

**USAG, Fort Benning, Georgia
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Food Service

Food Service Branch Standing Operating Procedures

**USAG
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This external SOP has been approved for use.

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SUMMARY of CHANGE

FOOD SERVICE SOP 3-7

- This is a new publication

Food Service Operations

Food Service Branch Standing Operation Procedures (SOP)

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History. This is a new publication.

Summary. This SOP outlines the local operational procedures for the Food Service Branch.

Applicability. This SOP applies to all personnel assigned or attached to the LRC, Food Service Branch, Fort Benning, GA.

Suggested Improvements. The proponent of this SOP is the Logistics Readiness Center (LRC), Food Service Branch.

Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) to ASCE-LBN-SSF.

Distribution. This publication is available in electronic media only. It may be obtained from the LRC Shared Portal. It is user's responsibility to ensure they are working with the most current version.

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CHAPTER 1

Introduction

1.1 Purpose

The purpose of this document is to establish the Standing Operating Procedures (SOP) and identify general roles, responsibilities, and processes for the management of the Fort Benning, Food Service Branch.

1.2 References

See Appendix A, References.

1.3 Explanation of Abbreviations and Terms

Abbreviations and special terms used in this Food Service SOP are explained in the Appendix B, Glossary.

CHAPTER 2

Scope

2.1 General

This SOP is applicable to all military and civilian personnel, including contract employees, assigned or attached to the Food Service Branch, Fort Benning GA.

CHAPTER 3

Food Service Branch

3.1 General

The Food Service Branch provides garrison and field food services that enable readiness. The Food Service Branch is assigned to the Supply and Services Division of the Logistics Readiness Center. Responsibilities include: promoting operational efficiency of all appropriated funded food service activities; conduct operational dining facility reviews; maintain equipment replacement budget; conduct Quarterly Food Service Management Board; providing Installation level planning for mission support, training support, and deployment and mobilization support. The Food Service Branch Office is located in Building 6, 6650 Meloy Drive, Fort Benning, Georgia.

3.2 Mission Statement

MISSION: To provide food service support to train, mobilize, deploy, support, and sustain forces.

CHAPTER 4

Responsibilities

4.1 Branch Chief

4.1.1 Provide leadership to the Branch. Establish the mission, vision, and goals of the Food Service Branch.

4.1.2 Serve as the Installation Food Service Subject Matter Expert (SME) to the Director, Senior and Garrison Commanders.

4.1.3 Implement Army, AMC, IMCOM, and JCCoE food service policies and programs in support of FBGA tenant and supported units.

4.1.4 Evaluate Military and Contracted dining facilities to compete in the 406th AFSB Annual Philip A. Connelly Competition.

4.1.5 Serve as chairperson and voting member of the Food Service Management Board.

4.1.6 Ensures that funding requirements to operate dining facilities (including equipment replacement) are included in the annual budget.

4.1.7 Schedule daily random sampling inspections by the Quality Assurance Personnel on a daily basis to determine contractor performance.

4.1.8 Monitor all dining facility accounts to ensure they remain within authorized standards.

4.1.9 Determine the financial status of the installation food program at the conclusion of the FY.

4.1.10 Ensure that food protection, food safety, and sanitation programs are in place in accordance with DA Pam 30-22, paragraph 3-7, TB MED 530, TM 4-41.11, and TM 4-41.12.

CHAPTER 5

Common Levels of Support

5.1 General

BLS is a decision process that will enable successful uniform delivery of the Army's highest priority Installation services, within available funds. The BLS process is based on a comprehensive understanding of the Army's Base Operations Support (BOS) services, standards, and costs. BLS provides the Army with the ability to:

- Determine standard level of service to be delivered based on available funding.
- Provide definitive performance guidance to Garrisons for the execution of core services delivered to standard, based on available funding.
- Distribute available resources among Installations to execute the guidance.

- Measure Garrison performance to make sure that expected performance is being achieved.
- Inform customers on the levels of support they can expect from Garrisons across the Army.

BLS is ASC's response to one of the Secretary of the Army's guiding principles for transformation of Installation management – "Provide consistent and equitable services via standard levels of service".

5.2 BLS Baseline Services

BLS Baseline Services refer to the set of services a LRC delivers to all Installation tenants and customers under the BLS program. Customers requiring services outside the BLS Baseline may require a support agreement.

