

## **Conference and Culinary Services (CCS) Division**

### **Campus Food Services For 2010-2011 Implementation**

#### **Section III: Unit Planning Goals/Planning for efficiencies and productivity and revenue enhancements.**

LIST GOAL----- --	ACTIVITIES-----	TIMELINE-----	BUDGET IMPACT- ---
1. Incorporate New Functionalities of the upgraded Micros POS System	To continue implementing all Micros POS functions into Food Service operations for better efficiency.	Moved forward from 09-10 Initiatives; Ongoing	"Fund 6" – Self-Supporting
2. Increase and diversify Student Worker contribution	Campus Food Service will continue to aggressively pursue Student Workers from our instructional programs and students from other departments.	Moved forward from 09-10 Initiatives; Ongoing	"Fund 6" – Self-Supporting
3. Redesign of the First Floor Center Facilities	The redesign of the first floor of the Center Building is a major part of the 2008 Lane Bond Measure, with a beginning re-modeling date scheduled for Summer, 2011.	Moved forward from 09-10 Initiatives; Ongoing	Bond Moneys received
4. Exploration of satellite locations on Campus	In addition to the immediate satellite locations to support the fall, 2009 enrollment surge, the permanent satellite location plans of the new juice bar/health food center in the Health and Wellness Building are moving forward.	Moved forward from 09-10 Initiatives; Ongoing	"Fund 6" – Self-Supporting
5. Student and Staff Surveys	We will continue to implement campus-wide surveys to help us know what staff and students are looking for in consideration of the current operations and	Moved forward from 09-10 Initiatives; Ongoing	"Fund 6" – Self-Supporting

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	future redesign project.		
6. Purchasing and Receiving System Redesign	The current Purchasing and Receiving system will be re-structured for better operational efficiency and financial tracking within the three departments in the CCS Division.	Winter, 2010	“Fund 6” – Self-Supporting

### **Section III: Planning for efficiencies and productivity and revenue enhancements – Activity Details**

#### **1. Incorporate New Functionalities of the Upgraded Micros POS System (Efficiencies and Productivity)**

The upgraded system is current and provides the maximum amount of protection for customers. Continuing to implement all Micros POS functions into Food Service operations for better efficiency includes the refinement of data reports, such as product and employee classification and tracking. The current implementation of additional individual cash drawers has added increased efficiency to the POS operations.

#### **2. Increase and Diversify Student Worker Contribution (Efficiencies and Productivity)**

Campus Food Service will continue to aggressively pursue Student Workers from our instructional programs and students from other departments. These ‘green’ jobs do not require students to leave campus, and teach them about compostable service and local foods. Currently, new on-campus satellite Campus Food Service locations provide many time-sheet positions, primarily held by students. The increase in cooperative education opportunities in Campus Food Service helps many culinary arts students achieve their program co-op credit requirements and receive wages right here on campus. Campus Food Services will actively re-establish instructional ties to both the Culinary Arts and Hospitality Management programs; providing additional opportunities for practical, “hands-on” experience.

#### **3. Redesign of the First Floor Center Facilities (Revenue Enhancements)**

The redesign of the first floor of the Center Building is a major part of the 2008 Lane Bond Measure, with a beginning remodeling date scheduled for summer, 2011. We will help design, accommodate and realize a newly remodeled facility that is contemporary, ergonomic, flexible, safe, and energy efficient to increase revenue opportunities. While

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still in the initial planning stages, the vision of the area is to create a contemporary food court with individual and unique dining concepts. Currently, Campus Food Services staff is distributing staff and student surveys which ask for remodeling suggestions and identifying desired key elements for a state-of-the-art food service facility.

**4. Exploration of satellite locations on Campus (Revenue Enhancements)**

In addition to the immediate satellite locations to support the 2009 fall term enrollment surge, the permanent satellite location plans of the new juice bar/health food center in the Health and Wellness Building are moving forward. This new location will provide additional revenue and give the campus a much-needed “second choice” to the Center Building food options. The satellite location outside of Building 16 has been greatly successful, and has recently moved inside to a high traffic location just inside the doors of the south entrance from the parking lot. This location is an area in which a permanent and visible satellite location is being considered, including a revenue-generating espresso bar and a Micros POS system for efficient operations.

**5. Student and Staff Surveys (Revenue Enhancements)**

We will continue to implement campus-wide surveys to help us know what staff and students are looking for in consideration of the current operations and future redesign project. Currently, Campus Food Services staff is collecting roughly 100 surveys per week which include the following information: customer demographics; satisfaction levels of cleanliness, food quality, food freshness, menu variety, speed of service, and pricing and value; and key success factors for students in the first floor remodel. PUG and BLT survey groups will be implemented. Inter-departmental survey support through IRAP, Student Government, and other Student/Staff Services groups will be incorporated to develop and analyze survey instruments and results.

**6. Purchasing and Receiving System Redesign (Efficiencies and Productivity/Revenue Enhancements)**

The current Purchasing and Receiving system will be re-structured for better operational efficiency and financial tracking within the three departments in the CCS Division. An in-depth analysis of the system will be needed in preparation for the changes that come with the remodel of the first floor. We will create a team representing the various departments that changes in procurement may affect in order to evaluate current practices, develop goals to be achieved through redevelopment, and establish a plan with a timeline for implementation of new processes and procedures.