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Not Enough Cooks in the Kitchen: Balancing Quality and Speed in Services

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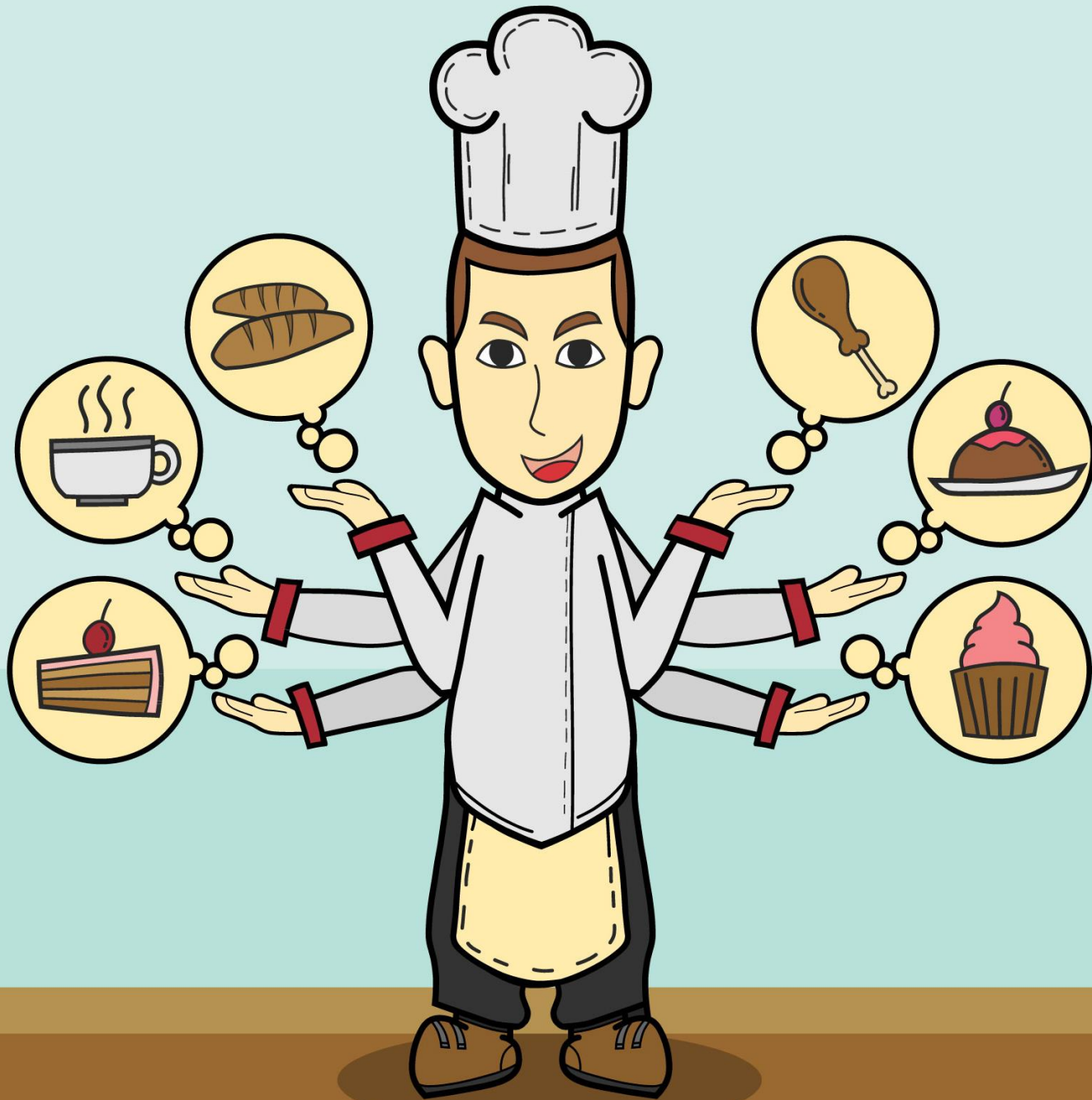


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Not Enough Cooks in the Kitchen: Balancing Quality and Speed in Services

