

# DACUM Research Chart for Food Service Management

## DACUM Panel

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Produced for



Lincoln, NE

Developed by



April 15-16, 2004

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Duties		Tasks				
A	<b>Develop Menus</b>	A-1 Determine client base (e.g., location)	A-2 Determine food product availability (e.g., product specifications)		A-3 Assess cooking equipment availability	A-4 Assess staff skills required for menu items
		B-1 Conduct opening and closing procedures	B-2 Write food production sheets	B-3 Review food production sheets	B-4 Conduct culinary team meeting	B-5 Select production products (e.g., FIFO)
B	<b>Manage Kitchen Procedures</b>	C-1 Conduct employee training & re-training	C-2 Monitor employee dress code	C-3 Document employee attendance (e.g., check schedules)		C-4 Assign employee responsibilities
		C-8 Hire new employees	C-9 Discipline employees for unacceptable behavior	C-10 Terminate unacceptable employees (e.g., disciplinary, unproductive)		C-11 Establish employee wellness program
C	<b>Manage Employees</b>	D-1 Monitor correct cooking techniques	D-2 Evaluate product flavor	D-3 Conduct can-cutting procedure	D-4 Evaluate recipes (e.g., nutritional analysis, color, texture, flavor)	
		E-1 Serve on safety committee	E-2 Practice disaster plan	E-3 Enforce sanitation procedures (e.g., HACCP)	E-4 Monitor food handler permits	E-5 Manage pest control
D	<b>Manage Food Quality</b>	F-1 Determine type and level of staffing	F-2 Determine employee work schedules	F-3 Monitor employee productivity	F-4 Conduct competitive wage analysis	F-5 Schedule employee vacations
		G-1 Standardize recipes	G-2 Determine best product buy (e.g., brand, price)	G-3 Conduct opportunity buying (e.g., seasonal, volume, special buys, rebates, show buys)		
E	<b>Manage Safety and Sanitation</b>	H-1 Perform equipment preventative maintenance (e.g., cleaning, adjustments)		H-2 Arrange for equipment repairs	H-3 Upgrade kitchen equipment	H-4 Arrange for facility repairs
		I-1 Obtain client/customer feedback (e.g., verbal, written)	I-2 Respond to client feedback	I-3 Respond to special food item requests (e.g., nutritional analysis, allergies, religious)		I-4 Recognize special events (e.g., birthdays, anniversaries)
F	<b>Control Labor Costs</b>	J-1 Establish professional goals		J-2 Develop a personal action plan (e.g., how to achieve goals)	J-3 Maintain professional certifications	J-4 Network with food service professionals
		<b>Pursue Professional Development</b>				

April 15-16, 2004

A-5 Conduct make-or-buy analysis of food items	A-6 Determine menu type (e.g., items, types, colors, textures)		A-7 Determine menu item price	
B-6 Oversee meal service	B-7 Conduct receiving procedures	B-8 Conduct inventory procedures	B-9 Place orders (e.g., food, supplies)	
C-5 Evaluate employee performance (e.g., periodic, as needed)		C-6 Disseminate work related information to employees		C-7 Conduct employee interviews
C-12 Comply with labor laws				
D-5 Employ batch cooking	D-6 Employ established holding procedures	D-7 Employ proper storage procedures	D-8 Expedite finished product	
E-6 Complete accident reports	E-7 Monitor chemical usage (e.g., MSDS)	E-8 Participate in health inspections	E-9 Coordinate with housekeeping services	E-10 Enforce safety procedures
F-6 Determine wage increases within budget restrictions				
G-4 Monitor portion control	G-5 Control product waste (e.g., A/T, storage, sheets)	G-6 Implement theft prevention procedures		
H-5 Monitor facility environment (e.g., HVAC)	H-6 Comply with equipment warranties	H-7 Maintain facilities and equipment documentation		
I-5 Perform community services (e.g., donations, charities)	I-6 Address customer complaints (e.g., complimentary items)		I-7 Provide taste testing (e.g., wedding receptions)	
J-5 Participate in professional organizations (e.g., seminars, presentations)	J-6 Review professional publications	J-7 Participate in college/university courses		

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## General Knowledge and Skills

Multi-task	First aid
Computer skills	Problem-solving
Presentation skills	Trouble-shooting
Communications skills	Time management
Terminology	Knife skills
Application of herbs and spices	Ice carving skills
Equipment operations	Prioritizing
Cooking principles	Math skills
Fabrication of meats and fish	Bi-lingual
Table setting and service	Teaching
Organization skills	Listening
Interpersonal skills	Safety skills
Financial awareness	Sanitation skills
Product knowledge	Coaching
Crisis management	ServSafe Certification
Garnishing Skills	Pastry Skills

## Worker Behaviors

Subordinate	Open-minded
Knowledgeable	Integrity
Leader	Positive attitude
Professional	Organized
Energetic	Cleanliness
Accommodating	Considerate
Dependable	Common sense
Trustworthy	Focused
Productive	Ethical
Even-tempered	Diplomatic
Intuitive	Confidentiality
Self-motivated	Flexible
Independent	

## Tools, Equipment, Supplies and Materials

Computer	Food
Telephone	Cleaning supplies
Internet	Disposable paper products
Calculator	Utensils
Cutlery	Cleaning equipment
Pots and pans	Serving equipment
Cooking equipment	Shelving and storage equipment
Refrigeration equipment	Office supplies
Utilities	Linen
Literature/manuals	Carts
Menus	Uniforms
Recipes	
Equipment manuals	

## Future Trends and Concerns

Politics	Food Safety
Education	Water Safety
Health awareness	Legislative Issues in the Hospitality Field, i.e.: wage increase, overtime, etc.
Economy	
Cooking shows	
No-smoking policies	
Aging population	
Product pollution	
Customer diversity	
Employee diversity	
Food diversity	
Micro-farming	
Aquaculture	
Organic foods	

## Acronyms

FIFO	First-In, First-Out
ADA	American Dietetic Association
A/T	Actual vs. Theoretical
MSDS	Material Safety Data Sheet
HACCP	Hazardous Analysis of Critical Control Points
HVAC	Heating, Ventilation, Air Conditioning
NRA	Nebraska Restaurant Association
HEF	Hospitality Education Foundation
NRA	National Restaurant Association
NRAEF	National Restaurant Association Education Foundation
ACF	American Culinary Federation