

Transcript of Tweets from Amigo Q&A.

Bakita_SurreyWelfare@SurreyWelfare

Q. 'What do you see yourself as? Are you the corner shop or do you act as a supermarket for students on campus to buy things for a meal'

Bakita_SurreyWelfare@SurreyWelfare

Amigo Management: We are a convenience store. We are looking to increase the range, but we are looking for your [students] help.

Bakita_SurreyWelfare@SurreyWelfare

Q./statement: Being a vegetarian, I find it hard to buy things. 'Fresh fruit isn't fresh' Healthier options.

Bakita_SurreyWelfare@SurreyWelfare

Q. for Amigo: I there an option to 'customise' sandwiches, rather pick and grab?

Bakita_SurreyWelfare@SurreyWelfare

(Rob from Amigo): They have had issues with suppliers and there is unsold stock.

Bakita_SurreyWelfare@SurreyWelfare

Union Chair: Is it unsold because Amigo isn't giving students what they want?

SurreyStudentsUnion@Surrey_Union

James UoS: from running catering on this campus I know it is difficult to run a sustainable business on fresh fruit and veg

Bakita_SurreyWelfare@SurreyWelfare

Union Chair- Charlie: Points out that the weekly Union fruit and veg market is popular every week. (There is demand).

Bakita_SurreyWelfare@SurreyWelfare

Q.: Is outsourcing to Amigo another example that outsourcing doesn't benefit Surrey students?

SurreyStudentsUnion@Surrey_Union

'Why are we just coming here to say we want more fruit and veg - Outsourcing does not benefit students'

SurreyStudentsUnion@Surrey_Union

James UoS: I don't share your view, we have to make a judgement with every service we do, Compass came along with the capital to do this

Bakita_SurreyWelfare@SurreyWelfare

Amigo is 14.5% more expensive than Co-op (compared to basket goods).

Bakita_SurreyWelfare@SurreyWelfare

Q. Is there more that can be done in regards to pricing? I.e ranges, buy one get one free etc.

SurreyStudentsUnion@Surrey_Union

Charlie asks if anything can be done on product range and price compared to Co-Op

SurreyStudentsUnion@Surrey_Union

Rob Amigo: Head office set the range and promotions, this is something we are working to change

Bakita_SurreyWelfare@SurreyWelfare

Comment: You both say you're committed to Student feedback, but for the last 3 yrs Amigo has consistently scored low- student satisfaction.

SurreyStudentsUnion@Surrey_Union

James UoS: there is quite a bit that has happened. It has moved into a new unit, pricing was very very high and has been reduced

SurreyStudentsUnion@Surrey_Union

cont... there are a whole range of services being brought in, you don't have to queue for a few minutes

SurreyStudentsUnion@Surrey_Union

Audience disagree that queues are managed well

SurreyStudentsUnion@Surrey_Union

James UoS: 40 seconds is the queue time

SurreyStudentsUnion@Surrey_Union

Debate about queuing now - audience do not agree that queuing is well managed

Bakita_SurreyWelfare@SurreyWelfare

But how many students know this? >>> Rob Amigo: Students can pay for non-medical goods at the Pharmacy.

SurreyStudentsUnion@Surrey_Union

Question about £2.50 minimum charge for card now

Bakita_SurreyWelfare@SurreyWelfare

Amigo Audience comment: 'Commercial suicide to advertise a salad bar but to stock doughnuts'

Bakita_SurreyWelfare@SurreyWelfare

Comment: Uni has a responsibility to "look after the wellbeing of the students". Amigo "mainly" stocks confectionary and alcoholic products.

SurreyStudentsUnion@Surrey_Union

UoS: we did, and we can again when the contract comes up for renewal (7 years)

SurreyStudentsUnion@Surrey_Union

Amigo: I am taking these concerns to head office

SurreyStudentsUnion@Surrey_Union

UoS: Amigo are delivering to their contractual agreement

Bakita_SurreyWelfare@SurreyWelfare

Qus.: If the decisions lie with Head Office, why isn't there someone from Head Office here at the Q&A this evening.

SurreyStudentsUnion@Surrey_Union

Amigo: Line manager was due to be here but could not due to illness

Bakita_SurreyWelfare@SurreyWelfare

Qus. Should the Uni support that there should be another shop on campus (for competition) does this support extend to Union shop?

Bakita_SurreyWelfare@SurreyWelfare

UoS questions if there is a need for another shop.

SurreyStudentsUnion@Surrey_Union

UoS: Don't believe it is commercially sustainable for 2 similar shops on campus

Bakita_SurreyWelfare@SurreyWelfare

UoS: We want to deliver as "cheaply as we possibly can, but it has to be financially sustainable"

SurreyStudentsUnion@Surrey_Union

Amigo: the majority of Amigo shops are in hospitals, Coventry is similar. Surrey is in the lowest price band

SurreyStudentsUnion@Surrey_Union

Q. The minimum charge thing got glossed over, there is not the time to go the cash machine

SurreyStudentsUnion@Surrey_Union

Amigo: the £2.50 is not fixed, it is something I am trialing, it can be changed

Bakita_SurreyWelfare@SurreyWelfare

Comment on Amigo: "Minimum card expenditure (£2.50) should be lower than the average spend (£2).

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Audience: If the average transaction is £2 then you are pushing up the transaction price

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Audience: I see no love of health, I just see a shop

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Audience: there is no alternative if you want groceries

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Hillside / Wates / Chancellors all compete, why not a second Amigo type shop

SurreyStudentsUnion@Surrey_Union

How much does the University get from Amigo?

SurreyStudentsUnion@Surrey_Union

UoS: We are obliged to keep them commercially confident, but I can share them with the Union

Bakita_SurreyWelfare@SurreyWelfare

Qus: What do you think Student Ambassadors are saying about Amigo when they're taking prospective students around campus?

SurreyStudentsUnion@Surrey_Union

How many staff are students?

Bakita_SurreyWelfare@SurreyWelfare

80% of Amigo Staff are students. They need non-students for out of term time.

Bakita_SurreyWelfare@SurreyWelfare

Next topic: Amigo opening hours.

Bakita_SurreyWelfare@SurreyWelfare

Comment: Amigo should reintroduce 24hour opening hours during exam periods.

Bakita_SurreyWelfare@SurreyWelfare

What tangible aims are being agreed to take back to Head Office and what is the timescale on delivering them?

SurreyStudentsUnion@Surrey_Union

Who wants to have a supermarket, and who wants a convenience shop?

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About 60/40 wanting supermarket over convenience store

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Amigo: We have had a problem having to throw away unsold fresh produce

Bakita_SurreyWelfare@SurreyWelfare

Comment: Impressed by allergy labelling on sandwiches.

SurreyStudentsUnion@Surrey_Union

Is it true the that food in Hillside is subsidised by the University?

SurreyStudentsUnion@Surrey_Union

UoS: Yes, that is true in the sense they do not pay the same rent as Amigo

SurreyStudentsUnion@Surrey_Union

Audience: Supermarkets should be innovative, you are not innovating

SurreyStudentsUnion@Surrey_Union

Charlie summarises

SurreyStudentsUnion@Surrey_Union

1. reduce minimum payment to £1.50 2. Longer opening during exam time 3. Smaller packet sizes

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Commitment to review pricing before term start

SurreyStudentsUnion@Surrey_Union

Amigo: there has been some valid points- which will be taken back to head office

SurreyStudentsUnion@Surrey_Union

There will be an online poll as to whether or not the Amigo promises have been sufficient or should there be further action