

Suppl. 11/32

BULLETIN ROOM
LIBRARY, UNIVERSITY OF MINNESOTA, ST. PAUL

c.1

The University of Minnesota

AGRICULTURAL EXTENSION DIVISION

Special Bulletin No. 44

University Farm, St. Paul

October 1919

Published by the University of Minnesota, College of Agriculture, Extension Division, A. D. Wilson, Director, and distributed in furtherance of the purposes of the cooperative agricultural extension work provided for in the Act of Congress of May 8, 1914.

CAFETERIA STANDARDS AND METHODS OF ATTAINING THEM

By Nola Treat and Lenore Richards
Division of Home Economics

The cafeteria, for economic reasons, is growing in popularity. It means quick service and inexpensive food, a saving in time and money. Since the cafeteria will probably continue to grow in popularity, this bulletin has been prepared as a guide to cafeteria managers and as an aid to students of institutional management and lunch-room work. It is the result of practical experience, much of the material having taken shape as instructions to workers, which accounts for the simple form of its contents.

Cafeteria aims are presented first, along with problems involved in cafeteria service. The problems are then taken up separately, each with a particular purpose in view, and the means of accomplishing it.

There is much to criticise in present-day cafeterias. They have acquired, and justly, a reputation for noise, confusion, haste, and, too frequently, for mediocre food. It is hoped that this bulletin may help cafeteria managers to see that cafeterias may have standards in food as high as the best, that the cafeteria does not necessarily mean noise, haste, and confusion; and that in these busy days to serve the public quickly and satisfactorily is a real art.

CAFETERIA AIMS

The cafeteria aims are:

To serve at the lowest possible cost, food which is properly cooked, attractive in appearance, and of such variety as will allow the choice of a well-balanced meal.

To serve a maximum number of people in a minimum of time with a minimum of labor.

To make the surroundings of the patron inviting, pleasant, and restful.

Many cafeterias seem to proceed on the assumption that because the food is to be low in cost it may also be poor in quality. This is shown by the fact that food standards in cafeterias are often low. Poorly prepared food, unattractive servings, and a preponderance of cheap bakery products are too common. Because their menus include such a number and variety of dishes, some cafeteria managers seem to disregard all dietetic rules and disclaim any responsibility for the meal which the patron selects. Patrons often find it impossible to choose a meal that is not too high in starch or protein and lacking in fresh fruits and vegetables. Variety in desserts, for instance, may mean a

This archival publication may not reflect current scientific knowledge or recommendations.
Current information available from University of Minnesota Extension: <http://www.extension.umn.edu>

hot pudding, a cold pudding, fruit in some form, pie, cake, or ice cream, not half a dozen kinds of pastry and as many kinds of cake. There is little doubt that cafeterias serve too great a variety, and regular customers grow weary of the same foods served every day. A good variety does not mean serving everything on the market.

To serve the maximum number of people in a minimum of time with a minimum of labor involves a proper counter arrangement. A counter should be long and straight. An arrangement of counter, checking desk, water supply, and cashier's desk which sends the patron from the entrance to the cashier's desk with the fewest possible turns gives the most rapid service. Turning corners means a slowing up and a consequent resistance to overcome before the patron can "get going" again. Skillful and wide-awake counter girls also expedite service.

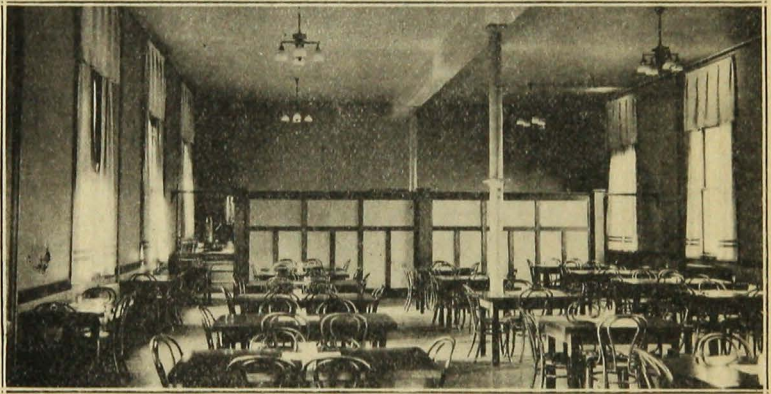


Fig. 1. Cafeteria Dining Room, University Farm
The paneled screen hides the counter and its line of patrons.