Travis Clamon, Ashley Sergiadis, Jennifer Young
East Tennessee State University





Identify

Recipe for: Faculty Profiles

From the Kitchen of: Digital Scholarship

Enter data manually

Enter data semi-automatically

Check copyright

Search for works online

Collaborate with faculty

Promote profiles



Evaluate

CHOPPING BLOCK

Recipe for: Faculty Profiles
From the Kitchen of: Digital Scholarship
Enter data manually
Enter data semi-automatically
Check copyright
Search for works online
Collaborate with faculty
Promote profiles



Adjust

Recipe for: Faculty Profiles

From the Kitchen of: Digital Scholarship

~~Enter data manually~~

Enter data semi-automatically

Check copyright

Search for works online

Collaborate with faculty

Promote profiles



Services

Resources, activities,
and programs
provided by the library



Tasks

Actions taken by
employees to make the
services happen



Exercise 1: Write services and tasks on recipe card.

Recipe for: **Service**

From the Kitchen of: **Position/Dept./Library**

Task

Task

Task

Task

Task

Task

Task



Recipe for: Instruction

From the Kitchen of: Research & Instruction

Contact or be contacted by instructor

Schedule session(s)

Prepare for session

Teach session

Conduct session evaluation

Report session data (assessment)

Answer follow-up questions



Let's Evaluate the Menu

Alca

Appetizers

Cape Cod Oysters 1 15	Blue Point Oysters 1 10	Cherrystone or Little Neck Clams 95
Filet of Herring in Sour Cream 1 35	Maryland Crab Meat Cocktail 2 15	Antipasto 1 45
Smoked Nova Scotia Salmon 2 15	Florida Shrimp Cocktail 2 00	Smoked Sturgeon 2 80
Canapé of Anchovies 1 10	Maine Lobster Cocktail 2 90	Mignonette Foie Gras 4 60
Seafood Neptune Cocktail 2 60	Beluga Caviar 4 75	Prosciutto Ham 2 80
Imported Filet of Mackerel in White Wine 2 15	Norway Brisling or French Sardines 1 55	Salami 95

Soups

Crème Parmentier85	Clam Stew1 30	with Cream1 90
Consommé Madrilène75	Clam Broth90	with Cream95
Cream of Tomato85	Cream Vichyssoise (cold)95	
Cream of Green Peas85	Onion au Gratin95	Chicken Broth75

Fish

Poached Filet of Columbia River Salmon, Sauce Hollandaise	2 75
Fried Filet of Sole, Sauce Tartare, Saratoga Potatoes	3 10
Broiled Aiguillette of Weakfish, Diablotine Butter, Parsley Potato	3 25
Terrapin Maryland in Chafing Dish, Toasted Corn Bread	7 50

Nos Specialites

Le Filet Mignon Trois Mousquetaires, Flambé à l'Armagnac 6.50
La Poitrine de Volaille Scheherazade 5.15

Entrees

Young Chicken Sauté Mascotte with Artichoke and Rissolée Potato	3 60
Broiled Sweetbread Louise, Maître d'Hôtel, Garden Spinach	3 85
Kernel of Milk Fed Kentucky Lamb, Bercy Sauce and Cauliflower	3 85
Emincé of Chicken Glazed Marie Tempst	4 30
Brochette of Kentucky Lamb on Saffron Rice, Baked Tomato	4 60
Broiled Vibo Farm Rock Cornish Pullet, Diablé, Allumette Potatoes	4 90
Roast New England Partridge on Toast of Foie Gras	6 50

To Order

For Leisurely Dining

Maine Lobster Armoricaïne in Chafing Dish, Rice Pilaff	5 25
Broiled English Sole Colbert (for one)	3 25
Planked Châteaubriand, Fresh Vegetables, Sauce Béarnaise (for two)	15 00
Rock of Kentucky Spring Lamb, Bouquetière (for three)	12 00

From the Grill

Broiled Chicken (half)2 85	Broiled Maine Lobster6 00
Blue Ribbon Minute Steak6 10	Prime Sirloin Steak 7 60
	Lamb Chop (1) 2 65

