

# **MONTANA STATE UNIVERSITY UNIVERSITY FOOD SERVICE MISSION STATEMENT**

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The purpose of University Food Service is to offer customers the best dining experience possible, using the highest quality products to provide a wide variety of foods and services at a reasonable price. We are committed to student needs, keeping abreast of changing trends in the food service industry and furthering the educational mission of the University.

## **VALUE STATEMENT**

University Food Services...

1. recognizes its first responsibility is to the students, our customers.
2. operates with integrity and honesty with customers, employees, vendors and other people with whom the staff deals.
3. provides a quality work environment that employees enjoy.
4. controls gossip—management does not support gossip and will use techniques to curtail it.
5. managers project a positive image and attitude and attempt to instill it in their staffs.
6. management operates as a team, supports the same goals, and is solution-oriented.
7. managers are approachable and visible to the students; managers reach out to them to improve relations with students.
8. does not have rules and regulations which are not supported by need.
9. operates to make a profit sufficient to meet bond requirements and to provide monies to keep facilities up to date and equipment in good working order.

## **GOALS—Outstanding food and service at a reasonable cost**

### **1. Food**

- a. Effective menu planning and recipe development to provide optimum nutrition and variety.
- b. Effective food production and preparation techniques which ensure the serving of appetizing foods.
- c. Maintaining high safety and sanitation standards.
- d. Providing regularly scheduled feedback opportunities for students.

### **2. Services**

- a. On-the-job and formalized training for employees which provide both a benefit to the customer and growth opportunities for employees.
- b. Pursuit of innovative ideas and new products and programs.
- c. Providing a pleasant environment in which to dine.
- d. Providing an educational dining experience.
- e. Regular evaluation of operations, managers and employees.
- f. Effective customer relations which reflect a friendly, helpful and professional attitude by all employees.

### **3. Price**

- a. Effective purchasing, receiving and storage of top-quality food products.
- b. Effective fiscal management to ensure all operations met budget requirements.
- c. The highest attainable quality for the customer at a reasonable price.