5.2.1 ISR 305 Food Service Program

Provide dining facility meal service to all customers authorized by AR 30-22 and the Installation commander's (authorized personnel to subsist) policy letter.

5.3 Above BLS Support

Support levels beyond those referenced above require resourcing by the requesting unit/activity. Resources are normally provided by direct fund citation or Military Interdepartmental Purchase Request (MIPR) after an estimated cost for the required service is developed by the Directorate.

CHAPTER 6

Reimbursable Support

6.1 General

Services provided by the LRC to Installation tenants and customers throughout the AR 5-9 support area under a reimbursable program. These programs are resourced by the requesting organization / agency and normally require a formal support agreement (ISSA) executed through the Resource Management Office.

CHAPTER 7

Garrison Dining Facility Support

7.1 General

Each unit is required to complete and submit a Request for Contract Support Memorandum 10 working days prior to the start of each month to the Installation Food Service Office.

7.1.1 Memorandum must contain all required data and must be signed by the unit commander. Sample forms for reference see figure 7-1.

7.1.2 Once meal request are received by LRC Food Service they will be sent to the food service contractor's office for action and billing purposes.

7.1.3 Unit request for meals outside of the dining facility such as remote site funding (A-Rations), box lunches, MRE's, warming beverages, cooling beverages, and supplemental fueling will submit request to the DFAC managers 30 working days prior to the event to allow adequate time to obtain necessary food supplies. Sample forms for reference see figure 7-2.

CHAPTER 8

Training Ice Support

8.1 General

All TRADOC units will receive their bulk ice from the Fort Benning Subsistence Supply Management Office (SSMO) (formerly TISA). TRADOC will provide the funding for all TRADOC supported units.

8.1.1 When requesting ice units must submit a DA Form 3294 three duty days prior to the desired direct vendor delivery date or submit a DA Form 3294 as a walkin and pickup customer. All personnel signing for ice from the SSMO must have a DD Form 577 card or DA Form 1687 on file at the SSMO or bring updated forms with them. Sample forms for reference see figure 8-1 and 8-2.

8.1.2 Emergency request will be handled between the Battalion S-4 and the SSMO. When an emergency issue is required the Battalion S-4 will contact the personal at SSMO and inform them of the emergency requirement. After notifying the SSMO office, the Battalion S-4 will prepare a DA Form 3161 and provide a copy to the SSMO person prior to picking up the ice.

8.1.3 All non-TRADOC units will purchase block and crushed ice using their unit Government Purchase Card (GPC).

8.1.4 Dining facilities requesting bag ice due to ice machine failure must submit their request using a DA Form to SSMO. SSMO will contact installation food service for approval prior to issuing the ice.

NOTICE OF DELEGATION OF AUTHORITY - RECEIPT FOR SUPPLIES				DATE	
For use of this form, see DA FORM 740-2-1. The proponent agency is DCSI, G-4.					
ORGANIZATION RECEIVING SUPPLIES			AUTHORIZED REPRESENTATIVE(S)		
LOCATION			DODAAC		
LAST NAME - FIRST NAME - MIDDLE INITIAL			AUTHORITY		SIGNATURE AND INITIALS
			REQ. REC.		
AUTHORIZATION BY RESPONSIBLE SUPPLY OFFICER OR ACCOUNTABLE OFFICER					
THE UNDERSIGNED HEREBY <input type="checkbox"/> DELEGATES TO <input type="checkbox"/> WITHHELD FROM <input type="checkbox"/> THE PERSON(S) LISTED ABOVE.					
REMARKS					
I ASSUME FULL RESPONSIBILITY					
UNIT IDENTIFICATION CODE			DODAAC/ACCOUNT NUMBER		
LAST NAME - FIRST NAME - MIDDLE INITIAL		GRADE	TELEPHONE NUMBER	EXPIRATION DATE	SIGNATURE

