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# FOODSERVICE OPERATING MANUAL

## OVERVIEW

Presented By  
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# Foodservice Operating Manual

- Daily Solutions for long-term Productivity, Management and Profit

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## Foodservice Operating Manual

- Something for everyone in the food service business
  - Onsite
  - Vending
  - OCS
  - Catering

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## Foodservice Operating Manual

- What do you get
  - Operating procedures that work – already proven successful
  - Easy to read and understand manual
  - CD with all forms for your specific use

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## Foodservice Operating Manual

- Developed for NAMA by McVety & Associates, LLC
  - 21 years
  - Full service consulting firm
  - Has managed onsite foodservices/vending/OCS/catering
  - Has consulted to major foodservice management companies
  - Has consulted to major self-op companies



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## Foodservice Operating Manual

- Eleven Sections



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## Foodservice Operating Manual

- Section 1 – Human Resources
  - Organization
  - Job Descriptions
  - Job Application
  - Employment Law
  - Hiring Tips

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## Foodservice Operating Manual

- Human Resources (continued)
  - Performance Review
    - Salaried
    - Hourly
  - Performance Incentive

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## Foodservice Operating Manual

- Section 2 – Food and Beverage
  - Operating Standards
  - Uniform Policy
  - Quality Service
  - Menu Engineering

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## Foodservice Operating Manual

- Food and Beverage (continued)
  - Systems and Controls
  - Branding

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## Foodservice Operating Manual

- Section 3 – Financial
  - Weekly/Monthly Reports
  - Flash Report
  - Cash Handling

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## Foodservice Operating Manual

- Section 4 – Revenue/Contribution
  - Gross Profit Calculations
  - Food Costing
  - Revenues that directly affect contribution
  - Ways to increase revenue and contribution

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## Foodservice Operating Manual

- Section 5 – Controlling Expenses
  - Quick references to control expenses

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## Foodservice Operating Manual

- Section 6 – Productivity
  - This section goes into great detail on how to improve productivity
  - Provides guidelines and forms

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## Foodservice Operating Manual

- Section 7 – Catering
  - Provides an overview on catering
  - How to get started, planning the event, billing, follow-up

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## Foodservice Operating Manual

- Section 8 – Balanced for Life
  - NAMA's Health and Wellness Initiatives
  - 7 steps to workplace wellness
  - Corporate health initiatives

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## Foodservice Operating Manual

- Section 9 – Promotions
  - Monotony Breakers
  - Ideas to bring excitement to your cafeteria
  - Suggestive Selling

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## Foodservice Operating Manual

- Section 10 – Quality
  - Procedures to introduce Quality into your organization

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## Foodservice Operating Manual

- Section 11 – Customer Comments
  - Satisfaction Process
  - Comment Cards
  - Satisfaction Survey

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## Foodservice Operating Manual

- This manual is a “Must Have” for anyone in the foodservice business

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## Foodservice Operating Manual

- The value of this manual far exceeds the price
- Available now at the NAMA Resource Center
- You may want to have a manual at your corporate office and each facility

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## Foodservice Operating Manual

*THANK YOU!*

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