**Day 1-**

(1 hour) Take a walking tour of the tower, atrium, Kellogg, and JRB buildings with the hospitality supervisor

* Nourishment rooms
* Galleys, go through galley manual

(2 hours) Shadow a PFSA in the tower

* Observe hand hygiene procedures, 2 patient ID’s
* Observe tray passing/pick up
* Observe phone etiquette
* Help assemble galley orders
* Have the PFSA explain how par stock is ordered for the tower
* After observing the work flow and job description of a PFSA, discuss areas to improve upon the position.

(2 hours) Shadow a PFSA that is doing the par stock in the atrium at noon

* Observe how par levels are maintained
* FIFO
* Are we over or under stocking? Putting stock away in the designated room?

(1 hour) Shadow either position #29 or #18

* Observe how par stock orders are filled for the tower
* Discuss and suggest areas for improvement

**Day 2**

(1 hour) Discuss hospitality supervisory roles

* Discuss PFSA scheduling and staffing configuration
* Discuss emergency breakdown
* Discuss ideas for change

(1 hours) Work with hospitality supervisor to complete par stock/nourishment audits

* Test tray temperatures on the floors
* Create a template for testing trays that is more elaborate considering taste/texture, appearance, temperature, quality, etc.

 (2 hours) Shadow the hospitality supervisor as they make rounds on the floors

* Monitor breaks
* Check dish machine temperature log book for completion
* Check eye wash log for completion
* Monitor cleanliness of nourishment rooms
* Monitor proper food handling and hand hygiene practices