

JCCoE FoodNet



JCCoE Mission

Joint Culinary Center of Excellence (JCCoE) is one of five Quartermaster school training departments. JCCoE is responsible for the training of Food Service Warriors and performs executive agent functions for the Army G4. It serves as the single point of contact regarding all aspects of the Army Food Program for garrison, field, and contingency operations (CONOPS) feeding. Major mission areas are listed below;

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1. Serves as the Soldier advocate and executive agent for the entire Army Food Program including training and operations for garrison, field, and CONOPS feeding.
2. Develops new feeding concepts for the Army Food Program.
3. Develops standards for menus, nutrition and operational rations.
4. Writes regulations and technical/procedural publications.
5. Implements policies for both active and reserve components.
6. Establishes effective food safety, dining facility design, food service equipment and food service management oversight methods and principles.
7. Represents Army in the joint arena as a voting member in Department of Defense (DOD) Food Program Committees.
8. Evaluates current and proposed food systems; identifies and analyzes deficiencies and shortfalls; and seeks solutions to remedy these deficiencies and shortfalls.
9. Administers Army Food Program competition and recognition programs.
10. Trains enlisted Soldiers in the entire scope of the Army Food Program.

Message from the JCCoE Director

Welcome to the January 2012 edition of the Army FoodNet! We are excited about the opportunities the New Year ushers in. My Team continues to look at all of our systems and processes with a critical eye on improving them.

In this edition you will find information and articles that cover all aspects of the Army Food Program along with other pertinent information. We hope that you find the information both interesting and useful.

Please take the time out to review the articles contained herein. Our goal remains as a value added organization to provide useful information that will assist the War Fighter immediately. Don't forget Fort Lee will host the 37th Annual Military Culinary Arts Competition, 29 February through 7 March 2012 at the Post Field House.



LTC JOHNSON

Message from the Director of Operations

By
Mr. David P. Staples, Director of Operations,
ACES Operations Directorate,
Joint Culinary Center of Excellence



I want to thank everyone for their continued support of the Army Food Program; I know it has not been easy. This past Fiscal Year (FY) we saw a lot of changes and this FY will be no exception as we are all feeling the blunt of the budget cuts and their effect on how we will operate. Doing more with less is not even close to what you are going to be asked to do this year and still provide healthy, nutritious and appetizing meals for our Soldier diners.

You are going to see and hear some very critical aspects of these budgetary cuts when decisions are made in how we will operate and who we will let dine in our facilities. Know first and foremost this is not your fault; you are true professionals doing the best job anyone can ask of you. We; however, must step back and understand the reasons for these changes and find new ways to improve our operations and increase the dining experience of our Soldier diners.

We all must be good stewards of our tax payer dollars, of which you to contribute. This means ensuring our accounts are intolerance, our inventory levels are within tolerance, our equipment is maintained well to prevent early replacement, our décor is maintained, and we conserve food service operating supplies all of which decreases costs. Our most costly aspect of our food program is our contract operations and we must ensure they are only providing the services required supporting our mission and they are providing this service for which they are being paid. Understanding our required mission and then only contracting for what we need to accomplish that mission is critical to effective and efficient cost savings. When your contracts are up for renewal ask JCCoE, ACES OD, Concepts, Systems and Policy Division (CSPD) to review your contract prior to solicitation to ensure it meets your requirements and provides the level of service to support your mission while reducing costs.

We all must stop, take a deep breath, understand what we are being asked to do is in the best interest of our Army and Nation and ultimately our food program. So let's ensure our leadership understands our commitment and we show them what we are capable of in supporting the best Army in the world with a world-class food service operation.

Army Strong!



Message from the Director of Joint Culinary Training

Training Update at the Quartermaster School

By

Mr. Raymond Beu

Director, Joint Culinary Training Directorate

The transition to the Joint Culinary Training Directorate and Joint Culinary Center of Excellence, and inclusion of the US Navy and US Air Force entry-level food service training is nearing its first year anniversary. It has been an eventful year with major personnel and equipment moves, major and minor construction projects, and training material revisions, changes, and updates all in keeping with ensuring that training is current, relevant, and value-added to the entire operational force. The past year has proven both challenging and rewarding; however, we cannot dwell on the past but must look forward into the future.

We continue to improve the quality of training provided by participating in the recent 92G Food Service Critical Task Site and Selection Board (CTSSB) which provides the foundation for training development. We will participate in a follow-on Inter-service Training Review Organization meeting in January 2012 with all Services to lay out the foundation on future joint consolidated, co-located, and Service specific training requirements which will guide how we train Soldiers, Marines, Sailors, and Airmen to perform their food service and culinary missions in the future. This is an enormous venture as we consider consolidating specific training areas between all of the Services implementing best business practices and fostering jointness while keeping Service-specific training separated to meet each individual Service's operational mission. The end state will be a better trained food service profession who is acclimated to performing their duties in a joint environment.

However, this is just the beginning of their training. Training continues at the unit level through NCOs and food advisory personnel coaching, training, and mentoring these young Warriors to become the Food Service NCOs and Warrant Officers of the future. We all have a responsibility to ensure that our food service professionals are properly trained to perform their duties and responsibilities in a garrison, field, and deployed environment.



Message from the Army Food Advisor



By
CW4 (P) Georgene Davis

Food Service 2011 Equipment Innovators

The inaugural 2011 Army Food Advisor equipment innovation award ceremony will be on 15th November 2011 at Natick, Massachusetts. The Individual winner of the 2011 award is SPC Shaunta Cain, representing Germany. The Organizational Award winners are CW3 Jeff Lein, CW2 William Wencil, CW2 Edgar Walle, and SFC Sheldon Tate (**posthumous**), representing Fort Bragg, NC. The Soldiers who won the equipment innovation award for 2011 have the professional admiration of their peers in the Food Service Community, appreciation of the JCCoE team, recognition from the 51st Quartermaster General and the Army Food Advisor, and the respect of the scientists and engineers of Natick Laboratories. The professional team of scientists and engineers are interested in assessing and talking with the Soldiers about their Army-level winning equipment recommendations during the 15-17 November tour of Boston and Fort Devens that is part of the prestigious 2011 Army Food Advisor Innovation Award Program.

Award Program Overview

The purpose of the Army Food Advisor Equipment Innovation Award Program is to recognize excellence in creativity and innovation to help shape the future vision for the Army's solution to forward field feeding. This award encompassed two categories: an individual and organizational award demonstrating extraordinary leadership and innovation in creating a piece of field equipment, component or complete kitchen system suitable for the demands of our ever growing military in the year of 2020 and beyond. Ideas for individual kitchen appliances and components as well as ideas for complete kitchen systems were submitted for consideration. The 2012 award presentation will be held at Fort Lee, VA, during the QM Symposium.

How to compete for 2012

To nominate an individual, organization, or project for the 2012 Army Food Advisor Equipment Innovation Award, please peruse the Quartermaster, JCCoE web page for information on details about the award program and the online application process at:

<http://www.quartermaster.army.mil/jccoe>

Message from the Army Food Advisor cont'd

Army Food Advisor Innovation Awards Winners



Soldiers who showed creativity and innovation in developing field-feeding equipment earned the first Army Food Advisor Innovation Awards, which were presented 15 November 2011 at the Natick Soldier Research, Development and Engineering Center.

CSPD MOVING FORWARD

By
Ms. Cara Vartuli-Dusablon

The Concepts, Systems and Policy Division (CSPD) is constantly evolving. We want our partners in food service to be able to access the latest and greatest about the Army Food Program, and we have revamped our division to do just that. If you have not already had the opportunity to visit the Joint Culinary Center of Excellence website, we strongly recommend it. It is the best avenue to inform you of our new policies, procedures, concepts, programs, systems and guidelines.

Upon visiting:

http://www.quartermaster.army.mil/jccoe/Operations_Directorate/CSPD/CSPD_main.html, may we recommend you click on the CSPD tab? We have updated a listing of our personnel and provided flow charts to better explain the services that each member of our team can offer. It is important to us that the communities have the continuity of one person working thru their issues with them. Don't you hate it when you call that 1-800 number for help and are pushed off on one person to the next? So do we! Here at CSPD we want to provide that personal touch to you the customer. Each member of the team has a dedicated region and primary subject matter expert (SME) areas to support the field. This does not mean they will not still do their best to support any call or email that comes in. This change is simply meant to improve our continuity for you the end user.

These are just a few of the tools that the website has to offer. In the wave of technological advancements, the human touch is still a requirement to make it all work so feel free to contact any member of the CSPD team should you have any questions or need assistance.



Operational Readiness Through the Family of Operational Rations

By
Mr. Alphonzo Byrd

Changes have been set to ensure unit success in the area of Class I feeding and operations. The Army Field Feeding System (AFFS) is an Army program developed to establish a feeding standard for Soldiers in field situations using field accounts with rations issued by Subsistence Supply Management Office (SSMO). The policy change requires the use of every product in the family of operational rations. The policy addresses Army readiness in Class I operations and supports its manufacturing industrial base. There are several tenets of the AFFS, including:

- **Use** of the full inventory of rations to provide variety and choices for the diner.
- **Maintaining** the manufacturing industrial base to ensure product availability.
- **Maintaining** cook skills in readiness of food service operations and equipment.
- **Continuous improvement** of rations, menus and variety.

The AFFS is mandatory for Army units training at JRTC, NTC and when field accounts are used through SSMO. The ration cycle for units during these training scenarios will be based on AR 30-22, The Army Food Program, Para. 4-2, when training is scheduled for more than 5 days, the commander must establish a field account with the supporting SSMO and follow the standard AFFS ration cycle, METT-TC dependent. Effective 1 February 2012, when using group rations, at least one meal per day must be the Unitized Group Ration (UGR) –Heat and Serve (H&S).

The objective of this policy is to provide a uniform rotation cycle for all UGRs. It serves as the basis for food planning and manufacturing production and provides consistency for a cyclic menu in all areas of operations. The Food Advisor, Senior Food Operations Management NCO and Subsistence Supply Manager will order rations based on the menus identified in the ration cycle selected to support training. Units in field training for more than 5 days will open a field account and select rations to support feeding operations for mission support IAW AR 30-22.

With the major change being the daily use of the UGR-H&S, Commanders and Food Advisors will determine when UGR- H&S or UGR-As are used for breakfast or dinner. Requirement is one UGR-H&S and one UGR-A daily. Commanders and Food Advisors determine which types of individual rations are to be used. Flexibility is provided to authorize Commanders and Food Advisors determination for the cycle day that the UGR-A Menu 7 (Steak Menu) is to be served for “Victory Meal” or ENDEX.

