Food Services Review

I. Unit Mission
Provide quality meal services and catering to students, staff and faculty to help them facilitate their college experience. Provide catering services to the community.

II. Unit Goals
- To provide the highest quality food services in the most efficient and effective manner
- To make sanitation a high priority
- To offer reasonable prices
- To maintain a self-supporting operation

III. Evaluations of the Unit and Use of Results Forms

Northwest Mississippi Community College

Evaluation Follow-up Form

The following form is to be completed and signed by the appropriate service unit supervisor after reviewing the results of the unit’s evaluation and after a discussion with co-workers on needed changes identified in the evaluation process. The completion of this form is meant to stimulate reflection about the purpose of the unit and to encourage the best use of results of these evaluations. A copy of this form will be sent to the appropriate Vice-President and filed with the unit’s Service Review forms.

Service Unit: Food Service

Date of Review of Evaluations: 1-24-06

The unit’s strong points as identified by the evaluation are:
The commitment of providing the best food service available, the highest increase in meal plan participants, the satisfaction of our customers, the ability to take on more customers and serve them, a nice facility that accommodates the needs of our students and the community.

Opportunities for improvement identified by the evaluation are:
Adding more variety to our selections, the capability to take on more catering, student involvement in food shows and seminars, market update and new product lines

Goals for growth or specific activities to be undertaken and/or completed before the next evaluation are:
To take on more activities whether it is catering or serving more students
To enhance the facility to better serve our customers
To research new ways of providing better service and safer food for the customers

Having met together and discussed this Evaluation Follow-up, we feel that the identified goals and specific activities adequately address opportunities for improvement and constitute evidence of attempted growth.
Signatures:

Supervisor: Paul Varjuna

Co-workers in unit: Management Unit
IV. Annual Plan to Improve
The annual assessment reports for the unit's Plan to Improve for the last three years are included at the end of this report.

V. Analysis of Unit Strengths, Weaknesses, Opportunities, Threats

Strengths: Strengths for the unit include the following:
- New facility
- New varieties of service
- Expanded staff
- Greatly increased demand
- Declining balance system

Weaknesses: Weaknesses for the unit include:
- Design flaws
- Incomparability between providing greatly increased level of service while keeping costs low to fit the low income and student budget
- Declining balance system

Opportunities:
- Expanded catering opportunities

Threats:
- Lack of high cost catering market
VI. SACS Principles Compliance Survey for Service Units
SACS PRINCIPLES COMPLIANCE SURVEY FOR SERVICE UNITS

**Institutional Effectiveness:**

1. Are research-based evaluation processes used for assessing the service unit?
   - YES ☑
   - NO ☐

   If yes, list all survey instruments and other processes used by the unit for evaluating effectiveness.
   - Annual Food Service Survey
   - Evaluation meetings with Student Government
   - Feedback from patrons

2. Do the use of evaluation processes result in continuing improvement in the unit?
   - YES ☑
   - NO ☐

   If yes, describe some of the recent improvements that have come about in response to needs identified through evaluation processes.
   - New facility
   - Longer hours to meet student needs
   - More variety – fast food, take-out, more catering

3. Does the unit identify expected outcomes for its services; assess whether it achieves these outcomes; and provide evidence of improvement based on analysis of those results?
   - YES ☐
   - NO ☐

   Provide copies of the unit's "Plan to Improve" four column model for the last 4 cycles.

4. If an outcome is not achieved, are documented modifications or improvements made in the unit?
   - YES ☑
   - NO ☐

**Financial Support:**

5. Is adequate financial support available to support the scope of services offered through the unit?
   - YES ☑
   - NO ☐

6. Does the institution operate and maintain physical facilities that are adequate to serve the needs of this unit?
   - YES ☑
   - NO ☐

7. Are the physical facilities for this unit accessible to disabled students?
8. Is the budget information accessible on-line to the unit supervisor?

YES ☒ NO ☐

Mission:
9. Does the unit have a defined mission statement?

YES ☐ NO ☒

If yes, provide mission statement below.