The idea that a cafeteria may be inviting, pleasant, and even restful is a comparatively new one. There is no reason why a cafeteria should not be as attractive in appearance as a tearoom. The furniture should perhaps be simpler—less pretentious and less expensive—but it need not be ugly and uninteresting. Walls in one tone, free from unsightly posters, furniture arranged with some regard for the shape of the room, and simple draperies at the windows make an attractive dining-room. Devices for screening the counter and its line of patrons from view add to the "tea room" atmosphere.

To accomplish these aims involves consideration of the following:

- | | |
|---------------------------|------------------------|
| 1. Counter Service | 2. Dining-Room Service |
| Steam table | 3. Checking Trays |
| Bread and butter counter | 4. Cashier Work |
| Salad and dessert counter | |
| Beverages | |

AIMS IN COUNTER SERVICE

Attractiveness and cleanliness of food, equipment, and workers.
Quiet efficiency in service.
Standardized servings.

Order and system.

To accomplish the above aims involves—

- Counter arrangement.
- Preparation for service of meal.
- Standardization of servings.
- Directions to workers.

Counter Arrangement Like Bill of Fare

7 Foods should be arranged in order of menu.—A counter should read like a bill of fare. Reversing counter arrangement, or in any way placing food out of the natural order of the menu, is disturbing to patrons and adds to the feeling of confusion that many experience in a cafeteria. Regular customers like to know where to find each kind of food. The counter arrangement, therefore, should be decided on and adhered to.

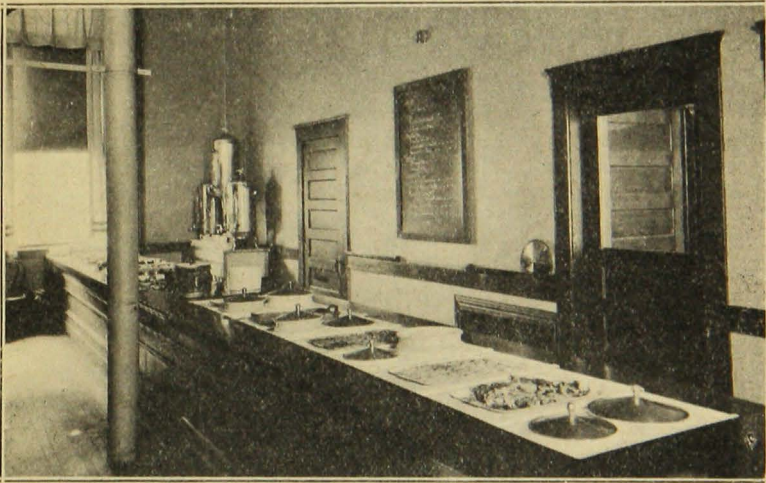


Fig. 2. Service Counter

The arrangement of a counter is often reversed by placing the desserts or salads first. This is done usually for commercial reasons, since the percentage of profit may be higher on these articles than on meats.

Steam table follows same rule.—The steam table as well as the counter should be arranged in the order in which the foods would appear in a menu. This means soup and crackers first, then meats (preferably roast, followed by made dishes), potatoes and gravy, and then the vegetables and entrees. This calls for a fixed arrangement—soup and other foods in the same place at every meal.

How to place salads and desserts.—A standard arrangement of salad and dessert counter should also be used. The following is suggested:

Vegetable or meat salad	Cold pudding
Fresh fruit	Ice cream
Fruit sauce	Cake
Hot pudding	Pie

Beverages

The bread and butter follow the steam table and precede the salads.

Order is essential.—All foods should be kept in horizontal and vertical rows; all servings of pie, for example, should be placed with points directed the same way. Cake should be placed in a similar manner. The counter looks better if the edges of plates or sauce dishes touch.

