

### **Identify the problem**

The Food For Thought restaurant currently does not offer a grab & go express service option for their operation. All menu items currently offered are cooked to order. This can deter potential customers (faculty/staff/students) from visiting the restaurant due to time constraints.

Since the Food For Thought restaurant only offers cooked to order items, students are not gaining packaging/food production experience for Grab & Go food items in the culinary program, which is a common industry trend/option (Wegmans, colleges/universities/airports etc...).

### **Evidence of impact of problem**

Potential customers have stated that they do not have time to wait for cooked to order menu items, resulting in missed sales, student-customer interactions, and kitchen preparation. Impacting both the front of the house service class (HSP 102) and the back of the house culinary class (FSA 203).

Any job opportunities are available in kitchen/commissary production for grab & go products. Example of potential employers for grab & go production: colleges/universities, airports, hospitals, cafes

### **Proposed innovative solution**

The department was able to purchase a grab & go cooler and additional point of sale station to add to the Food For Thought restaurant operation. These additions will create a grab & go operation component to the existing restaurant and classes.

This additional aspect of the restaurant will provide:

- FSA 203 students with cold production/packaging experience
- HSP 102 students with an additional customer service point of contact and experience merchandising
- Customers with a quick, ready to eat option and expedited service

Time needs to be spent this summer creating menus, recipes, standards, and pictures for the addition of this new concept to the Food For Thought operation.

### **Expected Impact of the project**

- Increase customer sales by 30%; average patron count of about 40-45 to about 52-55 customers per day.
  - HSP 102 impact
    - Increase student and customer interactions
    - Increase hands-on technology component, with an additional opportunity utilizing the point of sale system
    - Increase cash handling experience
  - FSA 203 impact
    - Increase production time in the kitchen
    - Provide an avenue to practice and prepare cold/packaged items
    - Provide menu planning/promotional opportunities, with new menu items to be featured

## Griffin – 2019 Summer Instructional Development Stipend Application

### **Anticipated time spent**

- Full-time faculty member (Rebecca Griffin) and adjunct instructor (Christopher Januzzi) to work in the kitchen over a period of approximately 20 hours each. Time spent would be June 24<sup>th</sup> – June 28<sup>th</sup>.
  - testing recipes
  - packaging menu items for display
  - creating menu rotation
  - building book of standard procedures for the new concept
  - creating labels/marketing materials

### **Proposed way to share work with other faculty**

Project would be shared with Hospitality Department faculty.