



# FOOD SERVICE OFFICER ORIENTATION REVIEW



**Provided by Concepts, Systems, and Policy Division  
Army Center of Excellence Subsistence**



# Food Service Officer Orientation Course Overview



- This orientation course reviews the basic responsibilities required of officers assigned by the commander to serve as the unit or organization Food Service Officer (FSO). It provides basic guidance and references necessary for ensuring that unit food service operations meet the objectives of the Command and Army Food Program.



# Food Service Officer Orientation Course Responsibilities



- Army regulatory policy and guidance charges Food Advisors with the responsibility of assisting Commanders, Food Service Officers (FSO), and Food Operations Sergeants in the execution of their duties and responsibilities as they relate to the operation and management of unit or organization food service operations.
- This briefing will assist the assigned Army Food Advisor in preparing the FSO to assume the duties and responsibilities of Food Service Officer.



# Food Service Officer Briefing



## REQUIRED PUBLICATIONS

All Publications Available Army Publications Website  
<http://www.army.mil/usapa/index.html>

- The FSO's reading should include:
  - AR 30-22, THE ARMY FOOD PROGRAM, 10 MAY 2005
  - DA PAMPHLET, 30-22, OPERATING PROCEDURES FOR THE ARMY FOOD PROGRAM, 6 FEBRUARY 2007
  - TB MED 530, OCCUPATIONAL AND ENVIRONMENTAL HEALTH FOOD SERVICE SANITATION
  - AR 40-5 PREVENTIVE MEDICINE 15 OCTOBER 1990
  - FM 4-202, BASIC DOCTRINE FOR ARMY FIELD FEEDING AND CLASS I OPERATIONS AND MANAGEMENT
  - FM 10-23-2, TACTICS, TECHNIQUES, AND PROCEDURES FOR GARRISON FOOD PREPARATION AND CLASS I OPERATIONS MANAGEMENT
  - REVIEW ACES WEB PAGE FOR UPDATES:  
<http://wwwquartermaster.army.mil/aces/index.html>



# Duty Description



- **The Food Service Officer (FSO) is a Commissioned Officer or DOD Civilian in the grade of GS 9 or higher and appointed in writing by the commander generally for one year. The FSO serves as the commander's representative responsible for administering food service duties as specified in AR 30-22 and DA Pam 30-22.**



## Duty Description Continued



- **The FSO conducts unannounced visits to the dining facility to ensure that garrison dining facility operations conform to the highest standards attainable, consistent with Army standards for food operations.**
- **Solicit Soldier/diner comments, maintain contact with the assigned Army food service advisor or garrison food program manager to resolve matters and correct deficiencies noted concerning garrison food service operations.**



# Responsibilities



- **The FSO must ensure the following:**
  - **All assigned Army food service personnel are working in their primary MOS (92G)**
  - **Government subsistence is not used to support social-type activities**
  - **The unit dining facility account ends the FY at zero or under spent status**
  - **All dining facility reports are completed and furnished as required in regulatory guidance**
  - **Contracted food service support meets contract requirements and Army standards**





# Responsibilities



- **Ensure that an effective OJT program is established and effectively implemented**
- **Food safety and sanitation regulations are followed**
- **Equipment is correctly operated, maintained, and an effective equipment replacement program is in place and current at the dining facility**
- **An energy program has been implemented**
- **Subsistence supplies are correctly received, used, managed, and stored**





# Responsibilities



- Review and verify the accuracy of monthly dining facility inventories, sign within two work days after the inventory is conducted Exception is end of FY or semi-annual inventory**
- Ensure completion of annual revalidation of all DD Form 1544 books issued during the year that have not been turned in, within 5 days after the end of the FY**
- Ensure all reviews of dining facility operations outlined in Appendix C of DA Pam 30-22 are conducted**



# Forms used in DFAC OPNS



## GARRISON

Army Food Management Information System generated forms and /or;

- **DA Form 3032 - Signature Headcount Sheet**
- **DA Form 7454 - Monthly Earning and Expenditures Record**
- **DA Form 3546 Control Record for DD Form 1544**
- **DD Form 1544 - Cash Meal Payment Sheet( Books of 50 Sheets)**



# Forms used in DFAC OPNS



## GARRISON

- DA Form 1687 – Delegation of Authority
- DA Form 3234-1- Monthly Inventory Recap
- DA Form 7455 – Dining Facility Account Status See Paragraph 3-45, DA Pam 30-22 subparagraph f for Food Advisor responsibilities regarding Account Status
- DD Form 1131 – Cash Collection Voucher or AFMIS generated form



