

SJSU | SPARTAN SHOPS

**Board of Directors
Meeting Minutes of May 3, 2019
Clark Hall Conference Room 540**

MEMBERS PRESENT: Bill Campsey
Patrick Day
Charlie Faas
Tanvi Kothari
Ariadna Manzo
Julie Stone

GUESTS: Spyros Gravas. VP Operations Chartwells

I. CALL TO ORDER

Interim Board Chair Charlie Faas called the meeting to order at 12:15 PM

II. PUBLIC COMMENTS

No Public Comments.

III. APPROVAL OF AGENDA

MOTION: Bill Campsey moved to approve the Board of Directors meeting agenda for May 3, 2019 as presented. Julie Stone seconded the motion.

VOTE: Motion carried unanimously.

IV. APPROVAL OF MINUTES

a. Board Meeting Minutes of January 25, 2019

MOTION: Julie Stone moved to approve the January 25, 2019 Board of Directors meeting minutes. Bill Campsey seconded the motion.

VOTE: Motion carried unanimously.

V. INTERIM BOARD CHAIR'S REPORT – CHARLIE FAAS

Updates and discussion on faculty/staff housing issue.

Inappropriate décor: This afternoon Ariadna Manzo sent a text that there was "Cinco de Mayo" décor in the SU food court. Not appropriate. Charlie had it removed by 12:15pm and Chartwells apologized. Patrick Day and Charlie sent out apologies to the campus and Chartwells PR person, Stephanie Fabian will send out an apology via social media. It was unfortunate however it was not there very long. Per Ariadna, the student assumed the University backed the decorations and feels Chartwells needs to improve their approach when confronted. Patrick feels even though the issue was dealt with quickly, it is not inconsequential. It gained traction on social media. The vendor cannot make these types of errors.

VI. OPERATIONAL REPORT

Spyros Updates

2019-20 Meal Plans are now available for purchase. Early sign up Campaign during May. The goal is to expand set of plans to attract more users and increase revenue. The teaching kitchen has been a hit, interactive with 8 participants at a time. Implemented events in the Dining Commons such as Lunar New Year, Mardi Gras and Earth YAY. With the retail dining area trying to create more brand awareness and implementing Chef's Table on Thursdays at the Union. Opened Tiki Time early April serving Poke Bowls which has been a big hit. Catering has brought in a 10% increase in revenue. Have implemented CaterTrax an online system for ordering and paying. Set up demos around campus such as a farmer's market during earth week. Changes over the summer are Just Below converting to Ginger Market; Boost replacing Tapingo; Luckity Splits to open at the Bowling Alley which will serve beer; in process of negotiating to bring Taco Bell back to replace Tu Taco.

Patrick Day commented he has eaten in the Dining Commons and Chartwells is doing a good job. Would be nice to increase seating capacity aware it is a fire marshal issue and the DC would need 2 doors in and out. Feedback for the Dining Commons and high end catering are great. However there are misses in the area of small events. Cost is high and service is poor. Need to clarify when we can go to off campus catering and figure out a process. Patrick also spoke about Chartwells improving their communication. Need to reach out to student groups, administrative assistants, departments etc. Rather than having showcases, have focus groups, a sit down with various groups allowing for discussion of needs and desires and a way to work together for quality at a reasonable price to increase on campus catering users. Cost is a big factor why departments go off campus for catering.

Also need better signage and outreach regarding deals. Bill stated never heard about the employee 10% discount on Fridays – it is a big campus. Hard to get the information out so the campus community knows about it.

Ariadna Manzo wanted to know the number of students that have donated meal swipes to the food pantry been going on for 6 weeks. Spyros did not have this info handy.

VII. COMMITTEE REPORTS

- a. Administrative Committee – No report
- b. Audit Committee – No report

VIII. OLD BUSINESS

- a. The Chartwells Contract Management – Associate Director Commercial Services position has been posted. This person will manage the relationship with Chartwells and Barnes and Noble and other areas under Spartan Shops. Per Charlie, the real estate properties may need to be overseen by a Property Management firm for best management.
- b. The Beverage RFP went out in February. We received 3 responses with presentations from 2. Charlie surprised that fountain drinks are not highest seller – only 15%. Need diverse products not just soda. Currently we have 2 separate contracts: One on main campus and one with athletics. Goal is to eventually have just one contract. Patrick agrees does not make sense to have multiple contracts. Hope to have a decision by May 31. The plan is to get more money into the University and updated machines.

IX. NEW BUSINESS

- a. Charlie Faas motioned to appoint Ninh Pham-Hi as Corporate Secretary for Spartan Shops. He is SJSU's Internal Controller and would serve on the Board for guidance and discussion only but will not vote.

MOTION: Charlie Faas motioned to approve Ninh join as Corporate Secretary. Bill Campsey seconded

VOTE: carried unanimously

- b. Where do we go as a Board? Basically only 5 members show up. Ariadna to reach out to the incoming A.S. President, Brandon Parent and make him aware of the meetings and to recruit 2 more students to serve. Discussion that the Bylaws are cumbersome and will be changed to fit the new structure. Last year the Quorum was changed to one student, one faculty and one administrator. Based on the number of decisions there is a value to having

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the auxiliary but do not need a full Board of Directors. In the next few weeks we will send changes to the Bylaws electronically and set up a phone call to vote on the changes. The Board will act as an advisory group with a mainline administrator structure rather than a decision making board.

MOTION: Charlie Faas moved to approve to change the Bylaws.
Patrick Day seconded the motion.

VOTE: Motion carried unanimously

X. EXECUTIVE SESSION

a. None

XI. GENERAL DISCUSSIONS

a. None

XII. ADJOURNMENT

MOTION: Bill Campsey motioned to adjourn the Board meeting at 3:10 PM. Pat Day seconded the motion.

VOTE: Motion carried unanimously.

We hereby certify that the foregoing meeting minutes were duly presented and approved by the Board of Directors of Spartan Shops, Inc. at a regular meeting held on October 04, 2019 at San Jose, California.



Charlie Faas,
Interim Board of Directors Chair
Spartan Shops, Inc. Board of Directors

Date: Oct 04, 2019