

Food catering**29FH9-01 *How many staff is needed for a kitchen with definite characteristics?***

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The aim of the paper is to analyse the number of kitchen staff in Germanys catering companies and to investigate those characteristics of a kitchen which significantly influence the number of staff. On this basis it is the aim to develop a model that can estimate the demand of staff in a kitchen with definite characteristics.

The population of the study are all catering companies in Germany. Due to lack of statistic information about this population, random sample was not possible, but a volunteer sample with 343 catering companies was carried out. The method was a structured standardized questionnaire concerning the number of staff (of different qualification levels), the output of the kitchen as well as other characteristics of the kitchen. The data analyse was descriptive and multivariate regression analysis to find the significant kitchen characteristics.

Small kitchen (up to 50,000 standardized full day guests (=SFD) per year) have 2.1 full time staff per 10,000 SFD and year (FTS/10,000 SFD*a). Middle sized kitchen (50,000 to 100,000 SFD/year) employ 1.41 FTS/10,000 SFD*a, big kitchen (more than 100,000 SFD/year) employ 1.27 FTS/10,000 SFD*a. A free programme to estimate the demand of kitchen staff on the basis of the significant kitchen characteristics is available in the internet:

http://hauswirtschaft.loel.hs-anhalt.de/forschung/personalbedarf/pb_dateneingabe.html.

The internet programme can help to find out, how much staff is needed for a kitchen with definite characteristics.

29FH9-02 *Development of service improvement strategies for successful convention foodservice in Korea*

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Convention industry continues to grow globally and is emerging as an important segment in the hospitality industry. Food & Beverage service plays a special role for the successful convention, because better quality F&B increases attendees' trust and strong impression toward the specific convention and the hosting country. This study applied Quality Function Deployment(QFD) to convention foodservice for the purpose of service improvement strategy development. For this purpose, in-depth interview and survey were conducted with Professional Convention Organizers (PCO) and convention foodservice professionals from June to November in 2006. Through in-depth interview and survey, customer needs were identified and the service improvement strategies were developed from three perspectives (PCO, Convention Foodservice Planner, Kitchen & Hall). Delphi technique was used to determine the priority of strategies for service improvement of convention foodservice in relation with each aspect of customer needs. The result of QFD analysis showed that 'accurate forecasting', 'precise planning of work schedule', 'clear instruction of task and time management' and 'scientific operation management' were identified as the priority strategies, which were needed in 'planning and rehearsal stage'. With 'proceeding stage', 'continuous check, correction and repletion' and 'directing & supervising for F&B, facilitates, surroundings' were needed to be concerned more. In addition, 'evaluation and feedback for customer satisfaction and retention' and 'precise daily check and inventory control' were proposed as the priority of strategies which were needed in 'evaluation stage' and also 'systematic operation by establishing convention F&B service process' and 'professional convention F&B service' were proposed for 'overall stages'.