



UNITED STATES MARINE CORPS
MARINE CORPS BASE
QUANTICO, VIRGINIA 22134-5001

MCBO 10110.2
C 214/mkd/plp
21 Jul 87

MARINE CORPS BASE ORDER 10110.2

From: Commanding General
To: Distribution List

Subj: QUARTERLY MESSHALL TECHNICAL INSPECTIONS/EVALUATIONS

Ref: (a) MCO P10110.14K (NOTAL)
(b) ACIS, Sup ltr C 210:RJG:tmd 4050 of 16 Mar 1983 (NOTAL)
(c) MCO P10110.34C (NOTAL)
(d) Partial Food Service Contract M00264-86-R-0018 (NOTAL)
(e) MCDECO 10110.4C

Encl: (1) Food Service Division Evaluation/Inspection Checklist
(2) Food Service Contract/Military Areas of responsibility
Format
(3) Commanding Officer's Command Food Service Contract
Complaint Form
(4) Mess Chief's Command Food Service Contract Complaint
Form
(5) Food Service Attendant (Messman) Basic Criteri
(6) MCDEC Consolidated Food Service Division Quality
Control/Assurance Plan Checklist
(7) Conflicts of Interest and Standards of Conduct

1. Purpose. To publish a quarterly food service evaluation and technical inspection program.

2. Cancellation. MCDECO 10110.11A.

3. Information

a. In accordance with the provisions of reference (a), quarterly evaluation/technical inspections are conducted by the Head, Food Service Division. They are designed to identify the operational status of messhalls for the Commanding General, with whom rests the financial responsibility for the entire food service program. An appropriately scheduled quarterly inspection will suffice for the Commanding Generals annual food service Command evaluation/inspection in accordance with reference (b).

b. In conjunction with the above evaluations/inspections, an evaluation will be conducted and competitive scores awarded by each inspector independently. The design and intent of the evaluations are to recognize the work, effort and attention

exerted by organizational commanders and food service personnel in the operation of messhalls and to award deserving facilities and personnel for superior achievements.

c. Organizational commanders, mess officers and mess chiefs are encouraged to utilize references (c) and (d), which contain guidance for internal organizational commander's food service checklist and areas of responsibilities for those messhalls that have civilian contract employees.

d. Food Service inspections/evaluations of enlisted messhalls will be conducted on dates established annually, by separate correspondence, utilizing the format contained in enclosure (1).

4. Action

a. Cognizant Organizational Commanders Operating Messhalls

(1) Ensure a knowledgeable representative is present during the inspection/evaluation.

(2) Review past inspection/evaluation reports (both food service and environmental health) and correct discrepancies within capabilities.

(3) Retain all accounting documents and files required (as per CMC Washington DC 100136Z Jun 86).

(4) Ensure the messhall feeding projections do not exceed three percent of the actual meals fed.

(5) Review enclosure (2) and convey its contents to all food service supervisory/subordinate personnel assigned to the Command's messhall operations.

(6) Complete and forward enclosure (3) to the Assistant Chief of Staff, Supply, no later than close of business the last working day of each week. Subject enclosure may be obtained at the Food Service Division.

(7) Ensure enclosure (4) is completed by the Command Mess Chief, on a daily basis, and a copy is provided to the Food Service Quality Assurance Evaluator. Subject enclosure may be obtained at the Food Service Division.

(8) Review enclosure (5) and assign military food service attendants accordingly.

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(9) Notify the Head, Food Service Division when an emergency arises that precludes a scheduled evaluation/inspection.

(10) Submit a written Quarterly Verification Report of meal cards (DD Form 714), using the example provided in enclosure (4) of reference (e), to the Commanding General (C 214). Subject administrative issue, control and verification report is to be accomplished by the unit/battalion adjutant. If assistance is required, contact the Head, Food Service Division.

b. Head, Food Service Division/Contracting Officer's Representative

(1) Contact organizational commanders having operational control of messhalls prior to, and debrief them at the conclusion of, each evaluation/inspection. Cover noted discrepancies in detail and recommend corrective action. Provide a copy of the messhall evaluation/inspection record upon completion of the evaluation.

(2) Complete and provide enclosure (6) to the Assistant Chief of Staff, Supply, no later than close of business the last working day of each week for those messhalls where civilian contract employees are assigned.

(3) Provide food service guidance/assistance to commanders having operational control of messhalls, as required.

(4) Ensure that food service military personnel are abreast of the contents of the conflicts of interest standards of conduct, as reflected in enclosure (7).

