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Palau Community College is an accessible public educational institution helping to meet the technical, academic, cultural, social, and economic needs of students and communities by promoting learning opportunities and developing personal excellence.

Non-Academic Program Three Year Review

Service Area

Cafeteria

Period of Three Year Review

January 2012 – December 2014

NAME/TITLE/SIGNATURES:

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Date: 03/31/15

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Date: 4/1/15

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Date: 4/1/15

Received by Institutional Research Office on:	date	Name and Initial of receiving personnel
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Purpose:

Program review at Palau Community College is a process that provides an extensive evaluation of academic and non-academic programs on a three year basis. The results of yearly assessments (using the FAMED process) are compiled into the one three year review cycle.

The purpose of program review is to evaluate program sufficiency to allow definite strategies to be developed for major revisions, to provide information for consideration when decisions are made, and to develop recommendations to improve institutional effectiveness.

Instructions for completing the form:

1. Type your text into the boxes. The text boxes will expand to accommodate the amount of text spaces you need.
2. Individual instructions are included before each section.
3. Submit your completed Program Review in both hard copy and electronic copy format to the Institutional Research Office.
4. Be sure to keep both hard and electronic copies for yourself.

Summary Report

Service Area Mission and Functions - Cafeteria unit exist to provide three healthy meals everyday to students residing at the student housing. Student housing residents during each semester in a school year pays for three meals everyday during the semester. The Cafeteria provides these meals regardless a student decides to dine at the dining hall or dine somewhere. The mission of this unit is to provide three healthy meals a day in a clean and conducive environment to help promote the academic, cultural and social needs of students. The unit believes that a student who is fed well with healthy food will be able to study and learn well, be active in his/her learning, and to be able to participate well in his/ her school work and activities. The unit provides healthy local food to promote the cultural part of learning where students are able to experience other dishes common to Palau and other Micronesian entities. The dining hall is a place where students socialize with others, make new friends and promote understanding and respect of other cultures.

The service area is also responsible to cater for all activities and functions of the college. Such activities are Thanksgiving luncheon for students, faculty, staff and administrators; Christmas luncheon for the entire college; Endowment Fundraiser luncheon; students clubs and organization activities; and college meetings and trainings. The service area makes available catering services for outside community request. Such request range from individual request to catering pre-packed meals for functions like the Women Conference which is held every year and other hosted conferences and trainings for other governmental ministries. Catering services allows the service area to generate funds to the college.

Trend Analysis – In 2012, the Cafeteria unit prepared, cooked and served 109,608 meals to students residing at the college housing; in 2013 it served 104,580 meals; and in 2014 it served 102,555 meals. There was a decrease of prepared, cooked and served meals from 2012 to 2013. From 2013 to 2014, the numbers was also decrease of prepared, cooked and served meals. The decreasing of number of meals depends on the number of students residing at the college housing. More residents will require more meals and fewer residents will require fewer meals. The trend within this three year period is considered decreasing because the number of students residing at the college housing was lower than a ¼ of the 109,608 meals in 2012.

This service area had always catered food for college activities and functions. In 2012, the service area provided services to sixty-two (62) college requests ranging between twelve (12) and 1200 servings/pre-packed meals. In 2013, the service area provided services to fifty-seven (57) college requests ranging between six (6) and 800 servings/pre-packed meals. In 2014, the service area provided services to one hundred and twenty-seven (127) college requests ranging between six (6) and 1,043 servings/pre-packed meals. There was a decrease of request between 2012 and 2013. On 2014, the number of request increased dramatically. The data showed that the major functions of the college, such as the Thanksgiving luncheon, Christmas luncheon, Endowment Fundraiser activities, Vocational Career day and the college Charter Day continued in this three year period, in addition, Request of students clubs and college department/program meetings increased. Reasons for less request of catering services from 2012 to 2013 were probably due to cost and other goals and objectives that need to be met by departments/programs which required funding. The reasons are not very clear at this time, it is important for this service area to assess this particular service to know reasons why there were almost 1/4 decreases in 2013. Cafeteria will continue to provide this service to the college community; will begin assessing this particular service for improvement and to know the exact factors of decrease/increase in the future.