Ration menus are developed by the Combat Feeding Directorate, Natick with input from the Army Food Program staff considering all the impact of available consumer information, demographics, packaging and areas of operation. Each year, Natick conducts an annual field test with a volunteer selected FORSCOM units at one of the many training areas. Soldiers participate in a series of surveys while dining to determine the level of acceptability of the food items being evaluated. Foodservice operators also participate by providing comment on foodservice operations. This very important review by the Soldier in the field results in the menu of foods that are then termed as “Warfighter tested, Commander approved”. The acquisition process allows for full and open competition by like manufacturers. Operational ration menus change for continuous improvement at least annually. Current menus can be found via DLA – Troop Support website, www.troopsupport.dla.mil/subs/rations/programs/index.asp; then select the menu column for the appropriate ration.

Effective in calendar year 2012, the Army Food Program has approved a series of 7 short order type menus. These menus are provided to further improve the variety of diner feeding in the field. UGR -Short Order menus are to be selected as a part of the total UGR-A rations to allow a “mainline or short order” option during field feeding at dinner. Commanders and Food Advisors will determine what percentage of the total UGR-A ration feeding will be mainline menus 1 - 14 or short order menus 1 – 7.

Supplement and Enhancements are approved in an effort to provide balanced nutrition and a complete dining complement. Only those items found in the listing in ATTP 4-41, Para. 4-47, 4-48 and 4-49 are approved. Unless specific exception has been provided by the Army G-4, no other commodities, foodstuffs, nor nutrition supplementation is authorized. Proposed changes to this listing should be provided to the Director of Operations, via leeejccoeweb@conus.army.mil.

With this new guidance, Food Advisors and SSM will review their forecast of operational ration and adjust according to this policy. Updated forecast are to be sent via ACOM Food Advisor to the JCCoE Chief, Quality Assurance Division to address the anticipated demand for operational rations. Submission is required NLT 20 December 2011 to cover the period from 1 February to 30 September 2012.

GFEBs and the Cash Turn in Process

By
Mr. Jose A. Millan

One of the most important financial functions we perform in a dining facility is the management of funds. As the General Funds Enterprise Business System (GFEBs) is gradually adopted at all Army installations to manage funds requirements, there will be changes to how installations conduct cash turn-ins. This article will provide you with some insight on how cash turn-ins work under GFEBs. Before we begin, it is important to understand what GFEBs is and provide some background information.

GFEBs will allow for fully integrated end-to-end processing of the Army's General Fund and define the core related business processes. GFEBs is the Army's new web-enabled financial, asset and accounting management system, which will standardize, streamline and share critical data across the active Army, the Army National Guard and the Army Reserve.

GFEBs will subsume over 80 legacy systems including the Standard Finance System (STANFINS), the most widely used standard accounting system for Army Installations, and the Standard Operation and Maintenance Army Research and Development System (SOMARDS).

After deployment, GFEBs will be one of the world's largest government Enterprise Resource Planning (ERP) systems. Now that we have given you a quick overview of what GFEBs does we need to address the difference from the current cash collection process and GFEBs.

Currently under STANFINS, you prepare one Cash Collection Voucher (CCV) at the dining facility and the funds are separated into two categories of funds: Military Personnel, Army (MPA 5570) to support food cost and Operational and Maintenance Army (OMA 8522) to support installation operation cost. The **DSSN** is a four-digit number assigned by treasury to identify a disbursing office.

Under GFEBs, the process is a little different when you prepare a Cash Collection Voucher (CCV). You are submitting two vouchers to support MPA (food cost) and OMA (operation cost) on either an AFMIS generated CCV or manual DD Form 1131. You will then deposit to the local bank and fax data to DFAS. Using the procedures outlined below.

Effective May 16th 2011, DFAS-IN Disbursing Collections, DSSN 5570, (DFAS-INCDSHQS@DFAS.MIL) will no longer accept any packet that does not have a correctly completed deposit log. The electronic deposit log will be used to support deposit transaction. When you have compiled your DT's and completed 1131's you must fill this out before scanning, emailing, or faxing to DFAS-IN. Filling out the form electronically (with the excel form attached) is preferred. To properly fill out a deposit log be sure to include/fill out the:

1. Submitters TL.
2. Fax number/email address you are submitting the packet.
3. Date of deposit log.
4. Name of Dining Facility (including name of installation).

The form, (Figure 1) has been designed so that when you fill the form out electronically, it will NOT allow you to save unless all the required fields (listed above) are complete. If you wish to receive your CCV's upon processing, it is vital that you include a valid email address on the form as well.

Contract Cost Summary Report By Mr. Jose A. Millan

As we all know, contracting is a reality and a major part of how food service is managed in the Army today. Due to limited military personnel, evolving mission requirements, and rotational deployments we are using contractors more frequently to meet the food service mission. In order to implement better business practices to increase efficiencies and to be better stewards of government funds, we need to analyze how we are managing contract costs.

One of the most recent changes to the Army Food Management Information System (AFMIS) and the Decision Support System (DSS) that food program managers will need to input is the addition of the Contract Cost Summary Report. This Software Change Package (SCP14-10) provides data to meet a requirement for the Department of the Army G4 (DAG4) concerning contract cost at Army dining facilities at all supported installations. The DAG4 has directed that we capture this information to better understand the cost of feeding today's Soldier and to be able to make proper business decisions concerning food service cost at all installations. We need Installation Food Program Managers' assistance to make this happen.

This requirement must be processed within AFMIS and is located under the Contract Management listing on your main page (see the illustration below). From there you will go to the contract management link and enter pertinent information to support your contract(s). If you're a little uneasy and don't want to make mistakes before entering data go to the "get help here" link at the top right corner. Clicking this "get help here" button on the contract management link (AJK-M011A) will provide a wealth of information on how to input the data. Additionally, there is a tutorial application that shows you how to fill out the data fields to the contract management requirement.

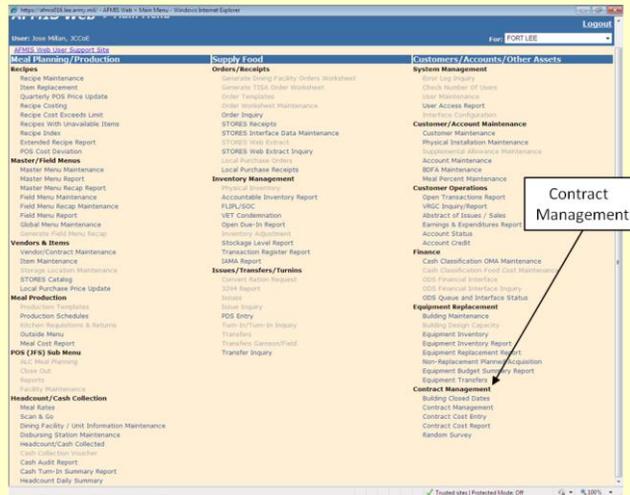


illustration 1

Once you have filled out all the pertinent Management information for contract cost, (illustration 2) you will need to enter actual cost at the end of the monthly accounting period to fulfill the contract cost requirement on AFMIS.

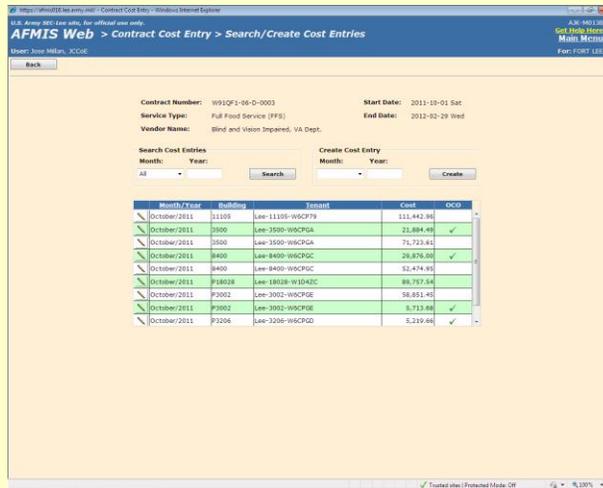


illustration 2

The data you have entered into AFMIS will populate a report in DSS (See illustration 3) that will calculate Man Days Fed (MDF) with contract cost to determine contract cost per man days fed. This data along with the food cost will provide the total food cost field to support each Soldier.

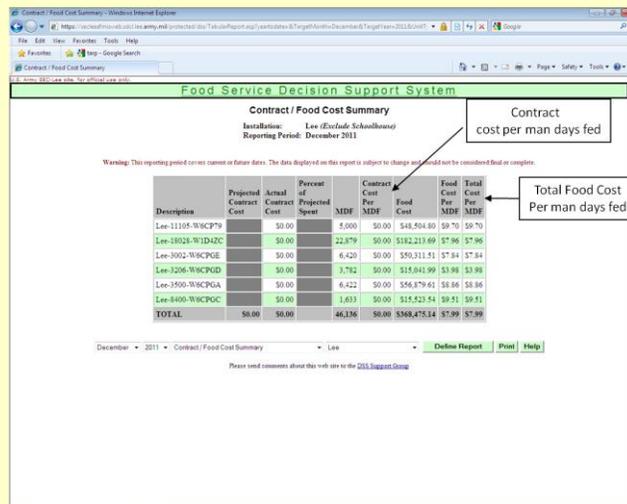


illustration 3

The Concepts, Systems and Policy Division is always looking at new methods to help Food Program Managers administer contract cost and ultimately make their jobs a lot easier. In the future, we will be looking at methods to incorporate monthly contract calculations on AFMIS to include contract payment requirements. The intent is to make it easier for contracting officer representatives, food program managers, and the installation contracting staff to monitor and manage food service contracts. Since this is a new requirement, we understand that there may be a learning curve for some users to establish, update and maintain monthly contract cost in AFMIS to meet this requirement. Please contact the CSPD staff at this link leejccoeweb@conus.army.mil or call (804) 734-4858/4836 if you require assistance with this software change package.

INFORMATION PAPER

ATSM-CES-OC

SUBJECT: Proper Procedures for Closure of Army Dining Facilities

1. **CONCLUSION:** Installations are closing dining facilities without ensuring that all requirements are being followed in the Army Food Management Information System (AFMIS).

