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Headquarters, U.S. Army Garrison
462 Hamilton Road, Suite 120
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*Fort Sill Regulation 30-1

Army Food Program
FORT SILL'S FIVE STAR DINING FACILITY PROGRAM

Summary. This regulation prescribes policies, responsibilities, and procedures for The Fort Sill's Five-Star Dining Facility Program in accordance with AR 30-22, The Army Food Program and DA Pamphlet 30-22, Operating Procedures for the Army Food Program.

Applicability. This program applies to Active Army units and activities with the responsibility for the operation of appropriated fund dining facilities and Government-owned contractor-operated (GOCO) dining facilities.

Suggested Improvements. The proponent of this regulation is Directorate of Logistics (DOL). Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications are Blank Forms) directly to DOL.

Distribution. This regulation is distributed solely through the DHR, ASD Homepage at <http://sill-army.mil/dhr/Admin Svc Div/ Index.html>.

*This regulation supersedes USAFACFS Regulation 30-1, 13 November 1996.

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Chapter 1

Introduction

1-1. Purpose. The purpose of this regulation is to establish policies, procedures, responsibilities, objectives and standards for the Commanding General's Five Star Dining Facility Program. This regulation covers policies and procedures relating to --

- a. Recognition of excellence in food service operations.
- b. Standards for each level of excellence.
- c. Ensuring uniform standards for the command food service program.
- d. Improving the standards of quality and service to the Soldier.

1-2. References. Required and related publications, and prescribed and referenced forms, are listed in Appendix A.

1-3. Explanation of Abbreviations and Terms. Abbreviations and terms used in this regulation are explained in the glossary.

1-4. Records Management. Records created as a result of processes prescribed by this regulation must be identified, maintained, and disposed of according to AR 25-400-2, The Army Records Information Management System (ARIMS) and DA Pam 25-403, Guide to Recordkeeping in the Army. Record titles and descriptions are available on the Army Records Information Management System website (<https://www.arims.army.mil>).

Chapter 2

The Five-Star Program

2-1. Functions of the Five-Star Program. This Five-Star Program is part of the command food program as defined in AR 30-22, The Army Food Service Program. This includes:

- a. Command Involvement.
- b. Menu Planning.
- c. Dining Atmosphere.
- d. Sanitation.
- e. Customer Satisfaction.

2-2. Responsibilities. Directorate of Logistics has staff responsibility for managing this program.

a. Director of Logistics will serve as the principle staff advisor.

b. Installation Food Program Manager will --

(1) Establish standards for each level of excellence (i.e., three star, four star, and five star food service operations).

(2) Establish evaluation criteria.

(3) Coordinate and establish evaluation committee.

(4) Provide technical advice and assistance.

(5) Coordinate award presentation.

2-3. Selection Process. All installation dining facility operations will be visited semiannually by the Fort Sill's selection committee. The selection committee will consist of --

a. Member(s) of the Boss Committee.

b. Soldier(s), authorized subsistence-in-kind, from FORSCOM and TRADOC Commands.

c. Members from the staffs of the Installation Food Service Office and FORSCOM and TRADOC Brigade Food Service Office on a rotational basis to provide technical guidance to the selection committee.

2-4. Selection Criteria.

a. Evaluations will be unannounced.

b. The Food Operations Sergeant/Dining Facility Manager and a representative from the unit will provide a briefing to the committee on food service operations as it pertains to mission, and any other information applicable to the unit's food program.

c. Each member of the selection committee will complete the Evaluation Checklist located at Appendix B. Checklist will be totaled and averaged to determine each facility's rating.

(1) Five star dining facility standards - 96 to 100.

(2) Four star dining facility standards - 91 to 95.

(3) Three star dining facility standards - 80 to 90.

d. A consolidated copy of the evaluation checklist will be provided to each command outlining commendable areas and any recommendations the committee feels would improve customer service.

2-5. Awards. Awards will be in the form of three, four, and five star plaques, memorandums of recognition, and certificates of achievement.

FORT SILL'S FIVE STAR DINING FACILITY PROGRAM CHECKLIST		
DATE: _____		
ORGANIZATION: _____		
COMMANDER: _____		
FOOD SERVICE OFFICER: _____		
FOOD OPERATIONS SERGEANT/ DINING FACILITY MANAGER: _____		
RECAP OF POINTS	WEIGHT	AWARDED
A. SPONSOR INVOLVEMENT	40	
B. MENU PLANNING	40	
C. DINING ATMOSPHERE	40	
D. SANITATION	40	
E. CUSTOMER SATISFACTION	40	
<p>TOTAL POINTS: 200 _____</p> <p>TOTAL AWARDED _____ DIVIDED BY 200 = _____</p> <p>FIVE STAR RATING (96-100) FOUR STAR RATING (91-95) THREE STAR RATING (80-90)</p>		
EVALUATOR _____		

FS Form 161 (DOL)

Appendix A References

Section I Required Publications

AR 30-22
The Army Food Program

DA PAM 30-22
Operating Procedures for the Army Food Program

Section II Related Publications

This section contains no entries.