A space should be kept between different kinds of foods, especially when the supply of food is running low and it is desired to maintain the attractiveness of the counter.

Left-over foods should come first.—Left-over food may be served first, or perishable food, or food of which there is the greatest quantity, as those articles placed first on the counter usually sell best.

Color should be varied.—Much depends on the appearance of the counter. A one-color counter, that is, a counter displaying a buff-colored pie, a yellow cake, a snow pudding, a rice pudding, and apple sauce, should be avoided. A bit of color may be introduced in a basket of fruit or some bright gelatine. Desserts should not be served all in sherbet glasses or all in sauce dishes. The service may be varied by using both.

The placing of silver.—Silver may be placed first or last. For the convenience of the patron and economy in the amount of silver used, placing the silver last is to be preferred. However, it is sometimes found that placing the silver first makes the service more rapid.

The location of napkins.—It is customary to put the napkins by the silver, tho some cafeterias find that time is saved by putting them on the checker's desk where the patron may take them as his tray is being checked.

Preparation for Service

Steam and gas equipment must be hot.—The steam table, coffee urns, plate and roll warmers should be hot at least half an hour before the time of serving.

Ice equipment must be cool.—Salad counters and water coolers should be iced long enough before the service hour to be thoroly chilled.

Small equipment should be at hand.—All plates, sauce dishes, and soup bowls should be placed conveniently. Small plates should be provided for crackers served with the soup. At the steam table the required number of forks, spoons, and ladles should be ready for use in serving. Towels should be at hand for emergencies and for keeping the counter clean.

Experience determines amounts of foods.—It is assumed that the proper amount of food will be prepared for the meal. As experience indicates the number of loaves of bread and pounds of butter used each meal, the proper amount should be cut in advance. The bread may be placed under the counter in boxes or on trays and covered with a damp cloth. When possible, the butter should be placed on trays and put into the refrigerator to be removed to the counter as necessary. An adequate supply of desserts should be dished and placed under the counter.

As far as possible, the cutting of bread and butter and the dishing of desserts during the meal should be avoided. However, care should be taken lest there be a quantity of desserts on the counter at the end of the meal. If this is the case, these desserts should be returned to the original container and served afresh the following meal.

Servings Should Be Standardized

Balanced meals should be possible.—The amount of food served should be determined by the amount necessary for a well-balanced meal. More than such an amount promotes waste and encourages patrons to choose poorly bal-

anced meals. To illustrate: It is common knowledge that the large meat orders usually served lead to an excessively high protein diet. The amount of the serving having been determined, the cost of production is established. This cost of production determines the selling price. In general the amount of foods served should be as follows:

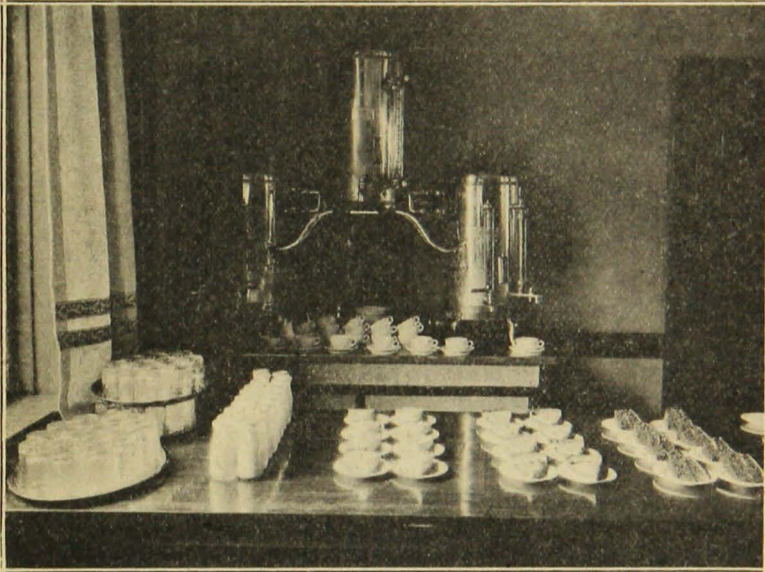


Fig. 3 Arrangement of Desserts and Beverages
Note even lines and spacing.

