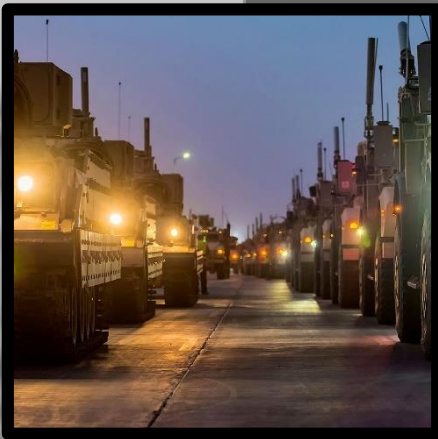




U.S. ARMY

U.S. ARMY LOGISTICS
PEOPLE • READINESS • MODERNIZATION • REFORM



UNCLASSIFIED

ACTION SCORECARD WORKBOOK

20 October 2020

UNCLASSIFIED

Version:

As of:

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DEPUTY CHIEF OF STAFF, G-4



UNITED STATES ARMY LOGISTICS



Instructions for the ACTION Scorecard

1. Conduct assessment based on Scorecard guidance. (ex. Modernization, the facility scored a 7 out of 8, place a 7 in the corresponding cell)
2. Input raw numbers into excel Scorecard.
3. The Scorecard is designed to denote, by color, the score and will self calculate an average at the bottom of your Scorecard.
4. Once Scorecard is complete, send to JCCoE for input to the PPT Army's Scorecard.



ACTION SCORECARD



Go For Green® Army	MODERNIZATION	mNEAT	MARKETING	CUSTOMER FEEDBACK	FEEDING OPTIONS	BDFA MANAGEMENT	AVERAGE HEADCOUNT	SIK UTILIZATION

100% - 90%	Green
89 - 80%	Amber
79% AND BELOW	Red

LEGEND	EXCEEDS STANDARD	MET STANDARD	NOT TO STANDARD

- 1. Go-For-Green Army:** Encompasses DoD nutrition standards, nutrition education, menu development, product selection, and preparation and serving standards.
- 2. Military Nutrition Environment Assessment Tool (mNEAT), Warrior Restaurants:** quantitative assessment of the nutrition environment within installation Warrior Restaurants; results utilized to prioritize action plans for focus areas for the future to create and sustain a healthy eating environment. Primarily Nutrition Education for Culinary Staff.
- 3. Modernization:** Modernize Warrior Restaurants and equipment during lifecycle replacement (e.g., digital information boards, modern combination ovens, and air fryers) to align and support Go-For-Green Army® standards and H2F doctrinal concepts.
- 4. Marketing:** Effective methods used to inform the Command and Soldiers of the daily menus being offered at Warrior Restaurants (e.g., billboards, digital dash-boards, television/installation broadcasting, company formations/briefings, and newspapers.)
- 5. Customer service:** Feedback from diners to elicit patron views of menu items, serving times, Warrior Restaurant staff service, cleanliness, etc.
- 6. Feeding Options:** Improving and adapting to extended delivery options (e.g., food trucks, kiosks, late night feeding, and extended/adjusted meal service times) to meet the needs of the Soldier.
- 7. BDFA Management:** Management of Basic Daily Food Allowances to support implementation of high quality, nutritious menus.
- 8. Average daily headcount:** Daily headcount should reach 65% utilization.
- 9. Subsistence In Kind (SIK) Utilization:** Soldiers with meal cards who dine in the Warrior Restaurant are the primary and intended customer for Warrior Restaurants.



ACTION SCORECARD

NUTRITION: Go-For-Green® - Army

1. Is Fish not fried served at least three times per week?
 2. Are three Breakfast meats available, with minimum of one non pork item and one lower in fat. This does not including cream beef.?
- NOTE: (lower in fat items are described as no more than 5 grams of fat for bacon and no more than 12 grams of fat for patties and links)
3. Are two hot vegetables, one starch and one non-starchy, deep-colored vegetable of two different colors available at lunch and supper?
 4. Are at least two fresh fruit choices, cut up or sectioned in to bite size servings and ready to eat, available at each meal?
 5. Are at least four types of bread offered, three being whole grain options available at every meal?
 6. Does the salad bar include 10 fresh/fruit vegetable toppings?
 7. Does salad bar provide at least one leafy green (Romaine, Spinach,) salad (minimum of 50% dark greens
 8. Are heart healthy oils such as olive oil ,canola, or safflower available at the salad bar?
 9. Is a grilled vegetable offered on all short order menus?
 - 10 Are at least two non-hamburger/frankfurter/grilled cheese options available as a short order entree (e.g., wraps, fajitas, kabobs, stir-fry, grilled chicken)?
 11. Is there at least one reduced fat dessert option available during all meals?
 12. Do all food cards list G4G®) Army criteria ie. Menu Item, Serving Size, Calorie Level?

