

Administrative Changes to AFMAN 34-240, *Food Service Program Management*

OPR: HQ AFSVA/SVOFO

References to HQ USAF/ILV changed to AF/A1S throughout the publication.

Reference to Mr. Arthur J. Myers should be changed to Mr. Charles E. Milam.

References to HQ AFSVA/SVOHF should be changed to HQ AFSVA/SVOFO throughout the publication.

References to FSO/superintendent should be changed to FSO/Food Service Section Chief throughout the publication.

Page 9, Paragraph 2.1.2., Line 6. Change “The accountant...” to read “The FSO/Food Service Section Chief...”

Page 9, Paragraph 2.1.2., Line 7. Change “The accountant will make corrections daily in the FB database to ensure the information is current.”...” to read “They must ensure corrections are made daily in the FB database to ensure the information is current and correct.”

References to AFH 32-1084, *Standard Facility Requirements Handbook*, should be changed to AFH 32-1084, *Facility Requirements*, throughout the publication.

Page 33, Paragraph 9.5.7.4. Change “Services commander” to read “Force Support Squadron Commander or Director”.

Reference to DONALD J. WETEKAM, Lt General, USAF, DCS/Installations and Logistics should be changed to RICHARD Y. NEWTON III, Lieutenant General, USAF, DCS, Manpower and Personnel for the publications approving authority signature block.

Page 41, Attachment 1, GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION, Abbreviations and Acronyms. Change MAJCOM/SV to read MAJCOM/A1S.

Page 42, Attachment 1, GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION, Abbreviations and Acronyms. Change “SVOHF” to read “SVOFO”.

11 May 2010



FOOD SERVICE PROGRAM MANAGEMENT

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This manual implements Air Force Instruction 34-239, *Food Service Management Program*. It outlines how to requisition, prepare, account for, order, and inventory food in appropriated fund food facilities. It does not apply to hospital dining facilities. Major commands (MAJCOM) can supplement this manual. This instruction directs collecting and maintaining information subject to the Privacy Act of 1974 authorized by 10 U.S.C. 8013. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with AFMAN 37-123, *Management of Records* and disposed of in accordance with the *Air Force Records Disposition Schedule (RDS)* located at <https://webrims.amc.af.mil/>

SUMMARY OF CHANGES

This document is substantially revised and must be completely reviewed.

This is the second revision of AFMAN 34-240. Revisions incorporate Corporate Food Service (CFS) procedures. Additionally, references to Troop Support Operating procedures are deleted since their elimination in September 1999. A bar (|) indicates a revision from the previous edition.

Chapter 1— FOOD SERVICE PROGRAM MANAGEMENT	6
1.1. Evaluating Food Service.	6
1.2. Five-Year Facility and Equipment Improvement Plan.	6
1.3. Guest Feedback.	6
1.4. Recommendations for Improvement.	6
1.5. Revisions to Air Force Menu.	6
1.6. Posting Menus.	6
1.7. Computer Malfunction.	6

- 1.8. Menu Item Pricing. 7
- 1.9. Who Can Eat in Appropriated Fund Dining Facilities. 7
- 1.10. Emergency Situations. 7
- 1.11. Special Operational Rations for Major Disasters and Emergencies. 8
- 1.12. Unannounced Spot-Check of Cashier. 8
- 1.13. Funds Protection. 8

- Chapter 2— GUEST IDENTIFICATION 9**
- 2.1. Identifying Dining Facility Guests. 9

- Chapter 3— CONTROL OF SIGNATURE FORMS AND CASH 10**
- 3.1. Forms. 10
- 3.2. Cash Turn In. 12
- 3.3. Accounting for Funds Collected from Local National Personnel Overseas. 13

- Chapter 4— MANUAL FOOD SERVICE ACCOUNTING 14**
- 4.1. Manual Sales Form. 14
- 4.2. Manual Monthly Monetary Report. 14
- 4.3. Meals from a Dining Facility for Consumption Elsewhere. 14
- 4.4. Fire Station Kitchens. 15
- 4.5. Field Feeding Accounting Procedures. 15
- 4.6. Issuing Meals-Ready-to Eat (MRE) from Food Service. 16
- 4.7. Meals, Ready-to-Eat (MREs) Positioned on Aircraft for Emergency Purposes. 17
- 4.8. MREs in Processing Lines. 17

- Chapter 5— CORPORATE FOOD SERVICE ACCOUNTING 18**
- 5.1. Collection of Headcount. 18
- 5.2. Sales Offset Report. 18
- 5.3. Sales Item List. 18
- 5.4. Sales and Cost Report (RCS: HAF-SV(M)0311. 18
- 5.5. Corporate Reporting. 18
- 5.6. Uncosted Inventory Items Report. 18
- 5.7. Financial Summary. 18

Chapter 6— ORDERING AND INVENTORY FOR ALL FOOD SERVICE OPERATIONS (DINING HALL, FLIGHT KITCHEN, CENTRAL PREP, AND FIELD FEEDING)	19
6.1. General Procedures:	19
6.2. Subsistence Evaluation.	19
6.3. Production Log.	19
6.4. Automated Ordering Procedures.	19
6.5. Vendor and Inventory Items.	20
6.6. Call Number.	20
6.7. Confirmations.	20
6.8. Cost Corrections.	20
6.9. Thaw Report.	20
6.10. Adjustment Entries.	20
6.11. Manual Ordering Procedures.	21
6.12. Food Service Inventory Transfer Receipt.	21
6.13. Transfer Reconciliation.	21
6.14. Inventory.	21
6.15. Inventory Levels.	22
6.16. Government Purchase Card (GPC).	22
6.17. Purchase Reconciliation	23
Chapter 7— CENTRAL PREPARATION KITCHENS	24
7.1. Central Pastry Kitchens.	24
7.2. Dining Facility Pastry Kitchens.	24
7.3. Subsistence and Monetary Controls.	24
7.4. Pastry during AEF.	24
Chapter 8— FLIGHT MEAL SERVICE	25
8.1. Authorized Meal Service.	25
8.2. Expanded Flight Kitchens	25
8.3. Menu Patterns.	25
8.4. Types of Flight Meals and Allowances.	25
8.5. Reimbursements for Meals.	25
8.6. Inventory Controls.	25

8.7.	Request for Flight Meals.	26
8.8.	Issue of Flight Meals.	26
8.9.	Cash Controls.	26
8.10.	Cash Refund Procedures for Flight Meals.	27
8.11.	Unsafe Food Items.	27
8.12.	Excess or Surplus Flight Meals Aboard Military Aircraft.	28
8.13.	Unused Food Aboard Military Aircraft.	28
8.14.	Flight Meal Questionnaire.	28
8.15.	Flight Meals Prepared in Dining Facilities.	28
8.16.	Transportation Working Capital Fund (TWCF).	28
8.17.	Fleet and Passenger Services.	29
8.18.	Mission Essential Beverages (Liquid Coffee/Tea or Hot Chocolate) for ESM.	30
Chapter 9— WAR RESERVE MATERIEL (WRM)		31
9.1.	General.	31
9.2.	WRM Subsistence Authorizations.	31
9.3.	WRM Requirements.	31
9.4.	Responsibilities.	31
9.5.	Replacement of Operational Rations.	32
9.6.	Stock Replacement.	33
9.7.	Storage of WRM Rations.	34
9.8.	Accountability for Pre-positioned Rations.	35
9.9.	Survival Food Packets.	35
9.10.	Canned/Pouch Drinking Water.	35
9.11.	Unitized Group Rations.	36
9.12.	Purchase of Water using O&M Monies.	36
Chapter 10— BIOLOGICAL, CHEMICAL AND CONVENTIONAL DEFENSE OPERATION AND STANDARDS (NBCC) FOR FOOD SERVICE		37
10.1.	Services.	37
Chapter 11— FORMS		38
11.1.	Prescribed Forms.	38
11.2.	Adopted Forms.	38

Attachment 1— GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

Attachment 2— AF FORM 1038 GUIDELINES

Chapter 1

FOOD SERVICE PROGRAM MANAGEMENT

1.1. Evaluating Food Service. The Food Service officer (FSO) uses one copy of AF Form 1038, **Food Service Evaluation Record**, to rate food service operations quarterly. Keep a copy of the checklist until the next evaluation. See the checklist at [Attachment 2](#).

1.2. Five-Year Facility and Equipment Improvement Plan. The purpose of the five-year program is to provide a comprehensive, phased improvement program that serves as a management tool for the Food Service officer. The objective is to achieve comparability with generally accepted commercial food service standards. Achievement of the objective is dependent on a well-planned program of identifying facility deficiencies and efficient use of limited funds in implementing the program. All new projects or facility upgrade projects must be reviewed and approved by the Major Command (MAJCOM) and Headquarters, Air Force Services Agency, Air Force Food Service Branch (HQ AFSVA/SVOHF). FSOs are encouraged to use the Food Service Annual Operations & Maintenance Budget spreadsheet.

1.3. Guest Feedback. Use AF Form 27, **Food Service Customer Survey**, base, or MAJCOM approved form to get feedback from your guests. Make forms available to all dining facility guests. The dining facility manager should respond to guest's concerns, usually with a telephone call. Make notes of the conversation on the backside of the form used and file for future reference.

1.3.1. The FSO must establish a forum to discuss food service issues with base Essential Station Messing (ESM) guests formerly, Subsistence-in-Kind (SIK) guests. As a minimum, attempt to have ESM representatives from each organization, Military Public Health, the Prime Vendor, and Health Promotions officials attend the meeting. Use results from the meeting to improve the Food Service program.

1.4. Recommendations for Improvement. Let your MAJCOM counterpart know if you have suggestions to improve the Air Force Food Service management program.

1.5. Revisions to Air Force Menu. Make revisions for the following reasons only satisfy the preferences of your guests with due validation, provide choices to accommodate religious observances, and add culturally diverse, specialty meals, or increase menu variety.

1.6. Posting Menus. Post menus in locations where your guest can see them when entering the service area. Post the price of each item.

1.7. Computer Malfunction. Food Service managers and cashiers must be aware of contingency plans to be used in the event that computers or point of sales (POS) are down. Keep a complete set of manual forms and current Sales Item Listing on hand in case automated operations cease. Recommend the following options when POS or computers are down:

1.7.1. If only one of several POS system is not functioning, route all Basic Allowance for Subsistence (BAS) and guests paying cash through the operating registers and all meal card guests through a second line to sign AF Form 79, **Headcount Record**.

1.7.2. Use adding machines or hand calculators to determine the amount of each purchase by guests paying cash. Also, total the amount of each purchase by meal card guests unless this will slow the line speed beyond a tolerable rate.

1.7.3. As a last resort, revert to the standard Department of Defense (DoD) meal rates.

1.7.4. For ESM customers at all locations, the facility manager will use 40% of the current meal cost allowance. Contact HQ AFSVA/SVOHF for the current meal cost allowance.

1.7.5. At automated locations, the dining facility manager manually inputs the ESM and cash data in Sales Entry when the system comes back up. The facility manager must track food items consumed. Take the number of servings prepared and subtract the number of servings leftover or discarded. This will provide the amount to sell for manual sales items. Exact procedures can be found in the Corporate Food Service (CFS) Handbook.

1.8. Menu Item Pricing. At automated dining facilities, the recipe cost and selling price is calculated for individual portions of each menu item. Each price is based on current inventory item numbers and purchase prices. HQ AFSVA/SVOHF, commonly referred to as Corporate Food Service (CFS), maintains all files, which contain recipes, inventory items, portion sizes, and sales items. Complete details of all standard recipes and methods used by Air Force activities are found in the Air Force Food Service Recipe System, distributed by Headquarters, Air Force Services Agency, Contractor Support Branch (HQ AFSVA/SVSDA).

1.8.1. The automated pricing system adds an additional 20% to the basic cost per portion of all items served in Appropriated Fund (APF) food activities. This addition is intended to cover condiments and shortening that are not recipe ingredients and food preparation losses from spillage, burning, discarded, etc. Do not charge for condiments, gravy, or sandwich toppings.

1.9. Who Can Eat in Appropriated Fund Dining Facilities. See AFI 34-239, *Food Service Management Program*, attachment 9.

1.10. Emergency Situations. Installation commanders can allow off-base civilians, noncombatant evacuees, and family members evacuated from other Department of Defense (DoD) installations to eat in the base dining facilities during emergencies.

1.10.1. During disaster or emergency conditions, these instructions apply to all Food Service activities:

1.10.1.1. The installation commander provides the Mission Support Group Commander with a statement in writing describing the emergency and the persons to whom it is essential that the Air Force furnish food for a limited time.

1.10.1.2. Use AF Form 79 to record signatures and collect cash.

1.10.1.3. Collect cash from persons able and required to pay for meals. Ask those persons unable to pay for meals to sign AF Form 79 as receiving a meal without charge.

1.10.1.4. If it is not feasible to obtain signatures, the Mission Support Group Commander certifies the number of meals furnished and takes credit for the meals served. Give written justification for service of meals without charge or signatures. Keep documentation supporting the entries on AF Form 1119-1, **Manual Monthly Monetary Report (RCS: HAF-SVS(M)9122)**. The FSO will

forward all documentation to the MAJCOM and HQ AFSVA/SVOHF for approval. This procedure applies only to all personnel involved in disasters or emergencies.

1.10.1.5. At automated locations, the dining facility manager manually inputs the ESM and cash data in Sales Entry for that day. Find exact procedures in the Corporate Food Service (CFS) Handbook. This procedure applies only to all personnel involved in disasters or emergencies.

1.11. Special Operational Rations for Major Disasters and Emergencies. Food Service operations are authorized to purchase and store Meals Ready to Eat (MREs) in support of major disasters and emergencies. Purchase a maximum of a 2-day supply of MREs per ESM patron (example: 100 ESM members x 3 meals per day x 2 days = 600 MREs purchased to support this requirement). Units requiring these rations will contact HQ AFSVA/SVOHF before ordering any MREs for this purpose.

1.12. Unannounced Spot-Check of Cashier. Use AF Form 282, **Unannounced Spot-Check of Cashier**, at least monthly to spot check each cashier function to make sure cashiers are using proper procedures in cash collection and forms control. Prepare one copy and send to Food Service officer for review and corrective action.

1.13. Funds Protection. See AFI 31-101, *The Air Force Installation Security Program* and the Installation Security Plan (ISP) for funds protection in a Food Service facility.

Chapter 2

GUEST IDENTIFICATION

2.1. Identifying Dining Facility Guests.

2.1.1. At Corporate Food Service (CFS) bases, ESM guests use DD Form 714, **Meal Card**, or DD Form 2, **Armed Forces of the United States Geneva Conventions Identification Card** commonly refer to as a Common Access Card (CAC) for identification. The cashier enters the meal card number or social security number into the cash register.

2.1.2. At automated bases, an individual's social security number (SSN) is used from DD Form 2 to verify the meal card entitlement. The accountant inputs this data in the main dining facility computer database using Frequent Buyer (FB). If the guest's number is not in the Frequent Buyer database, the cashier obtains their name, rank, squadron, telephone number, and SSN. The cashier records this information legibly on AF Form 1469, **Essential Station Messing (ESM) Invalid Entitlements Log**. The facility manager will turn in the form(s) to the accountant every day. The accountant must research each signature on the AF Form 1469, to ensure that only those authorized ESM receive meals at government expense. The accountant will make corrections daily in the FB database to ensure the information is current. The Food Service accountant normally keeps this record on file with ESM registers.

2.1.3. ESM personnel not on leave or temporary duty (TDY) status may use their meal card from their permanently assigned base to eat at other Air Force bases. The FSO will include instructions to be used by visiting ESM members in the cashiers' procedures.

2.1.4. Air Force Reserve Officer Training Corp (ROTC) students in training status are identified by DD Forms 714 (stamped ROTC), training rosters, or special orders.

2.1.5. Enlisted personnel of the Air Force Reserve or Air National Guard on training status are identified by DD Form 2AF (RES). At automated locations, input the name and entire SSN of each Reserve and Guard member into the Frequent Buyer database for the point of sales (POS). This develops a report that eliminates the need for these guests to sign an AF Form 79.