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

10. Is the unit's mission related to the College's Statement of Mission?

YES ☒ NO ☐

What part of the institution's mission does the unit effectively fulfill? (Refer to applicable phrases in the College’s mission statement)

________________________________________________________________________
________________________________________________________________________

Staff:
11. Does the unit have qualified staff with the experience, competence, and capacity to fulfill the mission of the unit?

YES ☒ NO ☐ NA ☐

Provide a roster of administrative officers and staff with their qualifications.

12. Does the unit have a staff member charged with the responsibility for supervision and coordination of the unit?

YES ☒ NO ☐

Name of the supervisor: Paul Jarjoura

13. Is the number of administrator/staff members employed for the unit adequate to support the unit effectively?

YES ☒ NO ☐
Security:
14. Are administrators and staff members in this unit careful in protecting the security, confidentiality, and integrity of student/staff records?

   YES ☒ NO ☐ NA ☐

If yes, provide a brief description of measures taken by the unit to insure the protection of privacy of its customers and the unit’s adherence to FERPA guidelines.
SS Numbers protected, payroll info handled only by managers

15. Does the institution take reasonable steps to provide a healthy, safe, and secure environment for this service unit?

   YES ☒ NO ☐

**SACS PRINCIPLES COMPLIANCE SURVEY**

ANY ITEMS ANSWERED WITH A NEGATIVE RESPONSE INDICATE THAT THE INSTITUTION IS OUT OF COMPLIANCE AND MUST BE ACCOMPANIED WITH A WRITTEN PLAN FOR COMPLIANCE ON THE ISSUE.

Provide discussion below for any question that was assigned a “no” answer on the Principles Compliance Survey, and then provide a plan of improvement for each of those questions in the space below. Indicate the question number, your discussion, and the plan of action.

**VII. Unit Improvements Resulting from the Planning Process**

As a result of making improvements due to requests that surfaced in the evaluation process, the unit now provides a much greater variety of food choices in a beautiful new facility that accommodates not only the needs of our students but serves the community as well. The food service staff has increased and there is a much higher demand for the food services that the unit offers.
VIII. Personal Information Sheets for Key Staff Members

PERSONAL INFORMATION SHEET

Please complete this form in order to certify preparation for the upcoming Service Review. This information sheet will be filed with the Unit's Service Report.

Name: John S. Perkins

Unit: NWCC Food Service Date: 1-23-06

Position held: Asst. Director of Food Service/Head Catering mgr.

Job Duties: Completely oversee operation of Afternoon/Evening shift & All Catering.

1. I have worked at Northwest Mississippi Community College for 7 mos. years.
2. I have worked in my current position at Northwest for 7 mos. years.
3. I have a total of 27 years of work experience.
4. List prior positions held with job duties and number of years experience in each.
   - McDonald's Corp. Crew to Training Supervisor of 5 stores
   - Owner & Operated Pecking Place Cafe
   - Night Mgr. Coleman's BBQ while attending Sr. Coll.

Highest degree held: I currently hold: (choose one of the following)

A. No formal degree
B. High School Diploma
C. Special certificate or license in Food Service (field).
D. Bachelor's degree in (field).
E. Master's degree in (field).
F. Doctorate in (field).

Accomplishments:
- 2-Serv Safe Classes
- 5 deg. W/McDonald's Int. Op Course
- Basic Operations
- Supervision, management, correspondence, book, classroom, HVAC, ALL Menu, EQUIP, Behavior, Skills, Hiring, Layout, Design, Trouble Shooting, Catering

Civic Interests/Professional Affiliations
- Sen. High School, Coached Little League, T-Ball

NWCC Committee Assignments:
- N.W.C.C. Homecoming, etc.
- Foundation Board, Catering, etc.

Signature of Employee Date

J. S. Perkins 1-23-06
PERSONAL INFORMATION SHEET

Please complete this form in order to certify preparation for the upcoming Service Review. This information sheet will be filed with the Unit’s Service Report.