The cafeteria also had always catered for the outside community requests. In 2012, cafeteria received sixteen (16) outside work orders ranging between twenty (20) and 600 servings/pre-packed meals and

provided the requested services. In 2013, the service area received forty-eight (48) outside work orders ranging between twenty (20) and 500 servings/pre-packed meals and provided the requested services. In 2014, the service area received fifty-three (53) outside work orders ranging between twenty (20) and 500 servings/pre-packed meals and provided the requested services. The trend of requested outside work order increased during this three year period, there was almost $\frac{1}{4}$ increase in 2013 requests from the 2012 requests. On 2013 to 2014 there were also $\frac{1}{4}$ increases of requests. The service area does not have clear reasons why there was a big difference of requests between 2012 and 2014. Again, cafeteria will continue to provide services for outside community requests, will begin to assess this particular service for improvement and to know the exact factors of decrease/increase in the future.

In 2012, 2013 and 2014, cafeteria remains with one food service supervisor, six classified staff that is food service coordinator, lead cook, cooks and supply clerk. The staffing trend remains steady during these three years. During this three year period, additional supports were made available through College Work Study (CWS) and Workforce Investment Act (WIA). In 2012, there were twenty four (24) CWS and WIA workers working one-fourth time / half-time to provide technical assistance; in 2013, there were twenty seven (27) CWS and WIA workers working one-fourth time / half-time to provide technical assistance; and in 2014, there were twenty one (21) CWS and WIA workers working one-fourth time / half-time to provide technical assistance at the cafeteria. The trend of CWS and WIA workers remain steady during this three year period.

Outcomes – The only function of this service area with developed goals and objectives, assessment of goals and objectives, analysis of data and using data for improvement is the function of student meals. The unit developed goals and objectives where assessment are taken place and results are used for improvement in the function of catering services of college activities and functions and catering services for community requests. Assessments are conducted twice a semester, from the beginning and towards the end of the spring and fall semesters. According to client's satisfactory survey on spring of 2012, 56.8% of clients were satisfied with the three healthy meals provided by the service area; 54.8% of clients were satisfied and agreed that the unit provided a clean and conducive environment to ensure their safety. On fall of 2012, 54.6% of clients were satisfied with the three healthy meals provided by the service area; 65.3% of clients were satisfied and agreed that the unit provided a clean and conducive environment to ensure their safety. On 2013, during the spring semester 76.18% of clients were satisfied with the three meals provided by the service area; 74.45% of clients were satisfied with and agree that the unit provided a clean and conducive environment to ensure their safety. No data for fall of 2013 due to assessment revision, but the unit continued to conduct assessments on 2014; during the spring of 2014 37.55% of clients were satisfied with the three healthy meals provided by the service area; 39.08% of clients were satisfied and agreed that the unit provided an clean and conducive environment to ensure their safety; On fall 2014 34.52% of clients were satisfied with the three healthy meals provided by the service area; 36.37% were satisfied and agreed that the unit provided a clean and conducive environment to ensure their safety. During this three year period the percentages shows that between 2012 and 2013 clients satisfaction increased by $\frac{1}{4}$ and decreased on 2014. Although, the assessment was not conducted on fall of 2013 due to the revision of the assessment tool, assessment was not implemented for fall of 2013 due to that reason. But, the cafeteria unit will continue to provide services, assess the services, and make changes when necessary.

Breakdowns of assessment results twice each semester is found under Appendix A

- Outcomes #2, page 11- 12.

During summer semesters, a suggestion box was also implemented to receive client's feedback on recommended kinds of food and recommendation of how the service area may improve its services till scheduled assessments are being assessed. Majority of clients recommended for bigger portion of food served during meals and to change menu every week. Cafeteria personnel have improved the portion of

served during meals and to change menu every week. Cafeteria personnel have improved the portion of food served during meals and creating menus to accommodate clients' requests. Even though there are months gone by without one client suggestion, the unit will continue to make it available to allow clients to make suggestions and recommendations along the way and not necessarily have to wait for the scheduled assessment.