2.1.6. Members of other active duty services stationed on or attached to a non-automated base use DD Forms 714 with "COMMON SERVICE" stamped in bold letters across the front.

2.1.7. Enlisted members of the Reserve forces and National Guard in annual training status show the cashier a copy of their TDY orders. All reserve forces receive standard rate (type S) BAS. The codes on orders may read FG, the standard rate of BAS for enlisted or FH rations in kind not available. Refer to AFI 34-239, attachment 9, for special circumstances.

2.1.8. Personnel in a TDY status must present identification and a copy of their orders if they are not paying the standard rate.

2.1.9. Members of Reserve forces and National Guard of other services (e.g., Army National Guard, Marine Reserves, etc.) are no longer cross-billed. However, continue to process these guests at the cash register as described above.

2.1.10. Active duty Air Force Office of Special Investigations TDY members identify themselves to cashiers using the DD Form 1173, **US Uniformed Services Identification and Privilege Card**. Block 11 of the card will indicate that the member is active duty.

Chapter 3

CONTROL OF SIGNATURE FORMS AND CASH

3.1. Forms.

3.1.1. Control of Headcount Records. Use AF Form 1254, **Register of Headcount Record**, to control the receipt and issue of AF Form 79, **Headcount Record**.

3.1.1.1. The Food Service accountant prints the forms, assigns the serial numbers in numerical order, and stores them in a locked area. The Food Service accountant enters the serial numbers in numerical order on the first column of the applicable AF Form 1254. Make entries on the AF Form 79's serial number in blue or black ink or stamped.

3.1.1.2. If issuing a single form, have the receiver sign and date the AF Form 1254 opposite the assigned number.

3.1.1.3. If issuing a block of numbered forms, draw a diagonal line through the signature column from the top line of the first number issued down and across to the bottom line of the last number issued.

3.1.1.4. The issuing official picks up AF Form 79. Upon completion, enter the date returned across from the serial numbers that apply on AF Form 1254. Investigate any missing serial numbers. Enter the amount of cash collected for each sheet in the appropriate columns.

3.1.1.5. After all forms are checked for accuracy, the person picking up the forms and money (if applicable) signs in the "cash received" column of AF Form 1254.

3.1.2. The Food Service accountant travels to dining facilities, obtains funds and controlled forms using AF Form 1305, **Receipt for Transfer of Cash and Vouchers** to document the transfer of responsibility.

3.1.2.1. The individual collecting cash from dining facilities, consolidates the collection and prepares DD Form 1131, **Cash Collection Voucher**. They turn in the consolidated cash to the accounting and finance officer who assigns a voucher number to DD Form 1131 and closes out the transaction. Record the voucher number in the last column of AF Form 1254 opposite the number of each AF Form 79 supporting the turn-in not later than two workdays after receiving it from finance.

3.1.3. Headcount Record. AF Form 79 is the basic record used for collecting and accounting for cash received from the sale of meals by cash and ESM customers. It is also used to identify personnel served and support headcount. All manual operations will use this form regardless of the type of facility. Automated bases will use this form as defined in paragraph 1.7. Make all entries on the AF Form 79 in black or blue ink.

3.1.3.1. The cashier obtains only one signature from each person for each meal consumed. If second servings are available, they are considered part of the same meal. Except at automated facilities, patrons will sign AF Form 79 as follows:

3.1.3.2. An ESM member assigned to the base enters a payroll signature, grade, and last four digits of the meal card number or social security number.

- 3.1.3.3. An Air Force transient enters a payroll signature, grade, and a short abbreviation of the parent organization (such as 482 CSS). Enlisted members of other services use their branch of service, instead of meal card numbers. Change the social security number column to read "Org" (for organization) if the form is used for transients.
- 3.1.3.4. Individuals on common service status sign the AF Form 79 marked for their branch of service and enter short abbreviations of their unit organization (such as 41NFBN) instead of meal card numbers. Change the social security number column to read "Org" if used for common service personnel.
- 3.1.3.5. Individuals on cross-service status sign the AF Form 79 marked for their category. They enter short abbreviations of their organization instead of meal card numbers. Change the social security number column to read "Org."
- 3.1.3.6. If the total number of ESM meals served averages less than 100 meals a day, use the same form for the whole day. Separate the signatures that apply to each meal by a dividing line between each meal or by a margin notation. Because the form provides supporting headcount data for daily sales, use a separate AF Form 79 for each day. Exceptions are small units where daily posting of headcount data is not required. In these instances, divide AF Forms 79 by using lines to reflect more than one day's use. Use a separate form for each of the special categories of personnel served.
- 3.1.4. If the number of guests who pay cash is small, the form may be used for the whole day by inserting a heavy dividing line after the last signature for each meal.
- 3.1.4.1. The cashier requires the entry of each guest's signature, grade, meal charge, and operating charge in the appropriate columns. At the end of the meal, day, or duty shift, the cashier totals the columns, brings forward the balances, and determines the total collections due, as specified on AF Form 79. They block out unsigned lines on the forms and turn over all funds collected to the dining facility manager. The manager verifies the totals, records any cash overage or shortage, and explains any differences on the form in the explanation block. The cashier signs their name and grade as the person making collections. The manager also signs to certify the collection and to relieve the cashier of responsibility for the cash and forms.
- 3.1.4.2. Situations when a designated person may sign and pay for other members:
- 3.1.4.2.1. If it is necessary to feed a group within a specified time period, such as at training centers and special schools.
- 3.1.4.2.2. Under emergency conditions.
- 3.1.5. Receipt for Transfer of Cash and Vouchers. Use AF Form 1305 for transferring cash and controlled forms between facilities, managers, shift leaders, and cashiers. A completed and signed AF Form 1305, showing breakdown of cash by denominations, must be on file in the funds storage container whenever cash or controlled forms are removed. Also, use this form to transfer daily receipts collected by cashiers after each meal. Complete the form in two copies, one for the person accepting the cash and forms and one for the remitter.

3.2. Cash Turn In.

3.2.1. In manual operations, each workday the Food Service accountant collects AF Forms 79, and the total cash collected for the previous day from each dining facility. Document the transfer on AF Form 1305. The FSO or a designated representative:

3.2.1.1. Verifies and reconciles AF Forms 79 and DD Form 1131 entries against cash.

3.2.1.2. Determines whether cash overages or shortages reported are reasonable.

3.2.1.3. Annotates AF Form 1254 to show the date that each AF Form 79 was returned, the amount collected, and certifies with his/her signature.

3.2.1.4. Verifies missing forms and prepares a report of survey, if necessary.

3.2.1.5. For assessing value use the current DoD lunch meal rate for each line of the form. Such loss by a contractor is processed according to contract provisions.

3.2.2. Cash Turn-In from automated dining facilities. Food Service accountants or other representative designated by FSO travel to dining facilities to collect cash, the **Sales Offset Report**, cash register receipts, and any controlled forms. Use AF Form 1305 to record the transfer.

3.2.3. Form Preparation for Cash Turn-In. At bases that have both automated and manually operated dining facilities, key manual data into Form Flow or other automated form program to produce a computer-generated DD Form 1131 to submit to Accounting and Finance Office.

3.2.4. Cash Turn-In to Accounting and Finance Office. The FSO or contractor prepares DD Form 1131 in duplicate. The original is kept by the accounting and finance officer. File the copy in the Food Service office along with supporting documentation. In contract operations, contractors may keep a third copy for their records.

3.2.5. Accounting Classification. Enter the detailed accounting classification obtained from accounting and finance. Also, enter the accounting classification for operating charge funds collected. For full Food Service contract bases, deposit 100 percent of this money into the base or Services Operation and Maintenance (O&M) account, to assist in funding the contract. For bases with Food Service attendant contracts or no contracts at all, credit operating charge funds collected to the financing appropriation, Operation and Maintenance (O&M), and Air Force Military Personnel Appropriation (MPA), based on the percentage of local dining facilities military and civilian manpower authorizations. Deposit the percentage that results from military authorizations in the MPA appropriation and the deposit civilian percentage in the O&M appropriation. HQ AFSVA/SVF publishes these accounting classifications in a signed memo yearly.

3.2.6. Cash Overages and Shortages. For control and information purposes, enter the consolidation of cash overages or shortages in the lower part of the "detailed description of purpose for which collections were received" column. Use the following accounting classifications for overages: 57R 1060 *****. Obtain numbers for the asterisks from the base Accounting & Finance office. All shortages will have the ESM accounting classification published by HQ AFSVA/SVF. Total all amounts at the bottom of DD Form 1131.

3.2.7. The Turn-in Copy. Food Service uses the turn-in copy of DD Form 1131, which serves as the voucher. Use DD Form 1131 as a cover sheet for the AF Forms 79 (as applicable), Sales Offset Report, cash register receipts, and for multiple automated operations, the Cash Reconciliation Report

from Corporate Reporting. The FSO enters the voucher number in the last column of AF Form 1254, opposite each AF Form 79, as applicable.

3.2.8. Verifying the Cash Collection. The FSO verifies the cash collected on each DD Form 1131 using supporting documentation such as AF Forms 79, as applicable, point of sales (POS) register tapes, and/or the Sales Offset Report. In addition, the FSO:

3.2.8.1. Verifies the number of collection sheets used to make up the voucher.

3.2.8.2. Totals the amounts collected and ensures the correct funds were turned in on DD Form 1131.

3.2.8.3. Verifies the accounting and finance office has stamped DD Form 1131 with the time, date, and amount deposited. Under the Integrating Paying and Collecting system (IPC), make sure the finance cashier has signed or initialed the cash collection voucher.

3.2.8.4. After verifying, initial the DD Form 1131 in the "total" item.

3.2.8.5. At least monthly, check totals on DD Form 1131 with Finance to ensure proper amounts are turned in.

3.3. Accounting for Funds Collected from Local National Personnel Overseas.

3.3.1. Meal reimbursement charges apply to direct hire local nationals at Air Force or overseas, appropriated fund Food Service facilities operated by local nationals, unless existing agreements establish other rates. In those cases, rates for these personnel are established locally and require HQ AFSVA/SVOHF approval.

3.3.2. The difference between the amounts paid by local national employee and the meal charges specified must be paid from the appropriation from which the local national personnel salaries are paid. Commanders establish internal accounting controls and budget for funds to provide the difference so that full reimbursement is made to the subsistence fund.

3.3.3. At non-automated activities, local national personnel paying cash for meals (reduced or full payment) or not paying for meals sign AF Form 79. When meals are sold at a reduced rate, the facility manager takes full credit regardless of the amount of payment. On DD Form 1131, the manager shows cash collected from these personnel as a separate entry to avoid double credit. When collections are not in US currency, the accountant prepares a separate DD Form 1131.

3.3.4. If at all possible, the next revision of the memorandum of understanding (MOU) should indicate that cross service reimbursement be discontinued and require all members and local nationals to pay cash when eating in the dining facility.

Chapter 4

MANUAL FOOD SERVICE ACCOUNTING

4.1. Manual Sales Form. AF Form 1650b, **Manual Sales** form must be maintained for each manual dining facility. The Food Service manager uses one copy of this form to recap the number of meals served to each category of personnel authorized to subsist. Satellite facilities furnish AF Form 1650b, **Manual Sales** (with backup data of AF Forms 79, DD Forms 1131, and cash) to the parent dining facility. Once the day is closed, send the form to the Food Service office along with AF Forms 79.

4.1.1. Guests at satellite Food Service locations order food from priced menus provided by the supporting dining facility. Meals may be consumed at the site or consumed away from the facility. Each person orders a meal and signs an AF Form 79. The Food Service manager certifies ESM and BAS status, completes the form, and collects the cash indicated from BAS personnel before providing the meal.

4.1.2. The manager returns completed forms and cash to the supporting dining facility. Attach the forms as documentation of entries in the parent dining facility. Manual operations will input the supporting data on AF Form 1119-1. The parent facility will add AF Form 79 data on the consolidated DD Form 1131. Automated operations will input manual sales at the parent facility. Manual Sales Entry can be found in the CFS Handbook.

4.1.3. Each unit, authorized by the combat support flight chief to use AF Form 79, establishes its requirements for the form through publication and distribution channels.

4.2. Manual Monthly Monetary Report. Use AF Form 1119-1, **Manual Monthly Monetary Report**, at all manual locations to keep a daily standing of sales versus food cost. Close out the form as of the last day of each accounting period. Send the form to the Food Service office. The Food Service officer or superintendent will use the following crosscheck procedures:

4.2.1. Column E, Total Sales. Column B + Column D = Column H

4.2.2. EOM Total for Column E, Total Sales. Add the Column downward.

4.2.3. Authorized Tolerance. Column H times 3 percent.

4.2.4. Column I, Total Food Costs (theoretical)/Issues to Kitchen. Opening inventory or purchases + or – Column G – Column H, inventory value.

4.2.5. Gain/(Loss). Column E (Total) – Column I.

4.3. Meals from a Dining Facility for Consumption Elsewhere.

4.3.1. Two types of flight meals (small and large) are offered from a dining facility or a flight kitchen. This permits paying guests a choice of meal prices. The selling price is based on the current fiscal year DoD meal rates.

4.3.2. If the combat support flight chief agrees it is not practical for individuals to pick up their own meals for consumption away from the dining facility, use the following procedures:

4.3.2.1. The FSO provides written procedures to the requesting activity specifying the advance notice required, the menus available, and the time and location for pickup.

4.3.2.2. The noncommissioned officer in charge (NCOIC) of the activity requesting meals will:

4.3.2.2.1. Give advance notice of the number and types of meals ordered as required by the FSO.

4.3.2.2.2. Prepare an AF Form 79, indicating the name, grade, and meal card or SSN of each person who desires a meal and is authorized to eat at government expense. Indicate the specific section and squadron requesting the meals in the organization block.

4.3.2.2.3. Send the completed forms and money collected to the dining facility.

4.3.3. The dining facility manager will:

4.3.3.1. Review forms for accuracy and use to support entries on AF Forms 79.

4.3.3.2. Instruct the person who picks up the meals to sign AF Forms 79 certifying receipt of the meals.

4.3.3.3. Use the type of meals that are picked up to determine the cash collection rates and the meal credit allowances.

4.4. Fire Station Kitchens. If the mission support group commander decides food service will be provided at the fire station, the level of service will be hot meals for lunch and dinner seven days a week. The FSO will establish and coordinate procedures to have food served on a schedule basis. These procedures must be approved by USAF/ILV, Director of Services, before implementation.

4.4.1. The facility manager will:

4.4.1.1. Provide the menus to the fire chief each evening so firefighters can select menu items for the next day.

4.4.1.2. Use a Food Service attendant to serve food as well as drive the vehicle to transport meals to the fire station.

4.4.1.3. Provide the equipment necessary to transport food, including the vehicle. Under contract operations, the contractor may provide the vehicle.

4.4.2. The Fire Chief will:

4.4.2.1. Provide enough space for a serving area, ware-washing area, and a dining area.

4.4.2.2. Maintain and secure the serving and dining areas during non-serving hours as required by the Director of Base Medical Services.

4.4.2.3. Notify Food Service of menu choices at least two hours before the beginning of the serving period.

4.5. Field Feeding Accounting Procedures. The field-feeding environment during exercises and at Services Combat Training Sites (SCTS) no longer requires modified accounting and reporting procedures. Use a special field ration meal allowance in lieu of a meal allowance. Use only one type of allowance for the entire exercise or contingency operation. HQ AFSVA/SVOHF provides this allowance to the MAJ-COM quarterly.

4.5.1. The following procedures do not apply to field/contingency operations. These procedures apply to local base exercises only.

4.5.1.1. Automated operations will transfer the food to an “AF Exercise” in Inventory Control (CFS). Input the name of the exercise in the remark section of the adjustment entry. The transfer is the beginning inventory for the exercise.

4.5.1.2. During the exercise collect signatures and cash on AF Form 79, **Headcount Record**, which consolidates all types of meals for both Essential Station Messing (ESM) and cash customers. This information will help the manager complete AF Form 1650b.

