
 Dept FCO - (CO) Dining Services > Administrative Unit > Program Review

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AUO 1.A. Department/Division Name: Dining Services

AUO 1.B. Name(s) of the author(s) of this report:: Patrick Gannon

AUO 1.C. What is the primary focus of your department/division?: Dining Services is responsible for all food distribution at De Anza College. Dining Services operates the food court, campus catering and conference rooms in the campus center. Dining Service also manages the campus center building for maintenance, upgrades and purchases and the Flea Market.

AUO 1.D. How many customers are served annually and is number trending up, even, or down?: FOOd Court: Based on last year's numbers the food court has remained flat with less than a thousand dollars difference. We monitor daily our sales versus last year and compare check average and customer count giving us an up to date operational dashboard.

The flea market has seen better times. The income steam as steadily decreased over the years. This is due to the economy, competition and increased parking fees from \$3 to \$5. The weather plays a significant role with the market including many days where it rained earning us little or no income. The flea market generates between 18K & 21K per year with a \$5,400 labor cost.

AUO 1.E. Who are the typical customers served by this department/division? :
Students, faculty, staff, managers and conference clients

AUO 2.A. What is the department/division Mission Statement?: 1) To have wholesome, multicultural, nutritious food on a daily basis.
2) Provide friendly, informed service personnel.
3) To be available at the most important hours, to student, faculty and staff.
4) Monitor to budget in a way that is financially successful.

AUO 2.B. Ways and to what extent do your services support your Mission statement: De Anza Dining is also committed to sustaining the De Anza culture by supporting the student / student clubs and departments by providing some food and conference services at close to cost.

Dining Services is doing its part to retain students on campus by offering very low pricing to the student clubs. We make no profit from the clubs. We also give those programs that have little or no funding help with their event.

De Anza Dining offers multiple jobs for both local and international students in the Campus Center. We offer rental space for student, faculty and community events.

AUO 3.A. Number of classified employees: 7



AUO 3.B. Number of management employees: 1

AUO 3.C. Number of student employees: 45

AUO 3.D. Position(s) Needed:

AUO 3.E. Justification for Position(s)::

AUO 3.F. If additional position/s were hired did it result in the expected improvement? How so? :

AUO 4.A. Have there been any facility changes in the last five years?:

AUO 4.B. Are there any significant facility changes that will be needed over the next five years?:

AUO 4.C. Give justification for facility requests :

AUO 4.D. If additional facility changes occurred, did it result in the expected improvement? How so?:

AUO 5.A. Have there been any equipment purchases in the last five-years. If so what was purchased?: Sandwich Deli Unit \$5,000. 3-door reach-in fridge \$6000. Both these items are reaching the end of their life expectancy.

AUO 5.B. Are there any equipment purchases that will be needed over the next five years?: Sandwich Deli Unit, 3-door reach-in fridge.

AUO 5.C. Justification for equipment(s):: Reaching end of life expectancy.

AUO 5.D. If additional equipment was purchased, did it result in the expected improvement? How so?:

AUO 6.A. Amount of Department/Division discretionary (B) budget or explain.: \$1.4 million per year. This is a enterprise fund which is self-sustaining so no general fund money is available.

AUO 6.B. Does the department/division need additional discretionary funding? If so, why?: Not available

AUO 6.C. Additional discretionary budget requests: N/A This is a enterprise fund which is self-sustaining so no general fund money is available.

AUO 6.D. Justification for additional discretionary budget:

AUO 6.E. If additional discretionary budget was allocated, did it result in the expected improvement:

AUO 7.A. Have there been any significant organizational alignment changes over the last five years?:

AUO 7.B. List any significant organizational alignment changes needed over the next five years.:

AUO 7.C. Justification for significant organizational alignment changes:

AUO 7.D. If organizational alignment changes were made did it result in the expected improvement?:

AUO 8.A Have there been any significant changes in regulations/laws/policies over

last five years?:

AUO 8.B. List changes in regulations/laws/policies affecting department/division over next five yrs.:

AUO 8.C. List any additional resources needed to meet the new regulations/laws /policies.:

AUO 8.D. Justification for additional resources:

AUO 8.E. If additional resources were made provided did it result in the expected improvement?:

AUO 9.A. List any significant professional development activities over the last five years.:

AUO 9.B. List any significant professional development needs over the next five years.:

AUO 9.C. Justification for significant professional development .:

AUO 9.D. If additional professional development was provided did it result in expected improvement?:

AUO 10. List other Needed Resources & Justification:

AUO 11.A. What are the current/active department/division outcome statements?:

Dining_AUO_Food_Selection - The food selection available meets campus dining needs.

Noodle_Bar_Ph_Station - Provide high quality inexpensive Asian Foods , Vietnamese Pho, Japanese Ramen and Chicken Teriyaki

AUO 11.B. How many AUO statements have been assessed since the last program review?: 2

AUO 11.C. Summarize the outcomes assessment findings and resulting department/division enhancements.: Dining_AUO_Food_Selection -Target : Target Not Met 60% of student respondents agreed (Q-6 of student survey). 63% of staff respondents who, use dining services, agreed Q-11 of the staff survey) (02/27/2018)
Reflection (CLICK ON ? FOR INSTRUCTIONS): Although the results reflected there is room for improvement, it should be noted that food services use organic locally sourced produce and good quality ingredients which support the college's commitment to sustainability. Stiff competition from local fast food companies who's employees earn minimum wage with no/limited benefits also impacts dining services. Enhancement: The results helped the department re-evaluate the variety of food it offers. The menu will be re-freshed each quarter to offer different selections and weekly specials that tie in to national events (e.g. St Patrick's day = colcannon) will be offered. The introduction of the pho station has proved to be very popular. Option to select ingredients at the salad bar allows for for custom salads.

Noodle_Bar_Ph_Station Target : Target Met

In the year 2014 - 2015 we made 15K on commission from the Chinese Food vendor. In 2016 - 2017 we grossed 274K in sales. The predicted forecast was 150 covers a day; we typically do over 300 a day. (10/31/2017). Reflection (CLICK ON ? FOR INSTRUCTIONS): It





could be viewed that time was wasted experimenting with different types of Asian cuisine. There were several factors which had to be met, throughput of the production (specifically safety - eliminating work flow cross over) retooling of the operation for maximum production. Once we had narrowed down to a noodle bar concept, we painted the existing tile black and decorated with appropriate signage and neon signs. The menu was narrowed down to three items, Pho, Ramen and Chicken Teriyaki. The simplicity worked with not only the production and workflow but as volume expanded the system held strong. Enhancement: We are currently working with the Environmental Department growing organic food on campus to be used in the food court at the Pho / Noodle bar station. (10/31/2017)

AUO 11.D. What are the department/division outcome assessment plans for the next five years?: The division are currently meeting to discuss various suggestions.