C. M. LACROIX
Chief of Staff

DISTRIBUTION: 1, 7 (2), 9 (30), 16 (20), 33 (2), 24(2), 25 (2), 26 (2), 27 (4)

FOOD SERVICE DIVISION
EVALUATION INSPECTTON CHECKLIST

ORGANIZATION INSPECTED: _____ DATE: _____

INSPECTORS: _____

OVERALL RATING ASSIGNED (UNDERLINE applicable word)

OUTSTANDING (95-100)	ABOVE AVERAGE (83-88)	BELOW AVERAGE (71-76)
EXCELLENT (89-94)	AVERAGE (77-82)	UNSATISFACTORY (70 and Below)

Overall evaluation is based on the following functional area and subsequent scoring in the category outlined in Section A of this report:

<u>A. Functional Area</u>	<u>Percentage Possible</u>	<u>Percentage Earned</u>
Messhall	100%	

Remarks: (A concise recapitulation of the results of the evaluation/ inspection to include cements on whether the organization is accomplishing its mission and meeting its goals and objectives.)

A. Outbrief Provided To/By:

B. Major Trend Areas (if applicable):

Head, Food Service Division/Signature

ENCLOSURE (1)

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PART A - MESSHALL INSPECTION CHECKLIST

	MAX	MIN	%
1. FINANCIAL STABILITY	100	70	%
2. MANAGEMENT	100	70	%
3. TRAINING AND SUPERVISION	100	70	%
4. FOOD PREPARATION AND SERVICE	100	70	%
5. SANITATION AND PERSONAL HYGIENE	100	70	%
6. EQUIPMENT AND CONSERVATION	100	70	%
7. SUBSISTENCE PROCEDURES AND CONTROL	100	70	%
8. FOOD SERVICE UNANNOUNCED STAFF VISIT	100	70	%
TOTAL (8 divided by _____)			%
OVERALL RATING			%

SECTION 1 <u>FINANCIAL STABILITY</u> (100%)	Yes	No	NA	PCT
1. (MCO P10110.14) (33%) Was the messhall overexpended in the past three months?				
2. (MCO P10110.14) (34%) Was the messhall over the BDFA in the past three months?				
3. (MCO P10110.14) (33%) Was the messhall over inventory in the past three months?				
TOTAL PERCENTAGE				%

ENCLOSURE (1)

SECTION 2 MANAGEMENT (100%) Yes No NA PCT

- 1.(MCO P10110.14- and MCO P10110.34C,) (5%)
Is the mess officer properly assigned in writing?
- 2.(MCO P10110.14 (5%) Is the authorized
custodian/cashier properly appointed in writing?
- 3.(MCO P10110.14 and MCDECO P10110.2) (5%) Are the
meal signature supervisors properly appointed?
- 4.(MCO P10110.14 and MCDECO P10110.2) (10%) Are
required food service publications on hand/being
maintained?
- 5.(MCDECO P10110.2) (5%) Are Food Service
memorandums on file and maintained up to date?
- 6.(MCO P10110.14-), (5%) Are meal prices and menu
prominently displayed?
- 7.(MCO P10110.14), (10%) Are safes and control
procedures for government funds in compliance with
current regulations?

ARE THE FOLLOWING FORMS BEING PROPERLY PREPARED?

- 8.(MCO P10110.34C and MCDECO P10110.2), (10%)
Cook's Worksheets
- 9.(MCO P10110.34C and MCDECO P10110.2), (5%)
Cook's Produce Requirement Sheets (NAVDCC 10615)
- 10.(MCO P10110.34C and MCDECO P10110.2), (10%)
Financial Status (NAVMC 584)
- 11.(MCO P10110.34C and MCDECO P10110.2-), (10%)
Product Sheets (NAVMC 10616)
- 12.(MCO P10110.14-), (5%) Man-Day Fed Report
(NAVMC 565-1)
- 13.(MCO P10110.14-), (5%) Cash Meal Payment Sheet
(NAVMC 10298)
- 14.(MCO P10110.14-), (5%) Meal Signature Record
(NAVMC 10789)
- 15.(MCDECO P10110.2) (5%) Daily Food Cost
Analysis (SDB 4061)

TOTAL PERCENTAGE %

ENCLOSURE (1)

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SECTION 3 TRAINING AND SUPERVISION (100%) Yes No NA PCT

1.(MCO P10110.14 and MCDECO P10110.2 (10%)
Are patron education classes scheduled and
conducted?

2.(MCO P10110.34C), (10%) Is the supervision
of work areas sufficient to accomplish the food
service mission?

3.(MCO P10110.34C), (10%) Are serving lines
properly routed/utilized?

4.(MCDECO P10110.2), (20%) Are MOS training
files accurate and up to date in the
messhall/S-3 section?

5.(MCDECO P10110.2) and MCO P10110.34C), (10%)
Is there a training sch@dule with lesson plans
on file in the messhall/S-3 section?

