

FOOD SERVICE

2005-2006 Goals & Outcomes

- *Reduce loss in the Marketplace Café by \$30,000. (Goals 1,5)*
Outcome: New dining concepts and offerings were made in the Marketplace Café including a salad bar. Despite fewer Whitney Hall students using the Marketplace Café, the facility managed to reduce its loss to \$20,000. The goal of a \$30,000 reduction was not met due to increase of \$24,000 in utility costs compared to last year.
- *Prepare a business Plan for ASBC. (Goal 1,2,5)*
Outcome: A business plan was not prepared this year due to a change in the AS Master Plan which added Sustainability as a major goal for Food Service. The economic impact of this additional goal is yet to be determined, so the development of a business plan is being delayed in order to include sustainability plans. The plan will be presented this fall to ASBC.
- *Provide cross- training for management and supervisory staff. (Goal 3)*
Outcome: Cross-departmental training was implemented for several staff and some management positions were restructured to shift responsibilities. Other supervisors have taken on more responsibility making the Food Service team more solid.
- *Increase net income by 15%. (Goal 5)*
Outcome: Net income increased by almost 48% (\$296,000). This year's net income took Food Service out of the red so that \$21,000 was contributed to funding reserves.

2006-2007 Goals

- Maintain Marketplace deficit to 05/06 actual (need number) as a minimum (Goals 1, 5)
- Prepare Business Plan to be presented to ASBC in fall 06. (Goals 1, 2, 5)
- Use up to 70% eco-friendly material in the Marketplace Cafe (Goal 3)
- Schedule an all staff training off campus focusing on customer service and sustainability measures. (Goal 3)
- Meet or increase net income to budget expectation. (Goal 5)