

COMPREHENSIVE PROGRAM REVIEW

FOOD SERVICES/THE EAGLE'S PERCH CAFE

DECEMBER, 2011



As part of institutional planning, Comprehensive Program Review will be completed every three years for each Administrative Services program/area/office. To tie institutional planning to the budget process, Annual Program Reviews for each program will be updated every fall semester. This template will be used for the Comprehensive Program Review process and resulting documents may be attached or incorporated into the Annual Program Review.

MISSION & VISION STATEMENTS

Feather River College's Food Services will provide quality and affordable food services to all students, faculty, staff, guests, and to the community in supporting the student-centered educational environment.

Food Services will meet the demand and expectations of our students by offering diverse menu selections, nutritious hot and cold meals, breakfast and lunch weekdays, and enhance the student's academic studies and athletic activities by providing healthy nutritional choices. Feather River College Food Services will provide a place to eat, visit, and study.

SUMMARY OF RESPONSIBILITIES/SERVICES PROVIDED

The Food Services position is comprised of one full time position and is part of the Business Services as represented below. The Business Office is comprised of services that address financial responsibilities as well as general services provided to the entire campus. The major responsibilities are listed below and represent significant duties for each area of the Business Services organization.

- Chief Financial Officer:
 - The Business Services Department provides complete accounting services for the District.
 - The services include the financial development of budgeted resources for all funds.
- Administrative Assistant/Bookkeeper
 - Supports and assists the Chief Financial Officer.
 - Provides accurate receipt of funds.
 - Bookkeeping Services for Bookstore, ASB, and Clearing funds.
- Chief Accountant:
 - Assist the financial development of budgeted resources which include budget augmentations, transfers, journal entries and recording of financial transactions.
 - Provide accurate input and reporting of all categorical funds and corresponding transactions.

- Purchasing:
 - Provide accurate and timely payment of all financial obligations of the District.
 - Purchase quality materials within the budget constraints according to laws, policy and procedures.
 - Maintain accurate physical inventory of the District's assets.
- Payroll Officer:
 - Provide accurate and timely payment of all employees.
- Bookstore:
 - Provide books, miscellaneous supplies, clothing apparel, and Post Office services, to all students, employees and visitors at the campus.
- **Food Services**
 - **Provide nutritious meals to students and staff at affordable prices for breakfast and lunch in a clean and healthy environment.**
- Senior Office Assistant I - Switchboard:
 - Provide professional communications of inquiries as well as mail services for the campus. Also provides necessary support for faculty and staff, in meeting copying and limited publication needs in a timely and cost effective manner.

