

## SERVICE DELIVERY SUMMARY

### Mess Attendant

Performance Requirement	SOW para.	Performance Standard
Prepare food IAW recipe cards	13.c.	95% of menu items/meal period
Comply with sanitation requirements of the food code and state and local laws/regulations, which results in a satisfactory or better rating in Health Inspections..	9.d.(3), 13.b., 15, & 16.a.(4)	100% of the time
Satisfy facility manager and guests in reference to timeliness of service and courteousness of employees	13.f.	90% of monthly meal periods
Make available supplies and materials necessary to serve the guests	1, 12.c., 12.d., and 16.a.3	95% of monthly meal periods
Reconcile cashdrawer with POS reports and ensure cash is turned in on-time (add to cashier services)	7.c , 14	95% of deposits per month
Maintain the interior and exterior of the dining facility in a clean and sanitary condition	16.	85% of the days in the month
Provide cooks/food servers to ensure there is no impact on food service operations during contingency operations	9.e.	100% of the time.
Repairs will be initiated/completed within the following time frames: Routine: 24 hours/96 hours Urgent: 12 hours/48 hours Emergency: 1 hour/24 hours	19.f.	95% of the time