

## FOOD SERVICES

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### Objectives

The overall objective

The overall objectives of the Food Service are to provide students, faculty and staff with a well rounded quality food program which is attractive as well as nourishing. These balanced meals will be presented in such manner as to create a "homelike" atmosphere conducive to good manners and social intercourse. It is also our goal to develop the dining hall in such a manner that it will lend itself to faculty/student/staff gatherings, meetings of groups, and any other cultural or social gatherings. A convenient, well rounded service is what we plan to present to this campus be it through our cafeteria line, our student-run grocery store, vending machines or catering services, the objectives remain the same.

The contracted Food Service is presently being directed by Saga Food Service. Saga is a management service organization. Its "clientele" are colleges, hospitals and businesses throughout the country. The company was founded in 1948 by three students at Hobart College in Geneva, New York.

### Historical Development

The Food Service at Evergreen began in 1970 with the development of specifications for a Food Service contract. The contract was put out to bid with several Food Service companies, the successful one of which was A.R.A. Slater.

A.R.A. opened a Food Service in the fall of 1971 in the 4th floor facility of the library building with a program consisting of a la carte, board, and casual meals. Because of the design of the facility, problems were substantial. All service was on disposable materials, paper plates, plastic utensils, etc., due to the absence of a dish washing machine. The snack bar type kitchen was not adequate to prepare meals nor to present them in a manner which was totally acceptable to the customers.

With the completion of the main dining hall and kitchen in the activities building, the 4th floor facility was closed and the Food Service relocated for fall quarter of 1972. A.R.A. opened the new facility with a board program, a la carte program, casual meal rates, snack bar service and vending operations. Fall quarter began with some 240 boarding students on monthly contracts. By February, the board count was down to some 40 persons including 10 student interns paid for by the fire department.

In February 1973 the Board of Trustees dropped A.R.A from its obligation, a decision mutually agreed upon - the college because of its general dis-

enchantment with A.R.A., and the Food Service company because it was displeased with the financial situation at Evergreen.

Saga Food Service was then selected to replace A.R.A. as the Food Service company; Saga assumed A.R.A.'s contract and proceeded to run the same programs. A new contract was negotiated in the summer of 1973 for a two year period ending on June 30, 1975.

The new contract had several changes which could be considered paramount: full "seconds" program was instituted, a la carte and casual prices were adjusted to meet current costs of operation; sliding board rate scale was developed in which for the greater number of boarders the lesser the amount per person the college pays Saga per day on the board program. These changes thus far have eased the financial concerns of the Food Service to a degree and have provided students with a better program.

#### Present Program

The Food Service Company provides Evergreen with a professional manager and well developed management systems for Food Service operation. This local manager selects, hires, trains, and develops all the employees in Evergreen's Food Service program. Five full time employees are used in the present operation. These full time people account for just less than half of the total payroll in the Food Service area. The rest of the payroll consists of student employees who are hired to do various tasks from serving meals to running the grocery store. These students are trained in their jobs and are welcomed by the management as well as the regular staff employees as being an essential part of a successful operation.

Evergreen's Food Service is a composite of several varied operations. The noncompulsory board program is designed for students who wish to have their meals planned, prepared, and presented at regular hours. For the regular eater, the board plan offers not only a balanced diet but also a considerable savings in dollars over the year. There are unlimited seconds available on all items for the boarders, except for steak or other gourmet items which appear on the menu at least once every two weeks.

There are two basic meal plans, the 10 meal a week and 15 meal a week boarding plans. The 10 meal plan offers lunch and dinner Monday through Friday whereas the 15 meal plan provides breakfast with the other two meals Monday through Friday. Meal hours are: breakfast, 7:45 to 9:00; lunch, 11:30 to 1:00; and dinner, 5:00 to 6:00. On weekends students are able to use the snack bar facility from 11:00 to 4:30. The snack bar operation is open from 9:00 to 5:00 Monday through Friday and on weekends as stated above. It is a fairly low volume area and its necessity to the food service is questionable. The a la carte operation is conducted in the same facility as the boarding operation. Beverages, salads, desserts, soups, vegetables, entrees, and other items are priced for individual sales to the cash customer. In addition to a la carte prices, the food service offers a casual meal rate for breakfast, lunch and dinner. The rate offers any nonboarding person

the opportunity to be on a full seconds board plan for any particular meal.

"Mother's Oats" is our grocery store located next to the bank in the activities building on the second floor with hours on Monday through Friday from 10:00 to 6:00. IT is stocked with basic items and additional items which have been requested by customers. The store is run by student employees who do everything from ordering goods to running the cash register and sweeping the floors.

The vending machines on campus are also the responsibility of the Food Service. Saga has chosen to subcontract this piece of the business to Canteen Corporation, a vending company which specializes in this trade. It is handled fairly well except for a few recurring problems: the Tacoma based firm is on campus only three times a week which is most often frequent enough; but if a machine breaks down or its product is sold out, the machine won't be repaired or serviced until the next regular visit.

Catering service offered at Evergreen varies from coffee and donuts for a dozen people to three or four week conferences in the summer months. Most of the catering on campus is geared to coffee service for groups visiting or meetings in Evergreen's facilities.

#### Analysis and Appraisal

Food Services at The Evergreen State College, insofar as the board plan, seem to be out of place at this time. When the overall pattern of participation is considered, one must doubt that a boarding plan is needed or even wanted on this campus. A.R.A. experienced a severe drop in participation in the year and a half they were on campus. Saga is now recognizing the identical situation. Fall of 1973 saw 236 boarding students. Winter quarter boarders have dwindled to 106 participants. "Why?" is the question asked, but "the program is no good" is the answer seldom received. Instead, we hear about the kitchens in the dorms, the lower cost of existing off the board plan, the convenience of living in and eating in the dorms, not having to walk up to the activities building in the weather, eating when you're hungry not when the meal is served. All are reasons for not participating in the board plan.

The next question is whether there is a real need for a board program. Fall quarter 236 students seem to believe there is a need. On the other hand, however, only 40 to 50 students used the program in the spring. At this time we don't have a concrete solution to the problem and will most likely be faced with this dilemma for the next few years.

#### Future

With a population of 4,000 or more students, the Evergreen Food Service will be able to offer more varied programs to the students and faculty, and at the same time will be in a more secure financial position due to the larger amount of casual and a la carte traffic through our area.

In the immediate future, the growth will cause us few problems in this fa-

cility. The only large concern will be seating capacity. Adjacent rooms in C.A.B. 108 and 110 could conceivably handle the extra bodies during rush periods. Additional vending machines may be required, but this isn't of great concern. The kitchen is new and fairly efficient with modern equipment so there will be little need for physical alterations. The staff requirements will have to be adjusted to meet the new demands but wouldn't present problems of particular magnitude. The next five to ten years, however, will have a great effect on the food service program. The fourth floor facility will be strictly for a board program or combination of board programs along with the casual meal program. Hopefully, the C.A.B. seating capacity will be expanded to accommodate up to 450 boarding students. A multiple board program will most likely be offered. Seven day boarding will be available with a variety of options to the student. Mother's Oats will need a larger area in order to handle the growing demands on the grocery store. The larger student population will require not only more of what we now offer but will possibly request that we expand to carry a more complete line of goods.