6.(MCO P10110.34C), (15%) Does the individual
cook demonstrate effectiveness of training received?

7.(MCO P10110.14), (15%) Are all food service
personnel being utilized to the fullest?

8.(MCO P10110.14), (10%) Are messmen properly
trained and is there an adequate amount on hand?

TOTAL PERCENTAGE

%

ENCLOSURE (1)

SECTION 4 FOOD PREPARATION AND SERVICE (100%) Yes No NA PCT

1. (MCO P10110.14 (10%) Is the Armed Forces Recipe Service being used properly?
2. (MCO P10110.34C), (10%) Are product sheets being followed?
3. (MCDECO P10110.2) and MCO P10110.34C), (10%) Are progressive cooking techniques being utilized?
4. (MCDECO P10110.2), (5%) Are foods properly arranged on the serving line?
5. (MCO P10110.34C), (10%) Are serving lines being timely replenished?
6. (MCO P10110.34C), (5%) Are serving lines being garnished prior to meal periods?
7. (MCO P10110.16), (5%) Are portion control guidelines in effect?
8. (NAVMED P-5010-1), (10%) Are foods being kept at proper temperatures (hot/cold)?
9. (NAVMED P-5010-1), (10%) Are leftovers being processed and utilized in a timely manner?
10. (NAVMED P-5010-1), (5%) Are fruits and vegetables being processed properly and in a timely manner?
11. (MCO P10110.34C), (5%) Are the overall results of patron surveys favorable?
12. (NAVMED P-5010-1), (5%) Are frozen meats/poultry properly thawed and prepared immediately after thawing?
13. (MCO P10110.34C), (5%) Are the attitudes of food service personnel favorable?
14. (MCO P10110.34C), (5%) Do food service personnel demonstrate cost consciousness when carrying out assigned tasks?

TOTAL PERCENTAGE %

ENCLOSURE (1)

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SECTION 5	<u>SANITATION AND PERSONAL HYGIENE</u>	(100%)	Yes	No	NA	PCr
1.	(MCO P10110.34C and NAVMED P-5010-1), (5%)	Are the heads clean and well supplied with soap, towels, etc.?	-	-	-	-
2.	(MCO P10110.34C), (5%)	Is the cook's reefer clean and neat, leftovers dated and used within 36 hours?	-	-	-	-
3.	(MCO P10110.34C), (5%)	Is the property room clean and neat, with adequate storage and arrangement?	-	-	-	-
4.	(MCO P10110.34C and NAVMED P-5010-1), (5%)	Are temperature charts posted on all reefers maintained up-to-date, with proper temperatures?	-	-	-	-
5.	(MCO P10110.34C), (5%)	Are the salad room and equipment clean and neat?	-	-	-	-
6.	(MCO P10110.34C and NAVMED P-5010-1), (5%)	Is the dry stores' room clean and neat with adequate storage arrangement?	-	-	-	-
7.	(MCO P10110.34C), (10%)	Is the cooking area clean and neat (can openers, tables, deck, etc.)?	-	-	-	-
8.	(MCO P10110.34C), (10%)	Are the steam kettles, vegetable steamers and braisers, ovens and deep fryers clean?	-	-	-	-
9.	(MCO P10110.34C and MCDECO P10110.2-), (5%)	Is the dining area clean, neat and properly arranged?	-	-	-	-
10.	(MCO P10110.34C and MCDECO P10110.2-), (5%)	Is the scullery area clean and neat; are cleaning supplies available, dishes prewashed, and machine maintaining proper temperature?	-	-	-	-
11.	(MCO P10110.34C and MCDECO P10110.2) (5%)	Are pots and pans being properly washed and air-dried?	-	-	-	-
12.	(MCO P10110.34C and NAVMED P-5010-1)r (5%)	Is the "No Smoking" rule complied with in the food preparation areas?	-	-	-	-

ENCLOSURE (1)

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SECTION 5 SANITATION AND PERSONAL HYGIENE (100%)

Yes No NA PCT

13. (MCO P10110.34C and NAVMED P-5010-1), (3%) Are the serving lines kept clean and neat during the meal period?

14. (MCO P10110.34C and NAVMED P-5010-1), (5%) Are the proper cleaning and air-drying of tableware being practiced?

15. (MCO P10110.34C and MCDECO P10110.2 (5%) Are the reefers clean and neat with adequate storage and arrangement?

16. (MCO P10110.34C and MCDECO P10110.2 (5%) Do all food service personnel have up-to-date sanitation cards on file?

17. (MCO P10110.34C and NAVMED P-5010-1), (5%) Do all food service personnel have up-to-date physical examination records on file?

