

# Innovative Application of Points System Management in the College Cafeteria Stalls Management--Take a College Canteen in Heilongjiang as an Example

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**ABSTRACT.** *In order to solve some problems in the daily management of canteen stalls in colleges, fully to mobilize the enthusiasm, initiative, and creativity of employees, to change the bad habits of employees, and to improve the level of catering services in canteens, a college in Heilongjiang introduced a points system based on its own characteristics and applied management mode. This article takes this as an example to explain the problems in the traditional management mode of the cafeteria and the advantages of the points system management mode. It mainly introduces three aspect of periodic check points, daily check points and semester end point evaluation, which is applied in the point system management in the canteen stalls, and it provided a reference for the colleagues in the college food department.*

**KEYWORDS:** *College cafeteria; Point management; Stall management; Food work*

## 1. Introduction

The college canteen reform is as an important exploration content of the social reform of logistics in colleges has also become the focus of the reform. The outsourcing model of canteens in universities has emerged in this context and has been adopted by many domestic canteens. Although this business model not only relieves the pressure of the school canteen operation, but also provides diversified dietary choices for the majority of students. Since colleges are as Party A, whose rights and obligations of the institutions to manage and supervise outsourced stall personnel have not been changed. In the new situation, it is of great significance to study how to operate new management thinking and solve the problems encountered in the daily management of college cafeteria stalls.

## 2. Problems in the Traditional Management Model

In the traditional canteen management mode, the improvement of various rules and regulations is an effective guarantee for the stable canteen operation. However, during the system implementation, the following issues are often encountered. First, the management efficiency is not high. In the traditional canteen management, more operating standards, items placement, sanitary cleaning and other provisions are left only at the level of managerial preaching, because the same problem may occur multiple times at the same stall. It is difficult to keep the penalty to let them form good working habits, thus reducing the management efficiency of cafeteria workers. Second, the stall employees are not motivated and the owners of the stall are accustomed to the state of being watched and told. If the management is strict, and the owners can take actions, which can not motivate owners' subjective initiative and cannot improve the service quality. Third, there is no objective comprehensive evaluation system. The cafeteria management itself is very complicated and trivial. There are not many major events every day, and small things continue. In this kind of work, it is difficult to evaluate the quality of a stall simply based on whether the stall hygiene is up to standard or the catering operations are standardized. Only by establishing an objective, comprehensive, and quantifiable assessment and evaluation system can we realize the entrance and exit mechanism for introducing good and bad products in the stalls. Thus, there will be a sense of competition and crisis among the stalls, and the quality of catering services can be continuously improved.

## 3. Advantages of the Points System Management Model

### 3.1 Canteen Stall Point System Management

The point system is implemented in the colleges canteen stalls. Simply, the traditional canteen management is combined with the point system management and the stalls are used as individual units, with their various aspects of performance evaluated in a comprehensive way, of which using reward points and deduction points. And then it can be linked with the reward and punishment of the stall, the exit mechanism and the ranking of points, so as to achieve the full range of the subjective initiative of employees in the stall.

### **3.2 Advantages of Points Management Application**

The application of points management in the colleges canteen management can effectively solve the problems of canteen management in the traditional management mode, which has the following advantages:

(1) The enforcement of the system has been increased. After the implementation of the point system management, all violations of stall employees will be deducted. Since the penalty is not deducted, the employee's resistance will be weakened. At the same time, the signal of punishment will be received, which greatly increased the system enforcement.

(2) To improve management efficiency and to initiative greatly. The point system management uses reward points to encourage stall employees to develop good habits, and deducts points to constrain employees' bad habits. Employee habits start with daily small behaviors bit by bit. By continuously awarding points and deducting points, stimulating the improvement of employees' behaviors and effectively improving management efficiency, which motivates employees' subjective initiative.

(3) To solve various problems in daily management.

The application of the points system management in the canteen stalls management can be infinitely extended and detailed. For example, linking points with student complaints will improve the stalls service quality. Linking points with health management will quickly improve the stalls' health status. Linking points with the meeting discipline and the meeting attendance and effectiveness can be guaranteed. Linking points with the stall elimination mechanism, and the variety of canteen dishes will be improved.

(4) There is no need to modify rules and regulations and change processes. Each college's catering department has its own management system and its own rules and regulations. Having implementing the point system management, these do not need to be changed. Integration the points and deduction standards into the existing rules and regulations and processed to enter the assessment operation.

(5) Humane is easier to accept.

The core of the point system management is to make self-disciplined employees better, and various evaluation policies and benefits are tilted towards the high score. The performance of employees is recognized through points, which is more humane. The past deduction of liquidated damages are the reduced points, and the signals of employees through bonus points and deductions are easy to accept, which does not need to do too much ideological work for employees.

