

KITCHEN HANDBOOK



Fall 2009

FRATERNITY PURCHASING ASSOCIATION

The nation's largest student-run cooperative purchasing association

Owned and Operated by Penn State Fraternity and Sorority Chapters Since 1967

226 East Nittany Avenue • State College, Pa 16801

Voice: 814-237-8800 • Fax: 814-237-8805 • [Email: fpa@fpacoop.com](mailto:fpa@fpacoop.com)

Visit us at <http://www.fpacoop.com/> for vendor info, prices, updates, etc.

[Click here to return to your online list of FPA Handbooks](#)

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Running your own Food Service Program

What do you need to know to run your food service program? Find the answers to the questions below – and call FPA if you need some help.

- What is my weekly food budget?
- How much of my budget is just for lunch and dinner per brother per day?
- How can I keep track of weekly spending quickly and easily?
- How many brothers will be eating lunch?
- What time do we want lunch delivered?
- How many brothers will be eating dinner?
- What time do we want dinner delivered?
- How do I handle **beverages** like milk, juice, water, ice tea, coffee, etc?
- How can I get a **FREE juice machine or coffee machine?**
- What **breakfast program** do I want (cereal/milk; bagel/bread/muffin; juice/coffee, etc)
- What **weekend food** do we want to organize? Regularly, or just now and then?
- How can I take care of **Special Events** like Homecoming and Parents Weekend?
- What other items do I need (**paper/janitorial supplies, condiments**, etc.)
- How can looking over the cooks/house duty list keep you kitchen running smoothly?
- How to keeping in contact with your cook will work for a smoother operation?

Now What? Call Bobby Scott at FPA to improve your meal plan **WITHOUT** spending a whole lot more time and money.

Bobby can help coordinate bread, bagel, milk & other deliveries.

He will find the right supplier for your breakfast foods, weekend meals, paper and cleaning suppliers, and help with any catered meals for your house.

Call 237-8800 - drop by - or <mailto:fpa@fpacoop.com> to learn more

This is a FREE service to FPA members

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Lunch & Dinner Contract Catering

FPA has 4 catering companies that deliver meals every day. Use them for:

- Lunch and dinner 5 days per week
- Dinners only
- Weekend meal(s)
- Special event brunch
- Fancy dinners for alumni, recruitment, homecoming, parents weekend, etc.
- Occasional brotherhood dinners

You can sign up for the meals you want – Just one day a week or all your meals.

The benefits of working with one company are better pricing and less coordinating work (for you); the benefits of working with several companies is greater variety.

If you choose one of these companies, they will meet with you and:

- **determine a menu plan – favorite meals (and ones you do not want!)**
- **deliver meals at a pre-arranged time**
- **deliver the exact number of meals you want each day, and for each meal**

REMEMBER – YOU CAN CUSTOMIZE THE NUMBER OF MEALS NEEDED

IF YOU HAVE FEWER GUYS EATING ON WEDNESDAY DINNER, CUT BACK THE COUNT

IF YOU HAVE MORE GUYS OR GUESTS ON THURSDAYS, ADD A FEW MEALS THAT DAY.

NOTE: SOME CHAPTERS HAVE FEWER LUNCHESES DELIVERED SINCE GUYS ARE ON CAMPUS.

To learn more about your catered meal options [click here](#)

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How To Order Contract Meals

1. **Call Bobby Scott at FPA (237-8800)** if you want some info or call the caterer directly

Chefrey's Catering: Jeff, 867-1558

Jack Sherlock: Jack, 222-0115

Hoag's Catering: Skip, 238.0838

Evangelista's Café: Sam, 278-6880

2. **Call on Wednesday** the week before you want meals (unless on semester contract)

3. **Provide feedback to your Contract Caterer (or call FPA) if dissatisfied with:**

- Portion Size: not enough or too much food
- Delivery: if they are consistently late or early
- Quality: if you don't like something - ask to improve it or take it off the menu.

**FOR THE BEST MEAL PLANS MAKE SURE YOU GIVE SPECIFIC
FEEDBACK TO YOUR CATERING COMPANY**

CALL FPA WITH ANY PROBLEMS

237.8800 or email: fpa@fpacoop.com

Breakfast Options

Let FPA help you create an easy breakfast program to fit your budget. Choices include:

- Coffee (includes free machine)
- Bulk or boxed cereals
- Milk in bulk (for dispenser units) in gallons, ½ gal, quarts, pints or ½ pints
- Juices (bulk OJ for your milk dispenser, or several juice varieties in small sizes)
- Bagels, breads, english muffins, waffles, pancakes and more hot choices
- Eggs, sausage, frozen home fries, etc....again, all the time or once in a while
- Cream cheese, jelly, & butter in single serve sizes to eliminate waste

Call Bobby Scott at FPA

He will locate the best suppliers for your breakfast plan – and weekend meals, too.