100-90%
11-12 exceeds standard
89-80%
9-10 met standard
79% and below
1-8 not to standard



ACTION SCORECARD



Modernization

1. Does Warrior Restaurant have a copy of modernization décor package on file?
2. Are digital information boards a part of the modernization packet?
3. Are air fryers/combi-oven a part of the modernization packet?
4. Is the equipment lifecycle being captured and replaced at end of lifecycle with no extensions?
5. Does Warrior Restaurant have adequate audio visual/televisions for diner service/use?
6. Does Warrior Restaurant have Wi-Fi available for diner service/use?
7. Does Restaurant have ATM access available for diner service/use?
8. Does Warrior Restaurant have operational Credit/Debit Card?
9. Does Warrior Restaurant have operational Scanner MEC to CAC?

100-90%
8/9 exceeds standard
89-70%
6-7/8 met standard
69% and below
1-5/8 not to standard



ACTION SCORECARD



Military Nutrition Environment Assessment Tool (mNEAT)

1. Has staff received the Go for Green® Army nutritional standards training?
2. Has staff taken the web training or institutional training to support new nutritional program?
<https://www.hprc-online.org/nutrition/go-green>
3. Is the Dietitian available to provide training to the FSP on Go for Green®?
4. Is placement of food items IAW Go for Green®-Army (green items first, yellow and red)?
5. Is the availability of nutrition education material for diners throughout Warrior Restaurant, to include color-coded and sodium information, as well as resources?
6. Are FSP knowledgeable on Go for Green®- Army to answer basic questions (e.g., color coding meaning, performance and nutrition)?
7. Are Nutritional training records on each individual maintained and on file in Warrior Restaurant?

100-90%
6/7 exceeds standard
89-70%
4-5/7 met standard
69% and below
1-3/7 not to standard



ACTION SCORECARD



Marketing

1. Are 7 to 14 day menus posted to provide predictability?
2. Are reduced calorie menus available for customer viewing?
3. Are creative and informative ways being used to publicize Warrior Restaurant menus and special occasion?

(Examples: Digital and Social media, Post newspaper, CMD Websites, Town Halls, Apps, etc.)

100-90%
3/3 exceeds standard
89-70%
2/3 met standard
69% and below
1/3 not to standard



ACTION SCORECARD



Customer Service

1. Are a minimum of 10 interactions per meal IOT solicit feedback being conducted.
2. Is customer feedback being captured via Quick Response (QR) codes?
3. Are comments being addressed during the Warrior Restaurant counsel meeting?
4. Are customers aware of the interactive customer evaluation (ICE) system for comments/feedback?
5. Is NCOIC visible/involved during service hours?
6. Is the NCOIC periodically soliciting random verbal comments during meal serving periods?
7. Is 75% of solicited customers satisfied with Warrior Restaurant service operations?

100-90%
6/7 exceeds standard
89-70%
4-5/7 met standard
69% and below
1-3/7 not to standard



ACTION SCORECARD



Feeding Options

- 1. Are flexible feeding options available?
- *2. Does Installation have access to Food Truck?
- *3. What is the utilization rate for Food Truck(s)? (Standard= 150/day or above)
- *4. Does Installation have Kiosk(s) in operation?
- *5. Is the utilization rate for Kiosk(s) above 50%?

50% of 1000.

- *6. Is the utilization rate for the Food Truck above 75%?

100-90%
5/6 exceeds standard
89-70%
3-4/6 met standard
69% and below
1-2/6 not to standard

*N/A as metric if not.



ACTION SCORECARD



Basic Daily Food Allowance (BDFA) Management

1. Is Warrior Restaurant receiving the BDFA increase in support of Holistic Health and Fitness (H2F)?
2. If not, is Warrior Restaurant receiving the BDFA as part of installation performance nutrition initiative?
3. Is BDFA being used for creative and innovative ways to increase fresh food options?
4. Is BDFA being used to provide higher quality protein items and leaner cuts of meat?
5. Is BDFA use being responsibly monitored by Warrior Restaurant Manager?
6. Does Command Food Advisor and or Chief/Senior Culinary Manager provide teaching, coaching, and mentoring on BDFA ?

100-90%
5/6 exceeds standard
89-70%
3-4/6 met standard
69% and below
1-2/6 not to standard



ACTION SCORECARD



Average Headcount

1. What was the average daily headcount for previous quarter?
2. Is Warrior Restaurant manager aware of OMA funds and how they work for them?
3. How many OMA dollars has the WR generated through Headcount?
4. Has Warrior Restaurant Manager requested OMA funds to be returned to WR?
5. Has WR received OMA funds and demonstrated prudent use?

100-90%
4/5 exceeds standard
89-70%
3/5 met standard
69% and below
2/5 not to standard



ACTION SCORECARD



Utilization

1. What was the average daily headcount for previous quarter?
2. Does WR attain 50% utilization rate, daily?
3. Has Warrior Restaurant determined number of SM in Barracks?

STANDARDS TOTAL:

100-90%
3-3 exceeds standard
89-80%
2-3 met standard
79% and below
1-3 not to standard

UTILIZATION RATE:

100% - 65 % Met standard	Green
64.9 % - 40 % requires more work	Amber
39.9 % - Below Not to standard	Red