Cold Buffet

Galantine of Truffled Capon2 95	Milk Fed Chicken (half)2 95
Catshill Smoked Turkey3 45	Smoked Ham 2 85
Cold Duckling (half), Fruit Salad3 95	Virginia Ham 3 55
Assorted Cold Meats 4 10	Roast Beef 4 75
	Waldorf Pâté 2 35
	with Chicken 4 55
	with Roast Beef 5 00

Garniture of Potato Salad Served with Cold Dishes

APPETIZER

Chilled Grapefruit Juice	French Onion Soup
Sacramento Tomato Juice	Soup du jour
Fruit Cup with Sherbert	Shrimp Cocktail *

ENTREE

Choice Sirloin Steak	4.25
Grilled Tenderloin Steak	3.25
Two Loin Lamb Chops with Mint Sauce	2.95
Half Spring Chicken	2.50
Fresh Brook Trout	2.50

Choice of Two Vegetables

SALAD

Chef's Salad

Russian, French or Roquefort Cheese Dressing

RELISH TRAY

CHOICE OF DESSERTS

BEVERAGES

Coffee	Iced Coffee	Sanka
Pot of Tea	Iced Tea	Homogenized Milk

* Shrimp Cocktail, when available, 60¢ extra.

Dunkin Donuts cuts 10% of menu

- the company's goal is to streamline the menu and "enhance speed of service and in-store operations" because consumer research has found that customers "have told us that our menu was too complex and confusing."

DD BOOSTERS		DD DAY MAKERS		BEVERAGES			
<p>Finally, Dunkin' for all! Whether it's our smooth, rich coffee or irresistibly delicious bakery products, now you can bring the taste that keeps the crowd running. Day or night, everyone could use a little Dunkin'.</p>		<p>Want a little bit of something for everyone? DD Day Makers are here! Grab the flavor combinations with mass appeal. It's the Dunkin' that keeps them running, all in one easy order.</p>		FLAT WHITE	3.80	4.50	5.40
DONUTS		TREAT 1 (serves 12) \$19.90		CAPPUCCINO	3.80	4.50	5.40
SINGLE	2.50	1 Dozen Donuts		LATTE	3.80	4.50	5.40
HALF DOZEN (buy 5, get 1 free)	12.50	TREAT 2 (serves 18) \$32.40		LONG BLACK	3.80	4.50	5.40
DOZEN (buy 8, get 4 free)	19.90	1 Dozen Donuts		SHORT BLACK	3.80		
MIXED PACK (3 donuts + 9 munchkins)	12.50	25 Munchkins' Donut Hole Treats		MOCCACCINO	4.20	4.90	5.80
JUMBO MIXED PACK (7 donuts + 15 munchkins)	19.90	TREAT 3 (serves 40) \$59.70		CHAI LATTE	4.20	4.90	5.80
MUNCHKINS*		2 Dozen Donuts		DUNKALATTE	4.20	4.90	5.80
6-PACK	4.20	50 Munchkins' Donut Hole Treats		caramel, mocha			
25-PACK	12.50	*Keep your group running by adding coffee, hot chocolate or cold beverages to your treat.		DUNKIN' ORIGINAL	2.70	3.10	3.60
50-PACK	19.90			add Espresso Turbo Shot or substitute with Soy Milk for 50¢			
FANCIES				add Flavour Shot or swap to Decaf or Trim Milk.			
SINGLE	3.20			HOT CHOCOLATE	3.80	4.50	5.40
HALF DOZEN (buy 5, get 1 free)	16.00			HOT TEA	2.50		
Donut Varieties Include:				KID'S FLUFFY (with Munchkin')	1.00		
Boston Kreme	Glazed Cake			COOLATTA* 3.80 5.20 6.20			
Strawberry Frosted	Bavarian Kreme			SMOOTHIE 4.50 6.50 7.50			
Glazed Chocolate	Glazed			FROZEN DUNKACCINO* 4.10 5.70 6.70			
Chocolate Frosted	French Cruller			THICKSHAKE* 3.70 4.70 5.70			
Strawberry Frosted	Cinnamon			ESPRESSO SHAKE* 4.20 5.20 6.20			
Apple Crumb	Strawberry			add Flavour Shot or Whipped Cream			
Jelly	Butternut			COOLATTA FLOAT* 4.20 5.70 6.70			
Vanilla Frosted	Lemon			SUNDAE* 3.20			
				SOFT SERVE CONE* 2.00			