Personnel Data – From 2012 to 2014, the unit had one full-time food service supervisor with a high school diploma hired by the college in November of 1998. This individual came to the college with work experience of thirteen (13) years from Palau Pacific Resort as Sous-Chef and Hawaii – Matteo's Restaurant as Executive Chef. The unit had one full-time food service coordinator hired by the college in November of 1990. This individual came to the college with work experience of five (5) years from Palau Pacific Resort as baker and pastry chef. One full-time lead cook with a high school diploma hired in February 1989 with work experience of four (4) years from the Palau Old Age Center as a cook. There are three (3) full-time cooks – one with a high school diploma hired in January of 2003 with work experience of twenty-one (21) years at Palau Nikko Hotel as a cook; one with a high school diploma hired in April of 2009 and was pronounced deceased on June of 2013; and one with an Applied Associate of Science degree in Tourism and Hospitality Food & Beverages who was hired in October of 2009 and was resigned on May of 2013. One was hired on May of 2013 with an Applied Associate of Science degree in Tourism and Hospitality Food & Beverages after a internship program at the cafeteria to fill the vacant position of a cook that resigned on May of 2013 ; one with a high school diploma with an experience at Maui Job Corp. Cafeteria as a full time cook for 1 year which of whom was hired to fill the vacant position of a cook who was pronounced deceased on June of 2013; one with a high school diploma with seventeen and a half (17 ½) years experience at Palau Pacific Resort as a cook for ten and a half (10 ½) years and as a Japanese Sous-Chef for seven (7) years which of whom was hired to fill the vacant position of the cook who was transferred. The unit also had a full-time supply clerk hired in May of 2008 and was pronounced deceased on November of 2013; on December of 2013 a cook from the unit hired on May of 2013 with an Applied Associate of Science degree in Tourism and Hospitality Food & Beverage was transferred and held the position as a supply clerk.

The description of duties for every personnel within this service area is found under Appendix A – Personnel #1, page 12.

This unit remained to be under staffed. Based on the unit area functions and trend analysis, the cafeteria needs additional cook to support its daily operations and services to its clients. Currently, there are two working shifts for this unit. The first shift begins at 5:00 am to 2:00 pm and the second shift begins at 11:00 am to 8:00 pm. With the five (5) personnel responsible for preparing, cooking and serving meals to students with the two working shifts, cafeteria remains to have only one personnel during the hours of 2:00 – 8:00 pm on Tuesdays to Wednesdays and on Saturdays to Sundays each week. In the event that the one personnel on duty from Tuesday to Wednesdays and on Saturdays to Sundays at 2:00 – 8:00 pm is sick or runs into any emergencies, the cafeteria will be left without any personnel preparing daily meals for students during the evening hours. For the cafeteria unit to provide three healthy meals everyday and to keep the cafeteria clean and safe environment for students, it requires more than one personnel to cover any shifts between its operating hours of 5:00 am and 8:00 pm. In December of 2014, the Food Service Supervisor requested to hire an additional cook to help support the shortage of personnel. As of now applicants are being interviewed, hiring additional personnel will help support and provide needed services to unit's clientele. If the unit hires one additional cook, it will allow the unit to continue providing adequate services; will allow personnel to go on sick leave when ordered by physicians; will allow personnel to enjoy their annual leaves; and in the event of emergencies, someone will always be available to cover shifts.

All unit personnel have adequate skills required to support the service area. Throughout this three year period, unit's personnel have attended workshops and trainings to be reminded with and/or upgrade their skills and knowledge to continue to better their services to students, college community and outside community. Cafeteria personnel (cooks) are required by law to undergo complete medical check-up annually to ensure that each one is free from any communicable diseases that may be transferable to other personnel and/or clients.

Professional Development Activities – Cafeteria unit personnel attended the Expanded Food and Nutrition Education Program & Food Technology on July 15 - 23, 2013; attended the Convocation Program on August 14, 2014, and an interned student received an associate of applied science degree and was hired as a full-time cook and later transferred as supply clerk. The seven personnel of cafeteria unit are members of the college Classified Staff Organization (CSO) since its inception in 2007 or when hired by the college. The food service supervisor was the very first elected vice president of CSO and held the office for several years. Cafeteria's professional development needs are personnel needs to continue attending customer service trainings twice a year to be refreshed with skills and tips of providing best services; culinary trainings/workshops/conferences is an important activity to attend to learn different ways and styles of food preparations, food tastes, food security and safety, and for client's satisfaction. The unit is not necessarily requesting for culinary trainings outside of Palau, however, when such training becomes available here, the unit would hope to send its personnel to attend.

Facilities and Equipment – The cafeteria's work space is adequate to support the kitchen part, storage, office, dining room and the general space area for bigger functions. However, the roof and ceiling parts of the area needs major renovations. During rainy days, the leaks bring in water which makes it unsafe to walk on the floor. The broken pipes of air-conditioning units and small opening on the roof top allowed rats to enter into the building. With rats' infestation, the unit will not be able to provide adequate security and safety for stored food products, cooked food, clean utensils, clean environment, and the safety and security of clients. The cafeteria environment should be clear of any infestation and should be clean at all times to make sure that the unit goals of clean and conducive environment and healthy meals are provided every day.

