

Bowling Green State University Dietetic Internship Program

Rotation: **Foodservice Management**

This modified version of the competency form eliminates the readings and other extraneous information for which the intern is responsible and highlights the types of activities that you will provide.

Getting started:

Have intern review the policy and procedures manual - they are required to make journal entries based on the information.

Have intern shadow/assist support personnel such as diet clerks, supervisors

Discuss options for special function/theme meal - This does not necessarily need to be included in the cafeteria menu – it could be a catered event or other function (i.e. grandparents day breakfast). This event will meet a number of competencies.

Providing the opportunity for interns to develop human resource management skills (interviewing, performance evaluation, etc.) can be a challenge, but it is possible. One preceptor had her intern review applications and interview high school students for volunteer positions. Others have interns assist in tasks such as calling employees to cover positions when there are call offs. Role-playing is also an option.

What about all of those readings?

Interns are expected to complete a number of readings to prepare for this rotation. The majority come from the on-line magazine of the Association of Nutrition and Foodservice Professionals (formerly dmaonline). Interns will ask some questions based on the article, but you are not expected to read it – have the intern give you an oral summary. For example, the interns will read an article on employee turnover, which summarizes the effect on your bottom line and offers strategies to prevent it through more effective recruiting. The intern will ask you to discuss whether turnover is an issue for your facility and how you work to prevent it. Links to the readings are available through the preceptor web page, if needed
<https://sites.google.com/site/bgsuinternshippreceptors/>

Intern: _____ Facility: _____

Planned Experience
CRDN 1.1 Select indicators of program quality and/or customer service and measure achievement of objectives. CRDN 4.3 Conduct clinical and customer service quality management activities.
<ul style="list-style-type: none"> ▪ Conduct taste test and temperature check for a meal
<ul style="list-style-type: none"> ▪ Develop customer satisfaction survey as needed and implement if possible.
<ul style="list-style-type: none"> ▪ Assist with data collection for on-going CQI as needed
CRDN 1.3 Justify programs, products or services using appropriate evidence or data.
Choose one of the two options below depending on facility need – researching a piece of equipment or food product. Intern will need to “pitch” their product to you or another designated personnel
<p>Investigate selection of a new piece of equipment for the facility. They should make the case as to why this is the best choice</p> <ul style="list-style-type: none"> ▪ Research equipment options and write specifications considering number of meals to be prepared, space available and energy source: <ol style="list-style-type: none"> 1. name of equipment 2. construction material 3. power or heating source 4. controls, safety features
Investigate new food product

- Identify a potential new product to add to either the menu or ala carte offerings
- Develop a marketing strategy to “sell” this item to you including potential selling price, labor and storage/equipment implications
- Develop a marketing strategy to sell it to the target audience

CRDN 1.4 Evaluate emerging research for application in nutrition and dietetics practice.

- Select a problem or potential problem or project and have the intern develop a plan to address it. They will write a report which includes the following:
 1. identify in writing what the problem is
 2. conduct literature review to research possible options to solve the problem
 3. identify the underlying issues and the various “sides of the issue”
 4. develop an action plan for solving the issue
 5. review their action plan with you

CRDN 2.14 Demonstrate advocacy on local state or national legislative regulatory issues impacting the nutrition and dietetics profession.

- review school wellness policy and composition of committee
- review current use of commodity foods

CRDN 3.4 Design, implement and evaluate presentations to a target audience.

Note: This competency is addressed in multiple rotations

- Plan and conduct in-service as needed.

CRDN 3.9 Coordinate procurement, production, distribution, and service of goods and services, demonstrating and promoting responsible use of resources.

- Assist in conducting an inventory
- Assist in receiving
- Observe/participate in serving of food on trayline etc.
- Assist in purchasing food and supplies under supervision of responsible personnel
- Choose a commodity food (school foodservice) or food that you designate and develop a menu either using the food as purchased or in a recipe. Forecast how much of the product will be needed –

CRD 3.10 Develop and evaluate recipes, formulas and menus for acceptability and affordability that accommodates the cultural diversity and health needs of various populations, groups and individuals

- Modify recipe so that it will serve 100 people (or number designated by director) and put in block format. Identify critical control points.
- Prepare recipe if possible.

- Analyze menu to determine compliance with appropriate guidelines using an analysis program or evaluation of food group servings.
- Modify menu to meet therapeutic needs

- Participate in product testing if possible

CRDN 4.1 Participate in management of human resources.
<ul style="list-style-type: none"> ▪ Attend departmental meetings ▪ Review current union contract (if applicable) ▪ Assist in routine tasks
CRDN 4.2 Perform management functions related to safety, security and sanitation that affect employees, customers, patients, facilities and food.
<ul style="list-style-type: none"> ▪ Conduct sanitation audit
CRDN 4.4 Apply current nutrition informatics to develop, store, retrieve and disseminate information and data.
<ul style="list-style-type: none"> ▪ Assist in data entry, analysis, ordering, etc. using computers if possible.
CRDN 4.5 Analyze quality, financial and productivity data for use in planning.
<p>Interns need to be able complete the following calculations (they will show up on the registration exam):</p> <ul style="list-style-type: none"> ▪ trays/minute and compare to benchmark for this type of facility, if possible. ▪ Choose a meal and calculate the labor cost /meal ▪ Choose a menu item and estimate the food cost percentage. ▪ What is the food cost percentage used by this facility? Choose a menu item and calculate the selling price based on this percentage (if not available, use 40%) ▪ Calculate FTE's
<ul style="list-style-type: none"> ▪ Choose a food item and conduct a cook from scratch versus buy prepared item study – determine the prime cost for each item and compare. Choose an item with 100% as purchased yield if desired (i.e. baked goods)
<ul style="list-style-type: none"> ▪ Develop production and labor sheets for a meal
<ul style="list-style-type: none"> ▪ Review budgetary policies/ guidelines ▪ Review current budget. ▪ Review forecasting procedures
<ul style="list-style-type: none"> ▪ Using facility resources, plan a one day menu ▪ Using forecasting procedures plan purchasing needs for next purchasing cycle.
<p>CRDN 4.6 Propose and use procedures as appropriate to the practice setting to promote sustainability, reduce waste and protect the environment.</p> <p>CRDN 4.7 Conduct feasibility studies for products, programs or services with consideration of costs and benefits.</p> <p>CRDN 4.8 Develop a plan to provide or develop a product, program or service that includes a budget, staffing needs, equipment and supplies</p>
<p>Interns need to conduct a feasibility study, which is typically combined with the sustainability competency, but it does not have to be geared towards that competency. Past projects, that have not addressed sustainability, have included the feasibility of adding a coffee cart to a high school cafeteria. It is more in-depth than an equipment recommendation as they would include staffing and consumable items to purchase, location, etc.</p>

- Review steps facility takes to reduce waste of food, energy, water and reduce trash
- Intern will review reference articles and choose a strategy to improve facility performance in one of these areas

CRDN 4.10 Analyze risk in nutrition and dietetics practice

- Interns need to be familiar with safety aspects of foodservice, beyond preventing foodborne illness. They will review the OSHA web-site and choose two of the areas to conduct an informal audit using the good work practices listed on the site as a guide.