

# Minutes

## Retail and Catering DOB 06.02.19

Committee Members Present: Andy Watt, Daniel Mastrangelo, Megan Hartshorn, Shane Blake, Josh Finch, Oli Gray, Sophie Atherton

Chair: Sophie Atherton

Clerk: Shane Blake

Apologies: Wendy Storey, James Clayton, Kerry Searle

### Statements from Chair

SA went around the table to introduce everyone. SB to take minutes. First time for OG on this panel.

### Minutes of Last Meeting

Minutes agreed.

### Matters Arising and Action Log

**AW** started by discussing the Retail & catering paper, addressing the shop and the struggles it has faced over the last few months. YTD sales being down due to opening later, and not necessarily having the correct stock in the correct place. This is being looked at by changing back to some of the old suppliers (eg the fruit selection) and looking at drinks which are included in the meal deal – ensuring the correct foods & drinks are in the correct group.

**DM** Highlighted that the shop were excited to go back to some old suppliers after a lot of issues with stock

**SA** asked the question – could the fruit & veg stall in The Hive be an option again going forward as it was fairly successful last time?

**AW** continued with the shop figures including Spirits being up £10K and International foods trading a lot higher than LY. Mentioned Hoodie range was late and then was suggested...

**SA** suggested to OG that perhaps Hoodies could be used to promote and customise for specific clubs and societies

**OG** showed the room the Hoodie range online which all were unaware of – suggested we speak to Maisie on the promotion of these and was she the one who set up the pics etc for the online photo's

**SB** mentioned that Maisie is promoting the hoodies in G&G end of the month at discount trade and as it was so successful last time maybe this can be a regular thing.

**All** discussed that we need some meetings with marketing regarding the website to raise awareness of all the goings on and use it more for promotions with better pictures

**AW** then discussed Unio's performance – all trading well with a good staff ratio, budget and profit and better service due to new machines and more consistent training.

### **Student Manager Input**

**All SMs** added that they had not seen the comments from the Student Staff meeting, potentially were made aware of a few issues but were awaiting on where we were going next with that feedback.

JF is aware that he and JC are being given customer service projects by Unio Supervisor Georgia Gallant, with a tough focus on drinks and service consistency.

**MH & DM** said they were not entirely sure what was going on or forward in the shop as they hadn't had any communications.

**SB** suggested to the SMs that they contact Zoe regarding organising some focus groups going forward as these have not been arranged yet. All agreed and that they would communicate with us all on where they are at with these, and we could use Unio/Shop/SU Instagram & other social media platforms to advertise these better.

**All**  
**OG** commented on how good comms were now that he prints stickers off for the cold drink cups in Unio - going forward we can use these to promote anything going on within the Union

**AW** picked up the Retail & catering plan had some old items on that had been completed from 2017/18

### **AOB**

**AW** shared the latest ideas and plans for Costa. Costa costs the bars £590 a month for the keep and maintenance and then there is an additional £900 on top of that if there is a call out. Overall, business is not good and with everything taken in to consideration it is making a loss and not a profit. Andy is to meet with them to see if there are other avenues to explore with either a different coffee offering or a better Costa range to try and work it out. All agreed this didn't need to be presented to management, all thought this was a great idea going forward.

**OG** mentioned the last Student Syaff meeting was a huge success and that the plan is to hold another one to gain better feedback, inviting the student managers to again take lead and be present.

**SA** agreed to chase up the comments & cards from the last one and share with the Student Managers asap.

### **Time, Date and Place of next meeting**

TBC Bookable Room 2