4.5.1.3. At the end of the exercise, conduct a complete physical inventory. The total will be what you will transfer back in to the dining facility. Subtract the beginning inventory from the ending inventory and this will be the dollar value of what was used during the exercise. This total should also match the transfers. Take the transfer out and subtract the transfer in - the total should match what was used. Make sure the facility manager and NCOIC of the field feeding operation sign all the documentation (transfers).

4.5.1.4. Take your cash collected, and AF Form 1650b for manually entering the data into the **first sales day** after the exercise. After the front of house EOD on the day you are manually entering the exercise information, follow the guidance for manual sales entry in the CFS Handbook.

4.5.2. SCTS and field/contingency will use a single copy of AF Form 1650b, **Manual Sales** on a weekly basis to recap the meals served. Post AF Form 1119-1, **Manual Monthly Monetary Report** weekly and the last day of each month.

4.5.3. Each base Food Service activity conducting field feeding (whether part of a large scale exercise or contingency) will carry forward gains/losses each month throughout the fiscal year. The organization responsible for providing the subsistence and making purchases must submit AF Form 1119-1, **Manual Monthly Monetary Report** for the exercise/contingency, and then each month following, provide AF Form 1119-1 until either the gain/loss is zero, or the end of the fiscal year occurs. If no feeding occurs on subsequent months, only report the carryover and/or inventory on AF Form 1119-1. Investigate any gains/losses exceeding 3% of the total income versus purchases and forward the investigation results with the AF Form 1119-1.

4.5.4. HQ AFSVA/SVOHF must approve all requests for operational rations. Each base must use an 80-digit Military Standard Requisitioning and Issue Procedures (MILSTRIP) requisition format. Do not use base O&M funds to purchase operational rations.

4.5.5. Use the dining facility **Production Log**, as the plan for food preparation.

4.5.6. Use AF Form 3514, **Inventory Count Worksheet**, to record weekly and monthly inventories. After the end of field exercises, return all unused rations in unopened cases to the supporting base activity.

4.6. Issuing Meals-Ready-to Eat (MRE) from Food Service.

4.6.1. If another unit needs operational rations, food service purchases the rations and transfers them to the receiving unit using AF Form 3516, **Food Service Inventory Transfer Sheet**. One individual from that unit must sign for the rations, account for meals sold, and turn in remaining rations and paperwork to the Food Service office. Manual operations will complete the field accounting in accordance with (IAW) paragraph 4.5.1. If the unit does not return to the base providing the rations, the Food Service section at their home base completes the accounting and forwards through their MAJ-

COM. Coordination between these units is essential to ensure all operational rations are accounted for properly.

4.6.2. When MREs are used in local exercises by organizations other than Services, the following applies:

4.6.2.1. The base FSO obtains MREs and puts them on AF Form 28, **War Reserve Materiel (WRM) Ration Report (RCS: HAF-SV(M)9601**. The FSO or designated representative transfers the rations from AF Form 28 to the requesting organization on AF Form 3516.

4.6.2.2. The FSO provides the using organization with AF Forms 79 and current meal rates. The FSO advises the organization that the rations are accountable. When the exercise is concluded, all rations not documented as issued or sold on AF Form 79 must be immediately returned to Food Service, with the turn-in of cash collected and/or ESM signatures on AF Form 79.

4.6.2.3. Once all meals, forms, and cash have been received, manual operations will complete AF Form 1119-1 to account for the use of meals during the exercise. For automated Food Service operations, input the manual sales in Inventory Control. Follow instructions in the CFS Handbook for Manual Sales Entry procedures.

4.6.3. Account for individual meals (MREs) in Inventory Control for automated locations or AF Form 1119-1 for manual operations. Transfer whole cases of MREs to the AF Form 28.

4.7. Meals, Ready-to-Eat (MREs) Positioned on Aircraft for Emergency Purposes. The following guidance is provided in the event MREs are required to be placed on Air Mobility Command (AMC) aircraft for emergency consumption - i.e., aircraft diverted to a location without access to subsistence.

4.7.1. Food Service will transfer the required MREs to the aircraft via AF Form 1297, **Temporary Issue Receipt**. If the MREs are consumed on the aircraft, the members will sign for them on an AF Form 79, **Headcount Record**. The individual who signs the AF Form 1297 must inform the members when issuing the MREs to claim them as government-furnished meals on their travel voucher so their per diem can be reduced accordingly.

4.7.2. Upon return to home station or arrival at another Air Force base with a Food Service operation, the accountable individual will turn in the unused MREs, the AF Forms 79 and 1297, and the collected cash. The automated Food Service operation will receive all rations in as a transfer-in and then enter the sales manually in Inventory Control (instructions in the CFS Handbook).

4.7.3. Do not charge MREs to organizational funds when issued for consumption or potential consumption. Members in TDY status receive per diem for travel days. Members must pay for the MREs or claim them on their travel voucher as a meal provided at no cost. If box lunches/MREs are issued to members on the processing line, they must pay for them.

4.8. MREs in Processing Lines. Members in TDY status receive per diem for travel days. Members must pay for the MREs or claim them on their travel voucher as a meal provided at no cost. If box lunches/MREs are issued to members on the line, they must pay for them. Orders must state Meals Provided at Government Expense. Members in Group Travel Status--Enlisted Members provide meals at Government Expense--Officers/Civilians pay the Discount Rate. Remember the Finance Officer/Comptroller answers questions on entitlements. Please ensure you coordinate with the Accounting and Finance Office (AFO).

Chapter 5

CORPORATE FOOD SERVICE ACCOUNTING

5.1. Collection of Headcount. In automated operations, the cashier rings each customer through the Point of Sales (POS) system. Sales, formerly known as earned income, are calculated based on food cost for each item a customer purchases. ESM sales are also calculated based on food cost for each item the customer chooses. Refer to paragraph 1.6. for computer malfunctions.

5.2. Sales Offset Report. Bases with one dining facility will print the Sales Offset Report from Aloha Back Office. The report lists general ledger activity resulting from processed sales transactions for the entire day. It also provides supporting documentation for the DD Form 1131. The manager must print this report daily to verify the total dollar amount received at the registers. The report will be included as supporting documentation for DD Form 1131.

5.2.1. **Cash Reconciliation Report.** For bases with more than one operation, this report is available in **Corporate Reporting** (normally in superintendent/account office). Use the report to compare dollar amounts with deposit slips and cash register receipts. Print the report daily and attach to DD Form 1131, Cash Collection Voucher. The Food Service Officer (FSO) must verify the proper amounts on DD Form 1131 at least monthly.

5.3. Sales Item List. This lists the item names, how each item is sold through the point-of-sales (POS), and the selling price for each item. An item is sold either by a recipe or directly out of the inventory. The manager should print this list monthly in case of computer malfunctions.

5.4. Sales and Cost Report (RCS: HAF-SV(M)0311. This report summarizes the results from processed sales and item transactions. It lists sales, costs, gross profit amounts, and percentages for a variety of meal periods. Managers will use this report to keep a daily standing of sales versus theoretical food cost. Cost percentages should be between 75% and 85% (80% being the target). The CFS Handbook provides exact procedures for interpretation of this report. Food Service accountants must print this report monthly.

5.5. Corporate Reporting. Corporate Reporting gathers data from all facilities on base and provides centralized reporting for the Food Service superintendent or Food Service officer. The Food Service officer or superintendent will use the Corporate Sales and Cost Report to determine the financial status of the Food Service operation. Further, Corporate Reporting eliminates the need of manual printed reports through automatic data roll-ups to HQ AFSVA/SVOHF. If a base does not report for more than seven days, the facility manager will accomplish manual accounting procedures until the system is back on-line.

5.6. Uncosted Inventory Items Report. Uncosted on-hand quantities for inventory items result when the system detects usage of an item that exceeds the on-hand inventory. This essentially means that you have used products that are not accounted for in the inventory. (Selling more than what you actually have on hand, according to the computer). Managers must review and take corrective action as defined in the CFS Handbook at least daily.

5.7. Financial Summary. The food manager must try to keep each food account within three percent of the total income versus total purchases.

Chapter 6

ORDERING AND INVENTORY FOR ALL FOOD SERVICE OPERATIONS (DINING HALL, FLIGHT KITCHEN, CENTRAL PREP, AND FIELD FEEDING)

6.1. General Procedures:

6.1.1. Full Food Service contract operations follow the procedures in the Performance Work Statement (PWS).

6.1.2. Military operations:

6.1.2.1. The FSO designates in writing, by name and duty title, the persons responsible for the security of food in each facility.

6.1.2.2. Storeroom personnel will weigh and count all food received, thawed, issued, or returned to the storeroom.

6.1.2.3. Storeroom managers must ensure the code dates are posted for vendor items and that deliveries are checked for freshness and contract compliance. The storeroom manager requests assistance from the Military Public Health (MPH) inspector when necessary and advises the Defense Supply Center, Philadelphia (DSCP) account manager when the requirements of the contract are not met.

6.1.2.4. Use base organizational Operations and Maintenance (O&M) funds (3400) to purchase ice; items such as paper products, plastic ware, charcoal or lighter fluid; and beverage dispensing equipment leasing and service. Do not use ESM funds to purchase these items.

6.2. Subsistence Evaluation. The dining facility manager documents and reports unsatisfactory subsistence annually. Complete the survey found on Defense Supply Center Philadelphia (DSCP) Subsistence web site www.dscp.dla.mil/subs/pvsurvey/subsurv.htm. Print the screen before sending.

6.2.1. If storeroom personnel experience problems throughout the year, contact the DSCP account manager within the region. If the problem is not resolved in a reasonable amount of time, contact the MAJCOM or HQ AFSVA/SVOHF. Make sure documentation of the problem, recommended solutions and point of contact is included in all requests.

6.3. Production Log. The Production Log dictates Food Service production. The facility manager completes a Production Log for each meal, based on the 14-day menu. The Production Log lists items to be served for a particular meal, who will prepare the item, temperature checks, taste testing initials, recipe numbers, sale item numbers, serving sizes and utensils used on the serving line, and progressive cooking time and amounts. Use a separate Production Log for each meal and separate each short order, salad, and pastry Production Log. Accurate information in this form is vital to ensure ordering and forecasting programs operate effectively.

6.4. Automated Ordering Procedures.

6.4.1. For automated locations, order food from Prime Vendor using CFS automation. Prime Vendor, the DSCP account manager, and the Food Service staff set the schedule frequency for ordering and delivery of subsistence. Normal ordering timeframes are within 48-72 hours before the issue date.

6.4.2. The storeroom manager will prepare a separate order for each type of vendor. The facility manager must ensure the headcount projected and quantities to prepare for the ordering period are accurate. In addition, the facility manager must verify order quantities before transmission to DSCP. Use the purchase order as the back dock receipt when receiving the subsistence. If food is purchased from the Defense Commissary Agency (DeCA), use the Government Purchase Card (GPC). See paragraph 6.16. for more information on GPC use. Find exact automated ordering procedures in the CFS Handbook.

6.5. Vendor and Inventory Items. Every item in the inventory has a six-digit number assigned to it. Link all items in use to a Vendor Item contained in a vendor catalog. Some Inventory Items have multiple Vendor Items. These are nested items such as Soda Fountain. DSCP assigns a 13-digit national stock number (NSN) to each vendor's product(s). At a minimum, DSCP sends the catalog via e-mail to all automated facilities weekly.

6.5.1. The storeroom manager will ensure each inventory item number in use is linked to a vendor item number. Once a catalog is imported, the storeroom manager must verify the conversion for the purchase unit of measure for all linked items. Verify the effective date on all catalog imports by selecting the "hide quote" button under vendor items.

6.6. Call Number. Inventory Control will automatically assign a reference number to every purchase order. DSCP/STORES web assigns a call number to all orders processed through CFS automation. The call number is used to track ESM subsistence expenditures from the time the food is ordered until the SF 1080, **Voucher for Transfers Between Appropriations and/or Funds** is paid.

6.7. Confirmations. STORES web will send an **Order Confirmation** via e-mail, showing the processed order through DSCP's automated system. Compare the order confirmation with the **Purchase Order**. The manager will ensure the quantities ordered and prices match. Once the food is received, the storeroom clerk will print out the **Purchase Journal** before processing the invoice. Once the facility manager verifies and sends the invoice, STORES web will send a **Receipt Confirmation**. Storeroom managers must check the dollar amounts and quantity of each line item match between the **Receipt Confirmation** and the **Purchase Journal**. The storeroom manager will combine the purchase order, **Order Confirmation**, vendor invoice, **Purchase Journal**, and Receipt Confirmation and forward all documentation within 24 hours to the Food Service accountant.

6.8. Cost Corrections. If the accountant finds any errors on the invoice entries, corrections must be accomplished in the Inventory Control, Cost Corrections and on STORES web under receipt adjustments. Refer to AFI 34-239, paragraph 5.7. for cost correction limitations.

6.9. Thaw Report. In automated operations, generate the thaw report using the Projected Sales Wizard. Storeroom operations generate the report to meet requirements for the number of days identified and the current 14 day cycle. The facility manager will ensure the headcount projected and quantities to prepare for the ordering period are accurate.

6.10. Adjustment Entries. All adjustment entries are for the reduction of inventory. Production managers are responsible for entry of the raw and finished waste after each meal. Enter only those servings more than five on the waste log.

6.11. Manual Ordering Procedures.

6.11.1. For installations without CFS, the type of communications available will determine how to order subsistence. For sites with Internet capability, order subsistence using STORES web. Find exact ordering procedures in the CFS Handbook.

6.11.2. HQ AFSVA/SVOHF and the MAJCOM supporting the war fighting command is required to supply the Prime Vendor Catalog to all sites.

6.11.3. Sites will use e-mail or fax for all orders. Storeroom clerks will use the catalog provided by HQ AFSVA/SVOHF. Prepare the quantities and names for items to order and forward to the HQ AFSVA/SVOHF. The HQ AFSVA/SVOHF will enter the information on STORES web. The dining facility manager will keep one copy to help in estimating future requirements.

6.11.4. The Food Service representative must sign and retain a copy of the vendor invoice at the time of delivery of the food. Make sure the person requesting the food is not the same person who signs for the food when received. Enter the total dollar value of all purchases for the respective day in column F of AF Form 1119-1.

6.11.4.1. Within 24 hours from the issue date make sure the facility manager forwards a copy of all items received with items priced and extended to the Food Service accountant. After the accountant reconciles, make any required changes to purchases, issues, and transfers. Forward all reconciled purchases to the Area of Responsibility (AOR) for bill payment.

6.12. Food Service Inventory Transfer Receipt. In non-automated operations, accomplish transfers between and outside of Food Service facilities on AF Form 3516, **Food Service Inventory Transfer Receipt**. This allows removal of food from one inventory and placed upon another (other appropriated fund activities only). Also, use the form to send subsistence outside of Food Service (such as to a field exercise) or return food to the Food Service system. It is essential that food transferred outside of the Food Service system be adequately explained. For example, if food is transferred to a unit deploying to your location, provide the name and location of the unit, and the quantity transferred. The receiving unit has the responsibility for accounting for the food. By providing the name of the unit, the MAJCOM or HQ AFSVA/SVFRS can track the expenditures.

6.12.1. For automated operations, follow procedures as outlined in the CFS Handbook. For food that is transferred out to another automated facility, use Enter and Send Inter-Unit Transfers (Transfers OUT). For food that is brought in to the facility's inventory, use the section referencing Transfers IN (Inter Unit Transfers).

6.13. Transfer Reconciliation. The accountant must run the **Transfer Reconciliation** Report from Corporate Reporting daily to ensure all transfers are recorded on the same day for all facilities.

6.14. Inventory. Use AF Form 3514, **Inventory Count Worksheet**, to record the physical inventory of food on-hand at non-automated operations. The inventory includes all food in the storerooms, refrigerators, and freezers of the dining facilities and central preparation facilities, which is not prepared for consumption. Include condiments previously removed from the storeroom, or opened containers, regardless of issue or consumption dates. There are two types of inventory procedures:

6.14.1. Weekly counts. Manual operations will count everything on-hand each week. Record the counts on AF Form 3514, **Inventory Count Worksheet**. Automated operations will only count those

items defined by Corporate. Record those items on the **Count Sheet** within Physical Counts. Automated operations will follow physical count procedures contained in the CFS Handbook. Before the Physical Count is processed, print the **Edit List** from Inventory Control. Conduct the inventory at the same time on the same day each week.