Photo by Zomato: <https://www.zomato.com/rotorua/dunkin-donuts-rotorua-central/menu>

Chili's cuts 40% of its menu

- “we think we're at a moment with this category, with the tremendous headwinds it's facing, **where less is truly more.**”
- "While we were chasing new platforms, we were **losing our credibility** on what built us," - Steve Provost, CMO

Let's Evaluate the Menu

- When is the last time you evaluated your services?
- Restaurants = Regular Basis

External:

- Customer Demands
- Changes in Food Prices

Internal:

- Profit
- Popularity
- Preparation

Customer Demands

- 2018 National Restaurant Association Outlook
- Fast Convenient Affordable Meals – Chef Inspired
- Independents
- Clean Menus
- Simplicity – Back to basic classic dishes

Evaluation Criteria



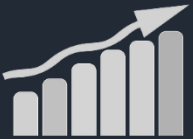
Time

How much the time does the service consume?



Monetary

How much money does the service cost?



Usage

How much is the service used?



Feedback

What has been the feedback about the service?

Evaluation Criteria



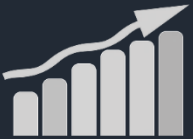
Time (Preparation)

How much the time does the service consume?



Monetary (Price)

How much money does the service cost?



Usage (Demand / Popularity)

How much is the service used?



Feedback (Profit / Value)

What has been the feedback about the service?

Group Discussion: Discuss with your table other evaluation criteria. Write them on the post-it easel pad.



Evaluation Criteria from Discussion

- Does or can the service work with another service on campus?
- Who else in the community provides this service?
- Does the service reach the population with the biggest impact?
- Is the service part of the core services? If not, are the basic services being met first?
- What is the time it takes to do a service and how many people are reached by that service?
- Does the brand/mission/strategic plan of the library fit with the service?
- Is the service a pet project of the staff?
- Does the library have available resources to support the service?
- Are the staff adequately trained in providing this service?
- What is the cost per attendee for the service?
- What is the value or perceived value of the service to the institution at large?
- How relevant is the service?
- Is it expected for the library to provide the service?
- Can the service be outsourced?
- What is the impact of the service to other library departments?
- Do the community/audience needs or demands align with the service?
- Should this service be measured based on impact or numbers (quality or quantity)?
- If there is positive feedback, should the service be expanded?
- Can the service be adjusted? Consider giving trial periods to allow for gradual modification of the service.

Exercise 2 (Step 1): Based on the evaluation criteria, arrange your services from best to worst.

Recipe for: Service
From the Kitchen of: Digital S
Wa wa wawawawa wa
Wa wa wawawawa wa
Wa wa wawawawa wa
Wa wa wawawawa wa
Wa wa wawawawa wa

Recipe for: Service
From the Kitchen of: Digital S
Wa wa wawawawa wa
Wa wa wawawawa wa
Wa wa wawawawa wa
Wa wa wawawawa wa
Wa wa wawawawa wa
Wa wa wawawawa wa

Recipe for: Service
From the Kitchen of: Digital Scholarship
Wa wa wawawawa wa
Wa wa wawawawa wa
Wa wa wawawawa wa
Wa wa wawawawa wa
Wa wa wawawawa wa
Wa wa wawawawa wa