Name: Gloria M. Young  
Unit: Cafeteria  
Date: 11/24/00  
Position held: Office Manager and Asst. Manager  
Job Duties: Office work and asst. of manager

1. I have worked at Northwest Mississippi Community College for 14 years.  
2. I have worked in my current position at Northwest for ____ years.  
3. I have a total of ___ years of work experience.  
4. List prior positions held with job duties and number of years experience in each.  
   Manager for 14 yrs.  
   Manager for 14 yrs.

Highest degree held: I currently hold: (choose one of the following)

A. No formal degree  
B. High School Diploma  
C. Special certificate or license in (field).  
D. Bachelor’s degree in (field).  
E. Master’s degree in (field).  
F. Doctorate in (field).

Accomplishments:

Civic Interests/Professional Affiliations

NWCC Committee Assignments:

Signature of Employee: Gloria M. Young  
Date: 11/24/00
PERSONAL INFORMATION SHEET

Please complete this form in order to certify preparation for the upcoming Service Review. This information sheet will be filed with the Unit’s Service Report.

Name: Teresa King

Unit: Food Service Date: 1-24-06

Position held: Food Production Manager

Job Duties: Food Production, inventory, Buying, managing employees, menu planning, food safety.

1. I have worked at Northwest Mississippi Community College for 42 years.
2. I have worked in my current position at Northwest for 12 years.
3. I have a total of 16 years of work experience.
4. List prior positions held with job duties and number of years experience in each.
   Business owner 3 yrs operated a business

Highest degree held: I currently hold: (choose one of the following)

A. No formal degree ________
B. High School Diploma X
C. Special certificate or license in ServSafe (field).
D. Bachelor’s degree in (field).
E. Master’s degree in (field).
F. Doctorate in (field).

Accomplishments:
   Attended and received certificate at the Culinary Institute of America in New York for school meals.

Civic Interests/Professional Affiliations


NWCC Committee Assignments:


Signature of Employee 1-24-06

Date
PERSONAL INFORMATION SHEET

Please complete this form in order to certify preparation for the upcoming Service Review. This information sheet will be filed with the Unit's Service Report.

Name: Paul Tajjoura
Unit: Food Service Date: 1-24-06
Position held: Food Service Dir.
Job Duties: Direct + manage + supervise Food Service Department.

1. I have worked at Northwest Mississippi Community College for 15 years.
2. I have worked in my current position at Northwest for 15 years.
3. I have a total of 25 years of work experience.
4. List prior positions held with job duties and number of years experience in each.
   - Lewis’s Grocery, Sunflower Deli, Bakery Mgr, 5 years, Direct, manage, supervise.

Highest degree held: I currently hold: (choose one of the following)
A. No formal degree
B. High School Diploma
C. Special certificate or license in __________ (field).
D. Bachelor’s degree in __________ (field).
E. Master’s degree in __________ (field).
F. Doctorate in __________ (field).

Accomplishments:

Have been working in the past 5 years for NWCC independent FIS and the record shows that it was a successful opportunity.

Civic Interests/Professional Affiliations

NWCC Committee Assignments:

______________________________ ______________________
Signature of Employee Date 1-24-06
PERSONAL INFORMATION SHEET

Please complete this form in order to certify preparation for the upcoming Service Review. This information sheet will be filed with the Unit’s Service Report.

Name: Rita Fay Taylor

Unit: Northwest Food Service Date: 1-23-06

Position held: Catering Manager

Job Duties:
- Catering Information Card: Help wherever needed, pick up mail
- Work Activity: Food Service, Daily Setup, Menus, Setup, Rooms for Catering Functions
- Make copies of all set forms, get prices for Catering Functions, Bill All Parties
- Make sure we have linen for all functions

1. I have worked at Northwest Mississippi Community College for 3 years.
2. I have worked in my current position at Northwest for _______ years.
3. I have a total of 23 years of work experience.
4. List prior positions held with job duties and number of years experience in each.
   - Cook & Waitress for Bryant Fish House, 5 years
   - Cashier & Store Manager for J.J. Bryant, 6 years
   - Also worked for Monroe for 11 years while working for Mr. Bryant

Highest degree held: I currently hold: (choose one of the following)
A. No formal degree
B. High School Diploma
C. Special certificate or license in (field).
D. Bachelor’s degree in (field).
E. Master’s degree in (field).
F. Doctorate in (field).