Cafeteria possessed adequate equipments to support its services. The unit procured an oven (Range, 595-207 Valve Control 36"W, 1 std Oven 4 Cast Iron Burners, 12" Griddle) for the unit. This procurement is a result of the first program review of the unit. The item was received on October of 2013 and it has improved the unit's services to its clients. The unit will continue to assess the strength and capability of its equipments and will be making procurement when necessary.

The service area generates revenue into the college. Through its outside community catering services, the college is able to bring in revenue to help support the cafeteria and other college goals and plans. More information of estimated revenue through this service may be inquired from the college business office.

Evaluation of previous Goals/Activities from the previous Program Review – The second review covered the period of 2012 - 2014. There were three action plans as a result of the second review. 1. Hire additional staff; 2. Staff to attend culinary trainings and other related activities; and 3. Replace kitchen equipments. The unit requested to hire addition cooks to fill up. Therefore, the first action plan was implemented therefore a cook was hired on February 10, 2014 and an ongoing interview with applicants for the vacant position of a cook is in process. The second action plan was implemented; the units' personnel attended the Expanded Food and Nutrition Education Program & Food Technology on July 15-23, 2013 conducted by the college's Cooperative Research & Extension unit. Although some

culinary training are available outside of Palau, however, the unit would like to attend more and learn more from trainings with topics common to the local community and region to serve its clients mainly from Palau and Micronesia. Attending Customer service training in a yearly basis to learn how to deal with difficult customers will help and improve with the unit's client's satisfaction. The third action plan was implemented, the equipment was not available at Palau's local vendors; the college procured the equipment through a local vendor and the item was received on October 3, 2013, and it has improved the units' services.

Service Area's Major Strengths and Improvement Needs – One of the unit's major strengths is team work. Under staffed and short-handed all the time providing hundreds of meals daily and meeting demands of the college community and outside community work orders, the unit has been able to pull its personnel resources, prioritized its goals, and work as a team to continue providing adequate services to all its clients on a timely manner. Open communication is also a major strength among the unit's personnel. The open communication between the staff has allowed the unit to perform major work orders on time and great accomplishments. Even though under staffed and over worked, personnel continue to help one another when someone needs to apply leave due to sickness or other pressing matters.

Cafeteria will be able to make more improvement to support its goals and objectives when one additional cook is hired to help support the current staff who are overloaded; renovate the facility immediately to avoid accidents during rainy days, to avoid food poisoning from rats' infestation; to provide personnel/clients/products' safety and security; and send personnel to attend culinary trainings or bring in experts to provide the trainings and to equip the unit with new equipments to replace out dated/ broken equipments.

Action Plans – To continue providing adequate services and support to unit's clientele, the cafeteria is greatly in need of additional staff (1 cook). A resource needed to hire this cook is estimated at \$10,000.00 per annum. Hiring an additional cook will allow the unit to continue providing required services to residents of the college housing, college community and outside community requests. It will also allow the current employees to be able to take their annual and or sick leave when needed. The current practice is when a cook is out sick or need to take an annual leave for personal matters; the food service supervisor can't schedule a hired cook to cover the shift needing a cook. Therefore, the food service supervisor comes in to do the work. Another important reason to hire additional staff is in the event of an emergency at work. Several months ago, a cook scheduled to work alone during shift 2 to prepare meals for dinner got ill and called in sick, as advised by physician for a week and Reasons like these require additional staff to ensure that during emergencies, the service area will continue to provide the required services and support to its clientele.

To continue providing safe and secured environment and food products, an action plan of cafeteria renovation is required immediately. The renovation of the facility will ensure safety and security of the personnel and all clients. This will stop the rain water from entering the premises during rainy days; stop the rats from entering the cafeteria through broken pipes, holes on the ceiling and walls; and will ensure the safety and security of stored/cooked food products. An estimated cost of the renovation is around \$5,000.00.

It has been a request and recommendation of the current cooks to attend culinary trainings or bring in an expert to provide such training at the cafeteria. This training will allow the staff to provide a much wider variety of food to clients and also will allow the staff to learn to make more different variety of dish from local products grown here in Palau. An estimated cost for this training is around \$3,000.00.

