



**DEPARTMENT OF THE ARMY**  
**UNITED STATES ARMY QUARTERMASTER SCHOOL**  
**JOINT CULINARY CENTER OF EXCELLENCE**  
**1831 A AVENUE BUILDING 4225**  
**FORT LEE, VIRGINIA 23801-xxxx**

ATSM-CES-OA

DATE

MEMORANDUM FOR Food Program Manager, Ms XXXX, Fort XXXX, XXXX 71459

SUBJECT: Food Management Assistance Team (FMAT) Mission Coordination

1. An FMAT mission has been scheduled to Fort **XXXX**, XX 5-6 March **XXXX**. The goal of our mission is to assist the Food Program Management Office (FPMO), Major Subordinate Command (MSC) Food Advisory Support personnel, and dining facility operations (DFOs) in meeting the goals and objectives of the Army Food Program. As part of our pre-coordination, a letter announcing our mission will be sent from Colonel, **XXXX** Quartermaster School Commandant to your Garrison Commander.

2. The FMAT will be accompanied by the IMCOM-**XXXX** (IMCOM-**XX**) Region Food Program Manager, **XXXX**. The tentative team members visiting are:

Mr. **XXXX**, Food Service Systems Analyst  
SGM **XXXX**, Chief, Food Operations Management NCOIC  
Mr. **XXXX**, Facilities and Equipment  
CW4 **XXXX**, Chief, Management Assistance Division

3. The FMAT requests to have an Entrance Brief prior to assisting the installation. Additionally, the FMAT requests the attendance of all available MSC Food Advisors and supervisors at the Entrance and Exit briefs. The FMATs focus during the mission is to assist the FPMO and the DFOs and assist in specific areas as requested. If you request specific assistance or training, please provide me with these areas at the soonest time possible in order to conduct the necessary pre-coordination. I also suggest scheduling a consolidated management training session during our visit. This time can be used for account, inventory, customer service or other training as requested.

4. To facilitate our review of your program, I request that you have the documents listed at Enclosure (Encl) 1 available for review upon our arrival. Your assistance in providing the documentation is greatly appreciated.

5. I additionally request the Contract Officer Representative (COR), Performance Assessment Evaluators (PAEs), Master Planner as well as representatives from the Veterinary Services, Preventive Medicine, Nutrition Care, and the Directorate of Public Works are available to the team during the mission. Please schedule meeting times with these personnel and annotate them on the itinerary. The team will also ask to review the food service contractor's Quality Control

Plan or Quality Assurance Surveillance Plan including the employee training program and cyclic menu (if used). During visits to the dining facility, the team will also conduct a Diner Satisfaction Survey.

6. The FMAT has the flexibility to assess all dining facilities on the installation regardless if on the schedule or not.

7. I have enclosed a sample itinerary shell (Encl 2) for your review and planning purposes. I request that you review the draft itinerary and make any adjustments as needed to the content. Please schedule adequate time for any specific areas that you desire assistance with. I would also ask that you schedule the times for the Entrance/Exit briefings and coordinate with the appropriate MSC personnel as necessary. Once you have made the changes to the draft itinerary, please e-mail it back to me.

8. Thank you in advance for your assistance and cooperation. Please feel free to contact me by email or phone at any time if you have questions prior to our arrival. My contact information is commercial 804-734-XXXX, DSN 687-XXXX or email XXXX.XXX@us.army.mil.

Encls 2

XXXX  
Food Service Systems Analyst

CF:

Ms. XXXX, Food Program Manager (FPM)

CW4 XXXX, Chief, Management Assistance Division

Mrs. XXXX, IMCOM-XXXX Region Food Program Manager

**Encl 1**

## **Food Program Documents to be Reviewed**

1. Food Program Management Office (Organization, Staffing)
2. Copy of FY Budget (Food Service Equipment, Culinary Arts, PAC, Training, Food Safety)
3. Copy of Required Actions (Mid Year Financial Reviews, Semi Annual Inventories, Inventory Standard Deviation, EOY FLIPL/LOD/procedure/copy on file, Quarterly Reviews, Unannounced Cash Counts)
4. Copy of the Installation Cash Book Control Officer Appointment Orders/SOP
5. Copy of Programs (Recognition, Food Safety and Sanitation, Nutrition Program, Pest Management, Safety, HAZCOM, Energy Conservation)
6. Copy of Utilization Reviews
7. Copy of the Command's current Dining Facility Use Policy
8. Copy of the last two Food Service Management Board minutes
9. Copy of the Installation Contingency Plan
10. Copy of last two Major Subordinate Command Action Plans, Evaluations, Validation and Analysis
11. Copies of any Subsistence Prime Vendor Contract Discrepancy Reports
12. COR/PAE surveillance inspection reports for the last two months/schedule/training certificates
13. Copy of Performance Work Statement(s) for the current food service contract(s), including any modifications, contractors' name, cost and option year
14. Cost of all food service contracts
15. Food Service Management Plan (DA Form 4945 and required folder contents)
16. Food Service Equipment Replacement Records
17. Operational Ration Issues

**Encl 2**

**FOOD MANAGEMENT ASSISTANCE TEAM  
ITINERARY  
XX-XX March 2011**

**Mar 14 (Mon):** Team arrives at (Installation). Coordination for billeting will be made with the Food Program Manager.

Travel Day

**Mar 15 (Tue):**

FMAT Command Entrance Brief

Visit DFACs

**Mar 16 (Wed)**

On-going assistance

**Mar 17 (Thur)**

Close-out assistance visit/FMAT Command Exit Brief

**Mar 18 (Fri)**

Depart Fort XXXX