# Dining Facility Operational Reviews



- **Read the requirements for operational reviews contained in DA Pam 30-22 Appendix C.**
- **As FSO, these are areas that you should ensure are reviewed by the appropriate food advisory personnel. Remember this Army leader principle: “Things that are checked by the Commander are things that are done well.” This fundamental leadership approach applies to dining facility operations in general.**



# Operational Review Frequency



- **High Dollar Subsistence Item review will be conducted monthly.**
- **Requisitioning and Receiving reviews will be conducted semiannually.**
- **The Physical Security Review will be conducted semiannually.**
- **Reviews will be conducted as outlined in Appendix C paragraphs C-2 through C-5.**



## REQUISITIONING PROCEDURE REVIEW



- Are requests for subsistence supplies determined or guided by the dining facility menu?**
- Does the dining facility menu meet Army Menu Standards outlined in Paragraph 3-70 DA Pam 30-22 ?**
- How many days in advance of consumption is the menu developed?**
- \_ Are there food items in the store room more then 3 month old ? This is a sign of poor product rotation or excess ordering.**



## REQUISITIONING PROCEDURE REVIEW



- Is the on-hand inventory considered when developing shopping lists or Prime Vendor orders?**
- Are factors such as the day of the week and time of the month, payday, holidays, field exercises considered when subsistence is ordered?**
- Does the number to prepare on the Production Schedule come within 5% of the actual headcount fed?**





# AFTER THE REVIEW



- **A memorandum will be completed by the individual appointed to conduct review.**
- **The memorandum will include:**
  - **The date of the review**
  - **The name and grade of the reviewer**
  - **Specific comments related to each of the previously stated questions**
- **A copy will go through command channels to the responsible commander, with copy furnished to IMCOM FPM / FOS for action and filing.**



## REVIEW OF RECEIVING PROCEDURES



- Scales are available, in satisfactory operating condition, and used when receiving subsistence issued in pounds?**
- Subsistence is inspected for proper quality and quantity upon receipt?**
- Receipt discrepancies are being correctly recorded on the vendor issue documents?**
- Receipt documents are being properly signed by authorized personnel?**
- The “Best Use By” product codes are being checked for accuracy?**



## REVIEW OF RECEIVING PROCEDURES



- **DIRECT VENDOR DELIVERED ITEMS**
  - Does a member of dining facility management staff routinely oversee the receiving process ?
  - Are Vendor product codes available and used by receiving personnel?
  - Is product received at the correct product temperature at the time of delivery?
  - Are all discrepancies annotated and reported to the FOS by receiving personnel?



# AFTER THE REVIEW



- **A memorandum will be completed by the individual conducting the review.**
- **The memorandum will include:**
  - **The date of the review**
  - **The name and grade of the reviewer**
  - **Specific comments related to each of the previously stated questions**
- **A copy will go through command channels to the responsible commander, with copy furnished to IMCOM FPM /FOS for action and filing.**



# PHYSICAL SECURITY REVIEW



- Are perishable storage areas secure and under supervision of food service personnel when open?**
- Are semiperishable storage areas for the dining facility secure and under supervision of food service personnel when opened?**
- Are keys or padlocks used to protect subsistence controlled IAW guidance in AR 190-51?**



# PHYSICAL SECURITY REVIEW



- **Personnel not allowed to bring personal packages or carrying devices or bags into storage areas?**
- **Vendors are not allowed into storage areas with out management supervision?**
- **All Food Service equipment, furniture, hardware and administrative equipment are marked and accounted for as outlined in AR 190-51**



# AFTER THE REVIEW



- **A memorandum will be completed by the individual conducting the review.**
- **The memorandum will include:**
  - **The date of the review**
  - **The name and grade of the reviewer**
  - **Specific comments related to each of the previously stated questions**
- **A copy will go through command channels to the responsible commander, with copy furnished to IMCOM FPM/FOS for action and filing.**





# DISPOSITION of SUBSISTENCE



- **The reviewer will compute the disposition of high dollar subsistence items monthly.**
  - **High dollar items are defined as:**
    - **Meats / poultry / seafood**
    - **Variety of meats (ie bacon / hot dogs / cold cuts / canned meats)**
    - **Other subsistence items as determined by the IMCOM Region, FPM, or local commander.**



# DISPOSITION of SUBSISTENCE



- A minimum of four items will be evaluated each month.**
- DA Form 3034-2, will be used to compute, record, and evaluate the results of the disposition of subsistence.**