2. **DISCUSSION:**

a. The Joint Culinary Center of Excellence (JCCoE), Army Center of Excellence, Subsistence Operations Directorate (ACES OD) recommends using the steps provided below to ensure accurate and systematic procedures to close out dining facilities. It is important to keep ACES OD informed of closures so that we can track operational dining facilities for Department of the Army G4 (DAG4).

b. Procedures to follow when closing dining facilities:

1. Establish a firm date for the last meal to be served.
2. Make every attempt to limit purchases several weeks prior to closing of the facility. Bring the inventory Balance on Hand (BOH) as low as possible.
3. At least a week prior to closing, the Food Program Manager (FPM) should conduct a cash count to ensure that the facility has sufficient funds to process for the outstanding meals on the Cash On Hand (COH) (Cash Audit) tables in AFMIS.
4. Several days prior to closing the FPM should assist in a detailed inventory analysis and arrange for transfer of subsistence from this facility to facilities that can best use the subsistence.
5. Beginning a week prior to closing the FPM should monitor the Open Transactions Report, located under the Customer Operations Heading, for the activity. This report will note all Open Transactions (Kitchen Requisitions, Un-Receipted Orders, and Missing Headcount) that may affect the account.
6. On the last headcount day, process the headcount immediately at the end of the meal.
7. On the day of the last meal or the day after: Prepare a Cash Turn-in to turn in all of the cash on hand. The cash balance for the activity should be zero.
8. At the same time prepare additional DF to DF transfers for subsistence that may still be on hand.
9. If you have a Subsistence Supply Management Office (SSMO) and they can accept items that cannot be transferred to other facilities use the Turn-in/Turn-In Inquiry process through the SSMO to effect transfer of that subsistence.
10. If there is no SSMO available you may be able to donate subsistence locally. Coordination must be made through the JCCoE, ACES OD for these programs and processes.
11. If you have subsistence that cannot be transferred, you may need to coordinate with the Veterinary service to condemn and process a Vet Condemnation for these items.
12. Review the Account status for the activity. If it is not at a zero balance; you may need to initiate a Financial Liability Investigation for Property Loss (FLIPL) or Letter of Determination to account for the difference. This difference may be due to Inventory adjustments (look at the IAMA Report) from the time the items were purchased and the time of transfer.

13. Conduct a Monthly Accountable Inventory, after all other inventory transactions have been taken, to close the Dining Facility Account. This should be a zero item inventory.

14. If there are no unit personnel remaining, the FPM should be granted Dining Facility Manager permissions so that they can close out the Cash Turn In Vouchers when the documentation is returned from Defense Finance Accounting System (DFAS) with the Disbursing Office Voucher Number.

15. The FPM should now disassociate this building from the Unit Identification Code (UIC) in Building Maintenance and consider transferring any equipment needed to other activities.

16. Inactivate the account in Customer Maintenance so the unit will not appear on the various Drop Down menus for the various processes.

17. Once all processes are completed in AFMIS forward notification to JCCoE, ACES OD for final disposition.

3. KEY POINTS:

- a. DAG4 requires tracking of all operational dining facilities in AFMIS. Proper close out procedures ensure that AFMIS is current and relevant.
- b. The AFMIS Help Desk is available to assist the FPM with any questions concerning proper close out procedures.

4. POC is Stephen J. Primeau, (804) 734-4836 (DSN 687) or stephen.j.primeau.civ@mail.mil.

INFORMATION PAPER

ATSM-CES-OC

SUBJECT: Subsistence Auto Receipting

1. CONCLUSION: Army Center of Excellence, Subsistence Operations Directorate (ACES OD) identified a need to provide guidance on proper receipt procedures to ensure that subsistence receipts are processed in a timely manner to prevent Subsistence Total Order and Receipt Electronic System (STORES) from utilizing the Auto Receipts generated function within the system.

2. BACKGROUND:

a. Installation Food Program Managers (FPMs) are responsible for ensuring dining facilities follow established procedures to process subsistence receipts within 24-48 hours to the Subsistence Supply Management Office (SSMO) formerly known as Troop Issue Subsistence Activity (TISA).

b. FPMs should also provide oversight to verify that the SSMO post the receipts into stores within 24-48 hours after receiving the subsistence receipts. This process will ensure that receipts are posted in STORES within the five days after the Required Delivery Date (RDD) requirement.

c. The STORES business practice is to auto generate a goods receipt to the Defense Logistics Agency (DLA) Enterprise Business System (EBS) for vendor deliveries on the fifth day after the required delivery date, If the customer has not already submitted a receipt.

d. This business practice of auto generated receipting is not in compliance with Public Law as codified in the Code of Federal Regulations 1315.9 (Prompt Payment Act) and impairs compliance with United States Code 3325 (Vouchering).

e. Military Food Advisors should ensure that receipts received at a Class 1 yard or Forward Operating Base (FOB) are uploaded into STORES as promptly as possible to meet the requirement of receipting within 5 days of the RDD.

3. KEY POINTS:

- a. FPM develop procedures for receipt handling for Dining Facility and Subsistence Supply Management Offices
- b. Develop Compliance Strategies
- c. Provide feedback to JCCoE, ACES OD of non-compliance issues.

ATSM-CES-OC

SUBJECT: Subsistence Auto Receipting

4. ACTION DESIRED: Installation Food Program Managers and Military Food Advisors will review subsistence receipting procedures to ensure compliance with posting receipts from the receiving location to the SSMO within 24-48 hour time frame. The Food Program manager will ensure prompt (24-48 hours) upload of receipts into STORES to meet the business practices required by DLA and Public Law.

5. POC is Stephen J. Primeau, 804-734-4836 DSN (687) or stephen.j.primeau.civ@mail.mil or Jose Millan, 804-734-4858 DSN (687) or jose.millan.civ@mail.mil

The Army Profession

By
CW4 Sean Lonnecker

“Professions are organizations formed to produce uniquely expert work.” In these few words, COL Hannah of the Center for the Army Profession and Ethic (CAPE) provided a direction for us to better understand ourselves in what has come to be called “The Army Profession.” The Army Profession Campaign has given us a vehicle to better understand ourselves and the power we project across the globe. Further, we will use that understanding to shape the Army of 2020. Within the United States Armed Forces, we’ve talked about the “profession” of Arms for many years, and our understanding of this profession has flexed in many directions. What has never changed are the basic facts: we are a profession, we do produce uniquely expert work, and we require capable leaders at every level to succeed.

As an Army, we’ve proven over the last decade that we have these unique experts, these leaders, who are certified and capable of the ethical application of land combat power and the sustainment of those forces. Our leaders have the skills, knowledge, experience, and perhaps most importantly, the code to effectively succeed in providing safety and security to our society and many others throughout the global spectrum. As our troops withdraw from Iraq, and with clear fiscal changes on our horizon, it is a fitting time that we’ve analyzed what it was that brought us such success, and what it will take to propel that success into the future. The Army Chief of Staff, GEN Odierno contends that our professional character has been the foundation of our strength and the basis of our success. It’s the character, the ethos, of every Soldier and Civilian in our ranks that hold the promise for future strength, for it’s this character that has brought us to where we are.

With the end of the year approaching, the Army is coming to what could be a defining point in our future. Over the last fifteen months, many of us have been a part of a unique project, the “Army Profession Campaign.” This is providing senior leadership an opportunity to evaluate how the Army has changed over a decade at war, and what we must do to prepare our Army for the uncertainty of the future. Few could argue with a statement by GEN Odierno, when he said “We’ve earned the trust of the American people through our actions over the last ten years and it’s important that we continue to do that.” It’s clear to me every day, while I proudly wear my uniform in public, that the American people trust, respect and openly acknowledge what we do for the country we love. The Army Profession Campaign is about the actions we all must take not only to sustain our profession, but to improve the Army of the future.

As the Army Profession Campaign comes to a close and the committee’s submit their final evaluations to Senior military and civilian leadership, I encourage all of you to review the information on the “Center for the Army Profession and Ethic” (CAPE) website on Army Knowledge Online (AKO). As you scan the volumes of information available, I ask that you reflect on yourself and your beliefs, consider your ethos and the passion that we all have for what we do and what it means to you. Perhaps most important, what have you done to take ownership of our profession, and what will you do to improve the Army of the future?

Remember every day: you are a Professional. You are a part of what no other society has ever achieved in history. You are the United States Army Professional.

Additional Resources:

CAPE Website: <https://www.us.army.mil/suite/page/611545>

“Military Review”, September 2011 “Profession of Arms” Special Edition,
<http://militaryreview.army.mil>



2 From "US Army's Photo stream", Flickr

“Food for Thought”: Fuel for Your Brain!

By
Ms. Renita Frazier



Have you ever thought of the food you eat affecting your memory, your concentration, or your alertness throughout the day? Usually, there is a lot of focus on “fueling” the body for physical performance but our brains need premium “fuel” for optimal cognitive (thinking, reasoning, or remembering) performance.

✓ **Think on these brain facts.....**

- Your brain is made up of 75% water
- The weight of your brain is about 3 pounds
- Your brain is the fattest organ in the body and is at least 60% fat
- Every heart beat provides 25% of the blood and oxygen to your brain
- Every time you recall a memory or have a new thought, you are creating a new connection in your brain

The importance of fueling the brain with the proper food and nutrition is essential in helping us in our thinking and memory. Fuel for the brain refers to nutrients from the diet that helps the brain work optimally. The most important fuel for the brain is glucose which is a type of sugar that provides energy to the neurons or brain cells. Brain cells communicate with each other and have a high demand for energy because they're always in a state of movement and activity.



(Brain cell, pictured above)

The brain's cells need two times more energy than any of the other cells in your body and the brain depends on the bloodstream to deliver a continuous supply of glucose from foods. The brain cannot store glucose; therefore, it is essential to fuel the brain with complex carbohydrates (see list below for examples) to ensure glucose is steadily available to keep the brain cells alive and functioning.

✓ **Premium brain fuel: Complex Carbohydrates**

- Breads, whole wheat and whole grain
- Pasta, whole wheat and whole grain
- Ready-to-eat cereals, whole grain, low sugar
- Brown rice, potatoes
- Whole fruits (apple, pears, oranges)
- Oatmeal



The quality of carbohydrates is important because eating simple carbohydrates such as sugary cereals, white bread, pastries, or soda enter your bloodstream too quickly and triggers cells throughout your body to pull the excess glucose out of your bloodstream and store it for later use. Soon, the glucose available to your brain has dropped. Hours later, you may feel sluggish, weak, confused, and/or nervous and your ability to focus and think suffers.

So what if you are trying to concentrate, improve your memory or alertness? What foods are best? Well first, eating breakfast is key... Yes, the old saying that “breakfast is the most important meal of the day” is true. Upon waking in the morning, the body is starving for nutrients and energy. But wait....not any type of breakfast food will do. The type of breakfast items chosen makes a huge difference in how your body and brain performs and responds to situations and tasks. Studies have shown that adults eating a healthy breakfast tend to work faster, make fewer mistakes in logistics tests, and have better memory recall than those who skip breakfast.



