

FOODSERVICE

Standard 2: Manage Foodservice Operations

A CDM, CFPP is responsible for managing foodservice operations by:

Specifying Standards and Procedures for Preparation and Production:

- Developing menus and food quality control standards including food quality, appearance, temperature and acceptance
- Implementing procedures to monitor food preparation, production, and food waste in accordance with established national guidelines
- Developing procedures for modification and substitution of product

Managing the Preparation, Production, and Distribution of Food:

- Defining and developing food delivery procedures including special event preparation, production and menu forecasting, labor and scheduling
- Effectively managing efficiency (time, cost) of foodservice system

Monitoring Meal Service:

- Overseeing meal service for diet accuracy, portion sizes, temperature, texture modifications, overall presentation, and quality
- Ensuring accurate preparation and serving of therapeutic diets and nutritional supplements

PERFORMANCE INDICATORS	KEY ACTIONS
1.0 Specify procedure standards	
1.1 Develop food quality standards and allowable tolerance limits through product specifications.	<ul style="list-style-type: none"> • Document specifications for all food items to include: <ul style="list-style-type: none"> • Name of product • Federal Grade, standards, or other quality designation • Count per container or approximate number per round • Unit on which price is based • Product use • Product test procedures to determine quality compliance

1.2 Ensure the highest standards in food preparation, production, substitution, and waste management are met.

- Document quality standards to provide guidance for consistency, and training for employees
- Develop and maintain a standard ingredient substitution list to ensure that substitutions are nutritionally equivalent and suitable for special diets.
- Implement procedures to investigate and resolve issues arising during food production
- Develop and enforce procedures for monitoring food waste, including the implementation of a waste log to record and analyze discarded items
- Establish a policy requiring managerial approval for ingredient substitutions to ensure awareness of supply issues and to facilitate proactive problem-solving

1.0 RESOURCES

Foodservice Management by Design, 4th Edition

Recipe Evaluation for Taste Panel
Egg Preparation Problems and Solutions
Common Ingredient Substitution
Examples of Food Substitutions

Foodservice Management by Design, 4th Edition, Supplemental Materials

Food Leftover Usage
Analyzing and Interpreting QAPI Data

Online Resources

ANFP
Calculate Price Per Unit - Focus on Formulas
Test Tray Accuracy Percentage - Focus on Formulas

[ANFP Nutrition & Foodservice Edge Magazine](#)
How to do More with Less and Reduce Food Waste

Other Online Resources

[Basics at a Glance | Institute of Child Nutrition](#) (search keywords “basics at a glance”)
[Institutional Meat Purchase Specifications | USDA - Agricultural Marketing Service](#)
[Understanding Food Quality Labels | USDA](#)
[Pasteurization versus Ultra-Pasteurization - Why Such Long Sell-By Dates? | Cornell College of Agriculture and Life Sciences](#)

2.0 Preparation, production, distribution, and monitoring of food

2.1 Achieve timely delivery rates and labor and meals costs within budget parameters.

- Develop and adhere to a production schedule with consideration of equipment availability, cooking time, and finishing time.
- Practice Mise en Place, or Advance preparation, such as thawing ingredients, pre-portioning products, and preparing sub-recipes.
- Monitor food quality and adjust forecasts based on past performance.

2.2 Monitor food preparation, production and meal service (including supplemental nourishments, catering).

- Document quality standards in preparation and production of all food items and meals
- Create list of nutritional supplements with the IDT team
- Deliver supplemental feedings and nourishments at correct temperatures
- Track consumption of supplements by client
- Comply with CMS guidelines by providing nourishing snacks outside of scheduled mealtimes.
- Maintain calendar of regularly scheduled catered events.

2.0 RESOURCES

Foodservice Management by Design, 4th Edition

Thawing Tips and Times

Sample Policy and Procedure for Delivery of Between Meal Snacks

Foodservice Management by Design, 4th Edition, Supplemental Materials

Receiving Checklist

Online Resources

ANFP

[Top 10 Ways to Utilize Fortified Foods](#)

[ANFP Nutrition & Foodservice Edge Magazine](#)

Time, Temp, and Taste: Cooking Food to Safe Temperatures Without Compromising Quality

Elevate Your Snack and Supplement Menu While Saving on the Bottom Line

Other Resources

[Kitchen Production Schedule | MealSuite](#)