Accomplishments:
- Microsoft Office Excel and completed it

Civic Interests/Professional Affiliations
- Help with Recreation with the Optimist Club

NWCC Committee Assignments:
- Homecoming, Catering to Board & Foundation

Rita Taylor 1-23-06
Signature of Employee Date
IX. Budget Summaries

Northwest Mississippi Community College
Senatobia, Mississippi

Auxiliary Fund - Cafeteria/Conference Center

<table>
<thead>
<tr>
<th>2005-2006 Budget</th>
<th>2005 FY</th>
<th>2006 FY</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REVENUES</strong></td>
<td></td>
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</tr>
<tr>
<td>Cash Sales</td>
<td>12,000</td>
<td>45,000</td>
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<tr>
<td>Board Plan Income</td>
<td>1,070,000</td>
<td>1,247,000</td>
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<tr>
<td>Lunch Plan Income</td>
<td>18,000</td>
<td>36,000</td>
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<tr>
<td>Interdepartmental Sales</td>
<td>52,000</td>
<td>52,000</td>
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<tr>
<td>Catering Sales</td>
<td>0</td>
<td>32,000</td>
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<tr>
<td>Conference Center Room Rentals</td>
<td>0</td>
<td>30,000</td>
</tr>
<tr>
<td><strong>TOTAL REVENUES</strong></td>
<td><strong>1,132,000</strong></td>
<td><strong>1,462,000</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>EXPENDITURES</strong></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries</td>
<td>354,482</td>
<td>579,647</td>
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<tr>
<td>Retirement</td>
<td>34,562</td>
<td>62,212</td>
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<td>Social Security</td>
<td>27,118</td>
<td>44,343</td>
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<td>Worker's Compensation</td>
<td>11,840</td>
<td>19,360</td>
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<tr>
<td>Health Insurance</td>
<td>90,720</td>
<td>164,700</td>
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<tr>
<td>Other Benefits</td>
<td>6,480</td>
<td>10,800</td>
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<tr>
<td>Postage</td>
<td>20</td>
<td>200</td>
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<td>Printing &amp; Reproduction</td>
<td>100</td>
<td>4,000</td>
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<tr>
<td>Repairs &amp; Maintenance</td>
<td>5,000</td>
<td>2,000</td>
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<tr>
<td>Service Contracts</td>
<td>4,000</td>
<td>4,000</td>
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<tr>
<td>Electricity</td>
<td>22,000</td>
<td>42,000</td>
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<tr>
<td>Gas</td>
<td>11,000</td>
<td>20,000</td>
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<tr>
<td>Water</td>
<td>5,000</td>
<td>8,000</td>
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<tr>
<td>Rentals</td>
<td>13,000</td>
<td>7,000</td>
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<tr>
<td>Other Contractual Services</td>
<td>7,500</td>
<td>3,000</td>
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<tr>
<td>Advertising &amp; Publicity</td>
<td>100</td>
<td>1,000</td>
</tr>
<tr>
<td>Office Materials &amp; Supplies</td>
<td>2,000</td>
<td>2,000</td>
</tr>
<tr>
<td>Building Materials &amp; Supplies</td>
<td>3,000</td>
<td>5,000</td>
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<tr>
<td>Other Materials &amp; Supplies</td>
<td>35,000</td>
<td>35,000</td>
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<tr>
<td>Food</td>
<td>430,000</td>
<td>465,000</td>
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<tr>
<td>Sales Tax</td>
<td>1,000</td>
<td>1,000</td>
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<tr>
<td>Uniforms</td>
<td>4,500</td>
<td>4,500</td>
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<tr>
<td>Minor Equipment</td>
<td>10,000</td>
<td>2,000</td>
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<tr>
<td>Travel</td>
<td>600</td>
<td>600</td>
</tr>
<tr>
<td>Office Furniture &amp; Equipment</td>
<td>0</td>
<td>13,000</td>
</tr>
<tr>
<td>Transfer to Unrestricted Fund</td>
<td>72,978</td>
<td>(38,462)</td>
</tr>
</tbody>
</table>