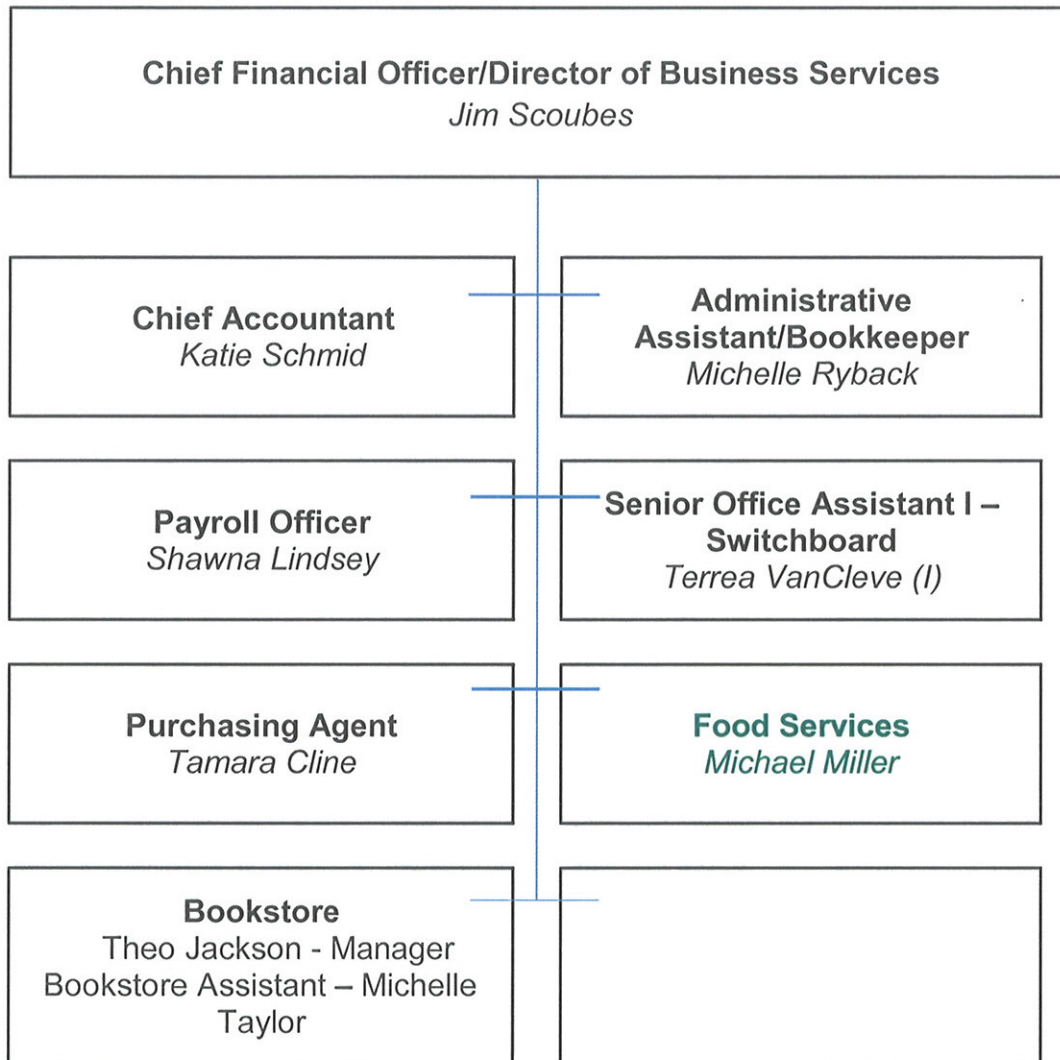
STAFFING PATTERNS

The Food Services position reports directly to the Chief Financial Officer/Director of Business Services and is part of the Business Services as represented below:

Chief Financial Officer

- Chief Accountant
- Purchasing Agent
- Payroll Officer
- Administrative Assistant/Bookkeeper
- Bookstore Manager
- **Food Services**
- Senior Office Assistant I – Switchboard

FEATHER RIVER COLLEGE BUSINESS SERVICES



Note: "I" signifies an interim or temporary employee
Organizational Chart is only current as of December,
2011

VARIABLES AFFECTING STUDENT LEARNING

1. Maintain consistent operating hours to adequately serve students by providing breakfast and lunch.
2. Provide flexibility in menu items offered for sit down dining as well as take-out items, in meeting the demands of student's schedules.
3. Maintain nutritious and healthy food choices by providing students with diverse menu selections.
4. Provide opportunities for students to work and obtain work experience in the Food Services area in working with customers and food preparation.
5. Maintain appropriate environment to eat, visit, and study.

RESEARCH AND DATA TOOLS

1. Survey/Expectations of Customers

Conduct yearly survey to determine and adjust menu selections, prices, and dining experience of customers. Evaluate the suggestions and determine if expectations from the customers are being adequately addressed.

2. Professional Development

Provide all student employees adequate opportunities to learn the various Food Services responsibilities in meeting expectations of food preparation, and outstanding customer service. Training is based on identified skills that can potentially increase effectiveness in job responsibilities.

3. Reporting of Food Service Payroll

Provide accurate and timely reporting of all student employment in managing the budgeted funds for the Food Services operations. Provide accurate monthly input for payment of all student employees.

4. Purchase of Food and Services

Insure that all procurement policies and procedures are adhered to and that purchases are consistently made in regards to quality and costs. Requisitions and purchase orders are properly approved and meet the Business Office's process and guidelines. Insure that inventories of food

and supplies are maintained at adequate and appropriate levels and that orders are processed and received appropriately.

5. Accounting

Insure that all financial information is reported in a timely and accurate manner. Insure that the handling of funds is consistent and timely so that the operating results of the Food Services' operations can be determined on a monthly basis.

6. Cooperation and Support of the Culinary Arts Program

Continue to provide support and assistance to further enhance the Culinary Arts program on the campus. The cooperative sharing of the kitchen and dining facility for instruction and projects will insure success and a positive experience of our students and instructors.

PROGRAM EFFECTIVENESS

In determining the effectiveness of the operations related to the campus Food Services, will require an analysis and interpretation of the responses provided in the customer survey. Based on the responses and with limited resources every attempt will be made to improve and expand the opportunities in providing a high quality program. The driving force behind improvements need to that meets the desires of our student customers. After conducting the fall 2011 survey, the areas of improvement in food preferences was expanded while maintaining reasonable prices. As food prices continue to increase, it will put a premium on successfully managing the operations from a financial perspective.

GOALS AND OBJECTIVES FOR THE NEXT THREE YEARS

Three Year Plan

The following are the projected major points of priority and concentration for the following three years. These projected priorities will require complete support and will utilize all resources of Food Services.