18. (MCO P10110.34C and NAVMED P-5010-1), (5%) Do all food service personnel present a clean and neat appearance?

19. (NAVMED P-5010-1), (2%) Are trash receptacles, back dock, and outside areas properly cleaned?

TOTAL PERCENTAGE

%

ENCLOSURE (1)

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SECTION 6 EQUIPMENT AND CONSERVATION (100%) Yes No NA PCT

1. (MCDECO P10110.2)r (10%) Are copies of Work Requests on file and-being maintained in an up-to-date manner?
2. (MCO P10110.34C), (10%) Is the Emergency Work Request Logbook being maintained in a up-to-date manner?
3. (MCO P10110.34C), (10%) Are safety/operation instructions posted/up-to-date for all equipment?
4. (MCO P10110.34C), (15%) Is first echelon maintenance being performed? (Check equipment maintenance folders.)
5. (MCO P10110.34C), (10%) Is expendable property being used conservatively?
6. (MCO P10110.34C), (5%) Are sound water conservation methods being practiced?
7. (MCO P10110.34C), (5%) Are electrical conservation procedures in use?
8. (MCO P10110.34C), (15%) Is the facility's equipment being conservatively used?
9. (MCDECO P10110.2)r (10%) Are O&MMC funds/records being properly mana@ed/reconciled on a monthly basis?
10. (MCO P10110.14- and MCDECO P10110.2-)r (10%) Are appointments for personnel authorized to receive plant account/minor property supplies on file and current?

TOTAL PERCENTAGE

%

ENCLOSURE (1)

SECTION 7 <u>SUBSISTENCE PROCEDURES AND CONTROL</u>	(100%)			
	Yes	No	NA	PCT
1.(MCO P10110.14- and MCO P10110.34C), (10%) Is subsistence verified as to actual count/weight upon receipt?				
2.(MCO P10110.14 and MCO P10110.34C), (10%) Is subsistence dated upon receipt?				
3.(MCO P10110.14 and MCO P10101.34C), (10%) Is subsistence being properly rotated?				
4.(MCO P10110.14 and MCO P10110.34C), (5%) Do supplies on hand appear to be adequate for this facility (relative to excesses/shortages)?				
5.(MCO P10110.14 and MCO P10110.34C), (20%) Are Subsistence Issue receipts (NAVMC 10568) properly prepared and maintained?				
6.(MCO P10110.14 and MCO P10110.34C), (5%) Do safeguards appear adequate?				
7.(MCO P10110.14 and MCO P10110.34C), (20%) Are Stock Record and Inventory Control Cards (NAVMC 708) prepared and maintained in an up-to-date manner?				
8.(MCO P10110.14 and MCO P10110.34C), (5%) Are Letters of Adjustment properly prepared and posted?				
9.(MCO P10110.14 and MCO P10110.34C), (5%) Is subsistence arranged and stored properly?				
10.(MCO P10110.14 and MCO P101.10.34C), (5%) Evaluator's Subsistence Inventory Checklist. (See page 10.)				
11.(MCO P10110.14 and MCDECO P10110.2), (5%) Are appointments for personnel authorizer to receive subsistence supplies on file and current?				

TOTAL PERCENTAGE %

ENCLOSURE (1)

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SECTION 7 (Cont'd)

EVALUATOR'S SUBSISTENCE INVENTORY CHECKLIST

<u>NO.</u>	<u>ITEM</u>	<u>ON HAND</u>	<u>SIR</u>	<u>RECEIPTS</u>	<u>TOTAL</u>	<u>708's</u>	<u>DIFF</u>
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
9.							
10.							
11.							
12.							
13.							
14.							
15.							
16.							
17.							
18.							
19.							
20.							

ENCLOSURE (1)

SECTION 8 FOOD SERVICE UNANNOUNCED STAFF VISIT (100%)

	Yes	No	N/A	PCT
1. Was the manager or assistant manager in the messhall during the visits? (5%)				
2. Was the Master Menu being followed? (10%)				
3. Are food service forms (Cook's Worksheet, Product Sheet, etc.) being properly prepared/utilized? (10%)				
4. Were food items on the serving line and being properly replenished? (10%)				
5. Was all food service equipment cleaned and in good repair (meat slicers, dee@fat fryers, braisers, etc.)? (20%)				
6. Were the galleys in food preparation areas in good state of police (galley, salad room, etc.)? (10%)				
7. Was the dining area in a good state of police (tables, chairs, carts, etc.)? (10%)				
8. Were there adequate amounts of silverware, trays, plates, etc., on hand, cleaned, and being utilized? (10%)				
9. Were there of condiments (salt, pepper, sugar, napkins, etc.) available during the meal periods for use by the patrons? (5%)				
10. Were leftover food items properly annotated, in red, on the Cook's Worksheet? (5%)				
11. Were substitute food items properly annotated on the Cook's Worksheet? (5%)				