6.14.1.1. Weekly counts will include condiments previously removed from the storeroom, or opened containers, regardless of issue or consumption dates. Do not count food items issued for advance preparation and prepared meals that may be consumed before the end of day processing.

6.14.2. Monthly Counts. At the close of business on the last day of each month, the FSO assigns someone other than the storeroom personnel to conduct a physical inventory at each Food Service facility. The closing inventory of one period is the same as the opening inventory of the following period.

6.14.2.1. Manual operations will enter the date and name of the person responsible for the Food Service account. Two copies and proper certification are required on all formal inventories, which are taken when the account is transferred. File one copy with AF Form 1119-1 and give either the second copy to the responsible person from whom the account is transferred or the Quality Assurance Personnel (QAP). One copy of the inventory is sufficient at all other times. Add a statement that the inventory is true and correct on the last page of AF Form 3514. The person who took the inventory signs the statement and the FSO certifies the inventory.

6.14.3. Price items on the inventory at the prices listed at the time of receipt. If like items in stock were received at different prices, enter each quantity priced and extended at its own price.

6.14.4. Automated operations will follow the same guidance as defined in paragraph 6.13. Record the physical counts on the monthly **Count Sheets**. The person performing the count will sign the **Edit List Count Sheet**, certifying the inventory is correct. The Food Service manager will also sign the Edit List Count Sheet.

6.14.5. Once this process is completed, the Food Service manager in contract operations will print out two copies of the **On Hand Summary Report (RCS: HAF-SVO(A)0304)**. The FSO will sign all the On Hand Summary Reports. Provide one copy to the Food Service accountant/QAP—the contractor will keep one copy. Non-Contract operations will print one copy of the monthly **On Hand Summary Report (RCS: HAF-SVO(A)0304)**. The FSO will sign the **On Hand Summary Report** and file with the accountant.

6.14.6. End of Year Inventory. Conduct the end of fiscal year inventory IAW AFI 34-239, paragraph 5.6.

6.15. Inventory Levels. Peacetime inventory levels for main dining facilities are recommended to be only \$15K and smaller facilities to include flight feeding should be \$10K. HQ AFSVA/SVOHF must approve contingency and wartime inventory levels.

6.16. Government Purchase Card (GPC). The subsistence GPC is a credit card used to make purchases from the commissary or other approved source at locations that can accept the card (CONUS), some overseas locations). HQ AFSVA/SVOHF must approve any other local sources. Purchases on this card are only for emergency purposes, when your normal subsistence provider cannot supply a needed item. HQ AFSVA/SVOHF will approve all emergency GPC purchases if Defense Commissary Agency

(DeCA) or the DSCP Prime Vendor cannot satisfy the requirement. Local contracting offices provide the card and procedures.

6.16.1. All purchases must be pre-approved by the unit's Approving Official. The Approving Official must maintain an official GPC control log to issue control numbers to cardholders. Use this log to compare the value of purchases with the statement from the credit card company.

6.16.2. Select food items and proceed to the cash registers for checkout. Do not exceed \$2,500 per transaction limit or the approved monthly funding target of \$5,000 per card. Use the GPC to finalize the purchase at the register. The cardholder then enters the value of the purchase on the control log.

6.16.3. A Cardholder must be the FSO or dining facility manager. Contract personnel are not authorized to use the GPC for subsistence. In contract-managed operations, the Food Service QAP will be the authorized individual.

6.17. Purchase Reconciliation

6.17.1. The FSO or a designated representative, such as the Quality Assurance Personnel (QAP) in full Food Service contract operations, must verify the total food purchases monthly with the SF 1080, **Voucher for Transfers Between Appropriations and/or Funds**. The accountant in all operations will use the SF 1080 spreadsheet or MAJCOM approved equivalent to record all purchases and any reconciliation. Automated operations will record the information from reconciling the receipt confirmation and the purchase journal. Manual operations will use STORES web, Receipt Adjustments from the STORES web. Keep reconciliation documentation on file with all supporting documentation.

6.17.2. The base Food Service accountant will work any discrepancies with the DSCP account manager. DFAS sends the credited SF 1080 and adjustment documents directly to the dining facility for verification and reconciliation.

6.17.3. STORES web will automatically generate a receipt for the entire order on the fifth day after the required delivery date if a facility manager has not submitted a receipt for any line item on order.

Chapter 7

CENTRAL PREPARATION KITCHENS

7.1. Central Pastry Kitchens. If the pastry kitchen is physically separated from other dining facilities, it maintains its own accounting records. Use the pastry **Production Logs** for quantities to prepare.

7.2. Dining Facility Pastry Kitchens. A pastry kitchen operating as part of the dining facility account controls food and transfers the finished pastry product to other facilities in Inventory Control, **Adjustment Entry (Transfer Out)**. They will not maintain separate accounting records. Manual operations will transfer baked products to other facilities on AF Form 3516, **Food Service Inventory Transfer Receipt**.

7.3. Subsistence and Monetary Controls.

7.3.1. At automated dining facilities, the recipe cost and selling price is calculated for individual portions of each menu item. Each price is based on current inventory item numbers and purchase prices.

7.3.2. Inventory Levels. Inventory levels for Central Preparation Kitchens will not exceed \$15K unless approved by HQ AFSVA/SVOHF.

7.3.3. Physical Inventory. All inventories will be conducted IAW paragraph **6.14**.

7.3.4. Food Service Inventory Transfer Receipt. Manual operations will use AF Form 3516, **Food Service Inventory Transfer Receipt** to transfer pastry to other facilities. Automated operations will use Inventory Control, **Adjustment Entry (Transfer Out)**. Instructions are located in the CFS Handbook.

7.3.5. Waste Logs. All automated pastry facilities will use a waste log to track discarded servings of five or more. Use Inventory Control, Adjustment Entry, raw or finished waste. Procedures for these functions are in the CFS Handbook.

7.3.6. Local Purchase of Pastry Products. Local purchase of commercial pastry is prohibited unless approved by HQ AFSVA/SVOHF.

7.4. Pastry during AEF. HQ AFSVA/SVOHF must approve any procurement of commercial pastry while personnel are in a contingency state. The waiver will only cover the timeframe of the deployment.

Chapter 8

FLIGHT MEAL SERVICE

8.1. Authorized Meal Service.

8.1.1. Crewmembers. Normally, the duration of a flight should be in excess of three hours before a meal is authorized. Consider pre- and post-flight activity when determining if a meal is authorized.

8.1.2. Passengers. Passengers may be furnished a meal if they are on a flight in excess of three hours.

8.1.3. Patients. Air Force flight kitchen facilities prepare and issue regular flight meals for hospital patients aboard aero medical evacuation aircraft. The aero medical evacuation control officer from the installation medical facility obtains the modified diet items and special meals.

8.2. Expanded Flight Kitchens

8.2.1. This facility is designed for authorized personnel working on the flight line or other work centers on the installation. Menu items can range from hamburgers, fried chicken, hot dogs, French fries, soups, salads, baked items, chili, assorted beverages, pastry items, and various condiments.

8.2.2. Expanded flight kitchens will use the Aloha front of the house or POS system to sell menu items other than the large and small menus.

8.2.3. Expanded flight kitchen menus have been set in CFS and will be pushed from the ALOHA Inventory Control to the registers at the front of the house. Small and large menus are also preset and will be manually input at the end of the day. Use the FOH sales reports and cashier receipts to reconcile cash turn-ins and give an account of all transactions (voids, surcharge, Essential Station Messing (ESM), and cash sales).

8.2.4. Enter flight meals manually on the BOH, Inventory Control, under Sales Entry. Do not enter sales until after the FOH end-of-day has run.

8.3. Menu Patterns. The menu patterns for flight meals listed in the Air Force worldwide menu will be followed, to include the Core Flight Meal Program. Sandwiches, salads, fruits, and vegetables will be merchandised in transparent plastic containers. Expanded flight kitchens will follow menu patterns as defined for dining facilities in the Preface to the Worldwide Menu.

8.4. Types of Flight Meals and Allowances. This information is in AFI 34-239, attachment 4. A minimum of 2 hours is required for flight meal preparation. This is to ensure freshness of products and food safety.

8.5. Reimbursements for Meals. Crewmembers and passengers normally pay cash for their meals.

8.5.1. The Food Service accountant computes the cost of liquid coffee as follows: One pound of ground coffee yields 2.75 gallons of liquid coffee. The reimbursement rate for 2.75 gallons of bulk liquid coffee is the price of one pound of coffee plus the actual cost of cream and sugar furnished divided by 2.75. For example, \$1.94 (for coffee) plus \$0.194 (for cream and sugar) equal \$2.134 divided by 2.75 equals \$0.776; adjusted to the nearest 5 cents is 80 cents per gallon.

8.6. Inventory Controls. All flight kitchen operations will follow guidance as referenced in [Chapter 6](#).

8.6.1. Monitor item quantities used to prepare meals and adjust menus as required to prevent excessive gain or loss. The FSO should make a random sample check of prepared meals at least weekly to prevent excessive variance between meal cost and the inventory allowance.

8.7. Request for Flight Meals. AF Form 79 provides a continuous record of flight meals requested and cash collected. Use the form for refunds when meals are paid for but not consumed through no fault of the passenger or crewmember.

8.7.1. The traffic officer, operations officer, combat alert officer, aircraft commander (or designated representative), or the flight kitchen manager, completes AF Form 79 and collects money. The person who completes this form will notify the flight kitchen manager of the number of meals required.

8.7.2. Flight kitchen personnel complete the form if passengers and crewmembers order individual flight meals from the flight kitchen.

8.8. Issue of Flight Meals.

8.8.1. If flight kitchen personnel issue meals directly to passengers and crewmembers, the receiving personnel sign AF Form 79 to indicate receipt of the meals.

8.8.2. If flight kitchen personnel issue meals to fleet or passenger service for delivery to aircraft, record the number and type of meals on AF Form 3516. Keep one copy as a supporting document and give a copy to fleet service personnel.

8.8.3. Air Mobility Command (AMC) Cold Banner and Special Assignment Airlift Missions (SAAM). Cold banner refers to any mission, which supports or is directed by the President of the United States. SAAM refers to any mission directed as a special assignment airlift mission by AMC. On request, flight kitchens furnishing flight meal support will issue flight meals or bulk issue items for preparation aloft without reimbursement.

8.8.3.1. The flight kitchen will take full credit on AF Form 79. Aircraft number and home base are indicated on AF Forms 3516 and 79. The loadmaster acknowledges receiving the meals by signing AF Form 3516. The support base Food Service sends one copy of AF Form 3516 to the FSO at the home base where the flight originated.

8.8.3.2. Cash collections for meals are made when the meals are served. The loadmaster may turn in cash collected and unused meals at the main overnight base Food Service, if desired. The loadmaster turns signature sheets, cash, and unused meals (or receipts for cash and meals) in to the home base. The home base flight kitchen supervisor verifies the number of meals issued and used. Accountability will be maintained for all meals during the entire mission.

8.9. Cash Controls. The flight kitchen manager must:

8.9.1. Make sure the current flight meal supplement, snack meal, and bulk liquid beverage reimbursement rates are collected from guests.

8.9.2. Provide safeguards for the change fund and cash collected.

8.9.3. At passenger terminals where fleet service collects a considerable amount of cash from the sale of flight meals, cash will be deposited directly with accounting and finance. The passenger service officer will prepare DD Form 1131 in sufficient copies to provide the FSO with a copy for reconciliation with the AF Form 79. AFO and the person turning in the funds must verify and sign the forms.

The flight kitchen manager will ensure the DD Form 1131 is turned-in within seven (7) days. A Report of Survey is required after 30 days.

8.10. Cash Refund Procedures for Flight Meals. Passengers and crewmembers may receive refunds for meals and snacks purchased but not consumed, due to circumstances beyond their control. For example, flights may be delayed or canceled, meals may not be served because of equipment failure, or meals may not be delivered to the aircraft.

8.10.1. Before a refund is made, the aircraft commander or loadmaster must certify that meals were not served. The passenger service officer or designated representative will:

8.10.1.1. Complete the refund certificate on the passenger's boarding pass or ticket receipt.

8.10.1.2. Give the reason for refund and include any pertinent information (for example: flight canceled, second meal not placed in aircraft at originating station, passenger bumped off flight, etc.).

8.10.1.3. Sign the certificate.

8.10.2. The passenger completes the refund data on the reverse side of AF Form 79. Annotate the reason for the refund in the explanation for refunds. Refunds of the amount paid may be made at the originating or terminating passenger terminal facility, or flight kitchen. One crewmember can sign for refunds of the entire crew meal order. To support cash refunds to passengers and crewmembers, AF Form 79 must be attached to the file copy of DD Form 1131 submitted to accounting and finance.

8.10.3. If crewmembers and passengers do not receive purchased bulk liquid beverages; they may receive reimbursement by presenting a signed statement of non-receipt from the aircraft commander to the passenger terminal cashier or flight kitchen. In addition, the person receiving the refund must sign the back of AF Form 79. AF Form 79, with the aircraft commander's signed statement of non-receipt attached, must be attached to the file copy of DD Form 1131 submitted to accounting and finance.

8.10.4. The above procedures permit refunds for flight meals at a different base than where the collection was made.

8.11. Unsafe Food Items. If a flight kitchen manager suspects food items are unfit for human consumption or unsafe for service in flight, have Military Public Health (MPH) inspect the items. If the MPH condemns the items, the manager completes the AF Form 3516, in duplicate, as follows:

8.11.1. In the consignee block of the form enter the word "Condemned" and add the following certificate "I certify the food items listed above are unsafe for flight Food Service or human consumption and are not to be used for flight meals."

8.11.2. The MPH inspector will sign this certificate. The flight kitchen will certify the final disposition of all condemned items on AF Form 3516 before dropping the dollar amount from the inventory. The flight kitchen will keep the original as a supporting document and the MPH inspector will keep the second copy.

8.11.3. At automated locations, in order to remove items from the inventory, the facility manager will make the necessary adjustment entries in accordance with the CFS Handbook, Enter and Process Adjustments (Daily Waste). Manual operations will annotate the transfer in column G of AF Form 1119-1.

8.12. Excess or Surplus Flight Meals Aboard Military Aircraft. Fleet service must turn over to the flight kitchen excess or surplus flight meals from transient or terminating mission aircraft. In the absence of a flight kitchen, turn them in to a dining facility. The flight kitchen or dining facility makes disposition as indicated below:

8.12.1. The FSO prepares an AF Form 3516 (in duplicate) to receipt for all meals received (frozen, spoiled, or thawed) and requests inspection by the MPH inspector. The FSO who receives the meals signs both copies of AF Form 3516. The loadmaster or flight traffic specialist keeps the original and the FSO keeps the duplicate as a supporting document.

8.12.2. After the MPH inspector determines if the food is fit for human consumption, the MPH inspector will annotate the AF Form 3516 with a recommendation for disposal.

8.12.3. In all cases, the MPH inspector determines the fitness and use of precooked frozen meals, as well as any other questionable food item.

8.12.4. Turn-ins or write-offs of surplus meals will be accompanied by the original AF Form 3516 issued to the loadmaster or flight traffic specialist. The flight kitchen manager uses current prices for Meals Cooked, Frozen (MCF), or flight meal components available at the receiving flight kitchen. If prices are unavailable there, the manager will use prices from the originating base's AF Form 3516.

8.13. Unused Food Aboard Military Aircraft. Fleet service will return all unused bulk subsistence items to the flight kitchen. In the absence of a flight kitchen, return the items to the dining facility. The Food Service person who receives the food items prepares AF Form 3516. The recipient signs both copies. Fleet service keeps the original and the MPH inspector keeps the duplicate as a supporting document. After the MPH inspector certifies food items to be fit for human consumption, add all food items (except condemned) to the storeroom inventory.

