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ROUTING AND TRANSMITTAL P

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TO: (Name, office symbol, room number, building, Agency/Post)	Initials	Date
1. ADDA	N	3-11
2. DDA	MPA	3/16
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REMARKS

Max:

You wanted to talk to the Chairman of the Cafeteria Committee, [redacted] before issuance of the employee questionnaire. Prior to your meeting you may want to read the background information on the Cafeteria Committee, provided by the Office of Logistics.

Marie
Marie

mtg scheduled w/ [redacted] for Monday, 16 March at 3:00 p.m.

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FROM: (Name, org. symbol, Agency/Post)	Room No.—Bldg.
	Phone No.

EO/DDA

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HEADQUARTERS BUILDING CAFETERIA

1. The Headquarters Building and [redacted] Cafeterias are operated by a nonprofit organization, Government Services, Inc. (GSI), thru a contract with the General Services Administration (GSA). GSI has operated the food service at Headquarters since its initial occupancy and is one of the principal food service operators for the National Park Service throughout the nation. GSI is chartered by the U.S. Congress and is incorporated in the District of Columbia.

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2. The present GSI/GSA contract was written in July 1971 and covers some 35 GSA buildings other than Headquarters and [redacted]. In general, this contract provides for GSI to be responsible for the food service operation at Headquarters in space assigned to them by GSA. GSA, in turn, provides the rent free space, furniture, original equipment, utilities, maintenance, and necessary repairs to the physical space. The contract provides for termination by either party without cause upon giving 365 days notice of intention to do so. In July 1979 this contract was amended to provide phase out of GSI over a ten year period. Two candidates for phase out will be jointly selected by GSA and GSI in February and August of each year. GSA will then have one year to solicit bids from other vendors to provide food service in the selected buildings.

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3. The food service operation at Headquarters is unique in that it serves a large but varying number of customers, 1200 a day for breakfast, 3,200 for lunch, and 50 for dinner. The suburban location in the affluent McLean residential area provides little source for local labor. Therefore, the majority of GSI employees are transported by bus, at GSI expense, from downtown Washington, D.C. The Agency's security requirements also complicate the food service management by requiring an "overt employees" service in the North Cafeteria and a "covert employees" service in the South Cafeteria.

4. In order to improve the physical and aesthetic environment of the cafeteria, GSA, last year, funded the replacement of all furniture, installed planters for live plants, and constructed partial height stucco walls to screen the dirty dish racks. Although GSA coordinated this effort thru the Office of Logistics and the Agency's Fine Arts Committee, some

HEADQUARTERS BUILDING CAFETERIA

Agency employees voiced strong objection to the project after it was completed. Most of these objections were from individuals who, mistakenly, believed that the project had been funded by GSI profits from the food service operation at Headquarters.

5. As in any mass institutional food service operation, there are legitimate complaints during certain times of operation. Shortage of GSI personnel at unpredictable times can cause long waiting lines, shortage of utensils, and overflowing dish racks. However, these complaints are minimal and are generally quickly corrected by the Cafeteria Manager, Russ Arnold.

A I U O

~~Internal Use Only~~ 8

2 March 1981

TO THE EMPLOYEE:

You are among the employees at Headquarters and [redacted] who have been randomly selected to receive this questionnaire. The purpose of this questionnaire is to determine attitudes about the cafeteria and its services and to elicit comments and suggestions for improvement. Even if you only rarely use the cafeteria, you are encouraged to make specific comments and suggestions in the space provided at the end of this questionnaire.

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Your views are important and all suggestions will be given serious consideration. If we are able to determine what it will take to increase employee satisfaction with the cafeteria and its services, you may be sure that we will make every effort to implement the necessary changes.