## **4. Application of Canteen Stall Point System Management**

### **4.1 Periodic Check Points**

Periodic inspection is the main way to earn points for stalls. It can change the owner's idea of passively receiving health inspections into active inspections. In the specific implementation process, the food management department of each college and the inspection contents should be classified in advance. In the fixed periodic inspection time, it needs formulate scoring and points standards. For example, the *Canteen Stall Inspection and Assessment Form* includes rice noodle storage area, cleaning area, cleaning vegetable storage area, seasoning storage area, food supply area, operating room, refrigerator freezer, personal hygiene, environmental hygiene, garbage disposal and warehouse hygiene. After waiting for 11 major categories, 30 inspections were detailed, and inspections were started at 15:00 every Wednesdays. Each inspection will give 100 points to the stall as the basic score. If an inspection fails, 5 points will be deducted. It is divided into 0 points and the passing line, which is 80 points per week. For the violations found in the inspection of each stall, it should be recorded item by item, and the inspection results and scores should be timely reported to the stall owners so that they can make corrections accordingly. An example of the public inspection results of the canteen stall inspection is shown in Figure 1.

Sample

2019-2020-1学期第(11)周二食堂档口卫生检查结果公示																
序号	档口名称	基础分	不合格检查项											综合分数		
			米面粮存放区	清洗区	净菜存放区	调料存放区	调料盒存放区	供餐区	操作间	冰箱冰柜	个人卫生	环境卫生	垃圾处理		库房卫生	
A1	懒人焖饭	100				1		2	1	3		2				75
A2	功夫包子	100			3	1		2						1		80
A3	老台门	100						2	1							90
A4	南北面条王	100					2	2	1							85
A5	脆皮鸡双拼饭	100						2				2		1		85
A6	龙江小吃	100										2				95
A7-10	基本大伙	100			3	1	2	2	1/2	3		2				60
A11	晓光美食	100			3			2	1							85
A13	捞面小面	100				1	1									90
A14	五谷水果煎饼	100		1		1				3		2				80
A17	烫嘴丫麻辣烫	100														100

注: 1. 评分标准: 所有检查项目基础分为100分, 有一项不合格扣5分, 最低分为0分; 2. 不合格检查项中, 所填内容为条款项, 而非分数; 3. 总分=100-不合格项数×5; 4. 检查结果公示期为三天, 如有异议, 请拨打电话: 15164572592

In the unqualified inspection items, the content is filled with unqualified items, not points, which is convenient for the stall owner to make corrections.

#### 4.2 Daily Check Points

Daily inspection and daily rectification are the routine requirement of canteen management. The point system management is linked to daily inspection. According to the canteen management system, the violations that are checked out every day can be deducted from the points accumulated from the periodic inspection of the stall and ordered it to rectify. If during the daily inspection, the management found that there were violations in the stall, they can issue a "Order for Rectification Notice", each of which is worth 5 points, and the points can be calculated based on the number of rectification items. If the rectification within the time limit is not completed on time, the liquidated damages may be deducted according to regulations, or points may be deducted according to the time exceeding the time limit until completion. It should be emphasized here that the deduction is only for the general problems in the canteen management system. When encountering serious problems such as unauthorized purchases and cash receipts at the stall, staff members can directly deduct their defaults in accordance with traditional management methods.

#### 4.3 End of Term Scoring

Based on the total score of each stall at the end of the semester, the canteen can make a comparison on the floor as a unit, and rewarded the stall with the highest score, or punished the stall that does not meet the standard. If the stalls performed well, they can be rewarded with one mobile red flag. The suspension time will be until the end of the next semester, and they will be eligible for the weekly inspection of the next semester. However, stalls with a total score below the total qualifying baseline may be deducted from liquidated damages or other appropriate means according to their difference. It is particularly emphasized that during the daily inspection, the stalls that seriously violated the management regulations of the center may be disqualified for the semester's awards and awards. If the outstanding stalls were assessed in the previous period, the mobile red flag should be withdrawn. The college food departments should formulate their own points system evaluation methods according to their actual conditions to ensure the effective implementation of the points system management.

#### 5. Summary and Outlook

The introduction of the innovation of the point system management has further strengthened the system construction of canteen management in colleges, better stimulated the subjective initiative of employees, and improved the canteen management efficiency and quality of catering services. In the future practical application process, conference attendance, professional training, union activities, technical examinations, student complaints, stall turnover, and democratic assessment can be flexibly integrated into the management mechanism to form a comprehensive comprehensive stall assessment. The evaluation system provided a persuasive objective basis for the canteen stalls to evaluate the differences, to attract the best, and to introduce the best.

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