TOTAL PERCENTAGE %

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PART B

EQUIPMENT/MAINTENANCE CHECKLIST

<u>EQUIPMENT ITEM</u>	<u>PROBLEM AREA</u>
1. _____	_____ _____
2. _____	_____ _____
3. _____	_____ _____
4. _____	_____ _____
5. _____	_____ _____
6. _____	_____ _____
7. _____	_____ _____

ENCLOSURE (1)

PART C NARRATIVE SUMMARY/COMMENTS

1. Discrepancy

2. Corrective Action

ENCLOSURE (1)

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FOOD SERVICE CONTRACT/MILITARY AREAS OF RESPONSIBILITY FORMAT

Contractor Responsibilities. Provide all services necessary to:

1. Prepare (including cooking) food.
2. Serve food.
3. Maintain facility in a sanitary manner and in a continuing state of readiness.
4. Maintain equipment (perform operator care and minor maintenance; report other maintenance needs to the Mess Chief).
5. Maintain close liaison with the Mess Chief to assure timely receipt of cook's worksheets and food supplies.
6. Train, supervise, and manage all contractor employees.
7. Report any contractual related problems to the Contracting Officer Representative (COR) or the Contracting Officer.

Government Responsibilities. Provide the following:

1. Overall management of the messhall including:
 - a. Continuing review of operational requirements as they relate to messhall operation, and the reporting of additional or revised needs to the Food Service Officer to permit contract modification.
 - b. Maintain close liaison with contractor's messhall supervisor and other contractor management staff to assure timely delivery of cook's worksheets and a mutual understanding of the daily feeding requirements.
 - c. Prepare daily food preparation (cook's) worksheet to reflect menu, number of meals to be prepared, and quantity of food to be used.
 - d. Order, receive, and store all food supplies.
 - e. Issue food supplies to contractor in accordance with daily worksheets.
 - f. maintain and be accountable for building and equipment.

ENCLOSURE (2)

2. Contract administration and surveillance

a. Contracting Officer (CO) - Duties and Responsibilities.
Verifies invoices and authorizes payments, deductions, etc.
Negotiates modifications to contract as needed. Takes corrective
action as necessary to obtain satisfactory performance.

b. Quality Assurance Evaluators (QAE) - Duties and
Responsibilities. Monitors contract performance to determine
compliance or noncompliance with contract terms. Maintains record of
all surveillance/inspection actions and reports all discrepancies to
the contracting officer.

c. Contracting Officers' Representatives (COR)

(1) Duties and Responsibilities

(a) Ensures liaison between contractor, commanding officer,
and contracting officer.

(b) Monitors to assure contractor's performance is timely.

(c) Reviews and evaluates that the contractor's work
performed under the contract is in accordance with the specifications
and/or statement of work.

(d) Assures appropriate and timely action is taken on all
technical correspondence pertaining to the contract.

(e) When appropriate, or as directed by the contracting
officer, assures monthly invoices accurately state the contractor's
progress. Alerts the contracting officer of any discrepancies.

(f) Alerts the contracting officer of any potential
problems that may impact the contractor's performance.

(g) Identifies to the contracting officer any deficiencies
or inadequacies noted in specifications.

(h) Assists as required in negotiating supplemental
agreements incorporating contractor's proposals.

(i) Reviews and evaluates contractor's technical letters or
proposals and furnishes comments to the contracting officer.

(j) Assures contractor compliance with safety requirements.

(k) Coordinates adjustments in hours of operation and maintains records reflecting total number of meals served on a daily basis.

(2) Limitations to the Authority of the COR. The COR should not issue any instructions which would constitute a contractual change. Do not tell a contractor how to perform but what is required technically within the contract. If there is any doubt, take your problem to the contracting officer for immediate attention.

(3) COR Role in Disputes

(a) Whenever the COR sees a difference of opinion arising with the contractor, a prompt effort should be made to resolve it. The contracting officer should be informed of such disputes, the cause, the positions of the COR and the contractor, and the resolution or proposed resolution.

(b) Disputes have the greatest potential of being resolved at their early stages. The longer the dispute is allowed to stand, the greater the chances that contract performance will be impeded.

(c) The COR has no authority to modify the terms and conditions of a contract to settle a dispute. Only the contracting officer has that authority. The COR can and should make recommendations to the contracting officer to help bring an early resolution to a dispute.