Call **237-8800** - or drop by - or [email **fpa@fpacoop.com**](mailto:fpa@fpacoop.com)

This is a **FREE** service to FPA members

How To Order Food & Supplies

1. **Read your Vendor Guide, Product List or Handbook** (all available **FREE** from FPA) to learn what suppliers offer, how much they charge, their minimum delivery amounts and delivery days.
2. Try to **take a quick inventory FIRST** so you order everything you need, and avoid over-ordering
3. **Call your supplier in advance** and place your order
4. **Specify what you want & when you need it & how much you need** (full or split case, weight, etc.)
5. Ask if the items you order **are in stock** – if not, consider alternative suppliers to meet your needs
6. **Give them your Chapter Name and FPA Number**
7. **Leave your name, phone number** and best time to call in case there are questions on your order
8. Make sure someone you trust is **available when items are delivered W/FPA Card when Necessary.**
9. **Review the invoice** - make sure everything you ordered has been delivered, and is in good shape
10. **Call the supplier with any problems** or questions **right away**
11. **CALL FPA IF YOU ARE NOT SATISFIED AND WE WILL WORK TO MAKE IT RIGHT**

How To Call In Repairs

- Whenever possible work with your FPA inspector, General Contractor, Advisor or House Corporation Officer to make sure that someone with experience is helping you determine what needs to be done, roughly how much it will cost, and who has done that work at your house before.
- Contact the Contractor of your choice**
- Call FPA if you have any questions BEFORE** making the repair call
- Give them your chapter name, address, and FPA Number
- Tell them SPECIFICALLY what's wrong and WHERE SPECIFICALLY the problem is** (third floor commode next to the outside wall keeps running – lights in room #20 on the second floor has no electricity – triple sink in kitchen has a leaky faucet)
- Ask them **WHEN** you can expect the repair man to arrive
- Make sure someone you trust is around to meet the repairman and that they know what, where, etc.
- Call the contractor with any questions or concerns right away!

CONTACT FPA

IF YOU ARE UNABLE TO GET SATISFACTION FROM THE CONTRACTOR

AND WE WILL WORK TO MAKE IT RIGHT.

Juice & Coffee Machine Programs

Curtze, US Food & Sysco offer juice and coffee machine programs when you buy:

- Coffee in packets – each packet makes one pot of ‘joe’
- “Bug Juice”
- Breakfast Juices
- Ice Tea
- Lemonade

Machines are usually ‘free’ if you meet purchase minimums

Repairs and labor are free – you pay only for the parts – unless you damage the unit

Want to know more – Call Bobby Scott at the FPA – 237.8800 or 574.6515

PLEASE NOTE: Damages to machines while in your chapter are your responsibility – either to pay for the repairs or replace the machine – worst case.

How To Get Coffee & Juice Machines

Just Call Bobby Scott at FPA—237-8800 or email him at fpa@fpacoop.com

KITCHEN HOOD AND DUCT CLEANING

Every fraternity using their kitchen stove, fryer, or grill needs to remove grease deposits from the hood and duct systems in their kitchen.

Why: Grease that is NOT removed builds up in the hood and duct work and is a fire risk. Grease deposits also reduce the effectiveness, and useful life of your exhaust fan.

FPA coordinates Hood and Duct cleanings at the beginning of each semester. Call FPA to schedule this service.

FOR MORE INFO CALL BOBBY - 237-8800 OR [click here to request a hood cleaning online](#)

GREASE BARRELS

Chapters with deep fryers MUST comply with local codes disposing of kitchen grease and fats.

Grease barrels can be secured by calling the FPA office at 237-8800.

FOR MORE INFO CALL BOBBY - 237-8800 OR [click here](#) –form will be available soon!)

FPAccess Charge Cards

FPAccess Charge Cards

POLICIES & PROCEDURES

You need an FPAccess Charge card to make purchases for your chapter from local FPA vendors.

All charge cards must be ordered by the chapter treasurer, in person, at the FPA office.

