

Contents

Topic	Page
Preface.....	v
Acknowledgments	vi
Using the <i>Professional Practices Manual</i>	ix
 Chapter	
1. Professionalism.....	1.1
1.1 Legal Impact	
1.2 Integrity	
1.3 Community Involvement	
 2. Organization.....	 2.1
2.1 Vision/Mission	
2.2 Structure	
2.3 Policies and Procedures	
 3. Planning	 3.1
3.1 Annual Situation Analysis	
3.2 Long-Term Planning	
3.3 Short-Term Planning	
 4. Marketing	 4.1
4.1 Market Research/Assessment	
4.2 Marketing Plan	
4.3 Customer Relations	
4.4 Advertising	
4.5 Merchandising and Promotions	
4.6 Public Relations	
 5. Operational Controls.....	 5.1
5.1 Data Management	
5.2 Financial Accountability	
5.3 Cashier Controls	
5.4 Wage and Payroll Controls	
5.5 Tax Reporting	

6.	Human Resources	6.1
6.1	Recruitment and Staffing	
6.2	Wage and Salary Administration	
6.3	Personnel Benefits	
6.4	Collective Bargaining Agreements	
6.5	Orientation	
6.6	Training and Coaching	
6.7	Employee Relations	
6.8	Career Development	
6.9	Performance Reviews	
6.10	Employee Recognition	
6.11	Employee Discipline	
6.12	Employee Resignation or Involuntary Termination	
6.13	Personnel and Payroll Records	
6.14	Electronic Personnel and Payroll Records	
6.15	Posting of Human Resources Information	
7.	Menu Management	7.1
7.1	Menu Planning	
7.2	Menu Review	
7.3	Standardized Recipes	
7.4	Food Production	
7.5	Holding and Distribution	
7.6	Flow of Food	
7.7	Food Presentation	
7.8	Portioning	
8.	Purchasing, Receiving, and Storage	8.1
8.1	Purchasing Functions—General	
8.2	Purchasing Specifications	
8.3	Vendor Relations	
8.4	Ordering	
8.5	Receiving	
8.6	Storage	
8.7	Issuing	
8.8	Inventories	
8.9	Payables	

9.	Food Safety	9.1
9.1	Food Safety Codes	
9.2	Hazard Analysis Critical Control Point (HACCP)	
9.3	Personal Sanitation	
9.4	Preparation	
9.5	Cooking	
9.6	Holding and Distribution	
9.7	Cooling and Storage	
9.8	Production Planning and Reheating Foods	
9.9	Cleaning and Sanitizing	
9.10	Inspections	
9.11	Food Allergies	
10.	Service Management	10.1
10.1	Service Philosophy	
10.2	Service Controls	
10.3	Board Operations	
10.4	Retail Operations	
10.5	Nutrition Education	
10.6	Catering Operations	
10.7	Alcoholic Beverage Operations	
11.	Safety and Security	11.1
11.1	Safety and Security Regulations	
11.2	Emergency Response Plans	
11.3	Security	
11.4	Safety and Security Training	
12.	Facilities Management	12.1
12.1	Regulatory Considerations—General	
12.2	Design Utilization	
12.3	Sanitation and Housekeeping	
12.4	Maintenance	
12.5	Waste Management	
13.	Technology	13.1
13.1	Analysis of Technology Needs and Strategies	
13.2	Selection and Implementation of Technology Systems	
13.3	Use of Technology Systems	
13.4	Maintenance of Technology Systems	
13.5	Security of Technology Systems	
13.6	Future Technological Development	

14. Capital Improvement	14.1
14.1 Capital Improvement Planning	
14.2 Capital Budgeting	
14.3 Regulatory Impact of Capital Improvements	
14.4 Design of Capital Improvements	
14.5 Capital Equipment Purchases	
15. Contract Services	15.1
15.1 Philosophy	
15.2 Planning	
15.3 Requests for Proposals, Bids, and Contracts	
15.4 Contract Compliance	
15.5 Controls	
15.6 Assessment	
15.7 Other Types of Contracts	
15.8 Operating as a Contractor	
16. Sustainability	16.1
16.1 Service	
16.2 Food Production	
16.3 Purchasing	
16.4 Energy Conservation	
16.5 Water Conservation	
16.6 Waste	
16.7 Fats, Oils, and Grease	
16.8 Drains and Housekeeping	
16.9 Air Emissions	
16.10 Equipment	
16.11 Administration	
16.12 Communication and Education	
16.13 Collaborative Relationships	
16.14 Capital Improvements	
 Appendices	
Appendix A: Definitions of Terms as Used in the PPM	17.1
Appendix B: Additional Comment Forms.....	18.1
Appendix C: Key Word Index	19.1