(4) "Do's" and "Don'ts" for COR'S. The lists below are not intended to be all inclusive. Many situations could arise that might not be covered. If a specific situation should arise and the COR is not sure of the proper position, check with the contracting officer. The success of contract administration is very often dependent on how well the COR's duties as a member of the Contract Administration team are executed.

(a) "Do's" for the COR:

1 Represent the CO in technical matters.

2 Keep abreast of the contractor's performance through proper monitoring, visiting contractor's facility, etc.

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3 Work with all technical personnel on the contracting team.

4 Consult with the CO when in doubt or for any clarification of contract terms and conditions.

5 Know your specific duties in your letter of appointment.

6 Be sure the contractor knows what your duties and responsibilities are to the contract.

7 Be fair and reasonable in your dealings with the contractor.

8 Identify to the CO potential problems that the contractor is having that could have an impact on the performance of the contract.

9 Provide the CO with technical information when required.

10 Assist the CO in reviews of technical changes (Government or contractor originated) and furnish comments and recommendations as appropriate.

(b) "Don'ts" for the COR:

1 Make agreements with the contractor that would or could result in:

a Change in schedule
b Increased expenditure or decreased obligation of funds.

2 Negotiate or execute a change to the contract.

3 Approve work that does not conform to the specifications of the contract.

4 Make a final determination of contractor's liability for loss or damage of Government Furnished Material or Equipment.

5 Provide information on other contractors' solicitations unless approved by the contracting officer.

ENCLOSURE (2)

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6 Monitor the contract so closely that you interfere the contractor's work.

7 Discuss new proposed effort or encourage the contractor to perform additional effort on an existing contract.

8 Accept special favors or gratuities from the contractor.

9 Give advice to the contractor--it might be the basis for a constructive change or impact any pending or future contracting officer's determinations.

(5) Conclusion. By reviewing and thoughtfully considering the information gained on the contractor's work in progress, and by acting intelligently upon it, the COR can make a contribution of the highest value to a program for which the service, materials, or supplies are contracted. Effective work by the COR, indeed, is indispensable to assuring satisfactory quality in contract output. It is not enough for the COR to view this job as an incidental or sideline, calling only for the exercise of technical judgment to determine the quality and adequacy of the end product when that is delivered. The COR must be first and foremost a contract manager.

ENCLOSURE (2)

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COMMANDING OFFICER'S COMMAND FOOD SERVICE CONTRACT
COMPLAINT FORM

CONTAINS GRAPHICS - CAN BE OBTAINED FROM CENTRAL FILES

ENCLOSURE (3)

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MESS CHIEF'S COMMAND FOOD SERVICE CONTRACT
COMPLAINT FORM

CONTAINS GRAPHICS - CAN BE OBTAINED FROM CENTRAL FILES

ENCLOSURE (4)

FOOD SERVICE ATTENDANT (MESSMAN) BASIC CRITERIA

Assignment of a Food Service Attendant (messman). Assignment for messmen will be made at the ratio of one messman for each 25 personnel subsisting and will be determined by the average daily fed taken from the past six months' Man-Day Fed Report (NAVMC 565-1). Personnel assigned to mess duty require written approval from a Medical Officer stipulating that the individual is physically fit for duty as a messman. Messmen will be assigned to the messhall for a period of thirty days. During the period Marines are assigned to such duty, they will not be assigned additional duties.

1. The following categories of personnel will not be assigned as messmen:

a. Personnel in receipt of no shaving chits and/or with open lesions on the hands, face and/or neck.

b. Personnel with severe acne of the face.

c. Personnel in a disciplinary status or awaiting disciplinary action.

d. Personnel with less than 30 days active service remaining or being processed for administrative discharge.

2. Violations of the Uniform Code of Military Justice incurred by messmen will be referred to the parent unit for disciplinary action, via the appropriate chain of command.

3. Messmen placed on no duty, no food handling, bed rest, or who are in an unauthorized absence status in excess of 24 hours will be replaced by the parent unit.

4. Relief from mess duty will take place only after a replacement is present and has worked through one meal with the offgoing messman, and the individual being relieved has turned in all occupational clothing (mess whites).

MCDEC CONSOLIDATED FOOD SERVICE DIVISION QUALITY CONTROL/ASSURANCE PLAN CHECKLIST

Time In: _____ Date: _____
 Time Out: _____ Inspector: _____
 Contractor Supervisor- *S - Satisfactory U - Unsatisf. Messhall: _____

Service I Standard Discrepancy s u Agree Disagree

RS-1 Maintain meal serving hours. Para 1.6.1

Maintain hours as specified in Attach 2a.

RS-2 Post and maintain menus. Para 5.1.3

Menu Board accuracy maintained throughout each meal and posted in accordance with para. 5.1.3.

