**Culinary Services Assessment Summary 8/10/17**

**Customer Feedback Assessments**
The following are used to assess customer satisfaction from all customers and to solicit feedback to improve performance.

1. **Skyfactor (Formerly EBI).** Survey completed annually in partnership with Housing and Residence Life. Last time completed was April 2017. Information is used to develop an action plan to improve on weaknesses identified in the survey. Feedback on this survey is very general and very critical of Culinary Services. For example, in the latest survey Culinary Services scored in the 93rd percentile for overall service and customer satisfaction, yet our overall score, on a scale of 0%-100%, was 71% which translates into needs improvement.

2. **Culinary Services Customer Satisfaction Survey.** Very detailed Culinary Services survey completed every other year. Last time completed was October 2014 and will be conducted October 2017. Incentives are random drawings for Bobcat Cash for those who participate. Information is used to develop an action plan to improve on weaknesses identified.

3. **Culinary Services Development Committee (CSDC).** Student focus group with student representatives from Student Senate, off campus, Residence Life, sustainability, and Culinary Services that meets monthly during the academic year with the Culinary Management Team to discuss upcoming projects and events as well as solicit immediate feedback. Incentives are a free meal after the meeting and sampling of new menu items during select meetings. Feedback leads to the continuous improvement in our daily service and helps guide our future projects. For example, Southside Espresso was a direct result of feedback from this group.

4. **Comment cards.** Customers may complete a customer comment card on line or on a paper form at any time. We take these comments seriously and act accordingly where possible to address any customer comment and/or suggestion. Customers receive a written response to their comment or suggestion. Comment cards are solicited continuously.

**Operational Assessments**
The following are used to assess its operational performance versus the benchmarks and best practices of competing entities and established legal guidelines.

1. **National Association of College and University Food Services (NACUFS) Operations Performance Benchmarking Survey.** A comprehensive annual survey completed by approximately 150 Colleges and Universities across the nation used to benchmark our financial performance against other Colleges and Universities. These statistics are used to complete annual reports for the Board of Trustees and create strategies to focus on areas which need improvement. The last survey was completed in January 2017.

2. **NACUFS Salary Survey.** Allows Culinary Services to compare our salaries against our peers. This is an online survey completed every other year during odd years.

3. **Retail Price Comparison.** Compares our retail prices against local and university retail operations. Price comparisons are completed annually and the latest comparison was completed in May 2017. We do collaborate with our vendors to gather of pricing information at other colleges and universities. Information is used formulate a competitive pricing strategy.

4. **Monthly Profit and Loss Statements.** Assesses on a monthly basis each operations financial performance, make sure we are meeting our budget goals and allow us to make adjustments where needed to keep us on track to meeting and exceeding our financial goals.

5. **Safety Audits.** Assesses the safety of the Culinary work environment twice per year. Areas needed improvement are addressed immediately.
6. Athens City/County Health Department Inspections. Assesses the food handling and cleanliness of all Culinary Operations to ensure compliance with the Ohio Food Code. One Hazard Analysis Critical Control Point (HACCP) inspection is conducted annually by the Athens City/County Health Department as well as an annual standard inspection. All inspections unannounced. All deficiencies must be corrected within two weeks.

7. Ohio Department of Agriculture (ODA) Inspection. Assesses the food handling and cleanliness Central Food Facility to ensure compliance with the ODA regulations. Unannounced inspections at least once per year. All deficiencies must be corrected within two weeks.

8. Ohio University Internal Audit. Assesses all Culinary operational procedures to ensure compliance with laws and university policies and procedures. All deficiencies are corrected before the deadline set by internal audit. Completed every five years and last audit was June 2015.

9. EMG Report. Assesses the physical facilities of all Culinary Operations. This assessment is done as needed with the last one taking place May 2016. The results were used to design a long term maintenance and replacement program.

10. External Peer Review. An outside peer assessment of our Culinary Operations using the NACUFS Professional Practices Manual. These are done as needed and the last assessment was completed in March 2009. Results were used to design an action plan to correct deficiencies and improve our culinary program.

11. Daily Sales Reports. Track daily sales reports of our retail operations and used to compare our performance against the budget and previous years sales.

12. Weekly Plate Counts. Track weekly plate counts in our dining hall operations and used to calculate productivity ratios which allows us to compare our performance versus established benchmarks. Deficiencies are corrected in a timely manner.

**Employee Development and Assessments**

The following are used to develop and assess Culinary Services employees.

1. Food Service Worker Training and Testing. Assess and educate newly hired Bargaining Unit staff in Culinary operations. This is conducted as needed.

2. Bargaining Unit Employee Testing. Assess Bargaining Unit Employee readiness for promotion. This is done as needed and the most senior employee passing the exam is promoted.

3. ServSafe. Educate and certify staff in safe food handling. Must receive 75% or better on exam for certification. Classes taught two to three times per year.

4. Securing the Human. Assess the knowledge of and educate our staff in the areas of safeguarding data and PCI compliance. Online training conducted annually.

5. Student Leader Class (RHT 1050). Educate student leaders to perform effectively and develop them professionally. Class taught fall and spring semesters.

6. Production manager internship. Educate and professionally develop exceptional student employees to assist and perform production manager duties. Program offered fall and spring semesters.

7. Dietetic internship program. Educate and professionally develop masters level students accepted into the College of Health Sciences and Professions internship program. Educational rotations are done throughout the year.

8. Performance evaluations. Assess individual performance against departmental goals and to set goals for next year. These are completed annually.