Recipe for: Service
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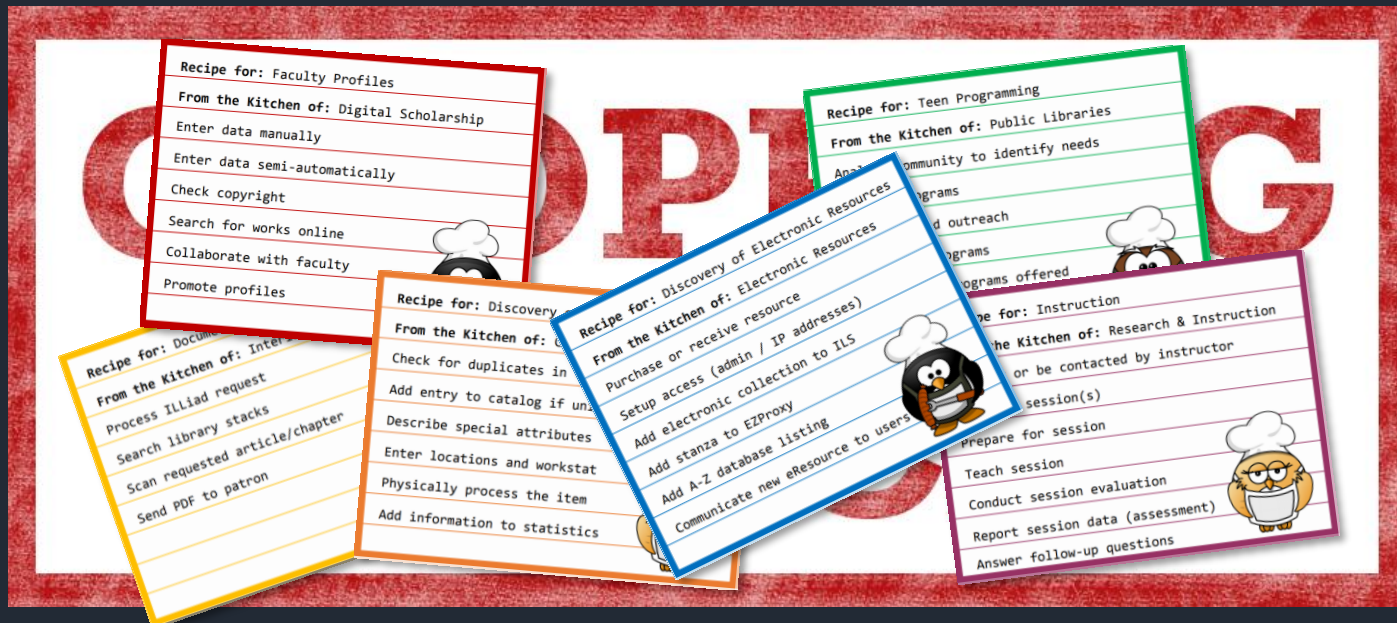
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Wa wa wawawawa wa
Wa wa wawawawa wa
Wa wa wawawawa wa



Exercise 2 (Step 2): Place the bottom two services on the chopping block.

Go to www.menti.com
Use code 351310



What's on the chopping block?

Library of Things

AskChat

Fixed reference service

Seed Lending Library

Gift books

Proctoring

Nonfiction displays Drop in tech help

Video tutorials

Internal communications

What's on the chopping block?

A la cart programming

Adding events to our website

Recording studio

Selecting and ordering materials
Cataloging

Displays

Usage statistics and laptop
maintenance

Annual journal review for liaison
departments

LibAnswers

Course reserves Reference desk

What's on the chopping block?

E-reserves

Binding graduate theses.

Libanswers

Libguides not used

Stand alone reference desk

Adult drop in craft Board game club

class-based one-shot instruction

Writing club Coding club

Shortening the Prep Time



Empower your employees (Delegate!)

Automate

Outsource

Downsize the service

Simplify

Get Organized!

Excerise 3: Discuss with your neighbor ways to save the services on the chopping block. Take back the recipes from the chopping block you think can be saved.

Go to www.menti.com

Use code 351310



Were you able to save your service(s)?

Mentimeter



How were you able to save your service(s)?

Mentimeter





next step

Apply the
concepts

Exercise 4: On a recipe card, write a service that you want to try.

Recipe for:

From the Kitchen of:





Schedule or People Search

Friday, March 2 • 9:00am - 10:15am

Not Enough Cooks in the Kitchen: Balancing Quality and Speed in Services

Log in to save this to your schedule and see who's attending!

<http://sched.co/CvGW>



Community Notes

Do you find it hard to envision the future when you are struggling to keep up with the present? A reality in many libraries is high demand but limited resources. In this session, participants will develop a menu of current services offered in their position or department. After group discussions on criteria for evaluating services and shortening workflows, participants will eliminate one service and/or shorten its prep time in order to add a forward thinking service.

Presentation materials will be available after the conference at <https://dc.etsu.edu/etsu-works/1489/>

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