Following are some of the items auctioned:

BUSINESS	DONATION	RETAIL VALUE	STARTING VALUE
Yuk Yuk	50 Double Passes	\$600	10%
99.9 CKFM	Sweatshirts	\$100	5%
Kinko's	Voucher Printing	\$100	5%
Western Bakeries	Olympic Goods		10%
Micro York	Voucher	\$100	10%
Carling O'Keefe	Promotion Goods		
Gold's Gym	1 Year Membership	\$600	10%
Airlift Limousine	Limousine Service	\$180	5%
Sunspot	Sun Tanning	\$80	5%

OTHER SPONSORS:

CFRB • Canadian Securities Course • Cymann Clothes
Copa • Astro Lite • Dr. Labib • Shoppers Drugmart
Labatt's • CHIC Talk • Career Centre • Diamond Club
Ultima Leather Goods • Quasar Mode Inc • Bi-Way
104.5 CHUM FM • Relax Plaza Hotels • Brunswick House
Wilsons • North York Parks and Recreation

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OR CHEQUE WITH I.D.**

Mid-Term Report: YORK CAMPUS FOOD SERVICE OMBUDSMAN

"The office of the Ombudsman provides an open, impartial and easily accessible channel for communication between the UFBCS, and the York University community. Through this office, information is passed on, opinions are expressed and recommendations and suggestions are forwarded on to the appropriate committee, caterer, or administrator to act upon."

INTRODUCTORY COMMENTS

Food service at York (main campus) this year is in a great transition and as a result, the situation has been interesting to say the least. Every food service area either has a new caterer or is at the end of the contractual agreement with the present caterer, with the single exception of Central Square. The purpose of this report is to comment upon the general position and state of food service and to inform the committee of any discussions I have had with caterers and members of the community, as well as results.

ATKINSON

As we know, Petal has been serving the Atkinson community for a long time and the general consensus concerning the level of service and quality of food had been very positive. It is a telling comment when the resident students of both complexes make the journey to Atkinson for a meal, to get away from 'cafeteria food.' Reaction to the extended contract has also been complimentary and everyone seems to be satisfied. The only concerns presented were those of Ms. Sadavoy with regard to soundproofing and renovations. I would also like to see a larger work space behind the counter, but as space is at such a premium on this campus, I understand that this may not be possible. Atkinson appears to be very comfortable with their food service situation.

CENTRAL SQUARE

Business at Central Square is, as always, booming. There never seems to be a free space in the dining area from about 10:00 a.m. until they close for the night. Some have expressed concerns about the cleanliness of the area but Mr. Salvetti already has two staff members who do nothing but tidy up the dining room and to request further staff would be unconscionable. There has been some concern on Mr. Salvetti's part concerning the ramifications of a debit card system in the residence serveries. He is concerned about the loss of business as a result of the exclusivity of the proposed meal plan. When I became aware of this problem, I informed Mr. Crandles of the situation and he has promised to deal with the matter. In general the situation in Central Square is quiet and I am sure this is a result of the work of Ms. Maharaj.

MARKY'S

In a recent conversation with the manager of Marky's I commented on the lunch rush and was informed that the situation was nothing like it used to be. I believe that this addresses the issue of what should be done in Marky's area. Although I have not received any complaints about the food or the service in a specific way, the fact that business is tapering off suggests to me that the community is not happy with the situation as it now stands. With the help of the committee I would like to survey the university community as to what type of food service they would like to see in the Marky's space. This could be done through the Excalibur, the college presidents and perhaps through the CYSF connections to the various clubs on campus. I feel that it is most important to get as much response as possible in order to use the space to its maximum potential. As response to last year's survey was minimal, it might be beneficial to attempt this type of 'fact finding' again.