Here are some more tips to fuel your brain:

✓ For concentration:

- Eat breakfast
 - Toasted English muffin with lean breakfast meat (Canadian bacon, lean ham slice, or lean turkey sausage), and banana
 - Whole grain waffle topped with fruit, low fat yogurt
 - Peanut butter on bagel, orange slices and 1% milk
 - Ready-to-eat whole grain cereal with 1% milk, small vegetable omelet
- Choose complex carbohydrates (refer to complex carbohydrate list above)

✓ For memory and alertness:

- Stay hydrated—water is best!
- Eat your Omega-3 fatty acids
 - Fish (salmon, mackerel, sardines, trout, tuna)—aim for 2 servings per week
 - Walnuts, flaxseed
- Eat foods with B-Vitamins (B1, B6, B-12), and Folic Acid
 - Whole grains breads, fortified cereals
 - Nuts, legumes, beans
 - Lean animal proteins (poultry, fish, meat, pork)
 - Milk, Yogurt
 - Broccoli, oranges, peas, brussel sprouts



herring,

- Eats foods rich in antioxidants
 - Vitamin C
 - Oranges, grapefruit, broccoli, leafy green vegetables, tomatoes, peppers, potatoes, cantaloupe, strawberries



Walnuts, peanuts, almonds, seeds, olives, avocado, leafy green vegetables

- Eat foods rich in beta carotene
 - Cantaloupe, mangoes, papaya
 - Pumpkin, peppers, spinach, kale
 - Squash, sweet potatoes, and apricots
- Selenium
 - Fish, lean beef, pork, chicken, brazil nuts, brown rice, and whole wheat bread



- Eats foods rich in Iron
 - Lean red meat (sirloin, round, 90% lean ground beef)
 - Dried fruit (raisins, apricots, cranberries)
 - Iron enriched cereals
 - Dark leafy greens (spinach, collards)

✓ **For short term alertness boost**



- Coffee, green tea (limit 1-2 eight ounce cups)
- Blueberries, strawberries, prunes
- 100% Concord grape juice
- Fish (salmon, mackerel, herring, sardines, trout, tuna)
- Dark chocolate
- Stay hydrated—water, water, water!!

Using these tips will not only fuel your body but will fuel your brain to perform at its best!

References:

<http://www.breakfastpanel.org/adults-physical-and-mental-performance/>

<http://www.fi.edu>

http://www.fitbrains.com/science/more/brain_facts.php

<http://www.nursingassistantcentral.com/blog/2008/100-fascinating-facts-you-never-knew-about-the-human-brain/>

<http://www.livestrong.com/article/21722-brain-nutrition/>

Renita Frazier is a Registered Dietitian assigned to the Joint Culinary Center of Excellence. In her role, she is the principle subject matter expert for the Soldier Fueling Initiative and the “Go for Green” program. She serves as the Army Food Program representative on the DOD Nutrition Committee.

The **New** Unitized Group Ration-Short Order (UGR-SO)

By

Ms. Beverly Hamlette



Food Service Specialist's preparing the new UGR-SO at Fort Irwin, CA

On 14 September 2011, the Integrated Product Team (IPT) convened at the U.S. Army Soldier Research Development and Engineering Center, Natick, MA, to make a final decision on the future of the UGR-A Short Order Concept Test.

After reviewing all test results, recommendations and menus, it was decided to approve the UGR-SO meals and transition them to the UGR-A menu cycle during Fiscal Year 2012.

The UGR-A Short Order Feeding Concept has undergone a six month test at four Army installations, Fort Carson, CO; Fort Stewart, GA; Fort Irwin, CA; and Fort Bragg, NC, which began on 1 February 2011. This concept was designed in efforts to continue to provide the Army diner more variety, alternative meat options and mixed menu items, thus providing both mainline and short order options in a field/deployed environment. Initial test focus was on the composition of the module selection, contract assembly, cook friendliness, and Soldier acceptability. Final products were selected based on survey results, feedback and preliminary trials conducted with foodservice personnel that prepared products, and diners that consumed the products. The test concept included two Breakfast and five Lunch/Dinner menus, and after careful consideration of recommendations provided, the decision was made to move forward with the UGR-SO meals with the following changes:

- The two test breakfast meals would be discontinued and the center of plate item that was rated “highly acceptable” (chicken sausage patties) would be transitioned into the current FY12 UGR-A breakfast menus.
- The Chicken Nugget meal that was previously in the UGR-A would be returned to the UGR-SO menu cycle.

- The current UGR-A Hamburger/Hot Dog would become UGR-SO Meal #7, providing the option to order this meal with the UGR-A meal #7, Grilled Steak for your “Victory Meal” or ENDEX

The UGR-SO menus are complete nutritional meals that can be ordered, prepared and served as the only meal option or can be used in conjunction with the UGR-A menus as a partial optional meal choice. The intent is to provide “mainline and short order options” at meal time. Commanders and Food Advisors will determine what percentage of the total UGR-A ration feeding plan will be mainline menus 1 - 14 or short order menus 1 – 7.

Approved Unitized Group Rations-Short Order “Center of the Plate” items



| Dinner - SO 1 | Dinner - SO 2 | Dinner - SO 3 | Dinner - SO 4 | Dinner - SO 5 | Dinner - SO 6 | Dinner - SO 7 |
|------------------------------|-----------------|---------------------|--------------------------|---------------------|---------------------|---------------------|
| Philly Steak & Cheese Hoagie | Chicken Nuggets | Italian Sausage Sub | Beef & Cheese Enchiladas | Hot Wings (Bone-In) | Pepperoni Stromboli | Hamburger / Hot Dog |

The UGR- SO menu Tables I and specifications Table II have been completed and transitioned to Defense Logistics Agency Troop Support (DLA Troop Support) for procurement and contract negotiations with a projected date of **1 February 2012** for Army wide availability. Full complete menus along with NSN’s will be posted on the DLA Troop Support and Joint Culinary Center of Excellence (JCCoE) website for information purposes. Operational rations are a continuous improvement process of the Natick, Combat Feeding Directorate. Army foodservice analysts, Quality Assurance Specialists and Food Safety staff will work closely with Natick staff to ensure the Army maintains the best possible feeding platform. The UGR-Short Order menu changes/improvements will be conducted under the Fielded Group Ration Improvement Project (Natick) and is scheduled for field testing in August 2013.

Your feedback is very valuable in providing the right menu items for supporting the Warfighter. For recommendations or suggestions please utilize the Operational Ration Quality Feedback Form (DA Form 7590) to submit all comments, located on the JCCoE website at:

http://www.quartermaster.army.mil/jccoe/Operations_Directorate/QUAD/QUAD_main.html

The Army believes this is the right step in improving even the best regarded field feeding ration program in support of our *Warfighters!* Point of Contact is Ms. Beverly Hamlette, Army Field Feeding Specialist, beverly.j.hamlette.civ@mail.mil, (804) 734-4584 or DSN 687.



The Army's Assault Kitchen (AK) Module Update

By
Mr. Roderick Piggott



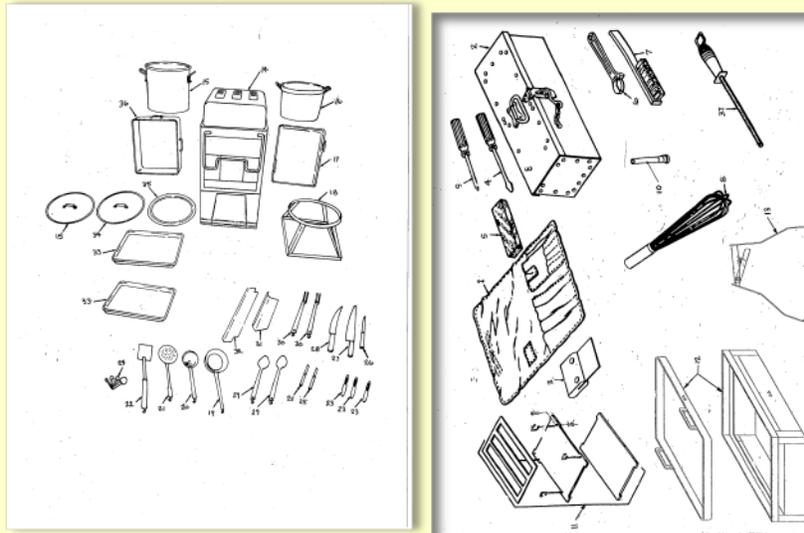
Assault Kitchen figure 1

As the Army's mission draws to an end in Iraq, Commanders have begun to consider equipment inventories and shortage annexes. During the war Commanders were introduced to the AK (Figure 1) which is the newest field feeding system that many considered one of the best field feeding systems to date. Because of its low profile design, the AK was only capable of preparing Unitized Group Ration Heat and Serve (UGR-H&S) while on the move. To increase its capability for more sustainable missions and more variety of food to support an ever-changing combat environment, equipment advancements were added to the AK. The AK now has the capability to prepare limited Unitized Group Ration- A (UGR-A) which includes preparation of perishable items. However, when the changes were made to the AK, the technical manual (TM) fell short in indentifying those equipment advancements. Some of those advancements include the M59 Cabinet, Griddle Assemblies Field, and all the appropriate end items.

To assist Commanders with conducting a proper inventory of the AK, senior food service leaders can assist by providing the proper TMs. This includes supply catalogs for all outfits, and kits and food service sets that list all of the Components of the End-Item (COEI). So, when conducting field equipment inventory the entire current and supporting TMs to conduct the inventory and accountability of all property is readily available. TM 10-7360-230-13&P issued with the Kitchen Module (Assault Kitchen) included A-Ration Enhancement Kit 1 outlining the older style M59 Range Cabinets and Griddle Assemblies Field and Accessory Outfit components fielded before June of 2011. Figure 2 shows the integral components of Kit 1. In July 2011, when Commanders were issued the updated AK, they were provided A-Ration Enhancement Kit 2, new style M59A Range Cabinet and Griddle Assemblies Field with a few other minor components. Figure 3 shows integral (COEI) and Base Issue Item (BII) components. The information provided in Figure 1 and 2 should assist Commanders in conducting a proper inventory on the AK.

When the new TM 10-7360-230-13&P Kitchen Module (Assault Kitchen) is approved, it will include the equipment changes noted above to facilitate the inventory process and replace using additional spread sheets. Natick PM Force Sustainment System Manager will inform the food service community when access becomes available. The Joint Culinary Center of Excellence (JCCoE), Facilities and Equipment Division (FED) is here to support any user that may have a question on the AK and proper inventory process. The POC for this information is Mr. Roderick Piggott at 804-734-3329 or Mr. Wardell Carey at 804-734-3450, JCCoE, FED, Ft Lee, VA.