8.14. Flight Meal Questionnaire. Use AF Form 27, **Food Service Customer Survey**, base, or MAJ-COM approved form to get feedback from your guests. Forms can be used in conjunction with all meals available in the flight kitchen. Ensure a return address is placed on the reverse side of the form. In addition, make forms available to all flight kitchen guests. The flight kitchen manager should respond to guest's concerns, usually with a telephone call. Make notes of the conversation on the backside of the form used and file for future reference.

8.15. Flight Meals Prepared in Dining Facilities. If the flight kitchen operates as part of a dining facility, the FSO must report separately for the flight meal account on AF Form 79. Record food issued from the facility storeroom to the flight kitchen using **Manual Sales Entry** for a co-located operation. Exact procedures are in the CFS Handbook. Manual operations will record flight meals on AF Form 1119-1.

8.16. Transportation Working Capital Fund (TWCF). Passenger service representatives will provide complimentary snacks and beverages (paid for by the TWCF), which will enhance passenger comfort during flight to all passengers on a no charge basis. Complimentary snacks are not intended to be provided in lieu of a meal and must not exceed 75 cents per passenger.

8.16.1. Purchasing Food for Beverages and Snacks. Passenger service representatives may use TWCF to purchase subsistence items for beverages and snacks from flight kitchens on a reimbursable basis. The Air Terminal manager (ATM) determines the types and quantities of beverages and snacks needed. The cost of such items should not exceed 75 cents per passenger. The ATM should coordinate

with the local FSO and the accounting and finance office to establish procedures to receive bulk purchased beverages and snacks. Passenger service representatives will request bulk beverage and snack items on AF Form 79, which will be signed by the ATM or designated representative. The ATM will certify the bulk item receipt by signing in the signature block and inserting the words "TWCF PASSENGER MISSION" above the signature.

8.16.2. Non-AMC Terminal Activities. At installations where there is no AMC terminal activity, the aircrew will identify to the local flight kitchen the proper billing address for beverages and snacks needed to support the TWCF passenger mission. The billing address will be the accounting and finance office of the aircraft's home station.

8.16.3. Billing Instructions. Each flight kitchen must maintain a monthly record of all issued and creditable returned items. Each month the FSO will furnish the accounting and finance officer AF Form 3515, **Cross Service Billing** showing issues less creditable returns.

8.16.4. Authorized Monetary Allowance. The cost of complimentary snacks is limited to a maximum of 75 cents per passenger. Do not include complimentary beverages (coffee or tea) in this limit. List unused snack and individually containerized beverage items on AF Form 3516 and turn in the items to the flight kitchen. Flight kitchens originating TWCF complimentary snacks and beverage service will provide the loadmaster with two AF Forms 3516, to aid turn in at the terminating station. Receiving flight kitchens will use current prices available at their installation when adding TWCF complimentary snacks and beverages to their inventory. If prices are unavailable locally, use the prices from the originating base's AF Form 3516.

8.16.5. Determining Requirements. Normally the ATM determines requirements for complimentary snacks and beverage requirements on the period of flight (morning, afternoon, evening), duration of flight, meal service availability, food item availability, and other local controlling factors. Flights of less than 90 minutes are authorized TWCF complimentary beverages only. Flights over 90 minutes are authorized TWCF complimentary snacks and beverages. The ATM bases complimentary snacks and beverages on food items normally stocked by the local flight kitchen. The flight kitchen will not include major meal items, such as sandwiches, soups, or entrees, as complimentary snack items. Sample selections of snacks are listed in the preface to the Air Force worldwide menu.

8.17. Fleet and Passenger Services. If flight kitchen personnel issue meals to fleet or passenger service for delivery to aircraft, record the number and type of meals on the AF Form 3516. Keep one copy as a supporting document and give a copy to fleet or passenger service. Fleet/Passenger Service representative and flight kitchen personnel must sign the AF Form 3516.

8.17.1. Flight kitchen personnel must maintain a copy of the AF Form 79 provided by fleet and passenger service, once all transactions are complete.

8.17.2. Fleet and passenger service representatives are responsible for cash turn-in to Accounting and Finance. They will complete DD Form 1131 in sufficient copies to provide the Food Service Officer/Flight Kitchen manager with a copy for reconciliation with AF Form 79.

8.17.3. Manually enter the number and type of flight meals through the Sales Entry function (item sales tab) of CFS using the AF Form 3516 as your source of meals and supplements issued. This action will reduce the flight kitchen inventory. NOTE: There will be a remaining dollar amount in the sales day totals, place this amount in the Balance of Day.

8.17.4. Once the DD Form 1131 is received the dollar amount will be added to **Sales Offset** for current days transactions. (Sales Day Totals will not balance; the remaining amount will be placed in Balance of Day). AF Form 3516 will support balance the day amounts.

8.17.5. If the remaining dollar amount in the sales days totals exceeds \$10, the facility manager must provide the MAJCOM with supporting documentation which explains the excessive dollar amount.

8.18. Mission Essential Beverages (Liquid Coffee/Tea or Hot Chocolate) for ESM. Appropriated funds may not be used to provide free beverages to military or civilian employees. Members who meet the requirements are those who are exposed to the elements for extended periods, have no reasonable access to refreshment sources, and where beverages are required to remain alert are authorized mission essential beverages provided at government expense using 3500 Appropriation for Subsistence in Kind funds. For example, Security Force personnel who are manning gates and guard posts and Civil Engineering personnel who are involved in snow removal or work locations where there is no reasonable access to refreshment sources to remain alert. All other personnel would be required to pay for coffee or other beverages provided by Air Force dining facilities.

8.18.1. The following procedures apply when requesting mission essential beverages from Air Force dining facilities:

8.18.1.1. The Officer/NCOIC of the activity requiring the beverage will prepare an AF Form 79, indicating the name, grade, and the last 3-digits of the SSAN of each person who desires beverages. The OIC/NCOIC must annotate their signature, rank, and duty phone in the remark section of the form. Provide the completed form to the dining facility manager/representative. The actual person, who is picking up the beverages, must sign in the block "signature and Grade of Person Making Collection."

8.18.1.2. The unit requiring the beverages will be responsible for providing the container to transport the beverage. This procedure will not be used to provide beverages to command posts, unit work areas, sales of sports beverages, or field exercises to include search and recovery. HQ AFSVA/SVOHF must approve any other unique circumstances.

8.18.1.3. The dining facility manager/representative will provide the liquid beverage in containers provided by the requesting organization.

8.18.1.4. The dining facility/flight manager will sell the beverage in 1/2-gallon (brewed) liquid increments (No coffee grounds or dry products will be dispensed). Automated operations will use the adjustment entries; transfer out to HQ AFSVA/Mission Essential Beverages (#200109). The dollar amount will not exceed \$.75 (cents) per person authorized. HQ AFSVA/SVOHF will review this weekly to ensure bases do not exceed the authorized amounts.

8.18.1.5. The dining facility/flight kitchen manager will turn-in the completed form to the food service accountant with a copy of the transfer document.

8.18.2. Sports beverages (Gatorade) used as mission essential beverages. Bases will not use the 3500 Appropriation for Subsistence-in-Kind fund to purchase sports beverages. Purchase sports beverages using Organizational (O&M) funds. Organizations must comply with the Air Force Surgeon General (AFMOA/CC) memo dated 3 Jul 01 and AFI 65-601V1, Budget Guidance and Procedures, paragraph 4.45.6 Sports Beverages.

Chapter 9

WAR RESERVE MATERIEL (WRM)

9.1. General. This chapter expands on responsibilities and policies to the FSO and superintendent for implementing procedures for the authorization, acquisition, storage, use, and replacement of WRM operational rations. It directs the FSO/superintendent to comply with applicable requirements levied by DoD and Air Force instruction and base supplements relating to WRM subsistence requirements at the operational level.

9.2. WRM Subsistence Authorizations. The following references are used for the WRM program within Air Force Services:

- 9.2.1. AFI 34-239 outlines WRM and reporting requirements for subsistence planning.
- 9.2.2. AFI 25-101, *War Reserve Materiel, WRM, Program Guidance and Procedures*, details requirements for WRM, including WRM rations, which are determined by and reported to HQ AFSVA/SVO by the MAJCOMs.
- 9.2.3. The War Consumable Distribution Objective (WCDO) document specifies MAJCOM requirements for war consumable rations for aircrews and missile crews. This document is computed and published by each MAJCOM.
- 9.2.4. MAJCOM supplements to AFI 25-101 are used in conjunction with other WRM directives such as MAJCOM Operational Plans (OPLAN), MAJCOM WRM storage plans, and other documentation levied at the wing and base level.
- 9.2.5. Wing and base level supplements to AFI 25-101 outline plans for WRM requirements, including WRM operational rations, to be stocked in support of wartime contingencies.
- 9.2.6. HQ USAF War and Mobilization Plan, Volume I (WMP-1), Annex GG – Services.

9.3. WRM Requirements. The WCDO specifies the types and quantities of operational rations to maintain as WRM at each installation.

- 9.3.1. The Air Force WRM operational rations consist of MRE and UGR.
- 9.3.2. MAJCOM/SVX will identify new or increased ration requirements by 15 March of each calendar year and forward to HQ AFSVA/SVOHF. If requirements are not identified, they will not be funded.

9.4. Responsibilities. The FSO/superintendent is responsible for:

9.4.1. Participating in planning and programming by personally visiting the base plans office at least annually with the Services commander to jointly review the type and quantity of WRM rations to be stocked per WCDO and OPLANS. The FSO/superintendent must have a security clearance before being permitted to view these documents.

9.4.1.1. Participating in policies established by the base War Reserve Materiel Officer (WRMO).

9.4.2. Maintaining accountability for WRM assets by:

- 9.4.2.1. Maintaining a copy of the MAJCOM WRM funded level ration requirements letter specifying the quantities of WRM operational rations that are funded by HQ AFSVA/SVO.
- 9.4.2.2. Ensuring the approved WRM funded level is not exceeded at anytime.
- 9.4.2.3. Maintaining accurate records for WRM and peacetime operational rations. An AF Form 28 should be maintained by date of pack and lot number. Report all (WRM and peacetime) operational rations on the same AF Form 28 monthly.
- 9.4.2.4. Approving the accuracy of the monthly AF Form 28 by reviewing and signing the form. A copy of the completed form will be provided to the base WRM monitor.
- 9.4.3. Ensuring proper storage, adequate security, and replacement of WRM assets by:
 - 9.4.3.1. Storing under refrigeration where feasible.
 - 9.4.3.2. Making sure rations on-hand receipts stored by self sustaining units are replaced annually.
 - 9.4.3.3. Following prescribed procedures for issues, transfers, and other dispositions of WRM subsistence.
 - 9.4.3.4. Using storage facilities, which provide adequate security and proper storage conditions for WRM subsistence.
- 9.4.4. Ensuring that WRM subsistence assets are inspected by MPH by:
 - 9.4.4.1. Identifying to the MPH office the date of pack, lot number, and inspection test date (ITD) of all rations on-hand in the warehouse and new acquisitions upon receipt.
 - 9.4.4.2. Notify MPH when follow-up inspections are due based on inspection documents provided by inspectors from each inspection performed.

9.5. Replacement of Operational Rations. DSCP limits activities to placing only one requisition per year for direct vendor delivery (DVD) of MREs and UGRs. HQ AFSVA/SVOHF will requisition operational rations annually to replace older stocks and fund new requirements that are to be maintained as WRM stocks at base level.

- 9.5.1. The manufacturer will date stamp each case of operational rations reflecting an appropriate date of pack and lot number.
- 9.5.2. The manufacturer will date stamp the suggested inspection test date (ITD) on each case of operational rations. Periodic inspections and evaluations by the local MPH inspector will determine the proper ITDs.
- 9.5.3. Under normal conditions, MREs have an estimated shelf life of 36 months un-refrigerated. Under refrigerated conditions (35F-50F degrees), the shelf life may be extended to a maximum of 5 years. The latter should be used where feasible. HQ AFSVA/SVOHF will plan on replacing/rotating all WRM rations on an annual basis.
- 9.5.4. Any shortages in the WRM account below current funded levels must be replaced within 30 days. This is usually caused by release of WRM stocks by the Services Commander for exercises, etc.
- 9.5.5. All requisitions for WRM replacements will contain project code 121 and advice code 2G.

9.5.6. DVD MREs will be placed in WRM stocks upon receipt. Those operational rations stored are separate from WRM stocks. The disposition of these rations remains the same. That is, either issued for exercises or turned in to Defense Reutilization and Marketing Office (DRMO). They should be monitored closely to ensure they do not exceed their shelf life. Always issue oldest stocks first based on the date of pack.

9.5.7. Ideally, Food Service operations should always have their funded level of WRM MREs on-hand. However, should there be a requirement or if consumption exceeds the on-hand quantity, DSCP will meet those needs from depot stocks.

9.5.7.1. Depot stocked MREs are older dates of pack and were previously held in refrigerated storage. They will normally expire within 12-18 months after removal from cold storage.

9.5.7.2. Units or organizations requiring rations for exercises, etc., should provide their requirements to the FSO allowing sufficient lead-time for requisitioning depot stocked MREs, preferably 30 days for CONUS and 45-60 days for OCONUS.

9.5.7.3. Food Service activities will requisition rations for all active duty units or organizations. ANG and AF Reserve units will requisition rations for their respective units through HQ AFSVA/SVOHF. AF Food Service will forward all requisitions to DSCP with an information copy to each base/unit.

9.5.7.4. The Services commander or the appointed (in writing) designated representative must approve by signing AF Form 3516 for rations that impact on WRM stock levels prior to issue. No requisitions will be placed or issues made without this approval.

9.5.7.5. All requisitions for depot stocked MREs will bear project code 384 (identifies the items as other than WRM). Advice code 2J will be used on these requisitions.

9.5.7.6. Should an issue of any WRM stocks be made for use during disasters, deployments, or emergencies not otherwise covered by HQ USAF OPLANS, replace these stocks according to the above guidance. However, should WRM support be seriously impaired, the base WRM monitor will coordinate with HQ AFSVA/SVOHF on replacing those stocks sooner with current date of pack rations.

9.5.8. Operational rations issued by Food Service for unit use during exercises, alerts, etc., may be returned to Food Service within 72 hours after termination of the exercise or alert providing the following conditions are met:

9.5.8.1. MPH must inspect rations and certify the rations as still fit for their intended purpose before returning to Food Service. Certification must accompany the rations returned to Food Service.

9.5.8.2. The Food Service facility has a valid demand or future need for the rations.

9.5.8.3. Partial cases of MREs that are to be reassembled in case lots must approximate the original menus as closely as possible. A maximum of two reassembled cases will be accepted at any occurrence. Food Service should indicate the oldest date of pack for the reassembled menus.

9.5.8.4. List all rations returned to Food Service on AF Form 3516.

9.6. Stock Replacement. Maintain an AF Form 28 for each type of operational ration, date of pack, and lot number. These records will provide information for stock replacement before the shelf life date. The

AF Form 28 will be annotated to reflect the latest ITD by date of pack and lot number as determined by MPH. In addition, record the quantity of each issue of WRM operational rations on the AF Form 28 (include unit issued to). All postings to the AF Form 28 such as transfers, receipts, etc., will be made when the transaction occurs. Check the AF Form 28 balances against the actual inventory balances monthly, to ensure that accurate reporting is being made to higher headquarters. The entire balance from the previous month will be the beginning balance for the new month (current). Replacement of WRM rations will be made annually.

9.6.1. Ensure you consult with MPH to determine the proper or extended ITDs. This may require a change due to local climatic conditions and storage facilities used. If MPH evaluation requires a change to ITDs, ensure that the changes are properly recorded on AF Form 28. MPH will mark at least four boxes per pallet or insert at least one placard per pallet reflecting the shortened or extended ITDs. Food Service personnel must ensure MPH places a placard or stamps the required number of cases to indicate the rations were inspected. The shortened or extended ITDs must be marked on the cases or placard. MPH will provide a letter to the FSO certifying the shortened or extended ITDs by lot numbers. This also applies to pre-positioned WRM rations that are stored elsewhere on the base or by self-sustaining units.