Cardholders have photos taken at the FPA office **Tuesdays or Fridays from 1 – 4 PM**

There is a \$2 charge per card that will be included on your chapter's FPA bill.

There is a charge of \$10 for a lost charge card.

Cards remain the property of FPA. When a chapter's purchasing privileges are revoked, cardholders must turn their charge card in to the FPA office

FAILURE TO RETURN THE FPAccess CARD WILL RESULT IN A \$500 FINE.

All FPA vendors reserve the right to refuse any charge and confiscate cards from any person trying to make an unlawful charge.

Cards remain the property of FPA and will be revoked if:

- Cards are misused-
 - using expired cards,
 - lending cards
 - making personal purchases
- Treasurer or alumni advisor requests a cardholder's privileges be revoked
- Chapter bills become delinquent

RESPONSIBILITIES

Cardholders are responsible to know and to adhere to all rules and regulations associated with the use of the card.

Each cardholder must sign an agreement form when charge cards are issued.

Click here for:

[FPAccess CHARGE CARD VENDOR STORE HOURS & PROCEDURES](#)

FPA Access CHARGE CARD STORE HOURS & PROCEDURES

FOOD VENDORS	HOURS	MIN. ORDER	ADDRESS	PROCEDURE
CANYON PIZZA 867-5672	11a-3a S-W 11a-4a Th-Sat		260 E. Beaver Ave.	Present FPA card BEFORE purchase. Phone orders: give FPA info FIRST
CICI'S PIZZA 237-6001	11:00 AM – 10:00 PM MON – SUN		1654 N. Atherton St	Present FPA card BEFORE purchase. Phone orders: give FPA info FIRST
DOAN'S BONES 861-7675	10:30 AM – 8:00 PM Del. days: Mon – Fri	\$50	3180 W. College Ave.	Present FPA card BEFORE purchase. Phone orders: give FPA info FIRST
GUMBY'S PIZZA 234-4862	3p-2a M-W 3p-3a Th-Sat 11a-1a Sun		300 S. Pugh St.	Present FPA card BEFORE purchase. Phone orders: give FPA info FIRST
PAPA JOHN'S 234-7272	10a-3a S-W 10a-4a Th-Sat		S. Atherton St.	Present FPA card BEFORE purchase. Phone orders: give FPA info FIRST
PAPA JOHN'S 238-7272	10a-3a S-W 10a-4a Th-Sat		N. Atherton St.	Present FPA card BEFORE purchase. Phone orders: give FPA info FIRST
Evangelista's Cafe 278-8660	11am-7pm Mon – Sun		616 W. College Ave.	Present FPA card BEFORE purchase. Phone orders: give FPA info FIRST
FRESH HARVEST KAFE 272-6400	8am – 11pm M-F 10am – 11pm Sat-Sun	\$10	421 E. Beaver Ave	Present FPA card BEFORE purchase. Phone orders: give FPA info FIRST
IRVING BAGELS 231-0604	11am-8pm Mon –Sun	3 doz. Bagels; daily delivery by 7am with 24 hour notice	110 E. College Ave.	Present FPA card BEFORE purchase. Phone orders: give FPA info FIRST
JIMMY JOHN'S 234-6064	11am – 3 pm Mon-Sat 11 am – 12 am Sun	\$50	220 W. College Avenue	Present FPA card BEFORE purchase. Phone orders: give FPA info FIRST
ROLY POLY 867-4930	10am –9pm M-Sat 11am-9pm Sun	\$30	107 E. Beaver Ave.	Present FPA card BEFORE purchase. Phone orders: give FPA info FIRST
SUBWAY 231-0233	11a-10p M- R 10a-2a F-S/ 11a-10p Su	\$40	454 E. College Ave.	Present FPA card BEFORE purchase. Phone orders: give FPA info FIRST
UNCLE CHEN'S 238-1985	11a -11:30 p Mon-Sun		157 S. Garner St	Present FPA card BEFORE purchase. Phone orders: give FPA info FIRST
Wings Over Happy Valley 237-5700	4p-1a M-W 11a – 3a Thurs-Sat 12p- 1a Sun	\$20	536 Westerly Parkway	Present FPA card BEFORE purchase. Phone orders: give FPA info FIRST
GIANT FOODS 237-1828	7am-10pm Mon-Sat.	\$5	255 Northland Center	Go to service desk FIRST; get charge slip BEFORE cashier rings order, show slip.
GIANT FOOD 861-2578	7am-10pm Mon-Sun	\$5	2222 East College Ave.	Go to service desk FIRST. Show cashier charge slip BEFORE checkout
MCLANAHAN MARKET 234-5800	7:30am-10p Mon - Sun		Allen St.	Place order and present FPA Card at register
MCLANAHAN STUDENT STORE 238-2252	7am – 12 am Mon – Sun		College Avenue	Present FPA Card to cashier at register
WEIS FOOD 231-8397	7a-10p M-Sat 8a –9p Sun		110 Rolling Ridge Drive	Go to service desk FIRST; get charge slip BEFORE cashier rings order, show slip.
WEIS FOOD 237-2500	7a-10p M-Sat 7a –9p Sun		1471 Martin Street	Go to service desk FIRST; get charge slip BEFORE cashier rings order, show slip.
WEIS FOOD 238-1821	7a-10p M-Sat 7a –9p Sun		Westerly Parkway	Go to service desk FIRST; get charge slip BEFORE cashier rings order, show slip.
WEIS FOOD 355-0376	7a –10p M-Sat 7a –9p Sun		Bellefonte	Go to service desk FIRST; get charge slip BEFORE cashier rings order, show slip.