Figure 2



| A-Ration Enhancement Kit 1 for Assault Kitchen | | | | | |
|-------------------------------------------------------|-----------------|------------------------|------------|------------------|------------|
| Item # | Item | Subcomponent | Qty | NSN | Ref |
| 1 | Roll, Cutlery | | 1 | 7360-00-274-7088 | |
| | Accessory Kit | | | 7360-00-187-4757 | |
| 2 | | Chest, Tool | 1 | 7310-00-310-8544 | |
| 3 | | Scraper, Bakers | 1 | 7330-00-205-1950 | A-A-52068 |
| 4 | | Screwdriver, flat tip | 1 | 5120-00-237-6985 | MS15219-3 |
| 5 | | Stone, Sharpening | 1 | 5345-00-198-8040 | |
| 6 | | Wrench, Crescent | 1 | 5120-00-240-5328 | A-A-2344 |
| 7 | | Brush, Wire | 1 | 7920-00-291-5815 | A-A-3118 |
| 8 | | Whip, Egg | 1 | 7330-00-815-1458 | A-A-394 |
| 9 | | Screwdriver, Cross Tip | 1 | 5120-00-234-8913 | MS15224-5 |
| 10 | | Spout, Can, Flexible | 1 | 7240-00-177-6154 | |
| 11 | Rack, Set, Bake | | 1 | 7360-00-106- | 5-11-353 |

| | | | | | |
|----|---------------------------------------------|--------------------------------|---|------------------|-----------|
| | | | | 5965 | |
| 12 | Griddle Assy | | 1 | 7310-01-391-3065 | 5-13-5625 |
| 13 | Lifting Server, Can | | 1 | 7310-01-385-6263 | 5-13-4265 |
| 14 | Cabinet, Gasoline Field, Range Outfit (M59) | includes the following | 1 | 7360-00-702-1719 | 5-11-414 |
| 15 | | Pot, Cooking 15 Gallon W/Cover | 1 | 7330-00-292-2307 | 2-9-120 |
| 16 | | Pot, Cooking 10 Gallon | 1 | 7330-00-292-2306 | 2-9-035 |
| 17 | | Cover, Baking and Roasting Pan | 1 | 7330-00-263-8516 | A-A-52201 |
| 18 | | Cradle, Cook Pot | 1 | 7330-00-379-2495 | A-A-71 |
| 19 | | Dipper | 1 | 7330-00-272-2489 | 5-11-071 |
| 20 | | Ladle | 1 | 7330-00-248-1153 | A-A-1956 |
| 21 | | Skimmer, Kitchen | 1 | 7330-00-680-2635 | A-A-1072 |
| 22 | | Turner, Food | 1 | 7330-00-634-1995 | A-A-1640 |
| 23 | | Peeler, Potato, Hand | 3 | 7330-00-238-8316 | A-A-1953 |
| 24 | | Measuring Set | 1 | 7330-00-272-7876 | A-A-1954 |
| 25 | | Knife, Paring | 2 | 7340-00-488-7939 | A-A-2733 |
| 26 | | Knife, Boning | 1 | 7340-00-197-1271 | A-A-2733 |
| 27 | | Knife, Cooks | 1 | 7340-00-488-7950 | A-A-2733 |
| 28 | | Knife, Steak | 1 | 7340-00-197-1274 | A-A-2733 |
| 29 | | Spoons, Basting | 2 | 7340-00-223-7800 | A-A-52204 |
| 30 | | Fork, Food | 2 | 7340-00-223-7791 | A-A-52204 |
| 31 | | Protector, Arm, GASOL | 1 | 7360-00-402-4495 | |
| 32 | | Protector, Arm, GASOL | 1 | 7360-00-402-2403 | 5-11-964 |
| 33 | | Pan, Rectangular | 2 | 7330-00-272-2589 | |
| 34 | | Cover, Cook Pot | 1 | 7330-00-250-6300 | 2-9-035 |
| 35 | | Plate, Splash | 1 | 7330-00-379-2544 | 2-9-120 |
| 36 | | Pan, Baking and Roasting, Deep | 1 | 7330-00-485-7376 | A-A-52201 |
| 37 | | Butchers Steel | 1 | 7330-00-550-7592 | A-A- 2733 |

Figure 3

| | AK A-Ration Enhancement Kit 2 | | | | |
|----------------------------|--------------------------------------|-----------------------------------------------|---|------------|------------------|
| M59 Field Range and Outfit | (includes the following) | | 1 | | 7360-01-479-0312 |
| | M59 Field Range Assembly | | 1 | 5-11-2090 | 7360-01-475-0063 |
| | Field Range Outfit | | 1 | 5-11-2076 | 7360-01-479-0344 |
| | | Pot, Cooking, 15 Gallon | 1 | 2-9-120 | 7330-00-292-2307 |
| | | Pot, Cooking, 10 Gallon | 1 | 2-9-35 | 7330-00-292-2306 |
| | | Cradle, Cook Pot | 1 | 5-11-7134? | 7330-00-379-2495 |
| | | Warmer, Adapter, Type II | 1 | A-A-52201 | 7360-01-473-6062 |
| | | Pan, Baking and Roasting, Deep | 1 | A-A-52201 | 7330-00-485-7376 |
| | | Cover, Baking and Roasting Pan | 1 | A-A-52201 | 7330-00-263-8516 |
| | | Cover, Cook Pot | 1 | 2-9-35 | 7330-00-250-6300 |
| | | Fork, Food, Type I, Style I, Size I | 2 | A-A-52204 | 7340-00-223-7791 |
| | | Turner, Food, Type I, Style A | 1 | A-A-1640 | 7330-00-634-1995 |
| | | Scraper, Bakers | 1 | A-A-52068 | 7330-00-205-1950 |
| | | Measuring Set | 2 | A-A-1954 | 7330-00-272-7876 |
| | | Spoon, Food Service, Slotted, Type II, Size 2 | 1 | A-A-1082 | 7340-00-255-0702 |
| | | Skimmer, Kitchen | 1 | A-A-1072 | 7330-00-680-2635 |
| | | Knife, Cooks, Type IV | 2 | A-A-2733 | 7340-00-488-7950 |
| | | Whip, Egg | 1 | A-A-394 | 7330-00-815-1458 |
| | | Knife, Boning, Type III, Style A | 2 | A-A-2733 | 7340-00-197-1271 |

| | | | | | |
|----------------------|--------------------------|------------------------------------------|---|-------------|------------------|
| | | Knife, Paring, Type V | 2 | A-A-2733 | 7340-00-488-7939 |
| | | Ladle, Size 2 | 1 | | 7330-00-680-0865 |
| | | ladle, Size 3 | 1 | | 7330-00-248-1153 |
| | | Butcher's Steel, Type X | 1 | A-A-2733 | 7330-00-550-7592 |
| | | Peelers, Potato, Hand | 2 | A-A-1953 | 7330-00-238-8316 |
| | | Spoon, Basting, Type II, Style I, Size 2 | 2 | A-A-52204 | 7340-00-223-7800 |
| | | Dipper, Type II, Size I | 2 | A-A-1752 | 7330-00-272-2489 |
| | | Pan, Rectangular | 2 | | 7330-00-272-2589 |
| | | Rack, Bottom | 1 | 5-11-353-7? | 7360-01-471-3551 |
| | | Oven, Bake Rack, M59 | 2 | 5-11-2092-1 | 7310-01-475-7841 |
| | | Protector, Arm, Long | 1 | 5-11-964-1 | 7360-00-402-2403 |
| | | Protector, Arm, Short | 1 | 5-11-964-1 | 7360-00-402-4495 |
| Griddle Assembly | (includes the following) | | 1 | 5-13-5625 | 7310-01-391-3065 |
| | Griddle | | 1 | 5-13-5626 | |
| | Base, Griddle | | 1 | 5-13-5627 | |
| Spout, Can, Flexible | | | 1 | | 7240-00-177-6154 |
| Stone, Sharpening | | | 1 | | 5345-00-198-8040 |
| Brush, Wire | | | 1 | | 7920-00-291-5815 |
| Roll, Cutlery | | | 1 | | 7360-00-274-7088 |

Submitting Catered Meal Request

By
Ms. L'Tanya Y. Williams



Are you about to submit your catered meal request? There maybe a few things that you want to review prior to submitting your request. First, AR 30-22, paragraph 3-41 and second, the Catered Meal Request LOI and checklist. The revised LOI has been posted on the JCCoE website, http://www.quartermaster.army.mil/jccoe/Operations_Directorate/CSPD/Catered_Meal_Request_Policy.pdf

The letter of instruction has been revised and also includes a checklist (see below) that will assist with ensuring that your packet is complete before submission.

To ensure that your request is processed in a timely manner please review the following checklist before submitting your request to the POCs at JCCoE:

| CHECKLIST | | |
|---------------------------------------------------------------------------------------------------------|-----|----|
| | Yes | No |
| 1. Have you included a detailed nature of the requirement for your catered meal request? (Be specific.) | | |
| 2. Is the ration cycle and number to be supported for each day provided? | | |
| 3. Is the meal cost breakdown per Soldier a reasonable cost? (If not, please explain in detail.) | | |
| 4. Is your subsistence being purchased from an approved source | | |

| | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| IAW AR 40-657? | | |
| 5. Is a copy of the Performance Work Statement (PWS), Vendor's bid, cost estimate, etc., attached to the request? (If not, please explain.) | | |
| 7. Are the Soldiers supporting the exercise either, Reserve Soldiers supporting active duty, (ADOS) or Soldiers being "loaned out" for an exercise, Operational Support – Active Duty Operational Support, (OP – ADOS)? | | |
| 8. Have you included a "suspense date"? (This is the date that you require your funding.) | | |

If you have any additional questions please feel free to contact the POCs: Mr. Hazel T. Hill or Ms. L'Tanya Y. Williams, JCCoE, OD, CSPD at: (804) 734-3380/4848 or by email: hazel.t.hill.civ@mail.mil or ltanya.y.williams.civ@mail.mil. To conclude processing your packets in a timely manner is always our goal!

“Talk About Bringing Home the Bacon”

**United States Army Reserve Cook
Takes Home the Honors**

By
Mr. Rickey Frazier



SFC Janice Smith pictured with MG James L. Hodge, Commanding General, US Army Combined Arms Support Command Sustainment Center of Excellence Fort Lee, VA. MG Hodge presented SFC Smith the Commanders Coin of Excellence for distinguishing herself as the Senior Leaders Course Honor Graduate. SFC Smith was the only Reserve Component 92G Soldiers in her class. Her dedication and hard work separated her in an exemplary manner above the 39 Senior Active Duty 92Gs for this prestigious Honor.

When asked about her accomplishment, SFC Smith indicated she wanted to prove that Reserve and National Guard Noncommissioned Officers are just as *technically* and *tactically* proficient as their Active Duty counterparts and she wanted to make her command, the Military Intelligence Reserve Command at Fort Belvoir, VA and the US Army Reserve Command at Fort Bragg, NC proud!