9.6.2. Post shortened or extended ITDs on the appropriate AF Form 28.

9.6.3. Transfer operational rations to other bases at least one year before shelf life date or the most recent ITD. MPH inspection reports must accompany all shipments and faxed to the receiving base and HQ AFSVA/SVOHF before shipment.

9.6.4. Rotate operational rations by using rations for at least one meal a day during training, field exercises, or base alerts before shelf life date or most recent ITD. The plans officer will coordinate with the installation commander, Services Commander, and other concerned officials for use of operational rations during local exercises, alerts, ORIs, etc.

9.6.5. Replace operational rations held by self-sustaining units annually with newer dates of pack rations.

9.6.6. Turn-in operational rations that are four years or older if un-refrigerated to the servicing DRMO. Contact HQ AFSVA/SVOHF for approval before turn-in. Rations to be turned in to DRMO must have 90 days or more shelf life remaining at the time of turn in.

9.7. Storage of WRM Rations. Ideally, operational rations should be stored under refrigeration (35F-50F degrees) to extend ration shelf life. In some situations, this may not be feasible and rations must be stored in un-refrigerated facilities. However, this decreases the shelf life when storage is above 50F degrees.

9.7.1. Each MAJCOM is responsible for programming Military Construction Program (MCP) projects for storage of WRM rations and should include refrigeration to prolong ration shelf life. If facilities are inadequate for storage of WRM rations, the FSO must work closely with the Services Commander in identifying and getting adequate facilities programmed for storage of WRM rations. The same applies for Materials Handling Equipment (MHE) required.

9.7.2. Should current facilities be inadequate for storage of WRM rations, the installation commander should be contacted to provide space elsewhere on base to store the rations. The facility provided should be under lock and key control of the FSO. Further, the facility must provide adequate security

measures. If storage facility is joint use, a chain link fence must be erected from floor to ceiling to prevent theft of rations.

9.7.3. Upon receipt of annual replacement rations, place the new WRM rations in WRM. This replacement will also include rations issued on hand receipt to self-sustaining units.

9.7.4. Transfer rations for medical sampling from the WRM account in full case lots. The DD Form 1222, **Request for And Results of Tests** will be provided by MPH to Food Service personnel.

9.7.5. Issue of rations from the WRM account will not be made. All rations for issue must be made from the Food Service account. If adequate rations are not available in Food Service and some WRM rations must be used, they are transferred to Food Service prior to issue. Release of WRM rations must be approved by the Services commander or designated representative in coordination with the base War Reserve Material Officer (WRMO).

9.7.6. OCONUS bases will report quantities, which cannot be used locally to the applicable MAJCOM. The MAJCOM will attempt to redistribute rations to other bases within their command and budget for transportation costs for second destination movement of those rations to where they will be used.

9.7.7. MAJCOMs will contact HQ AFSVA/SVOHF for instructions on disposition of operational rations. The MAJCOM will attempt to redistribute operational rations to other bases within the MAJCOM first. Rations will not be transferred from base to base without MAJCOM and HQ AFSVA/SVOHF approval and must be inspected by MPH.

9.7.8. HQ AFSVA/SVOHF directed movement of operational rations will be transferred from the shipping Food Service account and received in the Food Service account at the receiving base.

9.8. Accountability for Pre-positioned Rations. Accountability for pre-positioned WRM rations remains with the FSO until they are used, lost, stolen, etc. Self-sustaining units may be authorized to store WRM rations at certain locations. WRM rations in this category are issued on an AF Form 1297, **Temporary Issue Receipt**, according to AFI 34-239, attachment 7. Accountability for these rations remains with the FSO until the rations are consumed by the using activity.

9.8.1. Operational rations should be used by the FSO for feeding one meal a day during training, field exercises, or during base alerts as a substitute for a flight meal or as carryout meals.

9.9. Survival Food Packets. Survival Food Packets are not considered a WRM item. Survival food packets required for inclusion in survival kits aboard aircraft will not be stocked by the FSO. The using organizations (life support) will obtain these packets by submitting a requisition directly to DSCP. Food Service requirements for training or survival school will indicate an ESM fund cite. Quantities requested will be adjusted to full cases. Food packets, which are more than 48 months old from date of pack, should not be issued for use in survival kits. If survival food packets are received from a DSCP depot that are more than 48 months old (determined by the date of pack), they will be inspected by MPH for condition. Food packets in good condition will be turned into DRMO and a discrepancy report will be submitted to DSCP Operational Rations, Assembly Section, DSCP/HRAA. Dispose of food packets in unusable condition to refuse collection and submit a discrepancy report to DSCP/HRAA.

9.10. Canned/Pouch Drinking Water. Canned/Pouch drinking water is not considered a WRM item. Units that require canned/pouch drinking water may submit a requisition to DSCP for the quantity of

canned/pouch water they desire. The unit is responsible for storage. The FSO is not authorized to maintain or store canned/pouch drinking water.

9.11. Unitized Group Rations. UGRs are the primary Air Force wartime menu and must be used during all exercises and contingencies. Limited deviations may be authorized for those items that are out of stock in DSCP depots. Installation commanders should be made aware of this stipulation.

9.12. Purchase of Water using O&M Monies. AFI 65-601, Vol I, 21 Oct 94, Budget Guidance and Procedures, provides direction for purchasing water. Air Force organizations may purchase drinking water with Appropriated Funds (O&M) only when it is a necessary expense for the government as follows:

9.12.1. The public water supply is unsafe for human consumption.

9.12.2. There is an emergency failure of the water source on the installation.

9.12.3. A temporary facility has no drinking water available without cost or at a lower cost to the government.

9.12.4. The 3500 Appropriation for Subsistence In Kind fund can only be used to support beverages that are part of a meal limited to 12 oz per meal. SAF/FMB ruling states that in no case should ESM funds be used to purchase beverages for operational use, unless reimbursed. AF Flight Kitchens can sell bottled water through a bulk sale if approved for emergency purposes. The flying unit that requires water must have an approved funding document from the Unit Resource Advisor. The Flight Kitchen will issue the water on AF Form 3516, Food Service Inventory Transfer Sheet. The Flight Kitchen will attach the funding document to AF Form 3515, Cross Service Billing. This will allow the comptroller to transfer the monies to the ESM account.

Chapter 10

BIOLOGICAL, CHEMICAL AND CONVENTIONAL DEFENSE OPERATION AND STANDARDS (NBCC) FOR FOOD SERVICE

10.1. Services. The primary focus of Services personnel is to ensure continuity of operations and to protect personnel from contamination. Services procedures will focus on the area of food service.

10.1.1. Food and Potable Water Considerations:

10.1.1.1. There is currently no acceptable means to decontaminate food-packaging material. Therefore, Services personnel will take all the precautionary steps to safeguard and protect food assets during the pre-attack period and use existing processes to order new stocks of food

10.1.1.2. Services personnel should disperse food assets into fixed or hardened shelters or sealed refrigeration units. Cover with plastic and seal with tape. Once the attack is over, request Civil Engineer readiness to test the protected food to identify the contamination and determine if the protected food is contamination free. Air Force Public Health will determine if the food is safe and wholesome for consumption.

10.1.1.3. Institute shelter stocking with pre-positioned operational rations, such as Meals Ready-to-Eat (MRE) and Unitized Group Rations (UGR). Stock only those shelters in an over pressurized environment (personnel can safely remove mask).

10.1.1.4. Upon notification of hostilities, work the normal food supply chain to immediately restock and resupply sustaining forces with either in-theater or out of theater clean food assets. To accomplish this MAJCOM and Services Agency staff will work with in-theater personnel to determine salvageable and reusable assets and to reorder requirements for MRE and UGR.

10.1.1.5. Do not use contaminated food service equipment. Instead, relocate new bare base assets from other sites within the theater or from stateside locations. Until that time, personnel will eat clean operational rations.

10.1.1.6. If new science and/or technologies permit the safe decontamination of certain food packaging systems; revise decontamination procedures accordingly.

Chapter 11

FORMS

11.1. Prescribed Forms. AF Forms 27, **Food Service Customer Survey**, Air Force Form 79, **Headcount Record**, AF Form 1038, **Food Service Evaluation Record**, AF Form 1254, **Register of Headcount Record**, AF Form 1469, **Essential Station Messing (ESM) Invalid Entitlements Log**, AF Form 1650B, **Manual Sales**, AF Form 3514, **Inventory Count Worksheet**, AF Form 3516, **Food Service Inventory Transfer Receipt**, **Count Sheet**, **Edit List**, **Order Confirmation**, **On-Hand Summary Report**, **Production Log**, **Purchase Journal**, **Receipt Confirmation**, **Sales and Cost Report**, **Sales Offset Report**, **Uncosted Inventory Items Report**.

11.2. Adopted Forms. DD Forms 2, **Armed Forces of United States Geneva Convention ID**

Card, DD Form 714, **Meal Card**, DD Form 1131, **Cash Collection Voucher**, DD Form 1173, **US Uniformed Service ID and Privilege Card**, and 1222, **Request for and Results of Tests**. AF Forms 28, **War Material Ration (WRM) Ration Report**, AF Form 1119-1, **Manual Monthly Monetary Report**, AF Form 1297, **Temporary Issue Receipt**, AF Form 1305, **Receipt for Transfer of Cash and Vouchers**, AF Form 3515, **Cross Service Billing**, AF Form 3587, **Quarterly Check-it-Out Checklist for Appropriated Fund Facility** and SF Form 1080, **Voucher for Transfer Between Appropriation and/or Funds**.

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DCS/Installations and Logistics

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

AFPD 34-2, AF Community Service Programs

AFI 25-101, War Reserve Materiel (WRM) Program Guidance and Procedures

AFI 31-101, The Air Force Installation Security Program

AFI 34-239, Food Service Management Program

AFI 36-2903, Dress and Personnel Appearance of Air Force Personnel

AFI 40-104, Nutrition Education

AFI 63-124, Performance Based Contracts (PBSC)

AFI 65-604, Appropriations Symbols and Budget Codes

AFJMAN 23-210, Joint Service Manual for Storage and Materials Handling

AFMAN 23-220, Reports of Survey for Air Force Property

AFJMAN 34-406, Armed Forces Recipe Service

AFMAN 37-123, Management of Records

DSCP Handbook 4155.1, Meal Ready-To-Eat (MRE) Inspection Responsibilities and Reporting Procedures

DSCP Handbook 4155.2, Inspection of Meal, Ready-To-Eat (MRE) Rations (Appendix A)

DSCP Handbook 4155.2, Inspection of T- Rations (Appendix B)

DSCP Handbook 4235.1, Overseas Subsistence Requisitioner's Handbook

DSCP Handbook 4235.2, CONUS Semi-perishable Subsistence Requisitioner's Handbook

DSCP Handbook 4235.6, CONUS Perishable Subsistence Requisitioner's Handbook

DoD Directive 3110.6, War Reserve Materiel Policy

DoD Financial Management Regulation, Vol 5, Chapter 10

War Consumable Distribution Objective (WCDO)

USAF War Mobilization Plan, Vol I (WMP-1) Air Force Food Service Accounting Guide

Armed Forces Food Service Recipe System

Dining Facility Manager's Handbook

DLA Customer Assistance Handbook

CFS Handbook

Flight Kitchen Manager's Handbook

Abbreviations and Acronyms

AFMAN—Air Force Manual
AFI—Air Force Instruction
AFPD—Air Force Policy Directive
AFJMAN—Air Force Joint Manual
ALACS—A La Carte System
AFFSRS—Armed Forces Food Service Recipe System
AMC—Air Mobility Command
ANG—Air National Guard
AOR—Area of Responsibility
APF—Appropriated Funds
ATM—Air Terminal Manager
BAS—Basic Allowance for Subsistence
CDR—Contract Discrepancy Report
CE—Civil Engineer
CFS—Corporate Food Service
CONUS—Continental United States
DeCA—Defense Commissary Agency
DFAS—Defense Finance Accounting System
DLSC—Defense Logistics Support Command
DODAAC—Department of Defense Activity Address Code
DoD—Department of Defense
DRMO—Defense Reutilization and Marketing Office
DSO—Defense Subsistence Office
DSCP—Defense Support Center Philadelphia
DVD—Direct Vendor Delivery
ESM—Essential Station Messing
FDA—Food and Drug Administration
FSO—Food Service Officer
GLA—General ledger account
GPC—Government Purchase Card
HACCP—Hazardous analysis critical control point

HQ AFSVA—Headquarters Air Force Services Agency
HQ USAF/ILV—Headquarters United States Air Force, Director of Services
IAW—in accordance with
IPC—Integrating Pay and Collecting System
ITD—Inspection test date
MAJCOM/SV—Major Command Director of Services
MCF—Meal, Cooked, Frozen
MCP—Military Construction Program
MHE—Materials Handling Equipment
MILSTRIP—Military Standard Requisitioning and Issue Procedures
MOU—Memorandum of Understanding
MPH—Military Public Health
MRE—Meal, Ready to Eat
MSDS—Material safety data sheet
NCOIC—Noncommissioned Officer in Charge
NSN—National Stock Number
OCONUS—Outside the Continental United States
O & M—Operations and Maintenance
OPLAN—Operational Plan
OST—Order Ship Time
PFD—Present for Duty
POS—Point of Sales
PV—Prime Vendor
PWS—Performance Work Statement
QAP—Quality Assurance Personnel
QC—Quality Control
RDD—Required Delivery Date
RES—Reserves
RIK—Rations-In-Kind
SAAM—Special Assignment Airlift Missions
SAF—Secretary of the Air Force
SCTS—Services Combat Training Site

SIK—Subsistence-In-Kind

SOW—Statement of Work

SSN—Social Security Number

STORES—Subsistence Total Ordering and Receipt Electronic System

SVFRS—Budget Division

SVO—Services Operations

SVOHF—Services Operations, Air Force Food Service Branch

SVSDA—Contractor Support Branch

TDY—Temporary Duty

UGR—Unitized Group Rations

U.S.C.—United States Code

WCDO—War Consumable Distribution Objective

WMP—War Mobilization Plan

WRM—War Reserve Materiel

WWM—Worldwide Menu

Terms

Accounting Period— Normally, a period based on a calendar month, beginning on the first and ending on the last day of the month. The accounting period must not extend past the last day of the calendar month.

A La Carte System (ALACS)— A system in which the dining facility charges the Basic Allowance for Subsistence (BAS) guest and other cash guests for each menu item selected. Essential Station Messing (ESM) guests are furnished their meals without charge. Sales are still processed using POS.

"A" Ration — Perishable and semi-perishable foods used in Food Service facilities where refrigeration is available.

Basic Allowance for Subsistence (BAS)— A monetary allowance, prescribed by law, paid to military personnel instead of subsistence at government expense.

Breakfast— The meal served during morning hours and normally the first meal of the day if a dining facility does not serve the midnight meal.

Closing Inventory— The dollar value of the physical inventory at the end of the subsistence accounting period. After this inventory, purchases or issues are chargeable to the next accounting period.

Common Service— Service provided to members of another military service that does not require reimbursement from the activity receiving support. The term is used in Food Service for members of the Army, Navy, and Marine Corps who are provided ESM.

Cross Service— Service provided to other agencies, and foreign governments that requires reimbursement from the activity receiving support.

Defense Logistics Support Command (DLSC)— Responsible single manager for a wide variety of common items of subsistence, fuels, and supplies required by the military services.

Defense Supply Center - Philadelphia (DSCP)— The center designated by DLSC to provide subsistence support to all services worldwide.

Defense Subsistence Office (DSO)— The DSCP perishable supply point which provides fresh fruits and vegetables (FF&V) and freeze and chill items.

Defense Supply Center – Philadelphia, Europe Region (DSCP-E)— The supply point, which provides subsistence to a specific geographical area.

Defense Supply Center – Philadelphia, Pacific Region (DSCP-P)— The supply point, which provides subsistence to a specific geographical area.

