

Project Number 11045
Purpose Subject Area Committee Meetings – Food Service
Location EMU – Fir Room
Start Time 8:30 AM

CONFERENCE REPORT

01 THOSE PRESENT

EMU Food Service

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Envision Strategies – Food Service Consultant

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02 MISSION

EMU Food Services (EMUFS) is a self-operated, self-sustaining business that receives no student or incidental fees. The business provides a diverse array of dining options. Consisting of three retail stores in the EMU and four satellite outlets in academic buildings EMUFS is managed by University staff and employs students in line positions. EMUFS also manages the contracts for seven external food services and all campus mechanized vending. Net revenue is returned to the University.

03 ORGANIZATIONAL STRUCTURE

Org Chart provided. Please see attached.

04 HOURS OF OPERATION

Varies 7 am – 10 pm, Monday through Sunday.

05 FREQUENCY OF USE

8 am – 10 am, Monday through Friday, there are 15-25 visitors.

10 am – 12 pm, Monday through Friday, there are 10 visitors.

12 pm – 5 pm, Monday through Friday, there are 5 visitors.

06 STAFFING AND WORKSTATION REQUIREMENTS

- 1 Full-time Director with a dedicated private office.
- 1 Full-time Kitchen Manager with a dedicated private office.
- 1 Full-time Retail Outlets Manager with a dedicated private office.
- 2 Full-time Restaurant Coordinators with dedicated partitioned workstations.
- 1 Full-time Cook with a shared open workstation.
- 1 Full-time Office Specialist with a dedicated partitioned workstation.
- 1 Part-time Office Specialist with a shared open workstation.
- 4 Part-time Student Managers with shared open workstations.

07 TYPES OF SPACES REQUIRED

A reception/waiting area is required that seats 4 people.

Storage is required at 2200 SF.

- Central Receiving: 200 SF
- Central Warehouse: 750 SF
- Shared Tenant Warehouse: 350 SF
- Walk-in Refrigeration: (4) 600 SF total
- Walk-in Freezer: (2) 300 SF total

Other space needs not previously described:

Employee Break Room

Employee Rest Rooms

08 ADJACENCY REQUIREMENTS

EMUFS should be directly adjacent to the Lobby/Atrium, Loading Dock and General Building Storage.

09 VISIBILITY, ACCESS, AND SECURITY

EMUFS is neither “less visible” or “more visible” (5 of 10).

Card lock doors are required to record access into the EMUFS area.

EMUFS is a “user” of a larger computer network where the system is operated by another department.

10 EXHIBITS

Exhibits

The following exhibits are provided by Envision Strategies:

- Existing Food Service Areas (Square Footages)
- Suggested Future Food Service Areas (Square Footages)

Food Service metrics have been provided by EMUFS. Due to size, they are not attached to this report.

Notes

First Floor (Main Level) Food Outlets include:

1. Market Place. The Market Place is a “food cart”. Four tenants share one space: Pita Pit, Qdoba, World Flavors, Sarah’s Tamales. Students pushed for opportunities for local vendors. They have refrigeration and freezer space and a hood.
2. Panda Express. Panda Express has its own freezer and dry storage.
3. Subway. Subway is not tied to a hood and can be movable.
4. Holy Cow.
5. Fishbowl is a self-operated venue.

UO and National Branding

- Regarding signage and branding of the food outlets, maintaining continuity in the interior design is acceptable.
- The EMU is not an establishment with neon signs that attracts off-campus use.

Storage

Storage is provided for four satellite venues outside of the EMU, including dairy and dry storage, wrapped entrée selections, and a variety of grab and go items like cookies and pastries.

Vending Machines

- EMUFS manages contracts and consumption for all vending machines.
- There are approximately 200 vending machines on campus.
- The vendors use the EMU loading dock.
- Vending machine inventory is not stored in the EMU.
- Vendors stock the machines themselves.

Kitchen Equipment

With the exception of Panda Express, food outlets use a common dishwasher. Panda has its own dishwashing equipment.

Hoods

1. Panda Express – has a hood, cooks on site
2. Subway – no hood
3. Market Place – has a hood
4. Holy Cow – Has a hood
5. The Buzz Café – Has a hood

Campus environmental health and safety is the Authority Having Jurisdiction (AHJ). Each of the existing platform hoods is locally fire-protected. The main hood, however is not protected. Upgrades will be required.