Beautiful...but is it Edible?

By
Ms. Priscilla Dolloff-Crane

It's the Holiday Season as I write this, and all about me are traditional decorations, some not so traditional décor and a generous number of Poinsettias plants. And flying around the office are the comments about insuring that none of the plant is consumed – it's dangerous!



It turns out that Poinsettias are truly awful to eat – but not because it is highly toxic, but because it is so very bitter and extraordinarily nasty to taste. It is indeed in a family of plants that include many toxic members, but the Poinsettias itself is not going to cause major harm in the small amount that any sane human would ingest.



In the mean time, we have some gorgeous and creative artwork from pastry chefs that have been poked prodded and played with for their month long display. What started out as an edible display is now highly suspect due to contamination from observers' touching, sneezing, coughing, providing airborne germs and dust. If you eat it will it kill you? No. Make you sick? Quite possibly. So, unless you are literally starving and have no alternate source of food, of course DON'T.

As we move forward into the New Year, we can expect to see all kinds of new and old products for consideration in our Food Service operations. Take time to look behind the pretty exterior, and see if the contents will help or hurt our bodies; check with your supporting dietitian/nutritionist or us in QUAD if you need some help sorting out the good from the okay from the OMG bad. Good choices. Moderation. Balance. Not sexy, not flashy, but really good for the long term....see you there.



Customer Service
By
CW4 Ellen M. Magras



What do you expect from a business or people in the Service Industry? How do we define customer service? In the competitive market that we live in, customer service principles should be the foundation for any successful organization. Many business owners and customers alike, have a different view of what exactly customer service means to them. For some, customer service may be a process, an attitude, a delivery, compensation, an atmosphere, efficiency, cost or a plethora of other definitions. For me, customer service is a series of events that I expect from a business or organization that I patronize. I believe for any business to be successful, great customer service skills should be a part of their DNA. Customer service can make the difference between whether someone patronizes a business or chooses to go elsewhere. Customer service starts at the entrance to the exit and we should hold business owners accountable for our experience.

In 2002 while assigned to the 1st Infantry Division Support Command (DISCOM) in Germany, I visited a small dining facility (DFAC) on Harvey Barracks in Kitzigen. The Dining Facility Manager (DFM) is someone I personally regard as "the best thing that ever happened to food service". His name is MSG Derek Rivers and his adage for the DFAC at the time was "*Where you go from here is Your business; how to get you back is Mines!*" This adage has stayed with me all these years and I truly believe in it. This DFAC, nonetheless, won the Philip A. Connelly Small Garrison in 2002 and it had a lot to do with the fundamentals of business based on great customer service and the leader-one who is still the epitome of great customer service today.

Today's DFACs are challenged with many other food service establishments on installations and in combat zones worldwide. How do we overcome that challenge? Despite the budgetary restraints, personnel shortages/continuity, and other "rules" that regulate Army DFACs, a military or contract ran Army DFAC can still be very much successful and as competitive as a neighboring food service establishment. The DFM is highly encouraged to "take it personally". What does he or she need to do to guarantee diners will be totally satisfied with their breakfast or lunch at their respective DFAC? Soldiers have choices so it is up to that DFM to ensure not only does his facility meet the highest standards in sanitation, food preparation, great atmosphere, and last but not least, have the best customer service skills needed to keep his DFAC the best spot in town for a meal.

Customer Service should be a part of every DFAC Training Program and service should be monitored regularly. Oftentimes, a server will communicate "What can I get for your today?" by a head nod. We all know what I am talking about! Let's get away from that non-communicative method and ask our diners what exactly we can do to ensure a pleasant and repeat dining experience. The DFM must ensure that quality food is always prepared, serving lines are eye-appealing and highly garnished, everyone understand the importance of their role during the meal period, and work on getting those diners back for the next meal-guaranteed! Menu creativity and marketing play a major role in advertising what we offer. For instance, if the DFM offers a Sandwich Bar, purchase a variety of submarine sandwich breads similar to those offered at Subway for \$5. If you only offer the same wheat, white, rye bread that you should be offering daily anyway, you have not excited your customer. DFACs have the best price in town undeniably so let's put our products and service in the spot light and with all the right elements combined, Army DFACs can continue to be successful and not fear the challenge of other establishments on the installation. Customer service will go a very long way and if nothing else shows your diners that you care and you will do everything to ensure they come back.

The Battle Rages On: Hand Sanitizers vs. Soap and Water

By
Mr. Ronald Bellamy



The battle rages on as to which is better, hand sanitizers or soap and water? For years, traditional thinking has been “wash your hands with soap and water; however, modern thought has come to welcome non-water alcohol based antibacterial hand sanitizers. In recent years, antibacterial hand sanitizers have been presented to the public as an effective way to clean your hands when soap and water are not available. These waterless products have become increasingly popular in Army Dining Facilities (DFAC) everywhere. Manufacturers of hand sanitizers claim that their sanitizers kill 99.9% of germs on your hands. However, some research suggests that this is not necessarily true.

How Hand Sanitizers Work

Like a scouring pad on a buffer, hand sanitizers strip away the outer layer of oil on the skin. By stripping away these oils, the bacteria present in the body are prevented from coming to the surface of the hands. Typically, the bacteria that are normally present in the body are generally not the kinds of bacteria that will cause illness. According to researchers at Purdue University, hand sanitizers do not significantly reduce the number of bacteria on the hands and in some cases may potentially increase the number of bacteria on the hands. (www.Purdue.edu/newsroom/)

Is the 99.9% claim true?

How can hand sanitizer manufacturers make claims of killing 99.9% of bacteria if research is saying it does not? In most cases, manufacturers test their products on inanimate or non-living surfaces which yield them their desired conclusions of killing 99.9% of bacteria. If the sanitizers were tested on actual hands, the results would be quite different. Because manufacturers are out to make profits, it is no wonder that they do the least complicated testing procedures as well as the most cost effective methods as well. Testing hands also adds greater complexity to the testing sample. Using surfaces under controlled conditions is an easier way to obtain some type of consistency in the testing results.

The Winner by TKO

Not surprising, the Food and Drug Administration (FDA), in regards to regulations concerning proper procedures for food service, recommends that hand sanitizers not be used in place of soap and water, but only as an adjunct (www.fda.gov). TB MED 530 Section III Personal Cleanliness, sections 2-8, 2-9, and 2-10 gives Army specific guidance on both hand washing and the use of hand sanitizers. In the food service community, hand sanitizers are not a suitable substitute for cleaning your hands with soap and water. Let me reiterate, sanitizers are no replacement for a good old soap and water lathering.

Hand Sanitizer FYI: How to use an alcohol-based hand sanitizer

Alcohol-based hand sanitizers are an acceptable alternative when soap and water are not available. If you choose to use a hand sanitizer, make sure the product contains at least 60% alcohol. Also, follow these simple steps:

- Apply enough of the product to the palm of your hand to wet your hands completely.
- Rub your hands together, covering all surfaces, until your hands are dry.

Antimicrobial wipes or towelettes are another effective option. Again, look for products that contain high percentages of alcohol. Please note if your hands are visibly dirty, wash with soap and water (www.mayoclinic.com/health/hand-washing).

Who's In Charge of your Team?

By

Mr. Raymond Hosey



"Get the best people and train them well". Scott McNealy

Who's in charge of your Team? Is that a question people ask when they visit your Installation?

In baseball each player is responsible for the outcome of their individual play. However the person responsible for the collective effort of his players is the coach. The coach works with his team individually and collectively to hone their skills and develop them into a cohesive team of athletes. When the team is called upon to execute their mission, they perform flawlessly. The coach is ultimately responsible for ensuring the team is trained, prepared and ready to execute their mission. At the Installation the Food Program Manager (FPM) is the coach, he or she is responsible for their teams execution and preparing them for inspection. In the dining facility the manager will ensure the team is prepared to execute, preparing them for inspection. "They're here", we have all heard those words uttered in our business. This usually translates to indicate the inspectors are here to evaluate your operation. If each person has been trained individually on their assignments, collectively they will probably execute the mission to standard.

You can always sense if the team has been trained, they exude a quiet confidence about their abilities. They are proud, borderline cocky and confident they have been trained for the task at hand. There is no greater satisfaction than knowing you are prepared to execute any mission that comes your way.

Bottom line up front (BLUF) - take the necessary time to train your team to be prepared to execute any mission. Training should occur on a daily basis or until the individual can satisfactorily perform the given task to standard. People who take short cuts always get caught short when the evaluators are visiting. Why you ask- we do what we do, because in most cases that is all we know. So those bad habits are on full display before, during and after any inspection. Leaders- treat each person as an investment; the more time spent training individuals, the greater return you will reap on your investment. "Who's In Charge of your Team" is a question people will know when they visit your installation.

Food Shields: We Used To Call Them Sneeze Guards

By
Mr. Ryan Mebane

You are at the buffet, everything looks good, the deserts look even better, you are hungry, and you are ready to enjoy the next two-hours of ALL YOU CAN EAT. All of a sudden you hear, cough-cough!!!, aaaaachhhoooo!!!, sniff-sniff!!!, the air conditioning just kicked on and a plum of dust came out of vents, dang-gone-it , all over the food, but then you realize, that is why food shields are required to help protect food and to help prevent cross contamination of food prepared for consumption. They also give customers a secure sense that the food on display is protected. TB MED 530 paragraphs 3-35 and 8-4(n) require that food on display be protected from contamination by food shields. While their primary purpose is protection of food, there are many other reasons that food shields are used.



Food shields not only protect food, but they also protect your investment in terms of the time and labor used to prepare it. Whether your dining facility (DFAC) has self-serve, full service, or a mix of both, the fact is, any food set out in front of customers is exposed and is at risk of contamination. Another fact, customer's reaction to unprotected food ranges from uneasy to total disgust...YUCK!!! Having quality well designed food shields can actually present your food in a more attractive and appetizing light. As we know, most food shields are quite basic in design, but with a little imagination, it can serve as a key design element by adding to the overall look and aesthetics of your DFAC, which in turn can lead to increased traffic and higher utilization numbers.

Questions Are Good

Most food shields are custom fabricated to fit and or suit the specific needs of the DFAC for which they are going to be used in. When deciding on food shields, ask yourself the following questions:

- How and where do you plan to use these food shields?
- Are you using them on your self-service lines, full-service lines, or both?
- Will you be switching between both types of service with in a station?
- What type of food will be served at each station?

Keep in mind; food shields for operator service are designed differently than those used for self-service. Having two design standards was done to meet National Science Foundation International (NSF), American National Standards Institute (ANSI) and local health codes. There are also models that can be used for either type of service and portable food shields are available for catered events or temporary serving lines. Because funding is always an issue, many manufacturers offer several options in various price ranges to meet the monetary (and menu) needs of their customers.



