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MEMORANDUM

From: Site Director, Center for Service Support Learning Site, Fort Lee

Subj: CULINARY SPECIALIST "A" SCHOOL STANDARD OPERATING PROCEDURE
(SOP)

Ref: (a) NAVSUP Publication 486, January 2010
(b) Navy Food Service Operation Handbook, 1st edition
(c) Tri-Service Food Code
(d) CSSINST 1500.1(series)
(e) CSSINST 1410.1(series)

Encl: (1) Culinary Specialist "A" School Standard Operating Procedure (SOP)

1. Purpose. To establish policy and provide guidance on the proper operation of the Culinary Specialist "A" School. This SOP will be a go to reference for all instructors assigned and will communicate all required standards linked to execution of the entire curriculum of CS "A" School. It will also encompass all standards based on the day to day operation of the learning site and policy on duties and responsibilities of instructors assigned.

2. Review. This SOP will be reviewed for accuracy annually and updated by the Site Director.

J. O. TEASLEY

CENTER FOR SERVICE SUPPORT
LEARNING SITE FORT LEE



CULINARY SPECIALIST "A" SCHOOL
STANDARD OPERATING PROCEDURE (SOP)

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CENTER FOR SERVICE SUPPORT MISSION STATEMENT



We provide Sailors in the Naval Administration, Logistics and Media communities the knowledge and skills to support the Fleet's war-fighting mission.

To accomplish this we:
Plan, develop and maintain our training infrastructure.

Deliver training and education to enhance the professional and personal abilities of our Sailors.

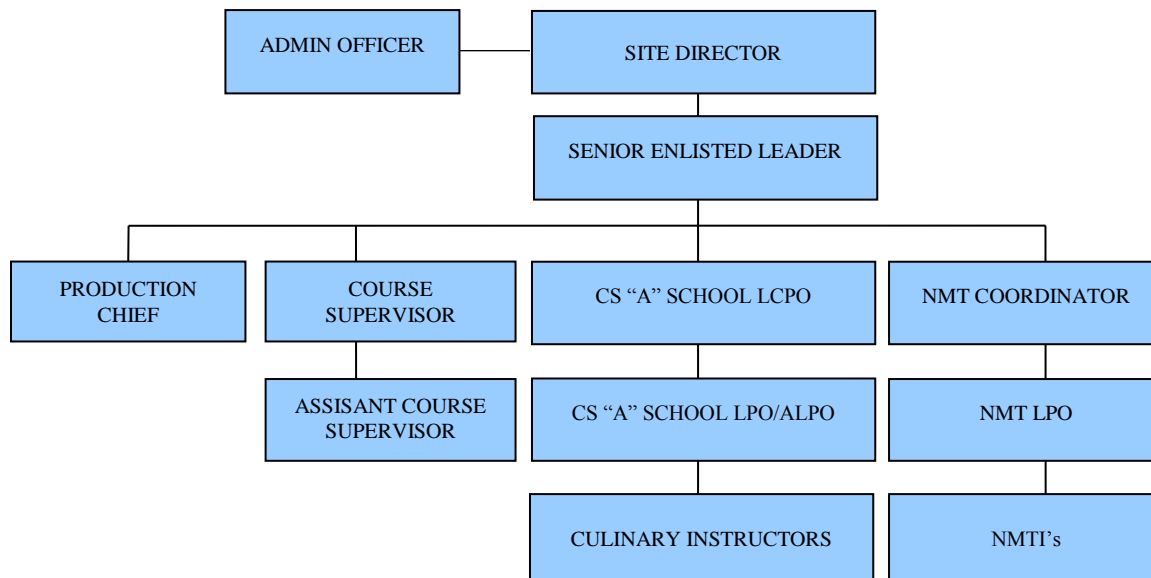
Interface with support Naval communities and Fleet customers to validate Fleet training requirements and ensure alignment of training objectives.

1. Introduction. Welcome to Center for Service Support Learning Site, Fort Lee and Culinary Specialist “A” School! You have arrived at the origin of all Sailors heading to fleet as United States Navy Culinary Specialists. Our mission is the expert training of new accession Sailors to relieve us in the operational Navy as the “Heart of the Ship, Morale of the Fleet”. This SOP will be a solid foundation of knowledge for you to succeed during your time assigned to CSSLS Fort Lee. Once you have reviewed this SOP, begin executing it and continually seeking opportunities to learn and improve. Then provide feedback and ask questions! We can always get better and you will be a part of improving upon our process.

