Program Review - Food Services

Prepared by: Joe Roque

What are the strengths of your area?: The Food Service strengths are:
• Carl's Jr where a variety of hamburgers, salads and breakfast items are served daily
• COS Café where students and staff have choices of breakfast, sandwiches, salads and different homemade burritos

The Food Service Department serves an average of 1100 students and staff daily. Of the daily sales in the Food service 66% of the sales come from the following food items as grab and go foods (Pizza pockets, sodas, chips and candy) and the remaining 33% is from hamburgers, salad, sandwiches and breakfast items.

The Food Service Department also has the ability to change or improve the COS Café menu based on student/staff surveys or on new food trends.

What improvements are needed?: One improvement that the Food Service can do is to provide students and staff in all the outlets with large nutritional boards for COS Café so that students and staff can make appropriate healthy food choices.

In the 2012-2013 school year, the consumption of non-healthy food items was approximately 68 percent. For the 2013-2014 school year the percentage decreased to 66 percent. The decrease can be contributed to the revamping of TACOS to the COS Café and a new healthier menu.

A second improvement needed is to bring the operations of Food Service Department to a break even status. Food service has operated at a loss for the last four years (See Assessment Plan document). Much of this is due to circumstances outside of food service's control such as collective bargaining agreements and proximity of alternative fast food restaurants to campus.

Describe any external opportunities or challenges.: One of the Food Service external challenges is the numerous fast food restaurants that are walking distances from the College of the Sequoias. Because of these the college students have more food service options. Our students spend on average $4.00 on campus per trip to food service compared to $5.00 at external fast food restaurants. It is hard to compete with the pricing that the chain restaurants can provide for their meals since they do not work within a collective bargaining environment.

Overall Outcome Achievement: The utilization of food service by students has been showing small improvements The figures for the fall semester 2014 show a customer or student base of 817 served daily or a 9 percent increase over the 2013-2014 school year (See Pass Yearly Sales Report document).

Changes based on outcome: Food Service is committed to the process of constant improvement. To this effect we will solicit student/staff opinions and recommendations for food services by utilizing the survey process annually. We will use the data collected to implement changes to the COS Café menu and offerings.

Outcome cycle evaluation: In the past three years Food Service has seen a decrease in the utilization of our facilities. This down ward trend is contributed to by the cut back in college classes during the regular semester and summer school. The increase in summer school and increase in class offerings during the regular semester will affect the amount of potential students that will use the Food Service facilities.

The fall semester 2014-2015 is showing an increase of students and staff utilizing the Food Service Department. This semester is expected to show a 9% increase in our customer base.

Action: New nutritional Board in all the food outlets.

The manager will buy software to generate nutritional information to make nutritional boards for COS Café to post in all food outlets.

Start Date: 11/01/2014
Completion Date: 01/12/2015
Status: New Action

Identify related course/program outcomes:
Provide better information to students and staff in making healthier food choices and decrease the amount of snack foods consumed in our facilities.

Person(s) Responsible (Name and Position): Joe Roque Manager
Rationale: Access to nutritional information will provide better information to students and staff to help them make healthier food choices and decrease the amount of snack foods consumed in our facilities. This should then increase the average amount spent per guest and help food services to reach their break even goal.

Priority: Medium
Safety Issue: No
External Mandate: No

Action: Food Service break even goal

The Food Service Manager will monitor and reduces the following.
1. Reduce the food cost and maintain food cost to 37% of gross sales.
2. Reduce student labor cost to a 15% of the gross sales.
3. Reduce the food waste by .5%.
4. Increase sales by 1-3% annually.


Start Date: 08/11/2014
Completion Date: 05/30/2015
Status: New Action

Identify related course/program outcomes:
Food service must break even to remain a viable ancillary service of the District.

Person(s) Responsible (Name and Position):
Food Service Manager, Classified Staff

Rationale: In the food service business, the major factors in a profitable operation are food and labor cost and gross sales. The recommended industry standard for food cost is 35-37% and 12-18% for labor. Controlling these costs can add 3-7% to the bottom line. Sales are another part of the equation of profitability. The operation must increase sales 1-3% annually. The sales increase can generate a 1-2% to the bottom line.

Priority: High
Safety Issue: No
External Mandate: No