

Eastern international food service



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Eastern International Food Service Corporation is a food service corporation that offers its services to the eastern part of the United State. The majority of the employees (300) are students out of high school and college students. Ocean Point, the park which they provide service for, is rumored to not renew their contract next summer because they have established specialty food stands for three years now.

For the last three years, The amusement park has established foods stands serving specialty foods. It does not interfere with Eastern International's contract because of the type of food being served. EI employees believed they were going to be laid off because the company will not return to work the amusement park anymore. This meant about 300 college students will not return to a summer job. The employees became discouraged and lazy. No desire was put into their work anymore and many of them were quitting.

- Ocean Point is rumored to not renew their contract next summer - Increase on labor turnover - Employee morale declining (theft) - Rising food cost - Plunging sales

First, he should start by his employees, Being that the greater part of the employees are students, they are less disciplined and committer to their work. -Offer incentives to those who stay with EI (or to the ones who work fastest and sell more) -Remind them that the employees who return the next year receive a 20-25% raise or slightly higher raise of 28-30% -Motivate should be set to show students there are other rewards than money. Motivation can make a difference to the attitude of the employees. - Management should give the employees an answer. They should either give

employees a bit of support or clarify the rumors because the employees will feel as if they matter to the company.

Recommendations-Have a Business Plan -Use many geographic locations -
Prioritize employees (employee work schedule) -Provide services to different types of businesses

Synopsis

Eastern International Food Service Corporation (EI) was a food service corporation in the eastern area of the United States. Its services were offered in many amusement parks. Ocean Point Amusement Park was one of its biggest branches, in sales as well as in number of employees— 300. Eastern International had a contract with Ocean Point to operate all its food service concessions on the park's premises. Fifteen EI concession stands were distributed throughout the 500-acre park. Food sales included hotdogs, hamburgers, French fries, popcorn, ice cream, beverages and so on.

Each concession stand had a manager and an assistant manager, as well as between and 5 and 20 workers, depending on the size of the stands. Jobs ranged from cleaning grills and fryers to waiting on the customers over the counter. In addition to the concession stands, the company also operated six different restaurants on the premises, including fast-food services, cafeterias, and a sit-down dining room. Each had its own manager and two or three assistant managers, as well as a full complement of line servers, dishwashers, kitchen helpers, cooks, waiters, and waitresses.

Time Context

<https://assignbuster.com/eastern-international-food-service/>

The problem began on summer season.

Case View Point

Stanley Strayhorn, general manager of Eastern International Food Service Corporation's Ocean Point Division, has a problem. For the past week, labor turnover has been increasing, employee morale has been dropping, and food cost percentage is climbing, while profit margins on sales are declining. Mr. Strayhorn is deeply concerned, for there are still two weeks left in the summer season. Not only is it too late to train new workers, but it is difficult even to find replacements. A shortage of labor will drastically affect potential sales for the next two weeks, a period noted for heavy sales.