



Foodservice Organizations: A Managerial and Systems Approach (6th Edition)

By Mary B. Gregoire, Marian C. Spears

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Presents a comprehensive portrait of how to manage commercial and on-site foodservice operations effectively and efficiently in the 21st century. Using the foodservice systems model as a guide, it shows managers how to transform the human, material, facility, and operational inputs of the system into outputs of meals, customer satisfaction, employee satisfaction, and financial accountability. This edition continues its legacy of sound theory and real-world focus, and offers new insights on food safety, the Food Code 2005, foodservice layout and design, process improvement and leadership techniques that will lead to managerial success. New Topics: Includes the latest topics impacting foodservice managers such as: Process improvement and measurement of quality, Foodservice layout and design, HACCP, food safety, and the Food Code 2005, Current theories in management and leadership, Diversity in the workforce and cross-cultural communication, Management of financial resources. Offers the latest techniques for measuring and improving quality within the foodservice system. Demonstrates how layout and design impacts food preparation and output. Extensive and up-to-date information on food safety. Managers of foodservice.

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Editorial Review

From the Publisher

This popular text presents a comprehensive portrait of commercial and non-commercial foodservice, emphasizing the "real-world" focus on the foodservice customer and the customer's satisfaction. Theory and concepts are reinforced with practical illustrations taken from everyday life. Coverage explains management and marketing issues; examines delivery systems, with a focus on the central figure in delivery, the menu; and, discusses purchasing, receiving, storage, and inventory. It addresses issues involved in planning, ingredient and quality control, production, food safety, sanitation, and maintenance, as well as the management of supplies, employees, and finances.

From the Back Cover

This book presents a comprehensive portrait of commercial and non-commercial foodservice, emphasizing a "real-world" focus on the foodservice customer and the customer's satisfaction. Practical illustrations taken from everyday life reinforce theory and concepts, while coverage explores management and marketing issues and examines delivery systems. Addressed issues include aspects involved in planning, ingredient and quality control, production, food safety, sanitation, and maintenance — as well as the management of supplies, employees and finances. The book also offers a focus on the central figure in delivery, the menu; and discusses purchasing, receiving, storage, and inventory. For foodservice operations employees who want to increase their knowledge and efficiency.

About the Author

Marian C. Spears, Ph.D., R.D., Professor Emeritus, Kansas State University, formerly head of the Department of Hotel, Restaurant, Institution Management and Dietetics. She holds bachelor's and master's degrees from Case Western Reserve University, and a Ph.D. from the University of Missouri-Columbia. She had nearly 20 years of professional practice before entering academe, including positions as manager of a commercial cafeteria, chief dietitian of a nationally known children's home, and chief dietitian of a private hospital, all in Cleveland, Ohio. She later was associate director of dietetics at Barnes Hospital, St. Louis Missouri. Her academic experiences included a faculty position at the University of Arkansas, Fayetteville, and serving as director of the Food Systems Management Coordinated Program in Dietetics at the University of Missouri-Columbia. During the years of residence in Arkansas, she and her husband maintained an extensive consulting practice in the design and operation of hospital foodservice facilities. Dr. Spears has authored and coauthored numerous publications. In 1989, she received the Marjorie Hulsizer Copher Award, the highest honor that can be conferred on a member of the American Dietetic Association.

Mary B. Gregoire, Ph.D., R.D., F.A.D.A., C.H.E. is Professor and Chair of Apparel, Educational Studies, and Hospitality Management at Iowa State University. She has more than 25 years of experience as an administrator in bode education and foodservice operations. Her career includes positions as associate foodservice director and internship director at Rush-Presbyterian St. Luke's Medical Center, associate director of research at the National Food Service Management Institute, graduate program director at Kansas State University, and foodservice director at jasper County Hospital. She has been an active researcher in the area of foodservice and hospitality management and has published numerous articles related to various aspects of foodservice management. Dr. Gregoire has her bachelor's and master's degrees from North Dakota State University and her Ph.D. from Kansas State University. She holds distinction as a charter fellow of the American Dietetic Association and is a Certified Hospitality Education.

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