FY 12

- Conduct a yearly student customer survey and make the necessary adjustments in providing goods and services to the customers.
- Continue to make the necessary changes in providing diverse and changing menu selections at affordable pricing.
- Create an environment that provides a positive experience for eating, visiting and studying, at the Campus Center.
- Provide food services that are responsive and flexible to our student's needs.
- Assist the Culinary Art classes by providing a cooperative and sharing work area.
- Assist in the continued development and tracking of the annual budget. Every attempt to acquire quality food at favorable prices should be continually made.
- Identify and acquire quality student employees that will provide consistent attendance, high quality work ethic, and the desire to learn and improve work skills.
- Establish a quality and consistent reputation of providing excellent customer satisfaction.
- Meet and exceed all health department audits in providing a clean food service and food handling. This includes the successful acquisition of the annual health permit issued by the County Department of Health Services.

FY 13

- Conduct a yearly student customer survey and make the necessary adjustments in providing goods and services to the customers.
- Provide a successful summer food service operations that meet the needs and requirements of summer campers associated with programs offered on campus.
- Establish a quality and consistent reputation of providing excellent customer satisfaction. This includes the offering of catered events on campus which offers the student workers the experience of successfully providing a quality food service experience to multiple campus functions.
- Meet and exceed all health department audits in providing a clean food service and food handling. This includes the successful acquisition of the annual health permit issued by the County Department of Health Services.
- Create an environment that provides a positive experience for eating, visiting and studying, at the Campus Center.
- Provide a positive and successful work experience to the student employees.

FY 14

- Conduct a yearly student customer survey and make the necessary adjustments in providing goods and services to the customers.
- Continue to strive to improve the high quality reputation of food services on campus. This includes providing the catering of campus events and concessions.
- Create an environment that provides a positive experience for eating, visiting and studying, at the Campus Center.
- Provide a positive and successful work experience to the student employees.

RECOMMENDATIONS

Even though Food Services provides a high level of customer satisfaction and the operations is effective in providing quality products, the District will need to invest in maintaining the existing equipment and expanding equipment needs as identified. Expanding the acquisition of equipment to meet the changing needs and effective/efficient food preparation will be necessary going forward. A constant evaluation of survey results and other information will require constant adjustments to the planning goals of Food Services. Constant attention to the needs of our students as customers and employees will be instrumental in the success of student learning outcomes here at Feather River College.

The operations are managed by one person. This puts the operations for consistent and dependable services at risk. It will require in the future an assistant that can help in the operations of Food Services. With the addition of an assistant manager to the operations there would be the possibility for expanding services in offering dinner if the demand warrants the need.

With limited resources being available, it will require continued attention to details in order to maintain a quality and necessary services for our students and staff.

APPENDIX

Please see attached

- Job Description for Food Services Manager
- 2011 Eagle Perch Survey results

FOOD SERVICES MANAGER

DEFINITION:

Under general direction of the Chief Financial Officer, plans, organizes, manages, and coordinates the day-to-day food service operation; and train, assign, schedule, supervise, and evaluate the performance of assigned cafeteria staff and student workers.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Plan, organize, and direct food service programs; assure compliance with federal, State, and college laws, regulations, and policies; establish operating procedures for all food service locations;
- Assure compliance with health ordinances and local policies;
- Research and recommend food service development; plan develop and evaluate master menus for a variety of food programs; determine need for types and quantities of food, supplies, and equipment; price, stock, advertise, and display food;
- Develop the annual departmental budget; analyze food and labor costs to assure efficient and cost-effective operations;
- Research available products and interview vendors to establish and maintain sources of supply and guarantee best quality for lowest price through competitive bids;
- Coordinate food and beverage requests from various campus groups;
- Work closely with Culinary Arts program to coordinate use of space, menu development, daily food and catering sales, and food preparation;
- Develop and implement standards for the operation of an efficient, sanitary, and high quality food service program;
- Project and procure all food products, supplies, equipment, and other services in accordance with college procedures;
- Select, train, schedule, and provide work direction to food service staff;
- Develop schedules; oversee daily cash receipts; review daily sales reports;
- Establish and monitor internal procedures and controls related to cash collections and disbursements;
- Conducts physical inventories as required;

- Prepare and maintain a variety of written and statistical reports as needed;
- Other related duties as assigned

MINIMUM QUALIFICATIONS:

- Any combination equivalent to: associate's degree in food service management or a related field and three years responsible food service experience, including one year supervisory experience.
- Demonstrated sensitivity to and understanding of the diverse academic and socio-economic, cultural, disability, and ethnic backgrounds of community colleges students, staff, and community members.