RS-4 Following standard recipes. Para. 5.4.1/5.4.2

Food prepared IAW paragraphs 5.4.1/5.4.2.

RS-5 Following approved installation menu. Para. 5.4.3

All items on menu and condiments available to patrons throughout meal period IAW 5.4.5.2.

RS-6 Plan and document food production. Para. 5.4.3

Quantities of menu items- for each meal are based on past records and expected attendance IAW 5.4.3.

RS-7 Prepare food progressively. Para 5.4.4

Food prepared progressively IAW 5.4.4. Minimize a loss of flavor, color, texture, and nutritive value.

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<u>Service</u>	<u>Standard</u>	<u>Discrepancy</u>	<u>S U</u>	<u>Agree</u>	<u>Disagree</u>
RS-8 Cook Short Orders para 5.4.5.1/2	Items cooked on the grill to order. Advance preparation only as necessary to ensure required patron flow IAW 5.4.5.1/2.				
RS-9 Set-up and maintain serving line. Para 5.4.5/5.4.5.1/2	Lines set-up at opening but not more than 15 minutes before opening. Food is actively displayed.				
RS-10 Serve food correctly. Para 5.4.6/7/9 and 5.6.7	Courteously serve all patrons IAW para 5.4.6, 5.4.7, 5.4.9 and sanitation standards of para 5,6,7				
RS-11 Maintain flow-rate in main cafeteria line. Para 5.4.8.1	Flow-rate through the line: 8 patrons per minute.				
RS-12 Maintain flow-rate short order and breakfast line. Para 5.4.8.2	Flow-rate through the line: 5 patrons per minute.				
RS-13 Tableware and table items available. Para 5.4.11-	Tableware is available to all patrons without waiting. Table appointments in place.				
RS-14 Clear and clean tables Para 5.4.11	Soiled tableware cleaned and tables set not more than 5 minutes after patrons depart.				

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Service	Standard	Discrepancy	S	U	Agree	Disagree
RS-15 Clean up spills. Para 5.4.13	Food/beverage spills in the serving/dining areas are cleaned within 5 minutes of occurrence.					
RS-16 Remove food from serving line. Para 5.4.14	Food removed from serving line 15 minutes after line is closed properly.					
RS-17 Provide meals away from messhall. Para 5.4.15	Meals provided meet Menu, temperature, time requirements IAW para 5.4.1 .					
I RS-18 Provide carryout service. Para 5.4.15.2 - 5.4.16	Carryout service meets requirements described in para 5.4.15.2 - 5.4.16.					
RS-19 Maintain personal hygiene. Para 5.6.1/2/3 and 1.2.2.1	Meet requirements of NAVMED P-5010-1 and wear proper uniforms IAW para 5.6.1/2/3 and 1.2.2.1.					
RS-20 Food preparation sanitary standards. Para 5.6.5/6	Meet requirements of para 5.6.5, 5.6.6, and and NAVMED P-5010-1.					
RS-21 Clean and sanitize tableware, cookware, and utensils. Para 5.6.8 and Attachment J6a	Items inspected must meet requirements of of para 5.6.8 and Attachment J6a.					

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<u>Service</u>	<u>Standard</u>	<u>Discrepancy</u>	<u>S</u>	<u>U</u>	<u>Agree</u>	<u>Disagree</u>
RS-22 Clean food preparation equipment. Para 5.6.9.1/ Attachment 6a	Meet requirements of para 5.6.9.1 and Attachmnt 6a.					
RS-23 Clean serving area and equipment. Para 5.6.10	Meet requirements of para 5.6.10 and Attach- ment 6a.					
RS-24 Clean dining area tables and chairs. Para 5.6.11	Tables and chairs/ meet requirements of para 5.6.1.1.					
RS-25 Clean ware- washing area and equipment. Para 5.6.12/ 5.7.1 and Attachmnt 6a/6b.	Meet requirements of para 5.6.12/5.7.1, and Attachments 6a and 6B					
RS-26 Provide garbage and trash service Para 5.6.14	Meet requirements of para 5.6.14.					
RS-27 Housekeeping Kitchen Area. Para 5.7	Provided IAW the contractor's house- keeping plan to the standards of Attach- ment 6b and frequen- cies in Attachment 2e.					

