



June 2009

Re: Food Services Survey, February 2009

May I take this opportunity to offer my thanks to all of you who took the time to complete this survey. The information that has been gathered is a valuable tool that will allow us to better meet your needs in the upcoming year.

In response to the survey and information gathered over our first year at Camosun, we have developed the following plan:

- We work hard to find the best prices on the best quality products. Our team, both corporate and on site, keep in mind the cost to our customers, in every recipe we plan and every item we purchase. We use quality products and there is a cost attached to quality in every industry. The reality is that costs continue to rise:
 - ▲ Paper / plastic products increased over 7% this year, mostly due to raw product cost increases.
 - ▲ Produce and protein prices have fluctuated more in this past year than any other I can remember. This is due to a number of factors such as weather, shipping costs, and supply and demand issues. Beef is up 3.3%, Poultry, 4.9%, and tomatoes have gone from 19.00 per case to the current cost of 47.29 per case.
 - ▲ Cleaning products have increased 6.9% in the past month alone (it has been a 10% increase industry wide but due to some contracts previously in place we are able to keep it to 6.9%). This is due to the weak Canadian Dollar and raw product costs.
 - ▲ Coffee has gone up 0.30 to 0.75 per pound in the last 3 months.
 - ▲ Sushi products have increased 7% since this time last year.
 - ▲ Dairy has increased 3.6% in BC (did you know that overall our food outlets go through approximately 200 litres of creamo per week). This cost increase affects not only liquid milk, yogurt, and cream, but includes many of the cheese products we use.

We do purchase locally as much as possible. Breads, buns, produce, sushi, and other items are purchased from local suppliers. At times this can also increase our costs.

- Nutritional information is readily available on most of our products. We are working on a nutritional brochure for our **Express** area and will continue to offer nutritional information on line at www.camosun.campusdish.com.
- We are currently and will continue to be in compliance with the new **Trans Fat Regulations** for Restaurants and Food Outlets that come into effect in September

- We will be offering a revised rotational menu at our **Euro Baguette** station starting in September. Look for most of your favorites from last term and some new recipes that look promising to become new favorites.
- **World's Fare** will be open 11 am – 3 pm Monday – Thurs starting in September. We will offer a stirfry each of those days as well as a “entrée Choice” such as pasta, butter chicken, Souvlaki, and other ethnic based entrée’s. Our new stirfries will allow for several options to customize it to your preference, such as beef, chicken and tofu, as well as a choice of sauce. Please keep in mind that we are limited in what we can safely offer at that station due to a lack of hot holding equipment.
- Our **Grill Works** station will also offer a new revised menu. It will include many of the menu items that were so popular last year such as the Philly Steak and the Chicken Shwarma, and also bring back some of the classic grill items that were frequently requested last term. We will also be adding a Grilled Veggie Wrap, and a rotation of “Breakfast Wraps, both of which I think will become very popular.
- We will continue to keep “healthy” in mind when preparing our foods. Our sandwiches and fillings are made in house, with low fat mayonnaise, on whole wheat and multi grain breads, our salads will be offered with low fat and calorie reduced dressing options. New **Bento Sushi** options will be available beginning in September with an emphasis on vegetarian choices. We’ll continue to offer baked and pita chip options, fresh fruit, low fat muffin choices, yogurt cups, and healthier beverage choices.
- Our **Salad Garden** will continue to offer more vegetarian and vegan options. The **Salad Garden** will be available 11-3 Mon – Fri.
- Watch for Hot Oatmeal to be available at both Urban Diner and Campus Caf beginning in October when the weather cools and continue through the winter months.
- Those of you with dietary restrictions and allergies, should continue to feel comfortable asking for ingredient information. We can offer you information on everything we sell. Many of our soups are dairy, and or gluten free as well as vegetarian. I have added a few items, such as rice cakes, to offer those of you with gluten intolerance some choices. This is the allergy I hear about the most and for those of you who suffer with it, you’ll know that the choices available commercially are poor at best. It is an allergy that my own family has struggled with and one I have done a fair amount of research on. I would be happy to research any product you might suggest. If it is something we could bring in, I am open to doing so.
- Please continue to leave your comments and suggestions in our comment boxes. They are read and taken seriously. Many of our best ideas have come from this method.

- Beginning in late September we will begin offering a **“Chef’s Table”** discussion group monthly at each campus. The purpose of this is to allow students, staff and faculty to bring topics and suggestions to the table for discussion. We are finalizing the format as I write this so watch for more news in early September.

Once again, my thanks for taking the time to answer this survey. We look forward to serving you in the upcoming year.

Donna Burger
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