

The Application Strategy of Refinement in University Catering Management Service

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ABSTRACT. The focus of the refined management model lies in detail management, which is also the main management model in other industries. In the catering management of colleges and universities, due to the school's simulation of the operation of enterprises, logistics services need to improve their management level and service quality through refined management. In college catering management, the application of refined management has achieved very significant results. Therefore, this article analyzes the refined application of catering management services in colleges and universities, regulates the content of management services, and provides references for college catering management.

KEYWORDS: Refinement, College catering management service, Application strategy

1. Introduction

The main purpose of catering management in colleges and universities is to provide better catering services for schools, teachers and students. It has certain welfare in nature. This feature also makes college catering management services and social catering management models different. This is also the behavior standard of catering management in colleges and universities. Moreover, college catering management services need to meet economic needs and educational needs. While meeting the welfare of college catering, it also needs to pay attention to cost issues. School catering services also need to focus on economic benefits, and need to meet the dual characteristics of marketability and public welfare while operating and managing. In college catering management, it is necessary to simulate the development of enterprise. In order to obtain sufficient economic benefits, the internal management model needs to be optimized. As a common nursing model for enterprises, refined management needs to introduce a deeper thinking model and management model to achieve optimal development by reducing management consumption and management costs. In the catering management service of colleges and universities, it is necessary to manage from multiple aspects such as production, saving and safety, and implement refined management in the entire catering management link.

2. The Application of Refined Management in Employment

The service industry has been facing the phenomenon of recruitment difficulties, and it is also facing this problem in college catering services, which is also the main factor affecting college catering management. In order to ensure the quality of service, it is necessary to optimize the labor links, make the most reasonable use of employees, improve employees' enthusiasm for work, and solve the problem of recruitment difficulties. In college catering management services, managers need to establish a reward mechanism in multiple links such as scheduling and division of labor, so that employees can work efficiently during working hours, and by establishing a reasonable overtime system, so that employees will not reduce work efficiency during overtime. Through the establishment of a reasonable overtime mechanism, so that employees can get enough rest without affecting normal life. Refined management is based on the "Labor Law", and reasonable scheduling and incentives can greatly improve the work efficiency of laborers. However, this is an overtime system formulated without violating the labor law and cannot affect Personal interests of employees.

In domestic colleges and universities catering management services, through the comprehensive working hours system and post mixing, etc., very good results can be achieved in employment arrangements. In the normal working hours of employees, work tasks are arranged at each time, and the team mode is no longer used, and the post-combination mode is used to improve labor efficiency. Set up overtime application. Overtime application allows employees to apply for overtime flexibly according to their own time. More work will increase employee enthusiasm, stabilize the workforce, and transform passive overtime into active overtime.

3. Refined Safety Management

Food safety has always been a key issue in college catering management services. If food safety cannot be guaranteed, it will affect the stability of the school. Food safety inspections need to be implemented in the entire college catering management service. The refined management model requires managers to establish a sound food safety inspection system, cultivate the safety awareness of the staff, pay attention to every aspect of daily work, and formulate a more detailed management system.

The application of refined management in the safety management of college catering can effectively ensure food safety and the safety of school personnel. Managers need to establish a proper food safety and sanitation mechanism, and use effective testing methods to inspect food safety in multiple links such as processing and sales. Properly disinfect the tableware needed for catering to avoid the occurrence of poisoning accidents. In terms of production safety assurance, daily safety training needs to be done. When applying the equipment, follow the operating procedures in the instructions to avoid improper operations affecting the personal safety of the staff.

4. Application of Refined Management in Production

The entire catering production link is very complex, involving multiple links such as procurement, processing, cleaning, and disinfection. Any problem in any link will cause problems in the entire production link, leading to food safety problems. Therefore, in the actual production process, refined management needs to be applied to the entire management process. Managers need to clarify the person responsible for each link to reduce the probability of foreign objects in the canteen. In the procurement, supply and inspection links, professionals need to be responsible for them and inspect the quality of food, especially for goods with a lot of dry materials. A professional team needs to be formed to select dry goods such as fungus. Once found Remove the foreign matter in the material. And establish a punishment mechanism, once a student finds a foreign object in the food, the person responsible and the inspector will be held accountable for appropriate punishment. In the process of making meals, in order to avoid clogging of the sewer, it is necessary to strengthen the sense of responsibility of the chef to avoid clogging of the sewer.

5. The Application of Refined Management in the Service Link

In the catering management service of colleges and universities, due to the large number of students in the school, it has the characteristics of a large number of services and a single service form in the operation process, which is also different from social restaurants. The service quality of the school cafeteria is mainly reflected in the convenience of the school service staff's window service attitude and civilized language. If there are problems in these two aspects, it will cause a negative evaluation of the entire dining chair department. Moreover, although the content of catering services in colleges and universities is small, due to the large number of people and the high frequency of service, it is difficult for the window staff to ensure a full service attitude under long-term work. To solve this problem, it is necessary for college catering managers to develop a training plan to ensure that the staff can provide high-quality services to teachers and students and avoid affecting the mood of the diners. In service management, in order to improve the work quality of employees, it is necessary to formulate corresponding reward standards and reward those who perform well.

6. The Application of Refined Management in the Saving Link

The school's catering department needs to use a lot of water and electricity, so it is also necessary to apply refined management to save work. From the aspects of technical energy saving and management energy saving, reduce the cost of the canteen department and do a good job of cost management.

In the conservation management, the school can transform the hardware facilities used in the canteen to reduce energy consumption from the equipment, use the energy-saving steamer in the college canteen, turn the stove into an energy-saving stove, and use the rice wash water as the water for cleaning the staff's clothes. The transformation of hardware facilities reduces energy consumption in the canteen. In terms of internal management, staff are required to turn off lights and gas at will, implement resource management such as water and electricity, use vegetable washing water to mop the floor, make the best use of materials and reduce water consumption.

7. Strengthen the Quality of Refined Management through Communication

The main criterion for evaluating the quality of catering management is the satisfaction of students. In order to achieve sustainable development of catering management services in colleges and universities, it is necessary to continuously improve the quality and variety of dishes and improve the dining environment. In the course of catering

operations in colleges and universities, there are often complaints, which will affect the enthusiasm of employees and the school atmosphere. In order to improve service quality, it is necessary to actively communicate with students, ask students their opinions on dishes, and optimize the quality and taste of dishes. Half of the students' complaints are caused by the lack of timely information exchange, and the students' opinions are not answered in time, which makes the accumulated conflicts between the school cafeteria and the students increase and affects the internal harmony of the school. Therefore, it is necessary to strengthen the communication link. The application of refined management awareness to resolve conflicts in a timely manner.

In order to solve communication problems, the canteen can set up a service demand inquiry department to collect opinions on the platform and give feedback to teachers and students in a timely manner. Set up staff on duty in the cafeteria every day to deal with students' opinions and complaints in a timely manner. The cafeteria department can also actively cooperate with the student union by setting up a supervision team composed of representatives of the student union, holding regular seminars and soliciting opinions from other personnel in the school. In order to improve students' understanding of the canteen, some student representatives can visit the kitchen and warehouse of the canteen, observe the processing location, and prove the safety of the canteen.

8. Conclusion

In actual management work, while meeting the needs of social benefits, it also needs to have certain economic benefits. In the catering management service of colleges and universities, it is necessary to improve the quality of the canteen from various aspects such as improving the service system and improving the comprehensive ability of the students, enhancing the management control and execution ability, so that the refined management can be further applied in the efficient management service. Improve the service quality of catering management services in universities and realize the further development of catering management in universities.

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