The unit will continue to request the Human Resource Division to provide customer service training at least twice a year for cafeteria staff. It is important to attend this training to stay educated, be reminded, and upgrade skills to continue providing adequate services to unit's clients. At no cost, Human Resource Division had provided this training and will continue to provide the training to the unit.

The unit continues to assess the services provided to the residents of the college housing. The next plan is to develop the goals and objectives of the services for college community catering request and outside community catering request. The unit will assess these functions and will use data to make necessary changes when need arise. There is no required cost attached to this plan. The unit will work with the Accreditation Liaison Officer and the Institutional Researcher to develop goals and objectives, create assessment tools, assess, evaluate, and implement changes.

The unit request to replace outdated/ broken equipments that is required to provide services to its clients, such equipment is a deep fryer. The unit's deep fryer has been out of order for three (3) years, outside clients request for deep fried meals are being turned down due to lack of equipment to support such requests that exceeds limited quantity. An estimated cost for this equipment is around \$5,000.00

Resource Request – The resource request below is based on program review results, client satisfactory survey, and suggestion box comments. The requests have been identified and explained throughout this report.

- Personnel – additional one (1) cook, estimated amount request is \$10,000.00 per annually for one (1) cook, see summary of action plan on page 17-18.
- Facility – renovate roof and ceiling, estimated amount request is \$5,000.00, see summary of action plan on page 17-18.
- Training – culinary training and customer service training, estimated amount request is \$3,000.00, see summary of action plan on page 17-18.
- Equipment – request for a new deep fryer, estimated amount request is 5,000.00, see summary of action plan on page 17-18.

Total amount of \$23,000.00 is requested to hire additional staff, renovate the roof and ceiling, to make trainings available for the cooks and for a new deep fryer to replace out dated fryer.

Appendix A: Service Area Review Assessment Data

MISSION OF SERVICE AREA

1. State the purpose (mission statement) of this service area.

To provide three (3) healthy meals a day in a clean and conducive environment to help promote the academic, cultural and social needs of students.

2. How does the purpose (mission statement) of the service area support the overall institutional mission statement?

The purpose of this service area is to provide healthy meals to support the academic, cultural and social needs of students; with healthy support, students would be able to succeed in their educational goals.

SERVICE AREA FUNCTIONS

1. List the principal functions/services of this service area.

- Provide three healthy meals a day to students
- Provide catering services to other college activities/functions
- Provide catering services to accommodate community requests

2. Provide goals and objectives of each function/service.

- Goal 1 – the unit provides three (3) healthy meals a day to students.
- Goal 2 – the unit provides a clean and conducive environment to ensure safety of its clients

TREND ANALYSIS

1. Use the data provided to indicate trends for each of the following measures:

Service Area	Service Provided	Service Clientele	2012	2013	2014
Student Meals	Prepared, cooked, and served breakfast, lunch and dinner	College Housing and Outside Residents	Meals provided in spring – 46,512 for 102 students in 152 days; summer – 9,699 for 53 students in 61 days; fall – 53,397 for 125 students: 112	Meals provided in spring – 46,206 for 102 students in 151 days; summer – 12,627 for 69 students in 61 days; fall – 45,747 for 103 students: 98 dorm residents	Meals provided in spring – 42,582 for 98 students: 94 dorm resident and 5 outside residence in 151 days; summer – 10,248 for 56 students in 61 days; fall – 49,725 for 109

			53,397 for 125 students: 112 dorm residents and 13 outside residence in 153 days Total – 109,608 meals	for 103 students: 98 dorm residents and 5 outside residence in 153 days Total – 104,580 meals	students in 61 days; fall – 49,725 for 109 students: 108 dorm resident and 1 outside residence in 153 days Total – 102,555 meals
Catering Services (College Activities and Functions)	Prepared, cooked and packed food items	College Activities & Functions Participants	62 Catering Requests ranging between 12 and 1200 servings / pre-packed meals	57 Catering Requests ranging between 6 and 800 servings / pre-packed meals	127 Catering Requests ranging between 6 and 1,043 servings / prepacked meals
Catering Services	Prepared, cooked and packed food items	Community Members	16 Catering Requests ranging between 20 and 600 servings / pre-packed meals	48 Catering Requests ranging between 20 and 500 servings / pre-packed meals	53 Catering Requests ranging between 20 and 500 servings / pre-packed meals

2. Use data provided to indicate trends in staffing:

Staffing	Supervisory Level	Classified Level	Student Workers
2012	1	6	24 ¼ & ½ half-time
2013	1	6	27 ¼ & ½ half-time
2014	1	6	21 ¼ & ½ half-time