2. Overview. The Culinary Specialist “A” School is a 5 week, 25 training day course beginning with nine days devoted to academics (Organization of the General Mess, Sanitation, Wardroom, Nutrition, Equipment, Recipe Conversions, Forms, etc.), eight days of US Army Joint Labs (Techniques of Cookery and Small Quantity Baking), five days in the Navy Specific Lab (Galley), a day devoted to a Salt Water Trip to a fleet galley and two days devoted to graduation preparation and ceremony. The schoolhouse delivers 1,200 new fleet CS’s annually and functions in a challenging joint service environment with the Air Force, Marines, Army and Coast Guard.

3. Description. Review this SOP in its entirety and ensure you understand it. This contains standards you will be expected to uphold and extremely important information to ensure your success and the students. As previously mentioned, if you are unsure or need clarification ask your supervisor until you fully understand.

4. Organization. The Chain of Command at CSSLSFTLE is illustrated below:



- a. Site Director. Represents the Commanding Officer at the Learning Site level. Senior rater for E6 and above, reporting senior for E5 and below.
- b. Senior Enlisted Leader. Represents the Command Master Chief at the Learning Site level. Senior rater for E5 and below, rater for E6 and above.
- c. CS "A" School Leading Chief Petty Officer. Responsible to Senior Enlisted Leader. Direct supervisor to CS "A" School Leading Petty Officer(s). Approves all watch-bills (excluding instructor watch bill), request chits, reviews leave/appointments and supervises day-to-day operation of the schoolhouse.
- d. Course Supervisor. Responsible for ensuring the proper administration of the curriculum, qualification and evaluation of all instructors, approves instructor watch bill, reviews leave and appointments. Fills role of LCPO in that persons absence.
- e. Production Leading Chief Petty Officer. Responsible for the direct supervision of all laboratory training including both Army Joint Labs (Techniques of Cookery and Small Quantity Baking) and the Navy Lab (Galley). Ensures proper execution, material condition, food orders submitted and liaises with the Army regarding the Joint Labs.
- f. Assistant Course Supervisor. Responsible to the Course Supervisor to assist in the execution of all duties in support of administering the curriculum. DOES NOT directly supervise instructors unless filling in as Course Supervisor in the persons absence.
- g. CS "A" School Leading Petty Officer(s). Responsible to CS "A" School LCPO. Direct supervisor to all Culinary Instructors. Reviews all watch bills, request chits, reviews leave/appointments and supervises day-to-day operations in the schoolhouse.
- h. NMT Coordinator. Responsible to Senior Enlisted Leader. Direct supervisor to NMT Leading Petty Officer/NMTIs. Responsible for the continued military training of all students assigned including marching/cadence, military formations, Student Leader Program, administration of student duty section and training/qualifying all NMT Instructors. Also approves NMT watch bill.
- i. NMT Leading Petty Officer. Responsible to the NMT Coordinator. Direct supervisor of all NMTIs. Reviews all watch bills, request chits, reviews leave/appointments and supervises day-to-day operations in the barracks.
- j. Culinary Instructors. Responsible to the CS "A" School Leading Petty Officer. Directly supervise all students assigned to the CS "A" School during normal working hours. Responsible for delivering the curriculum and maintaining good order and discipline among the students.

k. NMT Instructors. Responsible to the NMT Leading Petty Officer. Directly supervise all students assigned outside normal working hours. Responsible for delivering all Naval Military Training and maintaining good order and discipline among the students.

5. Instructor Check-in and Indoctrination.

a. Check-in. Upon arrival you will be issued an instructor check-in/out sheet (appendix A). Working with your sponsor, accomplish all phases of this check-in sheet. It is your primary duty to get checked into the command first to ensure we set you and your family up for success and a smooth transition. If during the process you need any help during any phase, do not hesitate to ask.

b. Command Indoctrination will be conducted by the Command Sponsor and Indoctrination Coordinator upon reporting to CSSLS Fort Lee. This will consist of a facilitated power-point review on part of the reporting service member, a review of all instructions, guides and SOPs related to the operation of CSSLS Fort Lee and a tour of the post provided by the sponsor. Completed check-in/out sheets (appendix A) are to be returned to the Command Career Counselor for retention.

6. Instructor Qualification and Evaluation.

a. This process is supervised by the Course Supervisor. In accordance with reference (d), instructors will complete appendix B with 30 days of reporting on board. This will include shadowing a class in all three portions of training (academics, joint labs, and galley). All lesson plans must be approved by the Course Supervisor prior to instructing any classes. To complete the qualification process you must receive satisfactory evaluations on a minimum of three separate presentations while teaching under instruction. Two will evaluate instructional subject-matter expertise and will be conducted by the Course Supervisor. The third will evaluate instructional technique and shall be conducted by either a qualified instructor evaluator or Master Training Specialist.

b. In accordance with reference (d), instructors will be evaluated using appendix C monthly for the first three months following initial certification and if NOT MTS QUALIFIED shall be evaluated at least semi-annually. MTS qualified instructors shall be evaluated annually by a qualified MTS.