Section III Prescribed Forms

FS Form 161 (DOL)
Fort Sill's Five-Star Dining Facility Program Checklist

Section IV Referenced Forms

DA Form 2028
Recommended Changes to Publications and Blank Forms

Appendix B

SECTION A			
Sponsor Involvement	Weight	Award	Evaluator's Comments
1. Has or does the sponsor plan to invest money and material support to the dining facility operations?	5		
2. Is the dining facility sufficiently staffed to accomplish its mission?	5		
3. Is there an energetic ongoing program to recognize food service personnel for excellence?	5		
4. Does the dining facility participate in the recycling program by separating recyclable wastes to include composting?	5		
5. Does the unit have an established Enlisted Advisory Council for the dining facility and are unit representatives responsive?	5		
6. Does the dining facility have a program for celebrating special events with special meals for birthdays, ethnic celebrations, and honorees/promotions?	5		
7. Does the unit promote the dining facility to the Soldier and meal card holders to achieve participation rate of 65% or higher? If no, explain reason or plan to increase participation.	5		
8. Does the sponsor key personnel frequent the dining facility, such as commanders, command sergeants major, and first sergeants?	5		
SCORE			

SECTION B			
Menu Planning	Weight	Award	Evaluator's Comments
1. Are menus planned utilizing the Food Guide Pyramid, diner preference and cost?	5		
2. Are menu selections conveniently posted and eye catching, for both main line and short order?	5		
3. Does the dining facility offer healthy choices such as low calorie, vegetarian bar, and fitness bar as an alternative to the regular menu?	5		
4. Does the dining facility serve cafeteria style, offering multiple entrees on both the short order and main lines?	5		
5. Is the menu complete to include required servings of basic food groups and serving sizes?	5		
6. Does the dining facility offer a complete beverage service to include unsweetened and diet beverages?	5		
7. Does the dining facility offer a choice of soups, dry cereal, and fruits for both lunch and dinner on a daily basis?	5		
8. Does the dining facility provide nutritional education materials to diners that assist in weight loss and physical fitness?	5		
SCORE			

SECTION C			
Dining Atmosphere	Weight	Award	Evaluator's Comments
1. Is the décor and atmosphere attractive, adequate, and conducive to customer comfort?	5		
2. Does the customer flow allow diners easy access to all serving areas?	5		
3. Is the temperature, lighting, and sound level adequate, properly monitored and maintained?	5		
4. Are dining tables policed, reset, and cleaned as diners finish eating?	5		
5. Is each dining room table stocked with adequate accessories (salt/pepper shakers, sugar dispensers, napkins)?	5		
6. Is there a bottleneck at the tray deposit area or excessive waiting time?	5		
7. Is the dining room cleaned and reset prior to the start of each meal?	5		
8. Are dining tables, booths, and chairs stable and sturdy?	5		
SCORE			

SECTION D			
Sanitation	Weight	Award	Evaluator's Comments
1. Was the customer receiving area cleaned, protected from the elements and easily accessible?	5		
2. Did food service personnel present a neat and clean appearance?	5		
3. Did food service personnel demonstrate acceptable work habits while preparing and serving food?	5		
4. Was the kitchen food preparation area and equipment clean and organized?	5		
5. Were the storage areas cleaned, neatly arranged and free of insect infestation?	5		
6. Was the rear deck area cleaned and stored items neatly arranged?	5		
7. Was silverware and dinnerware cleaned and properly stored?	5		
8. Was there any area of overall sanitation that was considered not adequate?	5		
SCORE			

SECTION E			
Customer Satisfaction	Weight	Award	Evaluator's Comments
1. Were the operating hours adequate to meet customer's requirements?	5		
2. Are diners customarily made to feel welcome and comfortable during their visit?	5		
3. Was adequate dinnerware available and conveniently located to accommodate all diners?	5		
4. Was there an excessive amount of time spent at the check-in counter or in the serving line?	5		
5. Did the dining facility staff present a courteous, customer oriented, professional manner?	5		
6. Is the food good, eye appealing and acceptable to customers on a daily basis to include weekends?	5		
7. Were hot foods hot, cold foods cold, and were the portions adequate?	5		
8. Did someone from the dining facility staff ask if food and service were good?	5		
SCORE			

Glossary

Section I Abbreviations

AR
Army Regulation

ARIMS
Army Records Information Management System

ASD
Administrative Services Division

DA
Department of the Army

DHR
Directorate of Human Resources

DOL
Directorate of Logistics

GOCO
Government-Owned Contractor-Operated

Section II Terms

This section contains no entries.

Section III Special Abbreviations

This section contains no entries.

IMWE-SIL-LGS-F



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