OUTCOMES

1. Provide the following information for each service/function within this area:

Area Service/Function	Outcome Developed	Have outcomes been assessed?	Has assessment data been analyzed?	Has the data been used for service area improvement?
Student Meals	Yes	Yes	Yes	Yes
Catering Services (College Activities and Functions)	No	No	No	No
Catering Services (Community Requests)	No	No	No	No

2. Report the assessment results of the services from the yearly assessments for this review period.

Year	Goal/Objective	Date of assessment	Assessment results	Strategies to meet objectives
2012	Goal 1: The unit provides three healthy meals a day to students.	<ul style="list-style-type: none"> • February 28, 2012 • May 2012 • October 9, 2012 • December 10, 2012 	<ul style="list-style-type: none"> • 48% • 65.67% • 62.8% • 46.4% 	<p>Objective: 55.47% of clients are satisfied</p> <p>Objective was not met; therefore necessary changes will be made from service in order to reach 60% or better of satisfaction.</p>
2013	Goal 1: The unit provides three healthy meals a day to students.	<ul style="list-style-type: none"> • April 4, 2013 • May 14, 2013 • Assessment was not conducted during Fall 2013 due to revisions of assessment tools 	<ul style="list-style-type: none"> • 73.8% • 78.55% • no data • no data 	<p>Objective: 76.18% of clients are satisfied</p> <p>Objective was met during the spring semester, therefore we continue to provide services</p>
2014	Goal 1: The unit provides three healthy meals a day to students.	<ul style="list-style-type: none"> • March 24, 2014 • May 2014 • October 6, 2014 • December 2014 	<ul style="list-style-type: none"> • 41.12% • 33.98% • 35.06% • 33.98% 	<p>Objective: 36.04% of clients are satisfied</p> <p>Objective was not met; therefore necessary changes will be made from service in order to reach 60% or better of satisfaction.</p>
2012	Goal 2: The unit provides a clean and conducive environment to ensure safety of its clients.	<ul style="list-style-type: none"> • February 28, 2012 • May 2012 • October 9, 2012 • December 10, 2012 	<ul style="list-style-type: none"> • 43% • 66.6% • 72.4% • 58.2% 	<p>Objective: 60.05% of clients are satisfied</p> <p>Objective was met therefore we continue to provide services</p>
2013	Goal 2: The unit provides a clean and conducive environment to ensure safety of its clients.	<ul style="list-style-type: none"> • April 4, 2013 • May 14, 2013 • Assessment was not conducted during Fall 2013 due to revisions of assessment tools 	<ul style="list-style-type: none"> • 74.35% • 74.55% • no data • no data 	<p>Objective: 74.45% of clients are satisfied</p> <p>Objective was met during the spring semester, therefore we continue to provide services</p>

2014	Goal 2: The unit provides a clean and conducive environment to ensure safety of its clients.	<ul style="list-style-type: none"> • March 24, 2014 • May 2014 • October 6, 2014 • December 2014 	<ul style="list-style-type: none"> • 43.64% • 34.52% • 38.22% • 34.52% 	Objective: 37.73% of clients are satisfied Objective was not met; therefore necessary changes will be made from service in order to reach 60% or better of satisfaction.
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PERSONNEL

1. List the information requested below for all full-time and part-time personnel.

Position	Status (FT/PT)	Highest Degree	Initial Date of Hire	Description of duties
Food Service Supervisor	Full Time	HS Diploma	11/23/98	<ul style="list-style-type: none"> • Ensure Cafeteria food is of the highest possible standard by applying expertise and professionalism in the planning of menus, purchasing, quality and quantity of foodstuff within budget parameters and by maximizing best possible purchasing opportunities. • Responsible for developing and implementing a rigid portion control system for each food type and will ensure that his/her staff understand and comply with the system at all times. • Responsible for the overall quality of the meals and will supervise the preparation, cooking, and presentation. • Scrupulous attention to cleanliness, safety and sanitation throughout his/her areas of responsibility is paramount and it is expected that the supervisor will personally review the food service and food storage areas at least once per day to ensure highest possible standards are being maintained. • Responsible for the planning, preparation and coordination of work schedules and shift assignments. • Supervisor will report to the attention

