

Discovery Café User Committee

Meeting Minutes

March 29, 2016

Core Meeting Attendees:

Name, Attendance

Alan Brooks	Y	Jonathan Keller	N
Linda Brubaker	Y	Dan Ritt	Y
Vikky Caulkins	Y	David Salomon	N
Simone Difilippantonio	Y	Monica Slate	Y
Rajaa Elmeskini	Y	Zoe Weaver-Ohler	Y
Tammy Eyler	Y	Howard Young	Y
Julie Hartman	Y		

Minutes taken by Vikky Caulkins

Agenda Items:

- Café general cleanliness/maintenance
- Discuss submitted suggestions/questions/concerns
- Open Discussion

Café general cleanliness/maintenance

- New coffee carafes – will now be using only Starbucks coffee
 - Should improve taste
- Addresses the cleanliness issue with Taso
 - There will be on-site inspections of the Café by EHS, Peter Boving.
- Patio Furniture & umbrellas – poor condition
 - Julie will look in to the group that would perform improvements/upkeep
 - If no new furniture can be purchased, suggestion is to remove it to prevent injury.

Discuss submitted suggestions/questions/concerns

- Reviewed suggestions collected from NCI Frederick staff
 - Common complaint is to provide a better variety
 - Cheaper option for lower salaried employees
 - Monthly Specials/Weekly Pizza day
 - More individual ingredients for salad bar instead of so many pre-made salads (bean salad, or chicken Caesar salad)
- How to make improvements
 - We need to make Taso as successful as possible
 - We should support the café and help spread the word (positive talk, not negative)
 - Needs customers & support
 - Manage expectations of the Frederick staff
 - Grab & Go is not a full café
- Online ordering still being addresses

- DMS is revamping the website
- Call ahead ordering is available – a flyer is coming out soon
- Write a story on the history of the Café
 - Include some background on Taso
 - “Things you may not know” include “no NCI financial support”
 - Run the story in the Ft. D Newspaper, Poster, Insite.

Open Discussion

- Complaints
 - Freshness of desserts
 - Monica has requested dates to be put on everything sold.
- The purpose of the committee should be to capture what the customer wants, and provide it to Taso, and allow him to alter his business to attract customer.
- CCR moving to the ATRF with full café type expectations
 - Manage the expectations ahead of time.