Dinner— The meal served during evening hours and considered the third meal of the day.

Discount Meal Rate— A meal that includes the food cost only.

Finished Waste—A finished product that needs to be removed from the inventory as an adjustment entry in automated operations. A reason why an item is a finished waste is due to overcooking, drop, or spillage. Another example is uncooked meatloaf where the ingredients have been combined but the finished product was not cooked.

Flight Meal Charge— A rate to recover part of the food cost and subsistence allowance for a flight meal.

Food Handlers— Food Service personnel who work where unsealed food or drink is handled, processed, prepared, or served, and who touch food or food contact surfaces in any way. Excluded are Food Service managers, cashiers, and delivery persons who do not handle unwrapped food or touch food contact surfaces.

Food Service Officer (FSO)— An officer, noncommissioned officer, or civilian responsible to the base combat support flight chief for the management of the appropriated fund Food Service operations.

Full Meal Rate— A meal that includes the cost of food and an operating charge.

Formal Inventory— The actual physical count of all subsistence on hand at a specified time to determine the exact accountability of the Food Service activity.

Gain or Loss— The profit or loss in the Food Service account by individual dining facility, during a specific accounting period.

Grab and Go— Food available for takeout from a dining facility or independent facility (frequently located near the flight line).

Headcount— The number of personnel who eat meals in dining facilities, according to AF Forms 79 or electronically recorded data.

Inventory— The physical count of subsistence on hand at any given time.

Indefinite Quantity Contract—A formal written agreement, which describes the obligations of both parties and includes an estimate of what and how much will be bought under the terms of the contract.

Line Item— Any item that carries a separate stock number or is otherwise identified for ordering, storing, and processing.

Lunch— The meal served during midday and considered the second meal of the day.

Meal Cost Allowance—The computed monetary value entitlement of nutritionally adequate food for one person for one day.

Military Standard Requisitioning and Issue Procedures (MILSTRIP)— Provides uniform supply procedures for requisitioning from DLSC activities.

Night Meal— The meal served between the dinner and breakfast meals, sometimes referred to as the midnight meal.

Order Ship Time (OST)— The elapsed time between the initiation of an order by the requisitioner and the receipt of the items.

Opening Inventory— The dollar value of the physical inventory of the subsistence account at the beginning of an accounting period. This figure must be the same as the closing inventory value of the preceding accounting period.

Operational Rations— Specially packaged, processed, or prepared food for operational or emergency conditions, as identified in FSC 8900 SL. Packaged operational rations, designed for individual use in the field, are sometimes enhanced with beverages and other food items.

Perishable Item— A subsistence item, which normally requires some type of refrigeration to prevent spoilage during transportation and storage.

Performance Work Statement (PWS)— A document that accurately describes the essential and technical requirements for services, including the standards used to determine whether the requirements have been met.

Present For Duty (PFD)— The number of enlisted personnel assigned to and on duty at a unit or installation.

Prime Vendor (PV)— A method of procuring subsistence. A single vendor provides all subsistence (except milk and bread) directly to dining facilities.

Progressive Food Preparation (Batch Cooking)— The preparation of food items at selective time intervals during the entire meal period as the food is consumed. The objective is to match the flow of guests through the serving lines so fresh, high quality food is always available.

Purchase Agreement (PA)— An agreement between the government and a vendor to furnish supplies and services for a specific period.

Quality Assurance Personnel (QAP)— A government person, military, or civilian, responsible for the surveillance of contractor performance.

Raw Waste— An inventory item that needs to be removed from the inventory as an adjustment entry in automated operations as an adjustment entry. Examples include but are not limited to over ordering and a product is not fit for consumption, the freezer goes down etc.

Ration— The allowance of food for the subsistence of one person for one day.

Required Delivery Date (RDD)— The calendar date when merchandise is required.

Sales— The monetary credit obtained from the number of customers served and food cost of each item they take. ESM meals are credited in the amount it would cost a cash customer. In manual operations, the number of people served, whether cash or ESM is multiplied by the current monthly monetary allowance. All sales are the credit minus operating charge.

Satellite— A Food Service location, operated as an annex of a parent dining facility that does not maintain a separate account. It provides operating data for the parent facility's report (Manual Monthly Monetary Report or the Sales & Cost Report).

Seconds— Under manual field accounting, the serving of a second portion, at the request of a guest, on items determined by dining facility monetary constraints is called a second. The serving of a second portion is not an additional headcount and is absorbed within the local Food Service account. Under automated operations, seconds is determined by the monetary sale. In order to provide accurate headcounts for contact payments, all operations under the headcount based contract will utilize AF Form 79, **Headcount Record**, to record the number of meals that are less than \$.20 for breakfast and \$.40 for all other meals.

Semi-perishable Item— A subsistence item that does not normally require refrigeration during transportation and storage.

Shipment— The movement of merchandise from point of origin to destination by any mode.

Supper— It is the second meal of the day on days the two-meal concept is offered.

Theoretical Food Costs— Beginning Inventory plus purchases minus POS items sold times the recipe usage of an item.

Transfers— The movement of subsistence supplies from one location to another within APF Food Service operations. Also applies to shipments to other DoD activities or organizations.

Transient Diners— Also referred to as Temporary Duty (TDY). Enlisted personnel, authorized to eat at government expense, who eat in an Air Force dining facility located at other than their assigned base.

Unitized Rations— Components of operational rations that are assembled into issue quantities of items necessary to provide complete meals (less liquids) for a designated number of personnel.

War Reserve Materiel (WRM)— Materiel required to augment peacetime assets to support unit mission and activities reflected in HQ USAF war plans.

War Consumable Distribution Objective— A classified document which lists bases and war consumable items, including rations that must be on hand to support current Air Force War Reserve Material O-plans.

Attachment 2**AF FORM 1038 GUIDELINES****CATEGORY A--KITCHEN OPERATIONS (250 points)****1. Food Production Log: (0-25 Points)**

- Is the shift leader using the Production Log - reviewed, signed by the Food Service manager to control, schedule, and record menu production?
- Is the Production Log reviewed and used by the shift before, during, and after each meal?
- Are unused portions accounted for correctly, used wisely to prevent waste and manage food costs?
- Are Waste Logs being used correctly? Are the Waste Logs attached to the Production Log?
- Post-reviews by the Food Service manager conducted with Production Log (s), making corrections/adjustments to future forecasts and is the shift documenting feedback in this process?
- Do scheduled pastries, salads, and menu items on the Production Log match what was offered and used during the meal(s) on Production Logs?

2. Compliance with World-Wide Menus and Preface of Worldwide Menu: (0-25 points)

- Are menu changes made to satisfy customer preference, religious preference, or specialty meals added to enhance the Worldwide Menu? Are all mandatory items identified in the Preface of the Worldwide Menu available and being served?
- Are they following the Line Service Standards as outlined in the Food Service Golden Eagle Standards?
- Planned menu agrees with the actual menu served?
- Are replacement items planned to avoid frequent, last minute substitutions?

3. Use of Standard Recipes: (0-25 points)

- Air Force Recipe Service (AFRS) visible and used correctly? Does the food team understand and utilize the guideline cards?
- Food team knows how to scale recipes using AFRS?
- Are measuring cups, spoons, and scales available to ensure proper measurements of ingredients?
- Active involvement in using recipes—following details, cooking times, right pans and temperatures—Hazard Analysis Critical Control Points (HACCP) compliant?

- Is creativity apparent with good marketing techniques, attractive displays, and food merchandizing?

4. Progressive Cooking: (0-50 points)

- Food prepared progressively to meet guest flow and avoid excessive leftovers—food team knows their guests and works in harmony to meet normal demands?
- Do Food Service managers ensure grilled hamburgers are not pre-cooked and held in pans of varying types of liquid (secret sauce)? Are grilled items cooked to order to meet guest flow?
- Do Food Service managers avoid holding food in warmers too long, overproducing, or do they meet guest flows using batch preparation methods?

5. Pre-Cooking Preparation: (0-25 Points)

- Meats pulled, properly thawed, and marked for specific meal(s) as planned with the Production Log and menu or are items still frozen, used “as is”?
- Is a current thaw report/program used -- are thaw box items organized by meals, controlled and marked properly when to use them by —Hazard Analysis Critical Control Point (HACCP) compliant?
- Are correct utensils and equipment used in food preparation, serving, and is bulk produce being cleaned properly? Is raw food properly covered and labeled? Are measuring cups, spoons, and scales available to ensure proper measurements of ingredients?
- Does the food team help each other out between shifts by utilizing manpower wisely doing advance prep during non-peak times – i.e. night shifts, weekend’s, etc.?
- Food team, contractors, civilians and military use and employ/practice "clean as you go"?

6. Subsistence Ordering Process: (0-20 points)

- Food Service managers actively checking weights, counts on items received, unacceptable subsistence identified, refused, and ensuring prices are correct as ordered during receipts/invoices?
- Food Service manager is actively involved with the storeroom team during subsistence purchases, ensuring excess stocks are used first and substitute items planned in menus? Is management checking the freshness labels and/or the use by dates on all products received?

7. Storage Practices: (0-25 points)

- Stored foods covered, labeled (time and date), and stored correctly to prevent loss of quality – ensuring freshness and best storing/sanitation practices?
- Are they following the Receiving and Storage Standards as outlined in the Food Service Golden Eagle Standards?
- Freezers, refrigerators, displays, warmers, merchandisers have operable thermometers and are temperatures correct?
- Proper storage equipment, shelves dispensers, racks and dunnage used in storage practices?
- Are baked goods properly stored to prevent moisture build-up/staleness and are salad items stored properly?
- General housekeeping practices – chemicals stored separately, regular schedule for cleaning -- swept and mopped and refrigerator racks, walls, and floors clean?

8. Inventory Control: (0-25 points)

- Is Sales and Cost Report verified against Production Log, Waste Log, and Adjustment Entries?
- Is excess food returned from the kitchen to storage, secured – preventing theft and income loss?
- Are procedures in place and does management take the necessary actions to reduce inventory levels when the POS system is inoperable?
- Is the storeroom clerk following weekly, monthly, and yearly inventory guidelines as defined by Corporate Food Service?
- Does inventory match menu requirements, not excessive, older than 90 days and is it neatly arranged?
- Are unique exercise rations properly accounted for, tracked separately and not just simply given “free issue” to Food Service from the Readiness branch – unit ration folders and instructions?

9. Authorized Personnel: (0-15 points)

- Access controlled good key control in practice and is it followed in all storage areas?
- Are storage areas secured when not occupied and controlled by management?

10. Issues and Transfers: (0-15 points)

- Are Food Service managers generating and verifying Production Logs, Purchase Orders, Invoices, Transfer List, Vendor Receipts, Confirmations from DSCP, Adjustment Entries (Waste Log), Sales and Cost Reports – checking to ensure accountability for planned menus – Monitoring for uncosted items?
- Are all transfers in and out recorded, verified against purchase and adjustment history journal, and tracked for zero balance? Is the Food Service staff office/accountant crosschecking the transfers using the Transfer Reconciliation Report
- Do smaller facilities smartly transfer/receive smaller lot sizes between facilities/meal periods to minimize complete case inventory lot sizes?

CATEGORY B--SERVING AND DINING OPERATIONS (225 points)**11. Serving and Replenishing Food: (0-25 points)**

- Are servers familiar with portion sizes, use scales (calibrated), and present food for guests properly – presenting a professional image?
- Tableware arranged in a “guest friendly” manner – cold bowls; bread plates, warm/cold plates, and glassware cool to the touch – details from the guest’s viewpoint?
- Is food replenished regularly on serving lines, line pans changed out of the sight of the guest and are sanitary cross-panning procedures followed?
- Proper serving utensils and dinnerware correctly used as defined in the Line Serving Standard within Golden Eagle Standards? Is everything clean and serviceable?
- Self-service bars and serving areas properly maintained, sanitary, odor free and present a professional image?

12. Food Display and Serving Temperatures: (0-25 points)

- Is food attractively arranged and displayed on all lines and bars?
- Are three checks per item accomplished on serving temperatures (hot and cold)? Are temperature recorded on the Production Log?
- Are serving line, sandwich unit, salad, ice cream, and misc. food bar temperatures correct?
- Are all sandwiches, both grilled and cold, prepared, cut, and displayed to commercial standards?
- Creative merchandizing, self serve bars, meats carved, and Services marketing staff utilized to present a professional image?

- Food management has employed food displays as supplied from commercial prime vendors – increasing commercial/name brand recognition for guests – commercial image?

13. Guest Services: (0-25 points)

- Is the guest flow rate through the line reasonable?
- Line servers, bussing personnel and cashiers professional, sincere, and enthusiastic?
- Does management interact with guests on a regular basis, proactively soliciting feedback and guest suggestions/comments? Review 25% of guest comment cards to determine what action Food Service management has taken?
- Does wing leadership support and have they established a dress & appearance policy to prevent Food Service guest sanitation problems/issues? Is the dress code posted/advertised?
- Has wing leadership taken steps to identify what guests may utilize Appropriated Fund (APF) facilities, updated/identify guests in AFMAN 34-255 and actively advertise its availability to the wing?

14. Menu Variety and Acceptability: (0-25 Points)

- Does the Department of Defense (DoD) nutritional logo identify those food selections that meet the United States Surgeon General's Dietary Guidelines?
- Are the minimum requirements being served at Breakfast, Lunch, Dinner, and at Midnight in accordance with the Preface to the Worldwide Menu (WWM)? Does the flight kitchen follow minimum menu requirements?
- Does the Health Promotion Management staff play an active/participant role in the installation's food service management team?
- Are quarterly AF Form 3587, *Quarterly Check-It-Out Checklist for Appropriated Fund (LRA)* accomplished and filled supporting the AF Nutrition program?
- Menu variety and acceptability is in touch with the guest base, wants, mission needs, and desires?
- Is there a Menu Planning Board/Forum established? Are there Menu Planning Board/Forum minutes? What actions are taken by Food Service on Menu Planning Board/Forum items?

15. Palatability and Plate Waste: (0-50 points)

- Is food tasty and well prepared? Does plate waste indicate guest unacceptability, improperly prepared, and bad products?
- Does the food team taste-test foods prepared, check items prior to serving, talking with customers, looking at plate waste, and ensuring quality? Are taste tests annotated on the Production Log?

16. Pleasing Atmosphere: (0-25 points)

- Has Food Service management taken steps to maintain a pleasant dining atmosphere?
- Are music, televisions, and lighting adequate presenting a modern atmosphere for younger guests?
- Are noise blocked/controlled within serving and dining areas during meal periods – presenting a commercial/professional atmosphere?
- Are added guest service conveniences available in and around dining facility operations – mail boxes, paper machines/dispensers, trash receptacles, outdoor seating, benches, etc. and are they in good repair?
- Do guests take an active role in recommending atmosphere improvements – is it documented and supported in feedback, focus groups, forums etc.?

17. Menu Posting and Merchandising: (0-25 points)

- Do menu boards accurately reflect menu items available with prices; are they accurate with cash register receipts and Sales Item List?
- Are menu boards creative, eye appealing, well maintained and support a professional Food Service operation – is creative merchandising and marketing used?

18. Guest Relations and Communications: (0-25 points)

- Does management adequately promote the Food Service program and do they relate well to guests?
- Is it easy for a guest to provide suggestions, ideas or seek information -- historical records available showing what has been done to make improvements – what simply can't be done -- actions taken when a guest provides suggestions, ideas or seeks information?

CATEGORY C--TRAINING, PERSONNEL, AND READINESS (150 points)**19. Training and Documentation: (0-50 points)**

- Effective training program evident by employee performance incorporating AFSVA training tools, local talents/skills within the squadron/local area and locally developed methods -- documented?

- Employees provided training in nutritional education, food handling, customer service, and culinary skills?
- Are sanitation training classes conducted regularly on U. S. Public Health Service, Food and Drug Administration (FDA) Food Code, US Air Force Version for all personnel – Is training documented?
- Is there a written plan to cross flow military personnel to various jobs within Food Service? Does the plan incorporate the Services Training and Education Plan (STEP) and the Career Field Education and Training Plan (CFETP)?