				<p>maintained.</p> <ul style="list-style-type: none"> • Responsible for the planning, preparation and coordination of work schedules and shift assignments. • Supervisor will report to the attention of Director of Finance any improvements to methods, quality, cost effectiveness or other issues which he/she believes will enhance the Food Service on campus. • Administrative requirements of this position include the ordering of the required food items, maintaining the required records of purchases etc, maintaining inventory control on all food items supplies and equipment. • Responsible for the preparation and timely submission of a Monthly Report and Inventory Report and will assist in the preparation of an annual budget for the Food Service operation. • Supervisor will report to Director of Finance and Vice President Administration in establishing these systems and policies.
Food Service Coordinator	Full Time	C.A.	11/17/90	<ul style="list-style-type: none"> • Responsible for the identification of workload needs for his/her shift operation and the overall supervision and coordination of all food preparation and cooking within the prescribed menu schedule. • Responsible for monitoring and direct supervision of the system of portion control for each foodstuff and will bring to the Food Service Supervisor's attention any discrepancy in either quantity, quality of food, and wastage, together with recommendations on solution of the problem. • Perform lead person food service duties and supervise and coordinate the preparation, cooking, and dispensing of meals during a designated work shift. • The incumbent requests to the Supervisor for foodstuffs and other supplies as required for his/her shift. • Maintains a high level of morale, job satisfaction and performance output by providing consistent positive leadership, training and encouragement for staff under his

				control ensuring they have clearly defined achievable objectives and that they receive appropriate personal development, recognition and rewards.
Lead Cook	Full Time	HS Diploma	2/26/89	<ul style="list-style-type: none"> Responsible for planning the preparation and cooking schedule so that the required meals are available for serving at the correct time. Responsible for assisting in minimizing wastage and will communicate closely with the shift Food Service Coordinator to ascertain as near as possible exactly how many meals will be required. Responsible for the washing of all dishes, pots, utensils etc. and the cleaning tasks in the kitchen and cafeteria to sustain the highest possible standards of hygiene and sanitation. The Lead Cook brings to the attention of the Coordinator or Supervisor any equipment which requires repair/replacement in order to maintain serviceability or for hygiene reasons. The incumbent will act in the absence of the Food Services Coordinator. He/she will supervise cooks and Work Study students as required.
Cook	Full Time	HS Diploma	1/25/03	
Cook	Full Time	HS Diploma	4/24/09 Deceased 6/30/13	
Cook	Full Time	A.A.S.	10/19/09 Resigned 5/1/13	
Cook	Full Time	A.A.S	5/20/13	
Cook	Full Time	HS Diploma	8/5/2013	
Cook	Full Time	HS Diploma	02/10/14	
Supply Clerk	Full Time	C.A.	5/12/08	<ul style="list-style-type: none"> Assist the Food Service Supervisor in the processing of purchase orders and

			Deceased 11/3/14	work orders in accordance with College policies and procedures.
Supply Clerk	Full Time	A.A.S	5/20/13 Transferred 12/02/13	<ul style="list-style-type: none"> • Assist with inventory checks and the issue of domestic supplies and maintain supply facilities clean and tidy. • Assist Food Service Supervisor in managing, coordinating, and supervise all purchases for the cafeteria and update the annual inventory. • Responsible for the purchase and control of food stuff purchases for the cafeteria and issuing daily request from Food Service Coordinator. • Assist in receive, unload and inspect deliveries for quantity and ensure the merchandise is in good and serviceable condition. • Ensures stock and materials held in Supply Storeroom are maintained in good condition by observing sound stock-keeping practices, carrying out frequent dusting and cleaning of facilities. • Perform other duties assigned by her supervisor and designee.

2. Is the number of personnel adequate to support the service area? If no, explain based on assessment results or in any other related college plan(s).

No, based on the unit's service functions and trend analysis, the unit needs additional staff to support its services.

3. Do available personnel possess adequate skills required to support the service area? If no, explain based on assessment results or in any other related college plan(s).

Yes.

PROFESSIONAL DEVELOPMENT AND ACTIVITIES

1. List professional development activities that personnel in this service area have participated in during this review period? (List such things as conferences, courses, workshops, degrees, etc.)

- Expanded Food and Nutrition Education Program & Food Technology (July15 – 23, 2013)
- Convocation Program (August 14, 2014)

2. In what professional organizations (related to work position) do personnel in this service area participate?

Organization	No. of Personnel Participating	Office Held (if any)
Classified Staff Organization	7	N/A

3. Do any personnel need professional development in order to improve services in this service area? If so, list those areas of need. Base this response on assessment results or in any other related college plan(s).