Catering

- The existing EMU kitchen does not serve catering functions. Catering requires adequate space to plate dishes and for staging. The current catering arrangement is such that they plate on site.
- Catering will require a kitchen in the future. It is not budgeted for this project. If it can somehow fit, that's great.
- The building should be designed to minimize the visibility of the catering functions by use of back-of-house corridors, etc.
- At a minimum, there should be a catering pantry at each level where catering is provided. It should include a sink, power plugs for warming carts, coffee and ice makers.
- The Concert Hall will require catering. Consider the adjacency of Food Service with the Conference Center and the Concert Hall.
- One of the multi-purpose conference rooms could be designed to accommodate plating. Address appropriate finishes (ie: hard floor surfaces vs. carpet).

Kitchen

- 250 sandwiches are made every morning in the kitchen and sent out.
- 6 local vendors bring in bagels and donuts, put them on carts and send them around campus.
- A sushi chef comes in every morning to make sushi, packages it and send it out to campus.
- Most labor is student labor. There are 140 student workers.
- There is also an opportunity for students from the Lane County schools, disabled individuals who come in with their trainers.
- The current kitchen is not overstressed. The loading dock, however, is overstressed.

Staff

8 full time staff

4 direct producing

2 office support

Everyone does the bussing.

20-25 students, 12/day (front and back)

The additions of lockers and a changing area would be ideal, along with a unisex toilet.

Hours of Operation

- 7 am – 9 pm
- The pub may be the exception in the renovation.
- Dorms have an all night café. It is not warranted to stay open past 9 pm now.
- The EMU plans to advocate a 24/7 zone. The pub and café might be included in this zone. The hours between 2 am – 6 am are typically slow.

Loading Dock

- There is not enough clearances for the loading dock. There is no queuing space. Some trucks stay at dock for a long time. Trucks also have to negotiate around a ramp.
- The advantage of the current truck path is that they never have to cross a public pedestrian path.
- The largest trucks that use the loading dock are 45' trucks.
- There are 4 permanent spaces in the loading dock plus space for 2 golf carts and 2 vans.
- The loading dock needs levelers. Currently, the platform is too high such that some vehicles need to drop off on the side.
- In lieu of the existing garage type doors, there should be 4'-0" wide paired doors for bringing goods in from the loading dock.

Concert Hall + Food

- Maintain an invisibility of services.
- During 20 minute breaks or intermissions, quick snacks can be provided.
- Before and after the show, food can be provided through destination venues. "Find your way there."
- Direct proximity to food is not as important as quality of experience.

Pub

The Pub will have a pedal power stage.

Food Service Goals

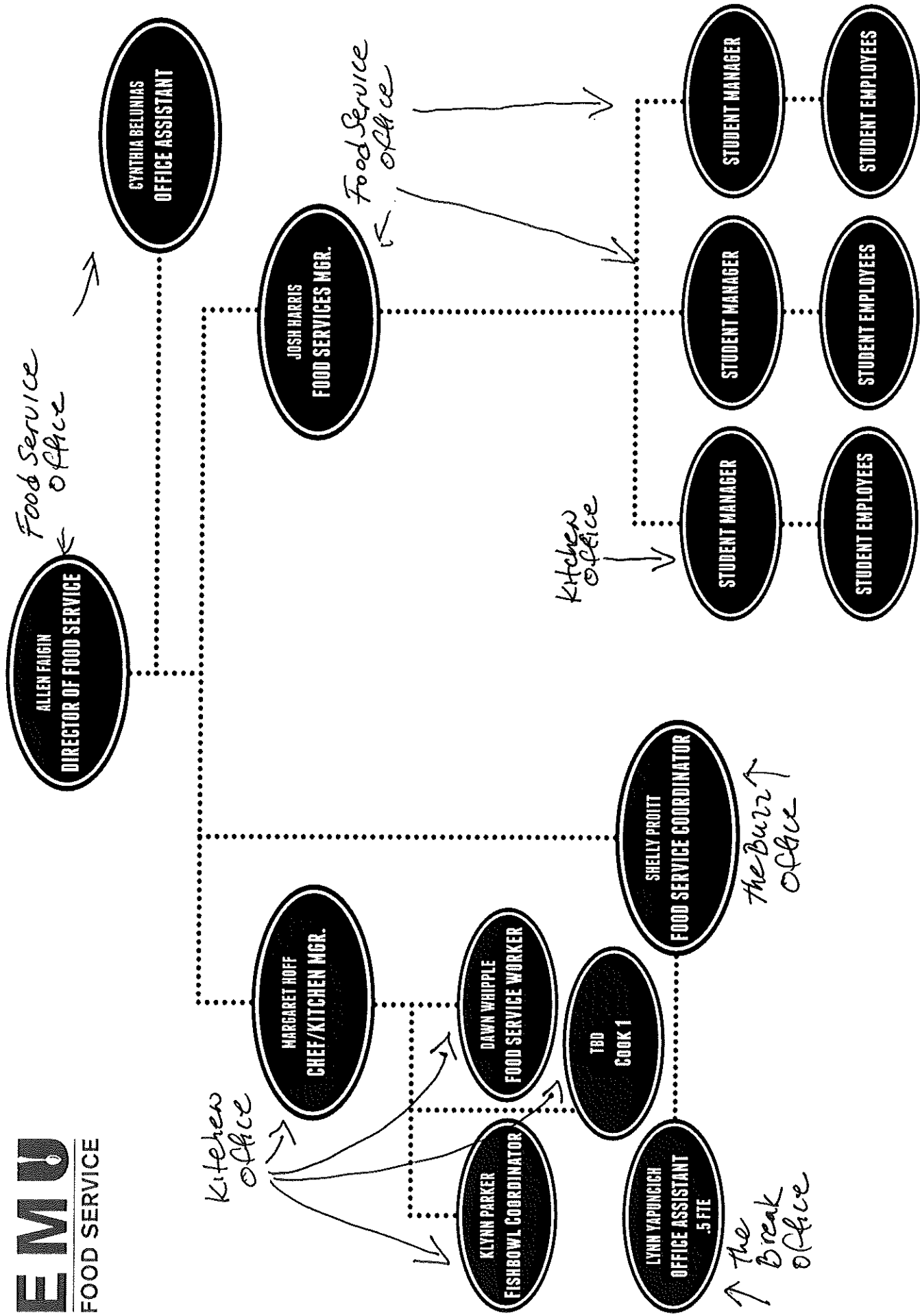
- Greater operational efficiencies
- Exceeds guest expectations
- Greater revenue
- Not trying to maintain tradition, create something new, contemporary
- History and future cannot be denied. Both need to work in the present
- How do we transition the Fish Bowl into something that isn't a cafeteria but maintains its identity in a fresh way? What is the essence of the Fish Bowl?