# DISPOSITION of SUBSISTENCE



- **A tolerance factor of 5% will be used to identify acceptable or unacceptable accountability.**
  - **When unacceptable accountability is indicated:**
    - 1. If one item: Re-evaluated that same item next month with three new items.**
    - 2. If two or more items:**
      - A. Recheck computations**
      - B. Inform the CDR, IMCOM FPM, and the food advisor**
      - C. Select four new items next month**



# DISPOSITION of SUBSISTENCE



- 3. If two or more items for two consecutive months:  
Follow instructions in #2 above. Select the same items next month.**
- 4. If two or more items for three consecutive months:  
Send a formal written notice to the CDR. Select four new items and continue to monitor the disposition of subsistence.**
- 5. If two or more items for two consecutive months:  
Follow the instructions in #2 above. Select the same items next month.**



# MENU PLANNING CONSIDERATIONS



- **Menus nutritionally adequate IAW AR 40-25**
- **BDFAs monetary constraints**
- **Seasonal menu considerations**
- **Subsistence prime vendor stockage**
- **Soldier / diner preferences**
- **Food operations staffing**
- **Inventory available**
- **Incorporation of field residuals into menu**



# MENU PLANNING CONSIDERATIONS



- **Garrison food service equipment available**
- **Field training**
- **Menu variety e.g. Color, flavor, texture, vegetarian, all fried, baked, roasted, variety of entrees**
- **Low calorie entrees (600 calories)**
- **Support for host nation soldiers (when required)  
{No special requirements beyond normal menu support}**



## HEADCOUNT DUTIES and RESPONSIBILITIES



- **Responsible for accurately accounting for each soldier/diner admitted to the DFAC for a meal**
- **Must be an individual detailed to the DFAC by the unit**
- **Will check each individual's:**
  - **DD Form 714 (Meal Card, G1/ PAC administers)**
  - **DD Form 2A (CAC or ID Card)**





## HEADCOUNT DUTIES and RESPONSIBILITIES



- **Will enter the entire Meal Card number**
- **Headcounters duties are specific and outlined in the SOP, and DA PAM 30-22, Appendix D, and must contain the following:**
  - **Sample illustrations of:**
    - **DD Form 1544**
    - **DA Form 3032**
    - **Register operation**
  - **List of current DOD meal rates**



# DAILY MENU POSTING



- **Menu will be conspicuously posted where it may be read by the diner before or upon entering the dining facility.**
- **Posted menu will include all meals scheduled for service that day.**
- **The caloric value of each menu item as indicated in SB 10-264 will be included.**
- **The menu for the following day should be posted before serving the dinner meal.**



# SUBSISTENCE PRIME VENDOR



- **Is DOD mandated source of subsistence supply for all garrison dining facilities.**
- **{insert name of SPV} is the current subsistence prime vendor for {insert name of installation or region}.**
- **Products are ordered through AFMIS.**
- **Vendor delivers rations directly to garrison dining facility loading dock.**
- **Deliveries to dining facilities normally occur three days per week.**



# SUBSISTENCE PRIME VENDOR



- **Reduces majority of TISA (SSMO) food storage for garrison dining facility**
- **Provides a greater variety of name brand food items, which FOS should market to soldier /diners**
- **FOS should review prime vendor “not in stock” factors and report to IMCOM FPM /DSCP and the assigned Food Advisor (FA). IMCOM FPM should work action w/DSCP Account Manager.**



## ARMY FOOD MANAGEMENT INFORMATION SYSTEM (AFMIS)



- **The Army Food Management Information System (AFMIS) is an automated management system developed to simplify the processing and management of dining facility operations.**
- **It provides automated reports and assists management in controlling and accurately reporting the following management areas within a specific dining facility.**



# ARMY FOOD MANAGEMENT INFORMATION SYSTEM



- **Dining Facility subsistence shopping lists**
- **Dining Facility subsistence receipts**
- **Menu planning and management**
- **Inventory management and control**
- **Cash control and financial management**
- **Dining facility equipment replacement record**
- **Dining facility account management**



## ARMY FOOD MANAGEMENT INFORMATION SYSTEM



- **Each dining facility is provided a:**
  - **Computer and monitor**
  - **Printer**
  - **Modem**
  - **System is pre-loaded with AFMIS software Program or is AFMIS Web enabled.**
  - **AFMIS is connected to the Troop Issue Subsistence Activity (TISA/SSMO) and the Systems Administrator (SA)/LAN.**





## ARMY FOOD MANAGEMENT INFORMATION SYSTEM



- **AFMIS will generate all required DA Forms and management documents for each of the following management functions:**
  - **Subsistence / issue cycle planning**
  - **Meal production planning**
  - **Dining facility inquiries that address a variety of management areas**



