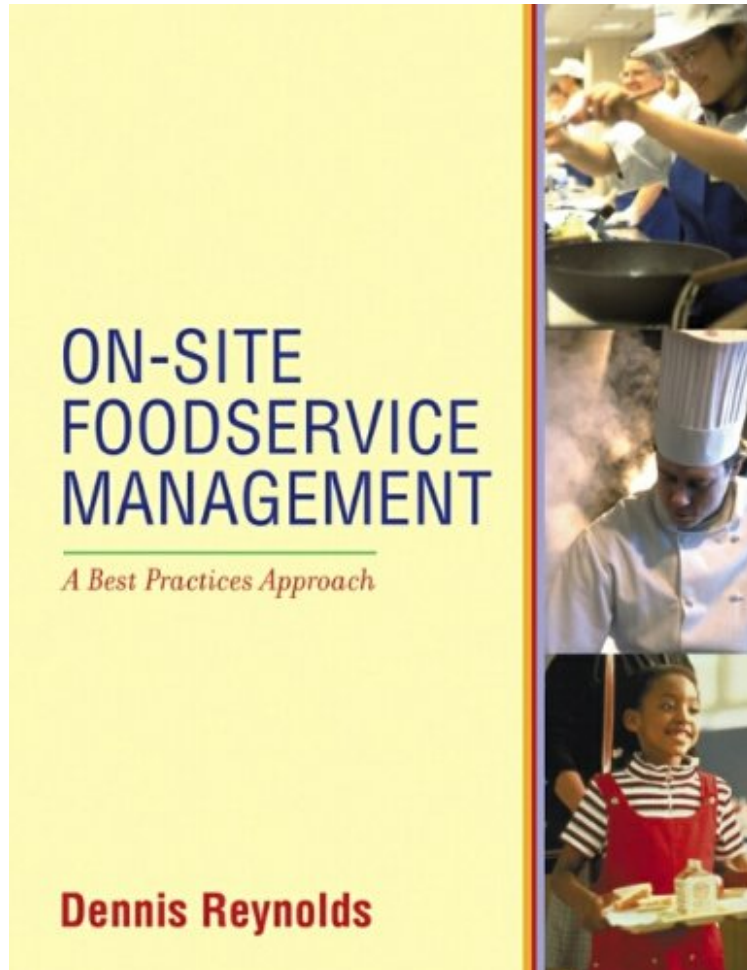


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# On-Site Foodservice Management: A Best Practices Approach

*Dennis R. Reynolds*

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\* Unique, current source of information on the specialized area of on-site foodservice operations. \* Uses case studies to provide concrete solutions to real-world obstacles for managers. \* Shows how to increase quality of food delivery while keeping costs down. \* Covers theory and applications, illustrating the industry's best practices. \* Complete coverage of all aspects of the subject, including cost control and budgeting, inventory control, purchasing, and personnel.

From the Back Cover Best practices for improving any on-site foodservice facility On-site Foodservice Management presents an impressive selection of twenty-two best practices addressing all aspects of on-site foodservice operations. Each best practice exemplifies a high degree of innovation, effectiveness, and broad application, and typically lowers operating costs while increasing short- or long-term profitability. Reflecting more than four years of research and compiled from survey methods, interviews, and site visits encompassing more than 3,000 international on-site operations, the theories and techniques in this book allow managers to integrate proven practices with minimal risk of trial and error. This how-to manual helps managers improve the behind-the-scenes performance of their on-site foodservice facilities, from cost control, budgeting, personnel, purchasing, and inventory control to different operational configurations, including a variety of production approaches. Methods are provided for defining, measuring, and enhancing productivity, as well as guidelines on how to increase the quality of food delivery while keeping costs down. The scope of this book encompasses the most important part of foodservice: customers (including employees in corporate office complexes, patients and visitors in health care facilities, students, children in daycare, the burgeoning senior market, and related markets serviced through catering establishments). New technologies and trends are also covered, such as the possibilities and challenges of melding foodservice with other support services in an on-site setting. Complete with real-world case studies, On-site Foodservice Management is a powerful tool for foodservice professionals-including foodservice directors, multiunit managers, nutritionists, dieticians, and dietary managers-who want to enhance the quality and efficiency of their current on-site facilities.

About the Author DENNIS REYNOLDS, PhD, is a professor at the Cornell University School of Hotel Administration in Ithaca, New York. His current work within the industry includes assisting foodservice companies in maximizing their human capital and market penetration.