What to Look For, Be Smart

All DFAC feeding missions are different, but there are some basic things to keep in mind as you are researching food shields for your DFAC.

- **Code Compliance:** For food service equipment (FSE), The Army uses NSF/ANSI standards. When ordering FSE, make sure you specify equipment that meets the NSF/ANSI standards... YOU CAN'T GO WRONG.
- **Quality and Durability (Soldier proof):** Frames should be made of heavy-gauge, non-oxidizing metal such as steel or aluminum. Supports should be thick enough not to just support food shield, but to also support additional weight in the instance a Soldier or customer accidentally leans against it. Also keep in mind, while shields made from plastic and acrylic are less expensive, glass is much more durable. Plastics scratch and cloud overtime no matter how careful the cleaning procedure. However, if you go with glass, it should be tempered and thick enough to handle any additional weight.
- **Mounting and Support:** Take into account the design of your entire serving area. Make sure that the support structure can handle the span of your line. Be aware of span dividing lines, where you divide your spans affect sight lines and the appearance of your servery. For many commercial applications, the maximum glass lengths are typically 5.5' feet with 3/8" inch thick glass or 6.0'feet with 0.5" inch thick glass.

Support systems come in a variety of configurations. Some require front and rear posts, which can interfere with your food wells or take up space from your food wells. Depending on the configuration you choose, the food shields can be mounted either through and below the counter or on the surface. Below mounts offer better structural integrity and appearance, but may require under counter framing which can limit space for food wells or drawers and can interfere with the way your serving equipment operates. Also, consider systems that have screw caps to cover exposed screws and flanges that are smooth and easy to clean. Keep in mind the type of counter surface you have (corian, stainless, granite) will dictate the type of mounts you need. A good supplier should be able to advise you in this area.

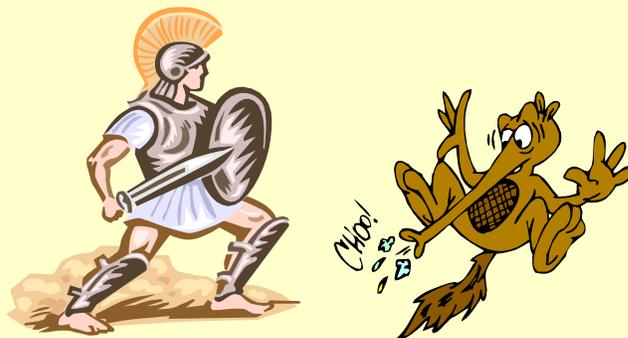


- **Appearance:** Choose food shields that complement your DFAC's décor and overall design of your serving area and that presents your meals in the best light. Keep in mind, the food shields you choose will literally be in your customers' faces. Try to make your food shields as transparent as possible to your customers.
- **Adaptability:** If you change your layout frequently, consider a system that is adaptable. There are models available that can convert from served to self-serv by simply adjusting the angle of the shields.
- **Cleanability:** Food shields that conform to NSF standards are designed with cleanability in mind. Crevices, seams and troughs where dirt, insects and pest can hide are minimized and surfaces are usually smooth and impervious to soil, another reason to specify NSF standard equipment. Other things to keep in mind are finishes and clearances for cleaning purposes.
- **End Panels:** As a measure of additional protection NSF has mandated, all food shields located less than 3" inches away from a wall, must have end panels. The end panels must be at least 18" inches in depth and cannot be mounted more than 1.5" inches above the countertop. The height of the end panel must be the same height as the overall food shield.
- **Self-service:** NSF standards require self-service lines to have a 13" inches opening between the shield and the counter. Vertical and horizontal planes protecting food should be 20" inches. The maximum gap between side-by-side sections of glass is 2" inches. The distance of the leading edge of the food being served must be three-fourths the distance of the opening through which customers reach. In other words if an opening is 12" inches high from counter top to the bottom of the shield, then the food must be at least 9" inches from the front edge of the food shield.



- **Full-service:** Shields must give a minimum of 32" inches of protection in any combination of vertical and horizontal planes. Example, if the food shield is 16" high, it must have a 16" top shelf as well. The gap between the vertical and horizontal planes cannot be more than $\frac{3}{4}$ " inches. The gap between the counter and the bottom of the food shield cannot be more than 1.5" inches. Lastly, the distance between the foods being served and the front or vertical panel of the food shield must be at least 1.5" inches.
- **Multi-tiered food shields:** According to NSF, on a multi-tiered food shield, the lower tier must conform to the standards of a self-serve food shield. However, all upper tiers must have a permanently attached label that states their usage is restricted to wrapped or prepackaged foods.
- **Warranties:** Good warranties are imperative. When researching your food shields also take a close look the warranties being offered as well. A good supplier will stand behind the products they sell. Find out if it offers replacement parts and what is the average cost and most importantly, how long will it take to get the parts and how long will it take them to get it repaired.

As you can see, food shields are nothing to sneeze at...



The Ban on Styrofoam

By
CW4 Ellen M. Magras



In this fast paced economy we live in, more people are ordering food for take-out. Time to prepare or sit down and eat a decent meal is slowly disappearing with other more important daily tasks taking precedence in our lives. In response, fast food establishments and restaurants have ensured they maintain a well-stocked storage room of containers to meet this high demand. The majority of containers used in the food industry, to include the Army Food Program dining facilities, are made of polystyrene-or Styrofoam as we know it. Styrofoam is a particular form of poly foam and is a trademark of the Dow chemical company. Business owners may say that these containers meet the customer's needs, reduce water and detergent costs, are cost effective, and are a matter of convenience for the service. For the Army, cost prevails, then convenience.

So why the ban? There are just as many reasons to ban this substance as there are uses for it. Styrofoam is used for packaging electronics and to make the infamous peanuts used to protect goods from damage, convenient food and beverage containers, and to even build explosives such as hydrogen bombs and napalm. Patton's Own Café in Qatar uses Styrofoam to build interior decorations for their dining facility-an effort applauded. The bad news aside from its use in weapons of mass destruction, polystyrene is manufactured from petroleum. It is highly flammable and chemical called benzene, which is a known human carcinogen, is used in its production. According to Clean Water Action, foam containers readily leach styrene when used with hot, fatty, or acidic foods and is toxic to the human nervous system and causes cancer in lab animals. Other research has found that it takes hundreds of years for Styrofoam to break down naturally, animals have been known to eat it and block their digestive tract leading to starvation, and is a major pollutant in waterways, streets, and cities nationwide. Most recycling centers do not accept Styrofoam and given its bulkiness, may be hard to store.

In California there is a big push for a ban on Styrofoam food containers. "If a bill in the California legislature passes, the Golden State could be the first in the nation to ban polystyrene food containers statewide. Already, cities and counties throughout the state have banned the product". If this bill is passed, it would essentially stop vendors from serving food on polystyrene foam by the year 2016. Banning Styrofoam use for food containers does come with opposition from manufactures and also from food service establishments who cannot afford a more environmentally-friendly alternative during these hard economic times. Someone may have to lose their job in order to compensate for the more environmental product. Nonetheless, California is moving forward with the push to ban this substance due to the environmental impact. Here is a list of cities with foam food container bans and the associated penalties:

| Jurisdiction | Year Implemented | What's banned | Penalty |
|------------------------|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| <u>Seattle</u> | 2010 | Vendors may not serve food on <u>polystyrene</u> containers by 2009. All one-time use food service products must be <u>compostable or recyclable</u> by 2010. | Up to \$250 fine for <u>violators</u> |
| <u>San Francisco</u> | 2007 | Vendors, city departments, city contractors and lessees must use compostable or recyclable food service supplies. | Up to \$100 fine on first violation, up to \$200 fine on second, up to \$250 fine on all subsequent violations within one year |
| <u>Portland, Ore.</u> | 1990 | No food vendor or non-profit food provider may serve food on polystyrene foam. | Up to \$250 for first violation, up to \$500 for all violations after that within one-year period |
| <u>Freeport, Maine</u> | 1990 | Vendors and food packagers are prohibited from serving food on polystyrene foam. | Up to \$250 for first violation, up to \$500 for all violations after that within one-year period |

Now that we have shared some insight on Styrofoam and its impact, the Army Food Program is encouraged to take a look at alternative containers to support take-out service. Army dining facilities are mandated to purchase products from the General Services Administration (GSA) or other local vendor. In the GSA catalog, a case of 200 count 3-compartment Styrofoam food containers costs \$30 compared to sugarcane clamshells at a cost of \$83. Unlike Styrofoam, the sugarcane clamshells will completely compost in 45-60 days. For an additional \$53 more dollars, we can make a significant impact on the environment. If we cannot afford to do the responsible thing, maybe we should encourage less use of take-out containers at our dining facilities and encourage more dine-in services. Spread the word and ban the foam!

References:

<http://www.civilbeat.com/articles/2011/10/13>

<https://www.gsaadvantage.gov>

JCCoE introduces a new member to our family



CPT Elizabeth Ortiz
Quality Assurance Division
JCCoE



The JCCoE, Quality Assurance Division is pleased to announce the new addition of CPT Elizabeth Ortiz. CPT Ortiz is a Environmental Science Engineer Officer, commonly known as Preventive Medicine Officer. She assumed the duty of the Army Food Program Safety Advisor and as the Joint Culinary Center of Excellence (JCCoE) Safety Officer. CPT Ortiz serves to improve JCCoE Safety Programs in the Quartermaster School House and work place. She shares TRADOCs' vision of Army Learning Model (ALM 2015) in the development of computer based on-line interactive projects in the Food Safety & Defense and Field Sanitation Training Courses.

Her prior assignment was with FORSCOM, 1st Armor Division in El Paso TX. She embarked on the mission to ensure that Health & Safety was at the forefront of the Brigades mission and readiness, as they deployed to Kirkuk, Iraq for 12 months. Her duties with 1st Armor Division included Preventive Medicine, Environmental, Safety, Drug and Alcohol Officer.