# ARMY FOOD MANAGEMENT INFORMATION SYSTEM



- **These system functions provide the Food Operations Sergeant the capability to create and adjust:**
  - **Menus tailored to the diners desires**
  - **Shopping lists to support the planned menus**
  - **Create Production Schedules/Menus**
  - **Ration requests and returns documents from the storeroom**
  - **Maintain accurate inventory accountability**



## AFMIS GENERATED EQUIPMENT REPLACEMENT RECORD DA FORM 3988



- **Equipment Replacement Record**
- **Review quarterly to ensure FOS is maintaining record of all mechanical kitchen equipment on the Equipment Replacement Record.**
- **Used to ensure that equipment is programmed for replacement based on life expectancy.**



## ARMY / DOD FORMS USED IN DFAC



- **The following are requirements for all administrative forms used in the DFAC:**
  - **Be completed with an ink-marking device (Blue, Black, or Blue/Black) pen, typewriter, or computer printer ( No Pencil Entries ).**
  - **All corrections will have a single line drawn through the error, the correct entry made, and initialed.**



## ARMY / DOD FORMS USED IN DFAC



- **Masking or blocking out devices such as correction fluid / tape will not be used.**
- **The production schedule will be highlighted with a see through marking device to record leftover food items authorized to be retained IAW TB Med 530.**



# THE PRODUCTION SCHEDULE



- **Written guidance advising cooks of the time to begin food preparation, the recipes to be used, progressive cookery and individuals to prepare the items.**
- **Prepared for each meal served regardless of type of subsistence, number of soldiers, or meal provided to include box lunches.**
- **Documents the use of subsistence supplies and the disposition of leftovers.**



# THE PRODUCTION SCHEDULE



- **Must be prepared with common sense and in a way that can be easily followed by the cooks.**
- **May be reproduced for meals such as a la carte, short order, breakfast, etc., that are repetitive in nature.**
- **Detailed guidance contained in DA Pam 30-22, paragraph 3-23.**



# THE PRODUCTION SCHEDULE



- **A review should be made by the FOS and FSO to ensure that the number of meals prepared for each meal service period does not exceed by more than 5% the actual number of meals served.**
- **If the 5% figure is continually exceeded it is an indication that the FOS may not be using historical data for planning and significant leftovers are being generated daily, which are routinely being re-offered for service to diners or discarded.**





## DFAC EARNINGS AND EXPENDITURES REPORT



- **For the current accounting month, provides the following:**
  - **Basic Daily Food Allowance (BDFFA) values**
  - **Daily allowances**
  - **Cumulative allowances**
  - **Total issues**
  - **Cumulative issues (Expenditures)**
  - **Monetary account status by date**



## **DFAC ACCOUNT STATUS REPORT (AFMIS)/ FINANCIAL SUMMARY(MANUAL-DA FORM 7455)**



- **For the monthly recap provides the following:**
  - **Beginning inventory**
  - **Total purchases (issues)**
  - **Current inventory**
  - **Actual expenses**
  - **Earnings (total headcount credit)**
  - **Current status (overspent or under spent)**
  - **Year to date status (DA From 7455)**



# WEEKLY INVENTORY REPORT



- **Provides the following:**
  - **High dollar value items**
  - **Units of issue**
  - **Current book balance on hand of all subsistence**
  - **Count quantities**
  - **Variance quantities**
  - **Variance dollar value and tolerance percentages**



# WEEKLY INVENTORY REPORT



- **Provides the following continued:**
  - **The balance on hand (BOH) by item**
  - **Inventory**
  - **Shortage or overage dollar values**
  - **Variance percentage**



## HEADCOUNT SIGNATURE FORM DA Form 3032



- **The basic multi-purpose document used to account for meals served to enlisted personnel receiving meal entitlement as Subsistence –In - Kind (SIK).**
- **A separate DA Form 3032 is required for each meal, each day, unless the total number of signatures for all meals served in a single day does not exceed 82 diners.**



## HEADCOUNT SIGNATURE FORM DA Form 3032



- **All unused lines will be lined out at the close of the meal (a straight line from upper left to lower right).**
- **The remarks section of the form will be used to clarify any headcount data that is not clear, (i.e. one line entries, box lunches, errors, etc.).**



## HEADCOUNT SUMMARY FORM DA Form 2970



- **Used to summarize data contained on the DA Form 3032, DD Form 1544, and DA Form 5913 (when used per DA Pam 30-22 para 4-4b.).**
- **Only one sheet will be used to record headcount data for each day's operation (AFMIS).**
- **The DA Form 2970 will be attached to the DA Form 3032 prior to filing.**