**TOTAL EXPENDITURES** | **1,152,000** | **1,462,000**
### Planning Unit: Food Service

<table>
<thead>
<tr>
<th>Unit/Program Intended Outcome Objective</th>
<th>Strategy/Procedure To Achieve Outcome Activity</th>
<th>Assessment/Evaluation Results</th>
<th>Use of Results Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Provide a program of meals to meet student needs.</td>
<td>Prepare breakfast, lunch, dinner for students on daily basis</td>
<td>Meals provided</td>
<td></td>
</tr>
<tr>
<td>2. Provide catering services for the campus.</td>
<td>Catering services to be provided on an as requested basis</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Open new cafeteria spring 2005.</td>
<td>Plan for new cafeteria currently under construction</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unit/Program Intended Outcome Objective</td>
<td>Strategy/Procedure To Achieve Outcome Activity</td>
<td>Assessment/Evaluation Results</td>
<td>Use of Results Improvement</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>-----------------------------------------------</td>
<td>-------------------------------</td>
<td>---------------------------</td>
</tr>
<tr>
<td>1. To provide the best service possible to our students, faculty, staff and community.</td>
<td>1. To enhance the Food Service facilities cosmetically and accommodate the rising number of students on meal plans.</td>
<td>1. 918 resident students + commuters accommodated. No changes in facilities.</td>
<td>2. New menus, staffing plan, training program, and meal plans to be developed by Spring 2005 for opening of Haraway Center.</td>
</tr>
<tr>
<td>2. To further develop our catering services.</td>
<td>2. To develop a new in-house catering menu.</td>
<td>2a. No courses attended or food shows attended. 2b. No surveys conducted. 2c. Construction of Haraway Center underway.</td>
<td></td>
</tr>
<tr>
<td>3. Continue with the development of the new cafeteria and continue construction during 03-04 year.</td>
<td>3. To participate in Food Service Mgt. courses and vendor food shows to keep current on new products.</td>
<td>3a. New management plan implemented in response to staff changes. 3b. No catering menu developed.</td>
<td>3. New menus, staffing plan, and training programs to be developed by spring 2005.</td>
</tr>
<tr>
<td></td>
<td>4. To communicate more effectively with students to gain their input through the use of surveys.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>5. To recruit new employees and re-train current ones with better methods of cooking, serving, etc. but most importantly in food safety procedures.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Unit/Program Intended Outcome Objective
To provide the best service possible to our students, faculty, staff and community.

Continue with the development of the new cafeteria and start construction during 02-03 year.

### Strategy/Procedure To Achieve Outcome Activity
- To enhance the Food Service Departments facilities cosmetically and to accommodate the rising number of students on meal plans and other participants.
- To participate in Food Service Management Courses and Vendor Food Shows to keep current on new products and methods to better service our customer base.
- To communicate more effectively with students on meal plans and other participants to gain their input of comments and suggestions.
- To recruit new employees and re-train current ones with better methods of cooking, serving, etc. but most importantly in food safety procedures.

### Assessment/Evaluation Results
- The Food Service area has had some minor cosmetic repairs (painting, steam cleaning and lighting) before the Fall semester.
- The Food Service manager attended safety and vendor food shows.
- The Food Service department implemented a voice messaging system that informs students of daily menus.
- The Food Service Department is currently provides in-house training for its staff, which includes safety and presentations of institutional policies.
- The plan documents for the new café have been approved and advertised for bids which are to be opened on November 21, 2002.

### Use of Results Improvement
- Upon opening for the Fall semester, the food service area was cleaner and all equipment for in good working condition.
- The cafeteria continues to pass all health department inspection and the menu for the 2002-2003 school year were upgraded.
- Numerous positive remarks have been made about this new service and the phone traffic to the café has been cut into half.
- The employees are now seeing new management ideas and seemed to be much happier.
- Though the café is on the bidding table, the new facility will not be open until Fall 2004. During this construction time, the College will continue to upgrade the personnel in the department.