FPAAccess CHARGE CARD STORE HOURS & PROCEDURES, continued...

NON-FOOD VENDORS	HOURS	ADDRESS	ADDRESS	PROCEDURE
BEST EVENT RENTAL 238-3037	8:30am-5:30pm Mon. - Sat.		118 N. Sparks St.	Present FPA card and sign invoice.
KINKO'S 238-2679	7am – 12 am Sun-Thurs 7 am – 9 pm Fri-Sat		101 North Atherton Street	Present FPA card to cashier at check out.
AVANT GARDENS 231-1212	9a-5:30p M-F 9a-5 p Sat	\$15 minimum \$3 del. charge	242 Calder Way	Present FPA card BEFORE purchase. Phone ordering: give FPA info FIRST
GEORGE'S FLORAL 237-2722	9am-6pm Mon-Sat	\$15 minimum \$5 del. charge	482 East College Avenue	Present card BEFORE purchase. Phone orders: give FPA info FIRST
WOODRING'S FLORAL 238-0566	9a – 6p M-W 9a – 8p Th – F 9a – 6p Sat noon – 4p Sun	None for pickup \$15 for del.	145 S. Allen St.	Present card BEFORE purchase. Phone orders: Give FPA info FIRST
AUMAN'S KEY SHOP 237-1398	9-5:30 M - F		1383 E. College Ave.	Present FPA to cashier and sign invoice
LOWE'S 321-9130	7a-9p M – Sat 9a-7p Sun		104 Valley Vista Road	Must check out at contractor register and Show FPA CARD

FPA

226 E. Nittany Avenue State College, PA 16801

HOURS OF OPERATION: Monday thru Friday 8:30am-4:30pm

phone (814) 237-8800 fax (814) 237-8805

E-MAIL: fpa@fpacoop.com WEB SITE: www.fpacoop.com

STAFF PROFILES

JAY SLETSON

MEMBER RELATIONS

VENDOR NEGOTIATIONS

CONFLICT RESOLUTION

BOARD ORIENTATION & LIAISON

ALUMNI AND HOUSE CORP RELATIONS

EZ CARE

SERVICE & PROGRAM DEVELOPMENT

BOBBY SCOTT

COOK ORIENTATION

FOOD VENDOR LIAISON

CHAPTER FOOD SERVICE SUPPORT

MENU PLANNING

HOOD CLEANING AND INSPECTION

COOK PLACEMENT

CATERER ASSISTANCE

KITCHEN VISITATION

GREASE BARRELS

KITCHEN BUDGETING

LINDA NEFF

TREASURER

MEMBER BILLING & COLLECTIONS

ORIENTATIONS

GENERAL ACCOUNTING

WEB SITE UPDATES

CAROL DALE

SORORITY ORIENTATION

VENDOR PAYMENTS

INVOICE TRACKING & RETRIEVAL

VENDOR RELATIONS

NEW VENDOR ORIENTATION

HOMECOMING COMMITTEE LIAISON.

KATE TORNITORE

INVOICE PROCESSING

VENDOR SHUT-OFF NOTIFICATION

SUPPLY OFFICER

FPACCESSCARD COORDINATOR

FILING AND CLERICAL