Knowledge of:

- Methods and procedures of preparing, serving, and storing large quantities of food.
- Principles and practices of management, supervision, and administration; including training.
- Principles and practices of nutrition.
- Principles and practices of food sanitation and the prevention of food contamination.
- Kitchen utensils and equipment.
- Food pricing and portion controls.
- Purchasing and inventory management techniques.
- College policies and procedures governing assigned work as well as purchasing processes.
- Record-keeping techniques.
- Oral and written communication skills.
- Budget development.
- Principles of arithmetic.

Ability to:

- Direct and manage food service operations and activities.
- Perform a variety of technical tasks related to food service operations.
- Train, supervise, evaluate and provide work direction to staff.
- Plan and prepare meals, including the ordering of supplies.
- Plan and prioritize workload to meet deadlines.
- Prepare and maintain records and reports.
- Interpret and apply policies, procedures, laws, and regulations.
- Develop and monitor budgets.
- Communicate effectively both orally and in writing.

Classified Job Description: Food Services Manager
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- Work independently with little direction.
- Remain current on food trends and products.
- Maintain adequate and accurate inventories.
- Establish and maintain cooperative working relationships with all those contacted in the course of work.
- Understand and follow oral and written directions.

Other Requirements:

- Must be available to work weekends and evening as required.
- Valid driver's license.
- Valid California Sanitation certificate (or ability to obtain).

DESIRABLE QUALIFICATIONS: A combination of education and experience equivalent to:

- Community College experience preferred.

PHYSICAL CHARACTERISTICS: The physical abilities involved in the performance of essential duties are:

- Hearing and speaking to exchange information in person or on the telephone and make presentations.
- Seeing to read and verify accuracy of data.
- Sitting or standing for extended periods of time.
- Dexterity of hands and fingers to operate various equipment.

This work is performed in an office and cafeteria environment with frequent interruptions.

Eagle Perch Survey Questions

Please take our survey. When complete drop in our Anonymous Box and receive a free cookie. Your response will help us know how we are doing, if we are going in the right direction, or if we are failing to meet your requests as a customer.

1. Food (diet) Preferences
Vegan 6
Vegetarian 19
Poultry 14
All Meats 37
Other 8
2. Age Group
17-24 20
24-30 5
30-40 15
40 Plus 18
3. Freshman or Sophomore (circle one)
13 19
4. Student, Employee, or Faculty (circle one)
29 17 5
5. I use—Cash 50 Meal Card 20
6. I live on campus 7 off campus 47
7. Do you find enough variety with the current menu and specials?
Yes 44 No 17
8. In comparison to other local and vicinity (Plumas County) restaurants how would you compare our prices? High 9 Low 32 Average 14
15% 55% 24%
9. In comparison to other local and vicinity (Plumas County) restaurants how would you compare the quality of our food? (On a scale of 1 being the lowest and 10 being the highest)?
1 2 3 4 5 6 7 8 9 10
1 0 2 1 4 4 5 20 10 9
10. Do you find the food nutritious? Yes 45 No 3 Not Sure 5 Other 3
77% 5% 8% 5%
11. Dislikes about? _____
- _____
12. Do you find the Staff helpful? Yes 56 No 1
13. Do you find the Staff friendly? Yes 53 No 2 SOMETIMES 1

14. Any Staff members who stand out that you would like to mention? _____

15. Do you find the Facility clean? Yes 51 No 3 NOT ALWAYS 1

16. Do you have any suggestions? _____

17. Items you would like to see? _____

18. Any other suggestions that would make the "Eagle's Perch" a more desirable place to hang out? _____

Thank you for participating!

Comments: on THINGS they would like to see!
DISLIKES!

more HAMBURGERS FRIES - Noted!

more STIR Fry — NOTED!

more Vegetarian options — Noted!

Coleslaw w/ Pork — NOTED!

Too much SALT! — NOTED!

Smaller Serving Sizes "

more Side order choices "

T.V. & ON !! "

CHINESE FOOD / GARLIC CHICKEN "

SOUPS AVAILABLE ALL DAY "

CREPES / DANCE / Games "

more SPICES "

more Local Food / ETHNIC FOODS "

Debit or CREDIT CARDS accepted! "

SEAFOOD / KING CRAB "

PIZZA - HOME MADE "

more PARTICIPATION OF FOODS FROM Culinary Dept "

Less FATTENING options "

CHEESE STEAKS "

Closing Later "

NAME THIS FOR Employees "

Sharlene +11111 ORGAWIC FOODS "

Jasmine - 1 Fresh Fruit "

CIBUS 1111 OAT MEAL "

NO EVENING SERVICE

MUSIC "

TOO QUIET! "

Some menu - DISLIKE! "

Non Sugar options for drinks "

Coffee is Terrible "

Too much Comfort Food "

Students NOT cleaning up after themselves "

BROWNIES "

more Quiche "

SALAD BAR "