

Chapter 2 Outline

Food Service Segments
 Commercial Food Service Operations
 Noncommercial Food Service Operations
Structures of Food Service Operations
 Independents
 Chain Restaurants
 Franchises
 On-Site and Managed Services Operations
Differing Classifications of Food Service Operations
The Process Flow in a Food Service Operation
 Menu Planning
 Purchasing
 Receiving
 Storing
 Issuing
 Preparing
 Cooking
 Holding
 Serving
 Cleaning and Maintenance
 Resources at Each Control Point
Menu Planning and the Purchasing Function
Characteristics of the Purchasing Control Point
 Customer Requirements
 Forecasting
 Common Purchasing Mistakes
Customer Lifestyle Changes
The Role of Internal Customers in the Purchasing Process
 Define Specification Needs
 Define Volume Requirements
 Teamwork
Essentials of Food Safety
 The HACCP Process
Conclusion

Competencies

1. Identify the food service segments. (pp. 29–32)
2. Contrast the different structures of food service organizations. (pp. 32–39)
3. Describe the food service process flow from menu planning to cleaning and maintenance. (pp. 39–47)
4. Describe the characteristics of the purchasing control point. (pp. 48–55)
5. Explain the importance of customer requirements, particularly in the context of lifestyle changes and the shift to healthier dining. (pp. 55–57)
6. Explain the role of the internal customer and how these staff members create and deliver value through purchasing. (pp. 57–58)
7. Describe the essentials of food safety in a food service operation. (pp. 58–64)