

**Board of Directors
Meeting Minutes of May 7, 2021
Via Zoom Conference (Due to COVID-19)**

MEMBERS PRESENT: Bill Campsey
Patrick Day
Charlie Faas
Tanvi Kothari

GUESTS : Ann Bui
Paul Cingolani
Raymond Luu
Kathleen Prunty

I. CALL TO ORDER

Interim Board Chair Charlie Faas stated that this would not be an official meeting due to our student representative Zobieda Delgadillo not present due to illness, therefore we have no quorum. It is important, however, to give year end updates. Unofficial meeting called to order at 2:03PM

II. PUBLIC COMMENTS

No Public Comments.

III. APPROVAL OF AGENDA

Unofficial meeting – not needed

IV. APPROVAL OF MINUTES

a. Board Meeting Minutes of October 26, 2020

Due to unofficial meeting will approve minutes at next Board meeting in Fall 2021.

V. INTERIM BOARD CHAIR'S REPORT – CHARLIE FAAS

VP Faas reiterated that it has been an odd / crazy year. There have only been 850 students in housing and only half of them use the dining commons.

Financially, it has been a tough year with all operations being closed. We anticipate getting back up to speed in August when students move back into

housing and our numbers go up. There are some new changes coming with dining that Paul Cingolani will update us on. As for the apartments, we have a couple units empty now and will need to figure out what work needs to be done to get them back online and have cash flow again.

VI. OPERATIONAL REPORT

Paul Cingolani stated that dining services closed what they needed to based on the numbers on campus. Chartwells went from 700 associates down to 62 but will ramp up to 350 by Fall semester and hope for normalcy by 2022. There has been buzz about new leadership – Eric Rouse has been hired as the new marketing director and the new executive chef is Pauline Lam who comes from Bon Appetite and spent 10 years on the Google campus. She has a very diverse background when it comes to cuisine. Looking forward to welcoming back the students in the Fall with many new vegan and vegetarian options, a new allergen free section and more grab and go options in Village Market.

In the Student Union, Mr Cingolani stated that they are enhancing the burger concept so the food will be hot. Pre-covid with Shake Shack by the time students received their meals the food would be cold. Everyone is very excited about the addition of Halal Shack which is a minority owned restaurant serving fresh Muslim food. The demand for this option on campus has been high and meets our demographics. The plan for Fall is to have a lot of pop ups as well as look for a fresh new coffee brand. We use to use Barefoot. VP Faas mentioned to look into Nirvana Soul on 1st Street. It is owned by 2 minority women out of Oakland and rumored to be a good brew. Mr. Cingolani stated they are on the list as well as Blvd Coffee who has a unique marketing brand.

Mr. Cingolani also stated that the goal is to enhance technology by having people utilize Boost more and order ahead, as well as a frictionless check out similar to AmazonGo. In Spring 2022, a new Starbucks will open at MLK Library.

There have been a lot of discussions regarding the world of dining post COVID. For example no more salad bars. The focus will be on the health and safety of the community, and following county and University guidelines. Proper signs will be in place before repopulation.

Questions: Patrick Day stated that he met and had a great conversation with the Founder and CEO of Halal and SpartanEats should invite student groups for a tasting which could be a big win. Mr Cingolani stated that is a great idea.

VP Day asked where Chef Lam was prior. Mr Cingolani stated she was an ex-pastry Chef went to Cordon Bleu in France before switching to the savory side and worked at the Google campus for 10 years. This will be her first time on a university campus.

VII. COMMITTEE REPORTS

None

VIII. NEW BUSINESS

a. Spartan Shops, Inc. FY21-22 Budget

Raymond Luu gave an overview of the budget with the theme of Recovery...getting back to business. There are a lot of assumptions regarding dining services basing numbers on 55-60% of normal business. We do anticipate this coming year to generate some commission. The expectation is that the bookstore / retail to come back. Online ordering has been steady but as soon as Student Union traffic is back sales will increase. Regarding Real Estate, there was one unexpected move out and the plan is to renovate another unit to bring it closer to market average. VP Faas added that as we have gone through the pandemic, there have been significant loses in the food space. There is a still the possibility to go after some CARES money either through Spartan Shops Auxiliary or the University side. We will need to figure out the best way. It is easy in housing but in this case the Auxiliary straddles the University so we have a choice. It would be cleaner if we were able to go through the University, however if the correct way is to go through the Auxiliary then that is what we will do. We will refine the budget and wait to approve in September when we have more actuals.

b. Board Resolution – Authorizing Investment of Monies in the Local Agency Investments Fund (LAIF) (Last Revision: September 25, 2020)

With Zobieda out ill is everyone ok with accepting her vote via email on this resolution. We need to update our signatures due to new employees.

MOTION: Patrick Day accepted Charlie Faas motioned to allow Zobeida Delgadillo to email approval and moved to approve the revision. Bill Campsey seconded the motion.

VOTE: Motion carried unanimously.

c. Board Resolution Authorization on Bank Accounts (Last Revision: September 25, 2020)

d. With Zobieda out ill is everyone ok with accepting her vote via email on this resolution. We need to update our signatures due to new employees.

MOTION: Patrick Day accepted Charlie Faas motioned to allow Zobeida Delgadillo to email approval and moved to approve the revision. Bill Campsey seconded the motion.

VOTE: Motion carried unanimously

IX. OLD BUSINESS

None

X. GENERAL DISCUSSION

Charlie Faas stated he has a meeting with Chartwells upper management coming up. He added that Paul has been doing a good job moving resources when needing to. Spyros was good but more marketing based. Paul is an operations guy.

The addition of Halal Shack is great; adding Starbucks at MLK is great; doubling the size of Panda is great.

It is very important to get surveys out to the students on dining services / options and get feedback from them. "Mom" should be the guide for the menu, what did their parents cook for them at home? – There needs to be an open conversation and if these food options stick then they should be added to the rotation.

VP Day agreed that Paul is very responsive and appreciates his attitude all of the time. The unit needs to be deliberate about engaging the students by sitting down with them. They must do more with student engagement. Halal Shack is a big win if they tell students about it. Need to do a better job at the WOW factor. Should be taking pictures of the food and posting on social media as well as getting students engaged to post on social media. Reach out to the basketball coach who has over 200K followers on Instagram and have him post as well as having some student influencers post.

XI. ADJOURNMENT

MOTION: Charlie Faas motioned to adjourn the Board meeting at 2:29PM. Patrick Day seconded the motion.

VOTE: Motion carried unanimously.

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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 September 24, 2021 at San Jose, California.

Date: September 24, 2021

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