ENCLOSURE (6)

Service	Standard	Discrepancy	S	U	Agree	Disagree
RS-28 Housekeeping Storage, Dry and Refrigerated Para 5,7		Provided IAW the contractor's house- keeping plan to the standards of Attach- ment 6b and frequencies in Attachment 2e.				
RS-29 Housekeeping - Service and Dining Areas, Entrance/Exit, Hallways. Para 5,7		Provided IAW the contractor's house- keeping plan to the standards of Attach- ment 6b and frequencies in Attachment 2e.				
RS-30 Housekeeping - Platforms, Receiving Area and Outside Trash Storage. Para 5.7		Provided IAW the contractor's house- keeping plan to the standards of Attach- ment 6b and frequencies in Attachment 2e.				
RS-31 Housekeeping - Laboratories Locker Rooms and Offices, Para 5,7/5,7,3		Provided IAW the contractor's house- keeping plan to the standards of Attach- ment 6b and frequencies in Attachment				
RS-32 Remove Snow and Ice from the Sidewalks and Access Areas. Para 5.8.2.2		Meet requirements of para 5.8.2.2.				

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<u>Service</u>	<u>Standard</u>	<u>Discrepancy</u>	<u>S</u>	<u>U</u>	<u>Agree</u>	<u>Disagree</u>
RS-33 Maintain Food Service Equipment. Para 5.9	Meet requirements of para 5.9. Initiate action within one hour of need.					
RS-34 Prepare Required Reports. Para 5.10.1/Attachimnt 4.	Reports are accurate and submitted on time IAW para 5.10.1 and Attachment 4.					

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CONFLICTS OF INTEREST AND STANDARDS OF CONDUCT

Ever-increasing public, congressional, judicial, and executive attention is being devoted to the subjects of conflicts of interest and standards of conduct for Government personnel who deal with industry. Familiarity with all the material on this subject is difficult; therefore, when in doubt, consult Government counsel.

The fundamental philosophy behind all rules of conduct for Defense Department employees may be stated very simply: All military and civilian personnel whose duties involve dealing with industry have positions of grave trust and responsibility. This includes all who participate in, or have responsibility for, the determination of requirements for material, facilities, or services; the testing, evaluation, qualification, or selection of particular products or services; the preparation and adoption of specifications and standards; and the award and administration of Government contracts. These people must maintain the highest standards of personal conduct in their relations with business firms and individuals. Relationships must be above reproach in every respect. Employees must not be placed in the position where a conflict of interest exists (or may reasonably be presumed to exist) between their personal lives and their Government responsibilities. They must take no action that might favor, or provide a competitive advantage to, one firm over another seeking Government business. They must not set the interests of any contractor over those of the Government.

While no rules have been laid down prohibiting social contact between Government employees and representatives from industry, acceptance of entertainment, gifts, or favors--no matter how innocently tendered or received--from someone who conducts or seeks to conduct business dealings with the Government may compromise and embarrass both the Defense Department and the personnel concerned. More important, public confidence in the integrity of business relations between the Government and industry may be impaired. Executive Order 11222 prohibits any Government employee from soliciting or accepting (directly or indirectly) anything of monetary value from any person, corporation, or group that:

- Has, or is seeking to obtain, contractual or other business with their agency.
- Conducts operations or activities that are regulated by their agency.

-
Has interests that may be substantially affected by the performance or nonperformance of their official duties.

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Government personnel should remember that it is extremely difficult to distinguish the illegal gift from the innocent social favor. Consequently, situations must be avoided (whether or not they are specifically prohibited) that might result in or create the appearance of:

- Using public office for private gain.
- Giving preferential treatment to any organization or person.
- Impeding Government efficiency or economy.
- Making an official decision outside official channels.
- Seriously affecting the confidence of the public in the integrity of the Government.

Many laws and regulations apply to the matters of conflicts of interest. Most of the statutory guidelines appear in Titles 5, 10, 18, and 41 of the United States Code. Executive order, DoD directives, and FAR provide additional guidance. In general, standards are prescribed as to:

- Criminal bribery and graft.
- Receipt of gratuities by Government employees.
- Financial and other conflicts of interest.
- The use of Governmental information for personal gain.
- Certain outside activities of Government employees.
- Dual employment.
- Prosecution of claims against the Government.
- Former employees dealing with the Government on matters that were in their agencies at the time of employment.
- Retired regular military officers selling to the Department of Defense.
- Contracting with Government employees.
- organizational conflicts of interest.

These standards apply to all Government personnel (except where specifically limited to certain people); noncontracting personnel (such as those who determine requirements or prepare

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specifications, technical and engineering personnel, and so forth) as well as contracting personnel (such as buyers and negotiators). Even those who recommend and advise within the acquiring activity are included within these terms. Government employees are required to acquaint themselves with these guidelines. Those prescribed by DoD and civil service regulations are required to be brought to the attention of new personnel. They must also be reviewed by all personnel at least semiannually. The departments have named officials to inform and assist employees in these matters. Employees should consult them when a question arises. This can avoid embarrassment from honest but mistaken actions and, also, protects the Government from potential conflicts.

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