CPT Ortiz joined the Army in 2008 as a Captain; she brings to the Army a vast amount of experience as a civilian and military Career. She has worked in several positions as a civilian throughout her career: Federal, State, County and City, in areas such as Water & Wastewater Laboratory Operations, State Environmental Health Officer and as Plant Environmental Health & Safety Officer in the Pharmaceutical Manufacturing Industry, regulated by the Food & Drug Administration (FDA). Her military career commenced as an Enlisted Officer in 1987(Preventive Medicine /Medic) with 17 years of Active /Reserve Service with the Navy and Marines. In 2001 she commenced her active duty as a Commission Officer, (Environmental Health Officer) in the United States Public Health Service (USPHS). Her duties with USPHS were with the following organizations: Indian Health Services (Native Americans-Navajo Indians) as the Environmental Specialist Supervisor, working side by side with Native Americans in the following areas: epidemiological surveillance, disease prevention, radiological health, industrial hygiene, food safety, injury prevention and

education, and emergency preparedness. She worked with USDA, Food Safety Inspection Service (FSIS) as a Consumer Safety Officer- Enforce Investigation & Analysis Officer, in the Food Manufacturing industry, working independently to inspect, instruct, and report information on plant's food safety and process control systems. She conducted on-site consumer protection assessments, verifying design and proper functioning of a plant's food safety and process control systems, including Hazard Analysis Critical Control Point (HACCP), Sanitation Standards of Operation (SSOP), and Sanitation Performance Standards (SPS). She performed investigative work related to food processing systems to obtain information, gather evidence, or verify facts in support of administrative or civil enforcement matters. She collected information pertaining to product recall activities, consumer complaints, or other public health concerns. CPT Ortiz worked with the Center for Disease Control & Prevention (CDC) as a Public Health Advisor- Quarantine Public Health Officer (QPHO) with the Division of Global Migration and Quarantine (DGMQ), as a technical expert and project representative responsible for preventing the importation and spread of communicable diseases into the United States via ports of entry, while working in an international airport setting.

CPT Ortiz's education includes a Bachelor of Science degree in Liberal Arts/Biology and a Bachelor of Science degree in Environmental Safety Management. She is currently completing a Masters of Public Health (MPH) degree, with concentration in Environmental Community Health.

JCCoE introduces a new member to our family



Ms. Sondra Vandermee
Philip A. Connelly Division
JCCoE



She have been married to her husband Don for 29 years they have two wonderful adult daughters Melissa and Sarah and they have four terrific grandsons Cruz, Breyon, Teven and Caden. She has a miniature dachshund named Skooter whom they adore! She is a fanatic about her favorite team the Denver Broncos. She loves all types of music and enjoy going to concerts and dancing. She loves to read. Her favorite pastime is spending time with her family and friends.

She was a hair stylist for 20 years so she got a late start in the DOD. She began her DOD career in Jan 2001 in Giebelstadt, Germany in a temporary position at the tax center as a clerk for 6 months. She then worked at the NAF CPAC office in Kitzingen, Germany for 2 years. Upon their return to Virginia she took a position at the Lee Club as the Automation Clerk, working there for 5 years. She was chosen for the Statistics Assistant position in Academic Records at the Quartermaster School in Jan 2008 and worked there almost 4 years. She transferred into her current position as the Administrative Assistant for The Connelly Team in Oct 2011.

She is very excited to be a part of the Connelly Team and looks forward to learning new skills and the challenges that await her!

JCCoE introduces a new member to our family



Mr. Vincent Holland
Concepts Systems and Policy Division
JCCoE



Vincent Holland was assigned to the Joint Culinary Training Directorate (JCTD) as a Training Instructor responsible for the training of Basic Officer Leadership Course (BOLC) B students. He has taught for four years at JCTD. He was recently reassigned to the Concepts, Systems, and Policy Division (CSPD), Joint Culinary Center of Excellence (JCCoE) as a Food Service System Analyst. Before working at JCTD he worked at SEC- Lee for Dynamics Research as a System Analyst III for the Army Food Management Information System (AFMIS).

He is a native of Roanoke, VA. He and his wife Donna have three children Rodrick, Brandon, and Brittany and three grandchildren Mia, Albion, and Bria. He retired after 20 years of service in the United States Army as a Senior Food Operations Sergeant.

He is currently working on his Bachelor's Degree in Business at Trident University. His military education includes Advance and Basic Noncommissioned Officer Course, Food Service Management Course, and Food Service Contracting Course. His civilian education includes the Contracting Officers Representative Course, Senior Development Course, Foundation Course, and the Training and Education Developer Middle Managers Course (TEDMMC).

JCCoE Bids Farewell to Food Service Family Members



Ms. Joyce Hall Jamieson
Retiring after 39 years of service



McGuire AFB, NJ – Joyce Hall Jamieson graduated from Camden High School on the June 21, 1973. She enlisted in the Army's Delayed Entry Program on the 23rd of June in 1973. On the 29th of September 1973, Joyce was sworn in at the Army Recruiting Command in Philadelphia, PA.

On the 1st of October 1973, Joyce left NJ for basic training at Ft McClellan, AL. Joyce's group was the last group to attend basic training as a Women Army Corps ("WAC") at the Ft McClellan Training School. All basic training programs became co-ed after her class graduated.

Joyce graduated from basic training in November of 1973. She received order to attend the Cook School at Ft Dix, NJ from December 1973 to February 1974 and received the Honor Graduate Award.

Upon graduation from Cook School, Joyce was issued orders for assignment at Ft Eustis, VA, HQ Company from February 1974 to August 1975.

Joyce described her most memorable moment was the time she was called into the Orderly Room and her First Sergeant and Commanding Officer; CPT Armstrong started to read me my rights. She thought she was about to receive an Article 15 and was dumbstruck when they informed her that she had been promoted to the rank of Specialist E4.

In August of 1975 Joyce was issued orders to train at the Recruiting School at Ft Benjamin Harrison, IN, where she was initially assigned initially as a WAC counselor from October 1975 to April 1980 and later as a regular recruiter.

In May of 1980, Joyce was transferred to the 21st Replacement Battalion in Frankfurt, Germany as the Assistant Dining Facility Manager; in December 1981 she was promoted to the rank of Staff Sergeant. While stationed in Germany, Joyce retired from the military at the end of the year, later taking a job with the federal government working for AFEES Food Service at Rhine Maine AFB, Germany from May 1982 through November 1984.

In November 1984, Joyce returned to New Jersey. She was hired in December of 1984 to work on Fort Dix, at the AFEES Clothing & Sales Store.

In June of 1985, Joyce was hired to work for the Army's Surgeon General in Washington, DC. In September of 1986, Joyce was hired as the Assistant Dining Facility Manager at the 1/126th Battalion on Ft Dix, NJ. In December of 1986 Joyce continued to excel in assignments at the federal government resulting in the assignment as accounting technician for the TISA. She was later promoted as the TISO/Subsistence Supply Manager position, which she continues to hold today.

Joyce's parents, Kenny & Mary Hall, foster parents, Sonny and Judy Wood her brothers and sisters celebrate and express how proud they are of Joyce's accomplishment.

JCCoE Bids Farewell to Food Service Family Members



Mr. Frank Faur
Retiring after 43 years of service



McGuire AFB, NJ - Frank Faur's affiliation with the federal government began in June of 1967, when he entered the United States Marine Corps' Basic Training in Parris Island, SC. After he graduated from Basic Training, he served at Camp LeJeune, NC until he received orders to Camp Pendleton to attend Staging Platoon training to prepare for deployment to Viet Nam.

He served in various places in Vietnam as a Logistics Specialist from February 1968 – March 1969, until he was reassigned to the Marine Corps' Base in Quantico, VA., as a Warehouseman. Frank served from April 1969 at Quantico until he was discharged to the Marine Reserves in 1970.

He served in the Marine Reserves until he enlisted in the United States Air Force in August of 1971. His first assignment with the Air Force was March Air Force Base in CA from 1971 until 1973 when he was selected to attend Recruiting School at Lackland Air Force Base in TX, May of 1973.

Upon graduation, Frank was assigned as a Nurse Recruiter in Allentown, Pa for the next three years. He was reassigned to Germany in 1976 and then to Holloman Air Force Base in NM in 1979 as a Supply NCO.

A humanitarian reassignment sent him back to the East Coast in 1981 until his retirement in 1988 at McGuire Air Force Base as a Master Sergeant. After six months of retirement, Frank was hired as an Inventory Management Item Manager for JP4 Fuels and Lubrication Oils for the Northeast Defense Fuel Region in May of 1989.

In 1994, a Supply Systems Analyst position for the United States Army at Ft Dix became available, Frank applied and was hired. He held various other positions managing Logistic Systems for the Director of Logistics during his tenure.

He currently holds the position as the STAMIS Manager for the Installation. Frank has spent a total of 43 years with the federal government. Words cannot express our deepest gratitude for all the years of service and selfless commitment. He will be greatly missed.



37th Annual Military Culinary Arts Competition



*The Largest Culinary Competition
In North America*

February 29 – March 7, 2012

9:00 am – 5:00 pm

Fort Lee Post Field House

- Enjoy a 3-course meal prepared on the Army's Containerized Kitchen, served restaurant style (\$4.25)
- Armed Forces Student Chef of the Year Competition
- Student Skills Teams
- Nutritional Hot Food Challenge
- Watch Live Cooking Competitions and Demonstrations
- View Cold Food Displays
- Live Ice Carvings and much more

Admission is Free!



For more information call:

804.734.3106

www.facebook.com/army.culinary



37th Annual Military Culinary Arts Competition

Since 1973, the competition has been held each year with the exception of 1991 and 2003, during Desert Storm and Operation Iraqi Freedom. The competition is sanctioned by the American Culinary Federation and showcases the talents of military chefs from around the globe in all branches of the US Armed Forces. Over 240 competitors and more than 630 judged events, during took place at Fort Lee last year.

The 37th Annual Competition will be one of the best competitions to date. In 2008, the Army Chef of the Year Competition was changed to the Armed Forces Chef of the Year and chefs from all branches of service became eligible to compete for this highly coveted award.

In 2009, The Army Center of Excellence, Subsistence officially became the Joint Culinary Center of Excellence (JCCoE), further integrating chefs and culinarians from each branch. 2012 promises more exciting improvements including live competitions, new displays throughout the entire show, and eight days of competition open for public viewing at the Fort Lee Field House.

This format mirrors the structure of the World Culinary Olympics and the Culinary World Cup held every four years in Germany and Luxembourg. The show has it all; ice sculptures, pastries, seafood, wild game and amazing centerpieces made of everything edible. We truly look forward to seeing these young military chefs in action.

The rules are published on the JCCoE web page, we look forward to seeing you at the competition!

http://www.quartermaster.army.mil/jccoe/Special_Programs_Directorate/Culinary_Arts/Culinary_Arts_main.html

Check out our Facebook site at www.facebook.com/army.culinary

HOT Check out 2012 Meal Rates at http://comptroller.defense.gov/rates/fy2012/2012_g.pdf

Upcoming Events

| | |
|---------------------------|---------------------|
| Happy New Year | 1 January 2012 |
| Martin Luther King Day | 16 January 2012 |
| Presidents Day | 20 February 2012 |
| Culinary Arts Competition | Feb 29- Mar 7, 2012 |