

**ASSOCIATED STUDENTS UCLA  
BOARD OF DIRECTORS  
Services Committee**

February 15, 2019  
12:00 p.m.  
Ackerman Union 2412

**PRESENT:** Pouria Abbassi, Paul Abramson, Teni Adewumi-Gunn, Aidan Arasasingham, Roy Champawat, and Josh Mayer

**ABSENT:** Erika Brickly, Michelle Goodman, and Avi Oved

**MANAGEMENT:** Sandra Gillespie, Association Affairs & External Affairs Manager  
Michelle Moyer, Director of Business Affairs & Compliance

**GUESTS:** Cheryl Garner, Cheryl Garner Consulting  
Robert Watson, USAC Internal Vice President

**CALL TO ORDER**

Mr. Arasasingham called the meeting to order at 12:05 p.m.

**APPROVAL OF AGENDA**

Mr. Arasasingham called for consent to approve the Associated Students UCLA Board of Directors' Services Committee February 15, 2019 agenda. There being no objections, the motion was approved by unanimous consent.

**APPROVAL OF MINUTES**

Mr. Arasasingham called for consent to approve the Associated Students UCLA Board of Directors' Services Committee November 16, 2018 Minutes. There being no objections, the motion was approved by unanimous consent.

**EXECUTIVE DIRECTOR'S REPORT**

Mr. Abbassi reported on the following items:

1. ASUCLA will host a student event for the Centennial Celebration on May 18 from 6:00-8:00 p.m. on the Kerckhoff Hall patio before the lighting of Royce Hall.
2. The new menu items were introduced, and postcards with a coupon were

delivered to UCPD, Transportation Services, and surrounding buildings. Based on preliminary numbers there was an increase in the total customer count.

3. The *Bruin Up Eats* Campaign will host a free tasting at LuValle on March 5 from 3:00-5:00 p.m. The tasting will include chicken wings and quesadillas as well as a Hydroflask pop-up store, surveys, and raffles.

### **MESSAGE CHAIR PRESENTATION**

Mr. Watson, USAC Internal Vice President, would like to purchase two massage chairs and donate them to ASUCLA to install in the Kerckhoff Hall Third Floor Study Lounge. The committee was in favor of the idea.

### **FOOD CONSULTANT PRESENTATION**

Ms. Garner, the food service consultant, made a presentation to the committee on her final report. Several suggestions were made including:

1. Customer Service Program for student employees as well as ongoing training for student supervisors
2. A comprehensive customer feedback program
3. Comprehensive marketing plan
4. Fewer menu offerings
5. Additional career staff should be implemented

### **PANDA EXPRESS OFFERINGS**

Ms. Bolton explained that Panda Express would like to provide hot ready-to-go items of their most popular menu items to help reduce the long lines. The committee was in favor of the proposal.

### **ETHICAL LABOR VIDEO PRESENTATION**

The committee screened the draft second Ethical Labor video.

### **ADJOURNMENT**

Mr. Arasasingham called for consent for the Associated Students UCLA Board of Directors' Services Committee to adjourn the February 15, 2019 Meeting. There being no objections, the meeting was adjourned at 10:40 a.m.