- Yes, personnel need to continue attending customer service trainings from time to time in order to continue providing satisfactory service to clientele.

FACILITIES AND EQUIPMENT

1. Are available general use facilities, such as office and work spaces, adequate to support the service area? If no, provide response based on assessment results or in any other related college plan(s).

Yes, the work space is adequate, however, assessment results shows renovation work is needed for the roof and ceiling. It's leaking when it rains which makes it unsafe to walk on the floor.

2. Is available equipment adequate to support service area objectives? If no, provide response based on assessment results or in any other related college plan(s).

Yes.

3. Does the service area generate revenue? If yes, how?

Yes, the community catering services brings in revenue to the college.

EVALUATION OF PREVIOUS PROGRAM REVIEW ACTION PLANS

Indicate the status of the previous program review action plans:

Action Plan Activity/Objectives	Status Complete/Ongoing/Incomplete	Remarks
Hire additional staff	Complete Ongoing	<ul style="list-style-type: none"> • The unit hired 1 cook on February 10, 2014 • In need of one more cook, applicants are being interviewed
Staff to attend culinary trainings and customer service trainings	Complete	<ul style="list-style-type: none"> • Staffs attended the Expanded Food and Nutrition Education Program & Food Technology on July 15 – 23, 2013 conducted by PCC – Cooperative Research & Extension

Replace kitchen equipments	Complete	<ul style="list-style-type: none"> RQ date – April 16, 2013, Check #89134 in the amount of \$4,395.00 Item was received on October 3, 2013
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SERVICE AREA STRENGTHS AND IMPROVEMENT NEEDS

1. List and explain service area strengths

Team work and open communication is the key to complete daily tasks. We prepare three healthy meals a day and inter/outside work order on a timely matter. Even though, we are short of staff, we still get all major college function and community request done on time. We prioritize our work and work as a team.

2. List and explain service area improvement needs

- Hire one additional cook, to provide adequate service and support to its clientele.
- Customer service training, to be able to handle difficult customers and their complains
- Renovation of facility, for the safety of the personnel and clienteles
- Equip cafeteria with new cooking equipments, to replace damage and outdated equipments

SERVICE AREA ACTION PLANS

Based on this program review results, describe the program action plan for the next three (3) academic years. Include necessary resources.

Action Plan Activity/Objectives	How will this action plan improve services?	Needed Resources (if any)	Timeline
Hire additional staff	Additional staff will allow the cafeteria to provide adequate service and support to its clientele.	Personnel salary	ASAP
Trainings for Cooks	Culinary trainings will allow the cooks to provide a much bigger variety of food to clientele. Customer Service Training	\$3,000.00	Year round
Renovation on the facility	Renovation of the facility will ensure safety and security to the cafeteria personnel and clienteles during rainy days; stop the rats from entering the cafeteria through the broken pipes, holes on the ceiling and walls; and ensure safety of stored food products.	\$5,000.00	ASAP
Develop Goals and Objectives for college	This plan will allow the unit to assess its functions' services, to know what needs	0.00	ASAP

community and outside community catering services	to be improved and what changes needs to take place to continue satisfying clientele.		
Equip the unit with a A new deep fryer	To take on clients request for deep fried Meals, those exceeds limited quantity. And, to allow the service area to improve its weekly menu.	\$5,000.00	ASAP

RESOURCE REQUEST

Type of Resource	Description	Estimated Amount Requested	Justification
Personnel	Hire 1 additional cook	\$10,000.00 per annum	An additional personnel is in need to help the current overloaded cooks and to provide more support especially during shifts with only one cook.
Facilities	Renovate Roof & Ceiling	\$5,000.00	Renovate the roof and ceiling of the cafeteria to stop rain water from coming in and also to stop the rats from coming in to the cafeteria.
Equipment	1 Deep Fryer	\$5,000.00	To take on clients request for deep fried Meals, those exceeds limited quantity and to allow the service area to improve its weekly menu.
Training	Customer service & Culinary Training	\$ 3,000.00	Need customer service training in order to improve and refresh knowledge and skills to provide satisfactory services to students and community. To upgrade skills and to be able to provide a wide variety of different food/dish from local products.
Total	\$ 23,000.00		

Appendix B: Evidence - Yearly Assessment Data

Appendix C: Assessment Tools

Appendix D: Service Area Assessment Calendar