To Do – Envision Strategies

- Peg will do a visual assessment of the existing kitchen equipment after the meeting.
- Envision Strategies (ES) will evaluate seating and growth factor

EMU

FOOD SERVICE



University of Oregon Erb Memorial Union	Fish Bowl	Marketplace	Subway	Holy Cow	Panda Express	The Buzz	Union Market	Total EMU Retail
EXISTING SPACE:	Dining / Seating	11,600						14,635
	Serving / Retail Space	886	in Fish Bowl 409	in Fish Bowl 521	in Fish Bowl 1,120	2,630	405	5,054
	Kitchen / Production	1,300			in Serving 135	825	995	1,300
	Storage	874	in Subway 140	in Subway 506	in Serving 140	135	325	1,840
	Ware-washing Support Spaces	950	in Subway 298	in Subway 140	in Subway 521	in Serving 100	100	140
Total Existing Space	15,610	298		521	1,120	3,690	1,725	24,019
<i>Total Existing Space without Seating</i>								
						1,060	1,320	9,384

Catering
Pantry
Room 218

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University of Oregon Erb Memorial Union										
	Self-Op Venue / Central Kitchen for Satellites	Multiple Tenant Venue	Brand / Tenant #1	Brand / Tenant #2	Brand / Tenant #3	Coffee House / Brand?	Convenience Store / Emporium	Pub / Grill	Total EMU Retail	
<i>Suggested Number of Seats</i>	90	60	85	70	90	70	70	80	615	
Proposed Space - NSF										
Dining	1,350	900	1,275	1,050	1,350	1,050	1,050	1,200	9,225	
Serving / Retail Space	500	450	510	450	550	450	1,500	630	5,040	
Kitchen / Production / BOH Support	900	200	280	215	310	150	200	250	2,505	
Storage	635	200	280	215	310	200	750	340	2,930	
Pot / Ware-washing	180	150	150	150	150	150	150	180	1,260	
Support Spaces	2,100	100	100	100	100	In self-Op	In self-Op	In self-Op	2,500	
Total Existing Space	5,665	2,000	2,595	2,180	2,770	2,000	3,650	2,600	23,460	
<i>Total Existing Space without Seating</i>	<i>4,315</i>	<i>1,100</i>	<i>1,320</i>	<i>1,130</i>	<i>1,420</i>	<i>950</i>	<i>2,600</i>	<i>1,400</i>	<i>14,235</i>	

At 15 SF / Seat

2,320 Loading Dock
 25,780 Proposed FS NSF not include Catering Pantries
 25,876 B&D Revised FS Program (no retail except Conv. S