DA FORM 1687, MAY 2009 AFD 70 V1 0804

- (1) **Date** Enter the calendar date the form is prepared.
- (2) **Organization receiving supplies** Enter the name of the unit and, if prepared by a hand or subhand receipt holder to delegate authority to request or receipt for supplies, the hand receipt number or name of the section involved.
- (3) **Location** Enter the name of the installation on which the unit is located.
- AUTHORIZED REPRESENTATIVE(S) Section**
- (4) **Last name - first name - middle initial** Enter the name of authorized representative. When more than four persons are to be delegated and a follow on card is deemed necessary, enter the statement "Continuation to DA Form 1687 dated" in the remarks block of the follow on card.
- (5) Enter "not used" on next available line when all lines are not used.
- (6) (REQ) Enter "YES" in this block for each person authorized to request supplies. Otherwise, enter "NO".
- (7) **Signature and initials** Enter the signature and initials of authorized representatives.
- AUTHORIZATION BY RESPONSIBLE OFFICER OR ACCOUNTABLE OFFICER Section**
- (8) Enter an "X" in this box to show that the authorized representative is delegated to request/receipt for supplies. Specify the classes of supplies for which the representatives may sign.
- (9) **Remarks** Enter the SSA or other activity to which the form is being sent. See paragraph 2-32 when used for adding or deleting persons.
- (10) **Unit identification code** Enter the assigned unit identification code.
- I ASSUME FULL RESPONSIBILITY Section**
- DODAAC/Account Number
- (11) Enter the unit DODAAC and any locally assigned account number.
- (12) **Last name - first name - middle initial** Enter the name of the responsible person.
- (13) **Grade** Enter the grade or rank of the responsible person.
- (14) **Telephone number** Enter the office telephone number of the responsible person.
- (15) **Expiration date** Enter the expiration date of the card. This date is determined by the person making the delegation. Do not set a date later than the date the delegating authority expects to remain in the job.
- (16) **Signature** Enter the signature of the responsible person.
- Note.* All entries, except the signature and initials will be either printed in ink or typewritten. The signatures and initials will be entered in ink.

Figure 8-1. Sample DA Form 1687, Notice of Delegation of Authority-Receipt for Supplies

CHAPTER 9 Meal Cards

9.1 General

Meal Cards, DD Form 714 will be issued to units from the Meal Card Control Officer (MCCO). The MCCO's office is located in Building 6, Room 212B, ph # 706-545-2639.

9.2 Procedures

Procedures for unit commanders to request, receive, issue, and account for meal cards can be found in AR 600-38, The Meal Card Management System.

CHAPTER 10 Contracting Officer's Representative

10.1 The Contracting Officer's Representative (COR) will monitor and oversee all coordination for dining facility contract operations.

10.2 The COR is responsible for operation of the random sampling program which provides Quality Assurance Personnel (QA) with a daily inspection schedule.

10.3 COR is responsible for processing all requests for contract personnel requiring a Common Access Card (CAC).

10.4 COR will review all QA inspections to determine contractor performance levels.

CHAPTER 11 Subsisting Personnel

11.1 In accordance with DOD 1338.10-M, Army appropriated fund dining facilities are established for the purpose of feeding enlisted Soldiers authorized SIK. Soldiers not authorized to receive BAS are entitled to subsist without charge. No increase in resources will be made available when subsisting personnel other than SIK.

11.2 In addition to Active Army SIK Soldiers, the following personnel are authorized to subsist in Army appropriated fund dining facilities:

11.2.1 Members of other military Services.

11.2.1.1 The installation commander may furnish meals in appropriated fund dining facilities on a common Service basis to enlisted members of the Air Force, Navy, Marine Corps, Army and Air National Guard, USAR, U.S. Marine Corps Reserve, U.S. Navy Reserve, and U.S. Air Force Reserve. Per the DOD 700.14-R, reimbursement is not authorized for these meals. Officers and enlisted personnel retaining BAS, if authorized to subsist, will pay for meals in cash.

11.2.1.2 Enlisted and officer personnel of other military services in a travel status will be subsisted as specified in their orders.

11.2.2 Members of Army senior and junior Reserve Officers' Training Corps. Meals may be furnished when such members are in a training status with an Active Army unit. Members of Army ROTC may be furnished meals in an appropriated fund dining facility on the same basis as their Active Army counterpart. Meals consumed by Army senior and junior ROTC students training with Active Army units will be accounted for in an approved automated system in the category ROTC. Cadre, instructors, and other personnel will be charged the standard meal rate. Under all other occasions, the Government will be reimbursed by a military interdepartmental purchase request (MIPR), cash, cashier's check, check, or money order sent to the Food Program Manager for credit to the military personnel, Army (MPA) account. Senior and junior ROTC students will be charged the discounted meal rate (per annual meal rate message).