# CASH MEAL PAYMENT SHEET DD FORM 1544



- **An accountable document required to be used to record cash payment for government furnished meals.**
- **Will be safeguarded at all times.**
- **Will be issued in sheet number sequence to the FOS as required. FOS signs for sheets received.**





# CASH MEAL PAYMENT SHEET DD FORM 1544



- **Will be issued to headcounter in sheet number sequence as needed and signed for by headcounter.**
- **Issue of individual sheets to the FOS will be recorded on the Cash Meal Payment Sheet Register in the Cash Book.**
- **Will be attached to the cover of the cash book cover (along with the cash collection voucher) with a metal clip.**



## **CASH TURN-IN TO FAO or BANK DD FORM 1544**



- **Will be performed:**
  - **Before funds on hand reach \$1,500 or established authorized limit NTE \$1,500.**
  - **At the end of each month.**
  - **When all 50 sheets in the cash book have been used.**
  - **Whenever there is a change of food service officers (Critical Imperative).**
  - **At the end of the fiscal year (turn-in will be annotated - Final FY Turn-In).**



## UNANNOUNCED CASH COUNT DD FORM 1544



- **Will be performed quarterly by an individual in grade of E-5 or above appointed on orders by the CDR.**
- **Cash count officer will physically count all cash on hand in the DFAC and compare with totals annotated on DD Form 1544's and AFMIS.**
- **Physically check cash, cash sheets, and register receipts on hand with the FSO.**



# UNANNOUNCED CASH COUNT DD FORM 1544



- **Questions to be asked by the appointed cash count officer:**
  - **Are all cash books and sheets in the book accounted for and secured?**
  - **Does cash equal to the amount annotated on cash sheets and AFMIS totals ?**
  - **Are cash shortages/overages recorded are overages turned in?**
  - **Are all turn-in's filed and on hand in the dining facility ?**



# UNANNOUNCED CASH COUNT DD FORM 1544



- **After the review:**
  - **A memorandum will be completed by the cash count officer.**
  - **The memorandum will include:**
    - **Date**
    - **Name and grade of reviewing officer**
    - **Comments to each of the previously stated questions**



# END OF FY REQUIREMENTS DD FORM 1544



- **FSO will physically turn-in all unused cash sheets and cash books to the RBC for revalidation.**
- **Revalidation must be done NLT the 5th working day of the new fiscal year.**
- **If the FSO cannot physically turn-in cash books for revalidation, a memorandum must be provided to the RBC and unit CDR stating book(s) #, date of issue, and # of unused sheets on hand with the FOS and FSO.**



## END OF FY REQUIREMENTS CLOSE OUT



- **After the close out:**
  - **A copy of the DD Form 1131 and a copy of the FAO or bank account receipt will be maintained in the DFAC.**
  - **A copy of the transfer control receipt will be maintained in the FSO's office.**
  - **If used, a copy of the closeout memorandum will be maintained in the FSO's office.**



# CHANGE OF FSO



- **Outgoing FSO will prepare a DA Form 3161 in 4 copies:**
  - **DA Form 3161 will include the serial number of cash books and sheets on hand (used & unused)**
  - **Copies will be maintained:**
    - **1-in the cash book**
    - **1-to the DFAC files**
    - **1-to the incoming FSO**
    - **1-to the outgoing FSO**
    - **Retain your copy for 5 years**





# POINTS OF CONTACT



- **The assigned Food Advisor and Food Service Supervisor are your key personnel that can assist you with technical, functional or management questions related to the functional day to day operation of the dining facility.**
- **IMCOM Food Program Managers can assist you as required concerning facility equipment and the budgeting process for food service equipment.**
- **IMCOM FPM is available to assist you with assessment of dining facility operations as required.**



## COMMON FOOD MANAGEMENT SYSTEM (CFMS)



- **DOD directed development of a joint service food management system (CFMS).**
- **The CFMS is still being developed and will be used by all services if it is determined by each service that CFMS meets or exceeds current food management program capabilities and functionality.**
- **Army field trial will be at Fort Eustis in July 2008 ( tentatively).**



# POINTS OF CONTACT



- **Organization Food Advisor:**
- **Organization Food Service Supervisor:**
- **Army Command Food Advisor**
- **IMCOM Food Program Manager:**
- **Veterinary Services Officer:**
- **Preventive Medicine Officer:**
- **Subsistence Supply Manager:**