× Soup	$\frac{3}{4}$ to 1 cup	Salads	3 to 4 ounces
Meats	3 to 4 ounces	Desserts	$\frac{1}{3}$ to $\frac{1}{2}$ cup
Vegetables	$\frac{1}{3}$ to $\frac{1}{2}$ cup		

× **How to obtain proper amounts.**—Standard ladles may be purchased which hold a fraction of a cup or one cup. These may be used for serving soups and vegetables. Ice cream dippers may be used for serving potatoes. Servings of meats are determined by experience based on actual weights.

Points for Workers to Remember

× **Cleanliness is imperative.**—White waists and white aprons are preferred. Before entering the dining-room, the hands should be washed and the nails cleaned; the hair should be arranged and hands should be kept away from hair and face while on duty. Handkerchiefs should be kept out of sight. If it is necessary to use a handkerchief, the worker should leave the dining-room and wash hands before returning.

Courtesy important.—Workers should remember that they contribute to the atmosphere of the cafeteria. In order to make that what it should be, they must be obliging, courteous, alert to make the entire service as satisfactory as possible. They should avoid visiting with friends while at work, especially across the counter.

Familiarity with menu necessary.—Workers should familiarize themselves with the menu and the selling price of the food, especially of that for which they are responsible.

Rapid technique essential.—Workers should learn standard servings and develop rapid technique. They should not waste motions, but should place dishes in such relation to the food as will facilitate work. They should plan the order of work systematically from left to right or vice versa.

Foods should be tasted before serving hour.—It is advisable for the workers to taste the food for which they are responsible before the serving hour, but never while on duty.

Line must be kept moving.—Workers should be encouraged to aid patrons in making choices. They may ask, "May I serve you to this?" or "What will you have, please?" Much can be done in this way to expedite service. A slowly moving line is a direct reflection on those serving.

What steam table service demands.—In steam table service the object is to serve the food hot, neatly, quickly, and quietly.—Food should not be kept dished on the steam table unless there is a constant demand for it. Patrons prefer their food served especially for them. —Food should not be placed on a customer's plate and then for any reason removed. If a customer changes his mind, the plate should be taken back and a clean plate with the fresh order on it should be given. —When serving "double orders" they should be placed on opposite sides of the plate or in individual dishes to aid the one who is checking.

Bread and butter service.—The butter should be firm. This can be accomplished by serving directly from the ice box or by serving from pans of cracked ice.

Only such an amount of bread should be put out at one time as will be served before becoming dry. Provision should be made for keeping hot bread hot.

Laws in some states require that a fork shall be used for all bread service.

Salads and desserts should look attractive.—The aim in serving salads is to obtain special attractiveness by particular attention to color, arrangement, garnishes, and variety.

Beverages call for special attention.—In order to hasten service, cups may be arranged on saucers in orderly manner. The proper amount of cream may be poured in the cups, ready to be used as needed. If milk is served in bottles, the bottles should be washed and the caps loosened.

TWO WAYS TO REMOVE DISHES

There are two ways of clearing the dining-room of dishes. The guests may return their own dishes to a definite place, or the dishes and trays may be collected by waiters and taken to the dish-washing room.

The first method is most economical, and, unless labor is plentiful, insures a neater looking dining-room. It also means that guests do not feel hurried by the removal of dishes before they have finished. It necessitates a well-located receiving table or truck for the soiled dishes. The table or truck should be placed unobtrusively, and no noisy dish-scraping should be allowed. It is necessary that some one be appointed to stay in the dining-room to see that tables are kept free from crumbs, that occasional dishes are removed, and that salts and peppers are re-arranged and chairs kept in their places at the tables.

The second method requires several men or boys. The work of lifting and carrying the dishes should not be given to girls. The men should be furnished with white coats and aprons and should be impressed with the ideals

of neatness and quietness in doing their work. One of the group must be given the responsibility for the work. His duties are in many respects similar to those of a head waiter.