This is a good opportunity for you to make your views known. It should take no longer than 10 minutes to complete the questionnaire. Please return it within 5 working days, just fold and staple the booklet so that the preprinted address is showing and put in the Agency mail.

questionnaire

Thank you for your cooperation,

Max Hugel
Deputy Director for Administration

A I U O

A I U O

1. How often do you buy food or drink in the cafeteria?

Please use the scale below. Select the letter which corresponds to the frequency of usage and write that letter in the column labeled "Frequency." In the next column, indicate the time of day you usually make these purchases. In the last column, enter an estimate of the amount of money you normally spend. *DS*

- a. Daily
- b. 3 to 4 times a week
- c. 1 to 2 times a week
- d. 1 to 3 times a month
- e. Very rarely
- f. Never

<u>Period</u>	<u>Frequency</u>	<u>Usual Time of Day</u>	<u>Amount Spent</u>
Breakfast	_____	_____	_____
Morning Break	_____	_____	_____
Lunch	_____	_____	_____
Afternoon Break	_____	_____	_____
Dinner	_____	_____	_____

2. Which statement best describes your lunch eating habits?

- a. I don't normally eat lunch.
- b. I normally buy lunch in the cafeteria.
- c. I usually "brown bag" and eat it in the cafeteria.
- d. I usually "brown bag" and eat it at desk or elsewhere.
- e. I usually use vending machines to buy lunch.
- f. I usually eat in area fast food restaurants.
- g. I usually eat in other area restaurants.
- h. Other

←
←

more

If you answered c, f or g to Question 2 above, how much do you usually spend for lunch?

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3. In this question, you are asked to evaluate certain aspects of the cafeteria.
 If you use the cafeteria rarely, place a check mark here here
 and skip to question 4. Look at each aspect (X through X) and choose the adjective which most nearly describes your evaluation of that aspect. Place an "x" in the box which corresponds to your choice. (NOTE: The spaces to the left of the aspect letters below are for use with question 3 below.)

(a) (b)

here

The remainder of

- a. Length of line for silverware
- b. Availability of silverware
- c. Line length for food
- d. Range of food selection
- e. Service at food station
- f. Size of portion
- g. Line length for cashier
- h. Cashier service
- i. Tastiness of food
- j. Value of food for price paid
- k. Eating environment

EXCELLENT
 GOOD
 SATISFACTORY
 MEDIOCRE
 POOR, BUT TOLERABLE
 POOR, BARELY TOLERABLE
 TOTALLY UNSATISFACTORY

Now look again at the items above and decide which aspects would have to improve either to raise your level of satisfaction with the cafeteria or get you to use it more. For those aspects which need improvement, determine the order of their importance to you and rank them from most important to least important. Place the number one (1) in the space to the left of the item of the one you consider most important to improve, two (2) in the space for the next most important, etc.

4. How much more would you be willing to spend for lunch in the cafeteria if there were a concomitant improvement in the food or the service?

- a. No more
- b. Up to 10% more
- c. 10 to 25% more
- d. 25 to 50% more
- e. 50 to 100% more
- f. More than twice as much

5. Would you be willing to use the cafeteria for lunch at different times (earlier or later) than you now do if that would lead to an improvement in service or food quality?

- a. Yes
- b. No
- c. Possibly
- d. Not applicable- I don't use the cafeteria.

6. How much influence do you perceive the cafeteria as having upon your overall satisfaction where you work?

- a. The cafeteria is a totally *unimportant* part of my working environment; any change in its quality would *not* affect my overall satisfaction at all.
- b. The cafeteria is but a *trivial* part of my working environment; any change in its quality would *barely* affect my overall satisfaction.
- c. The cafeteria is a *minor* part of my working environment; any change in its quality would affect my overall satisfaction, but only to a *small* degree.
- d. The cafeteria is a *moderate* part of my working environment; any change in its quality would *noticeably* affect my overall satisfaction.
- e. The cafeteria is a *major* part of my working environment; any change in its quality would *substantially* affect my overall satisfaction.
- f. The cafeteria is the *most important* part of my working environment; any change in its quality - for better or worse - would *greatly* affect my overall satisfaction with where I work.

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7. Where do you work?

- a. Headquarters
- b.
- c. Other

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8. What is your grade (or other pay scale equivalent)?

9. How many years have you worked for the Agency?

Please use the space below to express your views about the cafeteria which you think were not adequately covered in this survey. Positive, constructive comments, as well as negative comments, will be greatly appreciated.

*More
Dinner
Lettuce &
Kale
Lemon*

AI 260

LARSAS. Type →

Please return completed questionnaire to
Stanley Leder
Chairman, Cafeteria Committee
ORD AMR
716 Ames

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