CHAPTER 12

Unit Request for Support

12.1 The commander of the unit requiring support will request on a memorandum all subsistence required to support a training mission. The memorandum will be forwarded to the dining facility FSO (for contract operations the request will be forwarded to the COR for review). The FSO or COR will forward the request to the dining facility FSO or contract manager for action. Short notice for training does not relieve the unit commander of completing the administrative requirements in this paragraph.

12.2 The memorandum for support of local training will contain at least the following information:

12.2.1 Nature of requirement.

12.2.2 Meal feeding plan.

12.2.3 The names and ranks of individuals designated to pick up the rations and the time of pick up.

12.3 The commander of the unit requesting support will ensure that the proper signature headcount and cash collection procedures are used during the training, as required. The FOS or contract manager will provide DA Form 3032 and DD Form 1544 to meet the requirements of the unit memorandum.

12.4 When there is a deviation in excess of 10 percent between meals requested and the actual headcount, an investigation will be conducted by the commander having operational control of the supporting dining facility.

12.5 Additional guidance for local training area mission food service support from garrison is contained in DA Pam 30-22. Policy regarding garrison support for training operations (5 days or fewer) is contained in chapter 4 of AR 30-22 and DA Pam 30-22.

12.6 Outside agencies and units such as Air Force, Navy, Marine Corps, Army National Guard, Air National Guard, USAR, U.S. Marine Corps Reserve, Navy Reserve, U.S. Air Force Reserve, Boy Scouts, Girl Scouts, JROTC, SROTC, Civil Air Support and other nonprofit youth organization coordinate all food service support request through the Central Taskings Office, MCoE G3 HQ (CTO) at 706-626-1875.

MEMORANDUM FOR 2-39th IN Dining Facility Manager, Fort Benning, GA 31905

SUBJECT: Request for Field Feeding or Subsistence Support (51 or more)

Request for contract support services:

- 1. Requesting Unit: E Co. 2-39 IN
- 2. Nature of requirement: Rifle Range
- 3. Total number of personnel requiring rations: 250

Meal Card (SIK) 250 Cash: _____ Field Meal Card (FAO): _____

- 4. Dates meals are required:

Enter appropriate type of rations required (A rations "A", MRE, BOX Lunch "BL")

<u>DATE</u>	<u>BREAKFAST</u>	<u>LUNCH</u>	<u>DINNER</u>
<u>12 Nov 06</u>	<u>MRE</u>	<u>A</u>	<u>A</u>
<u>13 Nov 06</u>		<u>MRE</u>	<u>BL</u>

- 5. Pickup information:

a. Breakfast: 0600 Lunch: 1130 Dinner: 1615

b. Point of contact is: 1LT Jones, @ 544-XXXX

(SIGNATURE)

Figure 12. Sample Memorandum - Request for Field Feeding or Subsistence Support (51 or more)

CHAPTER 13

Policy Letters

13.1 General

Food Service Policy Letters listed at Appendix A.

APPENDIX A: References

Army Regulation 30-22, The Army Food Program

Army Regulation 600-38, Meal Card Management System

General Subject Technical Manual, 4-44-2

DA PAM 30-22, Operational Procedures for the Army Food Program

Food Service Contract # DABK03-03-C-0018

MCoE Policy Memorandum 30-22-10, Policy on Civilian Use of Dining Facilities at Fort Benning

MCoE Policy Memorandum 30-22-7, Commanders' Responsibilities for Dining Facilities at Fort Benning, Georgia

APPENDIX B: Glossary

AFFS	Army Field Feeding System
AFMIS	Army Food Management Information System
ALFOODACT	All United States Military, United States Coast Guard, and Army and Air Force Exchange Service Activities
COR	Contracting Officer's Representative
DPW	Directorate of Public Works
LRC	Logistics Readiness Center
MRE	meal, ready-to-eat
SIK	subsistence in kind
SMMO	Subsistence Supply Management Office
SOP	Standing operating procedures
TRADOC	United States Army Training and Doctrine Command

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