CHECKING REQUIRES ACCURACY AND SPEED

Checker must study bill of fare before meal.—The checker should study the bill of fare, learn the prices, and be able to identify the servings. She must know what to do with unusual combinations; for instance, pie with whipped cream or crackers without soup.

Two ways to check trays.—There are two methods of checking trays. One method is to count all uniformly priced dishes, then the odd articles on the tray. The second method is to count the food on the plate first and add that on the side dishes. The checker should have the tray in full view before counting and be on the alert for "double orders," for butter in the soup, inside a muffin, or under a slice of bread.

Three Kinds of Checks Available

Cash register system good.—The cash register system is very generally approved. It has its drawbacks in a cafeteria where every one comes at the same time, since, unless electrically operated, it is a little slower than some other methods. It is also expensive to install, if cost is an item.

Celluloid or metal checks undesirable.—Checks of this kind, tho quite commonly used, are undesirable since they present no permanent record for auditing and are unsanitary unless they are washed after each meal.

Paper tickets satisfactory.—Where a register is not practicable a very safe and inexpensive system is the use of paper checks. These checks or tickets are printed with the name of the cafeteria and are numbered consecutively from one up. These are issued from the office before each meal and the checker is responsible for them. After the meal, the used tickets are placed in numerical order and it is a simple matter to determine whether any are missing. The checks are totaled on the adding machine, and the checks and adding machine slip, showing total receipts and date, are filed together. If colored or indelible pencils are used, this system is almost thief proof. It has the advantages of safety, low cost, and speed. The disadvantage is in the time taken to add the tickets after the meal. The tickets and addition slip correspond to the tickets and detail slip of the cash register.

CASHIER'S WORK ALSO REQUIRES ACCURACY AND SPEED

Change should be counted before the meal.—The change should be counted before each meal and if incorrect, attention should be called to it.

Care in making change needed.—Change should be made by addition^v rather than subtraction, counting up from the ticket to the money received. The customer's money and ticket should be left on the table until he has taken his change. Unless a cashier has had a great deal of experience, she should count the change twice, once as it is taken from the drawer and again as it is placed in the customer's hand or on the table. The cashier should learn to figure mentally. Foreign money should not be accepted unless the exchange value is known.

System needed in making up cash.—All money should be wrapped and each package marked with the amount it contains. The packages should contain 25 one-cent pieces, \$1 in nickels, \$5 in dimes, \$5 in quarters, and \$10 in halves.

The amount of change received at the beginning of the meal should be taken from the receipts. The remainder is receipts for the meal. This amount should agree with the amount of the checks for the meal.

The cashier should make a report at the close in the following form:

Date.....	Meal.....
Change received \$.....	Receipts \$.....
Receipts as shown by tickets \$.....	
Difference—Over \$.....	Under \$.....
Extra sales.....	No. served.....
Checker.....	Cashier.....

SUGGESTIONS FOR STUDENTS

Standard servings should be learned in order instantly to detect a serving that is too small or too large.

The psychology of selling as applied to the atmosphere of the cafeteria, the food, and counter arrangement should be studied.

The meals selected by patrons should be closely observed. If any are conspicuously poor, it should be a matter of study as to what may be done to lead these patrons into better food habits.

Persons in charge of school cafeterias should learn the characteristic differences in the food selected by the high school student, the grade school student, and the college student, or the member of a college faculty.

All should be alert to criticism both for and against the cafeteria, and be as receptive toward the one kind of criticism as toward the other.

Factors which expedite service should be closely studied.

Problems related to the raising of the tone of cafeteria service should receive special attention. Can the objections of confusion, noises, and hasty eating be overcome?

The limitations of cafeteria service and also its advantages should be discovered.

Home economics students particularly should do all they can to develop the educational value of the cafeteria in which they work. Much can be done, tho as yet little has been accomplished in that line. Patrons may be taught not only variety in food preparation, but caloric values and food principles as well.

CAFETERIA BUSINESS DEMANDS SYSTEM

The cafeteria business is not a hit or miss assembling of food upon the counter, but a business that is governed by certain standards and principles which result in satisfactory service and which are applicable to all cafeterias from the smallest and simplest to the largest and most pretentious.