20. Recognition and Motivation of Personnel: (0-25 points)

- Is teamwork and organization evident?
- Are Food Service managers active in "on the job" coaching and does management encourage exceptional performers to conduct training, mentor, and give advice on improvements as part of the food team?
- Does Food Service have an effective recognition program and is it adequately publicized and supported?
- Motivation and recognition supported by active involvement from Services Superintendent, Flight Chief, and Commander?
- Wing leadership recognition, motivation, and support of Food Service team to mission success?

21. Personal Appearance and Grooming: (0-25 points)

- Do personnel comply with applicable appearance standards, proper health and hygiene standards maintained and does it present a professional image – clean, serviceable uniforms, – smile, head-to-toe approach?

22. Contingency Preparedness: (0-50 points)

- Do all military personnel receive periodic formal field training, is it documented, and do they know why?
- Is food service aware of its wartime and disaster feeding requirements, and are disaster plans on file and current to include contingency clause contract operations?
- Are dining facility hours of operation and exercise hours planned, practiced and are they mission responsive – excessive, costly or just right – knowing guest needs for both peace and wartime?

- Peacetime/real world contingency plans available, known, exercised and mission responsive – Major Accident Response Exercise (MARE) support, major weather threats -- blizzard, hurricane, tornado, typhoon, flood etc?

CATEGORY D--SANITATION AND REPAIR MAINTENANCE (200 points)

23. General Housekeeping: (0-25 points)

- Are “clean as you go” practices applied?
- Is there a cleaning schedule posted and used – apparent by facilities being in good repair/cleaned appearance?
- Areas neat, organized, free of foul odors, grime, build-up, and excess/unused equipment?
- Pest control practiced and effective?
- Are there adequate hand sinks with soap and paper towels within work areas as well as restrooms?
- Food team uses industry standard housekeeping supplies, tools, concentrated institutional cleaning supplies, and training materials – maintain a professional working environment?

24. Kitchen Area and Equipment: (0-20 points)

- Are floors, walls, hoods, fans, vents well maintained by manufacturers instructions?
- Food team utilizing technology within the food prep and kitchen areas – filtering systems, lift baskets, timers, auto cool down, quick recovery etc -- are they trained on how to properly use and maintain it?

25. Serving Line and Dining Rooms (During and Between Meal Periods): (0-25 points)

- Serving line fully supported to meet guest needs – toasters, bread dispensers, displays, beverage dispensers, soft serve machines, sneeze guards, heat lamps cleaned properly and in good repair?
- Sanitizing solution and cloths behind each serving line and in-use in accordance with U. S. Public Health Service (FDA) Food Code, US Air Force Version?
- Serving line decor part of overall décor, presents an eye appealing merchandizing system for food teams creations?
- Dining room(s) meeting guest needs and maintained -- carpets, tables, benches, drapes, blinds, lighting serviceable and regularly cleaned? Are chairs and booths free of tears and rips?

- Dining room(s) seating plan incorporating combination seating using 2, 4, 6 and group configurations – eliminating “dead seats” – better utilization of seating area and netting high turn over rates?

26. Restrooms and Locker Rooms: (0-15 points)

- Guest restrooms clean, stocked, pleasant/professional appearance and in good repair?
- Employee break, locker and restrooms clean and in good repair?
- Cleaning schedules, hand washing reminder signs posted?
- Are areas using odor prevention equipment?

27. Five-Year Facility and Equipment Program: (0-15 points)

- Active and current 5-year facility and equipment upgrade plan available – any history of what they were and where they want to go/achieve – squadron leadership aware of the needs and future goals?
- Wing/Senior Enlisted Manager/senior leadership aware of improvement needs, quality of life improvements – supportive and actively involved to accomplish long-range goals?
- Are guests involved in facility improvement planning, educated on future improvements and part of the feedback process on meeting their needs, wants & desires?

28. Equipment Operating Instructions (OIs) Available: (0-10 points)

- Are Operating Instructions (OIs) for all equipment used, known, and available for use?
- Are hazardous operating hazards identified, briefed to all employees, and used in a preventive safety training program – ensuring proper use of equipment – documented?

29. Cleaning Procedures: (0-15 points)

- Is there a cleaning schedule in use for each piece of equipment?
- Are personnel using correct cleaning procedures – supporting that they are trained on how to properly disassemble, clean, and reassemble equipment properly?
- Does the Food Service manager check cleaning procedures/quality control ensuring cleaning is done correctly?

30. Facility/Grounds Maintenance and Reporting Procedures: (0-20 points)

- Are exterior grounds areas neat, clean, well maintained, and create a positive “I want to dine here” professional image?
- Routine maintenance performed, CE work order logs maintained, current?
- Have maintenance problems been identified for repair?
- In-house maintenance and repair personnel available on demand, proactively involved supporting and maintaining periodic and user maintenance plans in advance of major repair needs?
- Food Service manager fully involved in keeping equipment properly maintained, knowing who to report problems to, how to document needs and completing follow-up needs – ensuring team support of repair needs?

31. Table Clearing Procedures: (0-10 points)

- Tables and chairs bussed, reset/arranged, cleaned to meet guest demands—feedback to management on what is not being consumed/plate waste, etc.?
- Are steps taken to reduce noise from dishes being scraped and stacked?

32. Operation of Dishwashing Machines: (0-15 points)

- Is the dishwasher being properly loaded and operated -- correct detergents and rinse additives being used -- operating at correct temperature? Are sanitation standards adhered to by operators – clean hands on clean tableware, placed in ready – to - use tableware dispensers and stored as ready – for - use?
- Is the dishwasher broken down for cleaning, drained, reassembled, and turned off when not in use?

33. Pot and Pan Cleaning Procedures: (0-10 points)

- Are pot and pan washing temperatures maintained and are proper sanitation procedures being used?
- Are pots and pans being air-dried are excess equipment or utensils stored properly and are adequate pot and pan racks being used?

34. Cleanliness of Utensils and Dishwares: (0-10 points)

- Are utensils presoaked and serving trays dried before placing on the dispensers and are hot glasses placed on the bottom of serving racks or allowed to cool before use?
- Are china, glasses, and silverware free of water spots, serviceable and well maintained?

35. Refuse and Trash Disposal: (0-10 points)

- Are back dock delivery areas orderly, clutter free, boxes broken down and trash receptacles, pits, and areas clean?
- Trashcans washed regularly, use liners and lids?

CATEGORY E--MANAGEMENT (175 points)**36. Senior Leadership Interest in Food Service: (0-20 points)**

- Do senior leaders – officers, civilians, and enlisted support and use the base Food Service program – documented comments, guest book, etc., available to validate support?
- Do the Services Commander/Director, Chief, Superintendent and the Combat Support Flight Chief maintain an active role in Food Service program encouraging their assistance if needed?

37. Adequate Supervision and Response (0-15 points)

- Is the Food Service manager knowledgeable of daily operations and an effective leader/coach?
- Are shift leaders properly assigned, actively supervising personnel on shifts, performing quality control tasks, available on nights and weekends as well?
- Food Service Officer and/or Superintendent take an active role in the Food Service program (to include visiting all facilities regularly) – not just a figurative boss?

38. Effective Utilization and Manpower: (0-10 points)

- Food team properly staffed – ALL earned Unit Manning Document (UMD)/Unit Personnel Management Roster (UPMR) and assigned manpower used properly within Food Service operations – superintendent, officers, supervisors, trainers – used in other areas or others over staffed in food during your visit?

- Has responsibility been appropriately delegated to subordinates – supported by proper training and staffing or are some pulling the majority weight of the team?

39. Accounting Procedures and Monetary Management: (0-15 points)

- Does the Food Service team know and understand CFS financial reports – Sales & Cost Report, Cash Reconciliation Report, Sales Offset Report, Transfer Reconciliation Report, Cost Correction Journal, Purchase History Journal, and Adjustment History Journal (Waste Log) – Do they understand the CFS financial goals?
- Is the accountant fully knowledgeable of assigned duties, responsibilities - using a continuity book and sound record keeping, file plans, etc.?
- Are appropriate actions taken once AF Form 1469, Essential Station Messing Invalid Entitlements Log is forwarded to the accountant's office? Is accountant verifying entries on AF Form 1469 to ensure that Essential Station Messing (ESM) entitlement is only given to authorized personnel? Is the Food Service Officer signing on the certifying official's block of AF Form 1469?
- Has the operation been within authorized percentage of sales for the previous 3 months and are "cost corrections, adjustments" procedures being followed? Are cost corrections exceeding one (1) percent of the item class value reported to the MAJCOM and two (2) percent reported to HQ AFSVA, Air Force Food Service Branch?
- Does the Food Service accountant reconcile purchases and make necessary corrections? Are corrections coordinated with the appropriate agencies (DSCP, DFAS, etc.)?

40. Menu Planning and Recap: (0-20 points)

- Does management solicit guest comments for menu planning, make authorized changes with due validation to the WWM -- replacement items from the same food group and is the menu item acceptable?
- Is 85 percent lean beef, 1 percent milk, and a 50-50 split between butter and margarine offered?
- Menus planned meeting guest demands – items simply not made just because they come up in a rotating menu, guests consuming menus as presented?
- Creative menus planned, tested, attempted, and incorporated if guest like them? Are shift managers using override menus?

41. Budgeting: (0-10 points)

- Are food service budget requirements identified, supported with "memo due out" plans and quarterly/monthly budget target estimates?

- Food Service operating charges fully used within Food Service operations to offset increased operating costs?

42. Contract and In-House Administration: (0-25 points)

- Manpower properly and creatively used to support mission needs?
- Is contract management meeting or exceeding the needs of the contract -- Statement of Work (SOW), evidenced by Contract Discrepancy Report (CDR) issued in the previous 3 months – proactive or reactive?
- Is Air Force Food Service publications (AFIs/AFMANs/user guides and handbooks/website tools, Air Force Food Code) and local OIs available, used, and current? Are all contracts applicable in the operations available (i.e. Prime Vendor, Mess Attendant, Full Food Service)?
- Are Quality Assurance Personnel (QAPs) appointed, trained and knowledgeable of contract performance requirements and assigned responsibilities?
- Does the QAP refrain from performing contractor Quality Control (QC) functions or are contract management personnel supporting their programs with a management QC plan and process – contract supervisors doing supervisor work, not doing the work?
- Are contractor supervisors “working supervisors” or supervising their personnel?
- Does the QAP have a detailed Quality Assurance Surveillance Plan (QASP)?

43. Cashier Instructions and Procedures: (0-15 points)

- Cashier instructions available and current at registers ? Are cashiers ringing up guests properly, charging correct prices for the right items?
- Are miscellaneous (misc.) sales etc.—documented on cashier misc. log? Is the manager reviewing and taking corrective actions on the misc. log?
- Are change funds adequate to meet guest demands and needs – are they refusing large bills inconveniencing guests or meeting guest’s needs?
- Do cashiers check for identification, know who is authorized to utilize the facility, document invalid ESM log, and aware of local feeding policies?

44. Protection of Funds and Forms: (0-10 points)

- Are all pre-numbered accountable funds transferred on an AF Form 1305, *Receipt for Transfer of Cash and Vouchers* stored in a secured and proper container?
- Does management conduct spot checks of cashiers using AF Form 282, *Unannounced Spot-Check of Cashier*?

- Are funds counted in a secure area and is cashier knowledgeable of anti-robbery procedures?
- Is SF 702, Security Container Checklist, initialed each time a government safe is opened?
- Is controlled and accountable form -- AF Form 79 controlled and signed in and out on AF Form 1254?

45. Special and Satellite Dining Facility Services: (0-10 points)

- Are culturally diverse, ethnic, locally unique and birthday meals offered on a regular basis?
- Are core flight and "Grab & Go" meals offered and within the monetary allowance?
- Is creative merchandizing and standardized packaging used to support guest needs and support/market the food service program?

46. Safety Awareness and Procedures (0-10 points)

- Safety guards installed on florescent lights, on walk-in lights, any steam leaking from pipes, fire extinguishers charged and tagged as inspected periodically, knives stored correctly, first aid kits available and well stocked, safety mats provided in slippery areas, wet floor signs used in customer and kitchen areas when mopping spills etc.?
- An active safety program is apparent, safety board used and up to date, and Material Safety Data Sheets (MSDS's) available?

47. Energy Conservation: (0-10 points)

- Are ovens turned off when not in use?
- Are energy conservation briefings conducted and documented?
- Are interior lights turned off when not in use?
- Are exterior lights turned off during daylight hours?
- Does the Food Service team participate in the recycle program (as applicable)
- Is water conserved?

48. Expendable Supply Functions: (0-5 points)

- Are expendable supplies adequate to meet food service program needs, secured and properly stored?
- Are expendable supplies separated from food stocks, contractor-furnished and government-furnished supplies?

FOOD SERVICE EVALUATION RECORD											
Time:		Date:		Organization:		Facility:		Total Rating:			
#		Actual	Possible	#		Actual	Possible				
Category A - Kitchen Operations					Category D - Sanitation & Repair Maintenance						
1	Food Production Logs		25	23	General Housekeeping		25				
2	Compliance with World-Wide Menus and Preface of Worldwide Menu		25	24	Kitchen Area and Equipment		20				
3	Use of Standard Recipes		25	25	Serving Line and Dining Rooms		25				
4	Progressive Cooking		50	26	Rest Rooms and Locker Rooms		15				
5	Pre-cooking Preparation		25	27	Five-Year Facility and Equipment Program		15				
6	Subsistence Ordering Process		20	28	Equipment Operating Instructions Available		10				
7	Storage Practices		25	29	Cleaning Procedures		15				
8	Inventory Control		25	30	Facility/Grounds Maintenance and Reporting Procedures		20				
9	Authorized Personnel		15	31	Table Clearing Procedures		10				
10	Issues and Transfers		15	32	Operation of Dishwashing Machines		15				
Category Total			250	33	Pot and Pan Cleaning Procedures		10				
				34	Cleanliness of Utensils and Dishware		10				
Category B - Serving and Dining Operations					35	Refuse and Trash Disposal		10			
11	Serving and Replenishing Food		25		Category Total		200				
12	Food Display and Serving Temperatures		25								
13	Guest Services		25		Category E - Management						
14	Menu Variety and Acceptability		25	36	Senior Leadership Interest in Food Service		20				
15	Palatability and Plate Waste		50	37	Adequate Supervision and Response		15				
16	Pleasing Atmosphere		25	38	Effective Utilization and Manpower		10				
17	Menu Posting and Merchandising		25	39	Accounting Procedures and Monetary Management		15				
18	Guest Relations and Communications		25	40	Menu Planning and Recap		20				
Category Total			225	41	Budgeting		10				
				42	Contract and In-House Administration		25				
Category C - Training, Personnel & Readiness					43	Cashier Instructions and Procedures		15			
19	Training and Documentation		50	44	Protection of Funds and Forms		10				
20	Recognition and Motivation of Personnel		25	45	Special and Satellite Dining Facility Services		10				
21	Personal Appearance and Grooming		25	46	Safety Awareness and Procedures		10				
22	Contingency Preparedness		50	47	Energy Conservation		10				
Category Total			150	48	Expendable Supply Functions		5				
					Category Total		175				
SUGGESTED RATING SCALE											
A		B		C		D		E		OVERALL RATING	
Outstanding	220-250	Outstanding	195-225	Outstanding	130-150	Outstanding	195-200	Outstanding	145-175	Outstanding	880-1000
Excellent	180-219	Excellent	155-194	Excellent	100-129	Excellent	165-194	Excellent	120-144	Excellent	700-879
Good	130-179	Good	105-154	Good	65-99	Good	130-164	Good	90-119	Good	500-699
Fair	100-129	Fair	75-104	Fair	30-64	Fair	80-129	Fair	70-89	Fair	340-499
Poor	0-99	Poor	0-74	Poor	0-29	Poor	0-79	Poor	0-69	Poor	0-339

AF Form 1038 PREVIOUS EDITION IS OBSOLETE Oct 2003