

Idaho BEP Curriculum

Explanation of Checklist

To the extent possible, all fliers, charts, menus, forms, should be in a completed format.

Section 1

1. Logo Page - Develop and illustrate a logo designed specifically for your location and describe how and when you will use it. Provide example.
2. Overview- Describe your fictitious facility, including type of facility, location, design and decor. Must include customer base, staff, hours open, and menus.
3. Introduction Letter- Compose a letter of introduction that could be dispersed to property managers as well as customers. Should include your specific disabilities, adaptive technology and any specific needs, your experience in food service. May include photograph.
4. Resume- Should include experience, previous employers, career objective, and goals.
5. Competitive Price Analysis- The trainee will go to at least three BEP locations and two other locations, to compare at least twelve similar items. The trainee will develop a chart illustrating their findings. Will include portion size, and price.
*This activity will include goal, plan and action cover sheet.
6. Customer Survey- Develop a one-page survey that can be filled out by the customer easily. Include questions that will rate your business on:
 - a. Customer service
 - b. Quality of product
 - c. Prices
 - d. Refunds and repairs
 - e. Ask for menu suggestions and rate current menu items.
 - f. Ask customer for ways to serve them better.
 - g. Leave comment line.* Must include goal plan, action cover sheet.
* Must include follow up letter describing new changes
7. Focus Group Plan- Determine groups in facility. Develop a plan that will address representatives from each group to determine their specific needs.
* Will be in format of goal plan, action cover sheet.

Section 2

1. Public Relations Plan- Develop five public relations plans, including fliers and posters.

Will include goal, plan, and action cover sheet. Will include:

- a. One grand Opening or yearly anniversary.
- b. One informal plan.
- c. Three additional formal plans specifically designed for your customer base.

2. Promotion Plans- Develop twelve monthly promotions: Will include goal, plan, and action cover sheet. Fliers and Posters when applicable. At least two vending machine promotions. One new service promotion. One catering service promotion.

Choose from the following goals for the other eight promotions: a. Introduce a new product.

b. Increase sales during a specific time of day

c. Increasing customer count

d. Increasing average amount spent by customer.

e. Increase outside customer count or traffic.

f. Introduce new menu items with goal of incorporating customer favorites in future menus.

g. One coffee promotion

Four promotions must include, monthly theme, correlating weekly themes, different product featured each day.

3. Promotion evaluation form- Form will be designed with goal of determining cost effectiveness of promotion.

Section 3

1. Product Movement Study- Develop a form for both vending and cafeteria that will track product usage. Fill in form with at least three examples. May use cash register to track product usage.

2. Traffic Flow Chart- Develop form that will track customer count throughout the day. Must track every half hour throughout the day. Explain who will fill out form and how it can be used to manage business.

3. Customer Count and Cash Flow Charts- Develop form to track average amount spent by customer during specific times of day. May use cash register.

4. Catering Request form

5. Production Sheet- Develop Form to track production menu items made and sold over one weeks time. Must track items on a daily basis.

Section 4

1. Six-Week Menu Cycle- Must include:

- a. Individual portion size of each item on plate.
- b. Cost of each item.
- c. Total cost of plate.
- d. Cost of total weekly menu and food cost percentage.

* See attached menu example

2. Steam Table Chart- Develop steam table line chart and fill in one-week menu cycle, your choice. Include utensils to be used and size of pans.

3. Waste Sheets- Must include one for vending and one for Cafeteria. Fill in with at least 5 examples.

4. How to use leftovers- Explain 5 different ways of incorporating leftovers in future menus.

5. Standardized Recipes- Explain importance of using standardized recipes.

Section 5

1. Must show proof of Food Handlers License

2. Temperature Chart- Develop form to track temperatures in refrigeration systems as well as items in steam table, salad bars and all critical food items.

3. Have knowledge of and be able to explain proper temperatures for cooking and serving hot and cold items.

4. Washing Hands posters

5. Housekeeping Schedule- Develop Checklist Chart for Daily, Weekly, Monthly, semi - annual, annual cleaning.

6. Storage of Chemicals/Cleaning Supplies.

Section 6

1. Employee Handbook- Develop complete handbook with signature page. Be prepared to answer question concerning value and importance of all issues addressed.

2. Job Descriptions- Develop a job description for all employees as well as yourself as manager. Must be complete with job duties and specific time frames.

3. Estimated yearly expense record- List of all employees and their estimated daily, weekly, monthly, yearly projected labor costs. Must include vacation costs for manager. Develop in the form of a chart. Used for Workman's Compensation estimated labor costs.

4. Manning Table- Develop a schedule in the form of a worksheet illustrating all employees work schedules in increments of fifteen minutes. Include breaks, lunches, make sure all stations are covered. This is a tool for the manager.

5. Work Schedule- Schedule that will be posted one week in advance listing all employees and their work schedule. Must include direction that no overtime will be paid without manager's permission.

4. W-4 form- Obtain form and understand its purpose and use.

5. I - 9 form- Obtain form and be able to explain how to use it.

6. How/When Employee Taxes- Be able to explain what taxes need to be paid for employees. Be prepared to explain where and when they are to be paid.

7. How /When State Sales Tax- Obtain a sales tax coupon. Be prepared to explain how sales tax is computed for both vending and cafeterias/snack bar. Understand how to fill out coupon as well as how and when it is to be paid.

Section 7- Bookkeeping

1. Cash Flow Form Vending/Cafeteria- Develop a daily cash form to track money from cash register or money drawn from vending machines. Must include overages or shortages, paid outs, line with signature of person who filled out form.

2. Spread Sheet Vending/ Cafeteria- Develop form to track purchases, expenses, usage, and percentage of use. This is a tool to analyze your business. Figures from the spreadsheet can be placed directly on the set aside form. Give examples on a form illustrating how the form works.

3. Inventory sheets for both Cafeteria and Vending- Develop inventory forms showing beginning inventory and ending inventory. Must include date, item, quantity, unit, price and extensions. Must correlate with spreadsheet.

4. Set aside Form (filled)- Explain and give examples.
Must understand accrual method of bookkeeping.

5. Meter reading form- Design form to track machine income by use of meters. Be prepared to explain purpose of form and importance of its use. Form must include overages and shortages.

Section 8

Knowledge of the Following:

1. Randolph Sheppard Law/ Mini Randolph Sheppard Law
2. Vendor Grievance Process
3. Eligibility for Program.
4. Purveyor letter
5. Self - employment Taxes
6. Liability Insurance
7. Workman's Compensation Insurance
8. Price Setting
9. Hiring Process
10. Steps to Starting a Business
11. Allowable Cost Manual

Section 9

Essay Page

Write a one-page essay on the importance of customer service.