OSGOODE

On my first visit to Osgoode this year the possibility of the type of confrontation which later occurred never crossed my mind. Everything appeared to be running smoothly and the renovation which was done over the summer had certainly improved the atmosphere of the food service area. The unfortunate situation which arose has certainly been well understood by the members of this committee and as such I will not again detail the conversations which I had nor the results of them. As the committee was unable to suggest a solution to the problem between management and staff, and has passed it on to the proper administrators I will end my commentary by simply stating that any further such incidents should not, in my opinion ever be brought before this committee, either for investigation or solution. I do not believe that the whole thing is over. The January 11 issue of the Obiter again raises the problem, both through a letter-to-the-editor and an article written by a staff member. Nothing more needs to be said at this time as we are all well aware of the situation.

COMPLEX I & II

The resident serveries have been my chief concern for the first half of my term. The institution of Beaver Foods and the residents' reactions have taken up a lot of my time. I suppose that is partially because I am a resident and I eat there every day, but also because of the one year trial contract and my efforts to establish whether or not the customers were satisfied with the new caterer. I have had many conversations with management staff about concerns which have been raised and the following is a brief summary of those complaints and the steps taken to correct problems.

Dec. 8, D. McCreadie

During a lengthy telephone discussion Mr. McCreadie made his views on Beaver Foods very clear. At that time he informed me that he had written a letter to Mr. Crandles concerning the state of affairs in the Beaver Food service areas. He made it clear that he thought the staff was rude, the food nauseating and he also expressed the feeling that Beaver was not living up to its promises of better service with such things as the late night pizza service, which at that time did not exist. He also requested a copy of the Beaver price list which I have since delivered to him. He forwarded to me a copy of the letter to Mr. Crandles which I have placed in my file.

In an effort to rectify the situation, he has since instituted a program called, 'Bop the Beaver.' This is a program whereby the College Council presidents have been requested to sit at a table in their respective dining halls and solicit responses to a prepared survey. The results of these surveys were to be forwarded to myself and/or Mr. Crandles. As of yet I have not received any mailings, so I do not know what the college responses were to this suggested program.

Nov. 17, K. Foley

I received a telephone call in my room one evening from a commuter student who had eaten in the Complex II cafeteria only four times all term but each time she had an unpleasant experience. Her complaints were all staff oriented, and she was especially concerned about the part-time and weekend servers.

Jan. 7, C. Bruhn

On returning from the Christmas break, Mr. Bruhn went down to the cafeteria to discover that the prices on the Deli Bar had been quite radically changed. He came to me with a copy of the new deli prices and asked what was going on. He also informed me that the cost of some beverages had increased as well as those on the salad bar.

At various times over the course of the last two months I have gone to the manager of Complex II and reported the problems as well as requesting a change. In the beginning I felt I was being ignored and so I had a conversation with Mr. McIntosh. I was informed that they were aware of the situation and that some support staff were being brought in from the head office to try and deal with the concerns I had brought forward as well as problems that he had discussed with the Chair of Complex I. I have since had a follow up conversation with Mr. McIntosh, and it remains to be seen whether or not the support staff will be able to successfully deal with what needs to be done. I must say that I am encouraged.

PRESENT CONCERNS

I am bothered at this time by questions of my own as to the ramifications of delaying the renovations in the resident serveries for the extra year that would be necessary if the situation with Beaver does not work out. I believe that the atmosphere of the serveries and the condition of the kitchen equipment has a lot to do with the problems which are occurring. This may be naive but I think that renovations might do a great deal to improve morale.

I am also concerned about the lack of feedback from the Complex II Chair. I know from conversations with Mr. McIntosh that he meets regularly with the Chair from Complex I and I would encourage the Complex II Chair to make her feelings known. I am also concerned about a flare up of trouble in Osgoode, but I hope that situation will work itself out.

CONCLUDING STATEMENTS

I confess that I have not been a regular participant in local Food Service Users Committee meetings, but if I am informed of the time and place of these meetings, in the future I will make every effort to attend. I would encourage all Chairs to get in contact with me and I will strive to do better at getting in touch with you on a regular basis.

Thank You,
Laura Chapman
Food Service Ombudsman
York Campus
January 19, 1988