

Cafeteria Food Service Recommendations

To: TTC Exec. Group
 From: K. Marvin
 Date: 5/28/97

Background / Current Situation

- Cafeteria food service has been discontinued at TTC-AA since Jan. 1977.
- New engineering building is under construction at 1555. Planned capacity for 500.
- 1410 facility has an existing kitchen with capacity to serve 800-1000 lunches / day
- Current 1555 lunchroom could be retrofitted to house food service (basic to full service)
- Current building renovation provides ideal time to change cafeteria set-up.
- Current budget approval for 1555 renovation = \$2.2 million. \$1.5 million for cafeteria renovation

Options

TTC-AA could provide one of the following options for service to employees:

- Option I – Express Lane (Made off campus, Served at 1555)
- Option II – Satellite Service (Made at 1410, Served at 1555)
- Option III – Full Service (Made at 1555, Served at 1555)

Legend	
○	= Good
△	= Fair
X	= Poor

Evaluation Criteria	Option I	Option II	Option III
Hot Entrees	○	○	○
Continental Breakfast	X	○	○
Grilled food selections (Hamburgers, Chicken)	X	△	○
Fried food selection (Fish & Chips, French Fries)	X	△	○
Soup	○	○	○
Made to order salads & sandwiches	X	○	○
Pre-packaged salads & sandwiches	○	X	X
Perception of freshness	X	△	○
Catering prepared on site	X	○	○
Approximate annual cost of food service (varies with participation)	\$85K - \$101K	\$90K - \$195K	\$97K - \$150K
Approximate equipment and construction cost	\$650K - \$750K	\$700K - \$800K	\$1.25 - \$1.5 Million

- Decision based on type of service and cost benefit TTC-AA would like to provide its employees.
- Regardless of long term option choice, Option I service would be started immediately after vendor selection as a short service.
- Seating to accommodate the total of 250 employees. The area would include two sections of demountable walls which allows the eating area to be reduced to 150 capacity and create two 50 person capacity conference rooms.

TIMELINE

5/28/97	6/97	7/15/97	8/1/97	8/15/97	10/1/97	/ / 4/98	7/98
Present at VP Meeting	Executive Decision	Create Bid Specs.	Send out Bid	Select Vendor	Begin Int. Service	Start Renovation	Target Completion

Comparison / Site Visits & Affiliates

	BASF	Eaton	GM Tech Ctr.	Denso	TMS	TMM-K
# of Employees	500	680	200	350	2500	7200
Type of service	Sm. Full Serv.	Lg. Full Serv.	Express/Sat.	Sm. Full Serv.	Lg. Full Serv.	Lg. Full Serv.
% of Use	48%	95%	95%	65%	72%	88%
Lunch Hr. Range	11am – 1pm	All Day	All Day	11:45 – 1:00	11:00 – 1:30	11:00 – 1:30
Flex Lunch Hour	Y / 30 Min.	Y / 30 Min.	Y / 30 Min.	No	Y / 30 Min.	Yes / 30 Min.
Annual \$ (Approx.)	\$75K	\$200K	\$200K	\$204K	\$200K	\$0K
Meal Cost	\$3.00 - \$5.00	\$2.00 - \$3.00	\$2.00 - \$3.00	\$2.60 - \$5.10	\$3.75 - \$4.95	\$3.00 - \$4.00
Remoteness	In Town Many Options	Very Remote No Options	In Town Many Options	In Town Many Options	In Town Many Options	Some Remote Few Options

Issues

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|-------------|---|
| Growth | •Anticipated growth to approximately 500 employees by the year 2000. At 50% participation, 250 employees would need to be served within one hour current conditions |
| Flexibility | •The shorter the lunch period, the greater the participation at on-site cafeterias
•Creating range of time for lunch creates a more balanced flow of employees through the cafeteria. This promotes less time in line waiting. Would also require less space for seating. |
| Facilities | •Provide a full service kitchen at 1555 by complete renovation of existing lunch rooms and adjacent rooms to accommodate Option III:
-Issues: Trash removal, deliveries, loss of conference room
•Utilize existing 1410 kitchen with partial renovation at 1555 to accommodate Option I or II:
-Issues: Movement of food out of 1410, delivery of food to 1555, paper/throw away dishes and utensils versus washable dishes and utensils |

Recommendation

- 1) Provide for a flexible lunch hour range (ex. 11:30 am – 1:30 pm), including the choice of taking only 30 minutes for lunch
 - 2) Recommend Option II for lunch services at TTC-AA
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| Primary | -Utilizing the current 1410 facility kitchen over a full service kitchen at 1555 provides a cost savings in equipment and renovation costs
-Eliminates the need to retro-fit the 1555 lunch room (an area not suited to house a full service kitchen). Wait to design a full service kitchen in the next generation of construction on the campus.
-A hot meal is available with several other options for employees to obtain lunch in a reasonable time frame, including a 30 minute lunch hour. |
| Secondary | -Provide a pleasant environment and atmosphere for employees
-Provide a professionally managed area which can function for business lunches with suppliers
-Provide an area with easy in and out access to avoid congestion
-Provide on-site catering to accommodate departmental lunches, business meetings, etc.
-Provide off-site catering to accommodate special functions |