7. Master Training Specialist.

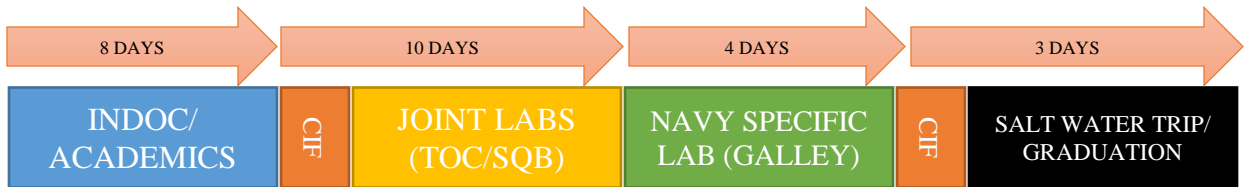
a. Master Training Specialist (MTS) is an optional qualification program used to recognize outstanding instructors who demonstrate highly effecting teaching skills and a comprehensive knowledge of training management, administration and curriculum development.

b. In accordance with reference (e), candidates will complete NAVEDTRA 43100-7 Personnel Qualification Standards (PQS) for MTS and submit to the MTS Coordinator for approval by the CSS Commanding Officer. There is no minimum time on station requirement for completion of MTS.

c. If you have any questions, see the MTS Coordinator.

8. Instructional Timeline.

a. Culinary Specialist “A” School (A-800-0013) is a 5 week course completed at the Joint Culinary Center of Excellence (JCCoE) on Fort Lee, Virginia. The phases of training are:



b. The academic curriculum consists of seven topics: Chapter 1 (Navy Food Service Organization), Chapter 2 (Sanitation), Chapter 3 (Nutrition), Chapter 4 (Dining Service and Setup), Chapter 5 (Equipment and Safety), Chapter 6 (Food Service Documentation) and Chapter 7 (Recipe Conversions).

c. The instructional days will consist of:



d. The Army Joint Lab portion of training consists of two five day courses; Techniques of Cookery (TOC) and Small Quantity Baking (SQB). These courses teach culinary and baking fundamentals through lecture and the preparation of small quantities of a product utilizing the AFRS. This curriculum is governed by the US Army and is contained in appendix F.

e. Salt-water Trips are coordinated through the Norfolk Navy Food Management Team (NFMT) via the Course Supervisor. During classes with abbreviated training periods due to training holidays, Salt-water Trips will NOT be scheduled.

f. The Galley portion of training is a four day training period of practical application in a shipboard training environment. They will utilize Navy shipboard equipment and be structured as a watch section to replicate shipboard food preparation as much as possible. This process is covered in further detail by the CSSLS Fort Lee Galley Standard Operating Procedure.

g. The Fort Lee Central Issue Facility (CIF) is located behind the Commissary off of B Avenue, building 1603. This support service issues students their cook white uniform for use during the laboratory portion of training. Appointments for pick-up and return are made by phone at (804) 734-3081 and a roster for the class needs to be dropped off for accountability. The pick-up appointments are made the afternoon following academic test 2 and the drop-off appointments are made the morning prior to graduation practice.

h. Graduation will be held in the Joint Culinary Center of Excellence (JCCoE) Auditorium on the final day of instruction, normally Fridays at 0900.

9. Curriculum.

a. The Culinary Specialist “A” School (A-800-0013) curriculum is overseen by the Course Supervisor and approved by Center for Service Support (CSS), Newport, Rhode Island.

b. Instructors are required to personalized all Instructor Guides (IGs) for each topic during their initial qualification. These guides are used during the administration of the lessons to guide the conversation and remind the instructor of important talking points.

c. Seven power point lessons are available on the share drive for use during instruction. Though a key component of our academics training, they should not be relied upon solely for the instruction of each topic. Be creative with the use of sea stories, training aides and hands-on activities to communicate the learning objectives.

d. DO NOT deviate from the approved curriculum without approval from the Course Supervisor. If you have ideas on how to improve the instruction of a topic, bring it up to the chain of command for submission and approval via CCMM at CSS.

e. The curriculum for the Army Joint Labs (TOC/SQB) is supervised by the US Army Course Supervisor. DO NOT deviate from the approved curriculum without the approval of the US Army Course Supervisor. Any requests to deviate OR to run a 3 or 4 day format due to training holidays should be routed through the CS “A” School Course Supervisor to the US Army Course Supervisor.

f. The Navy Specific Lab (Galley) portion of training is contained in the CS “A” School Standard Operating Procedure. Any deviation will be approved by the Production LCPO and Course Supervisor.

10. Instructor Duties and Responsibilities.

a. Culinary Instructors on board CSSLS Fort Lee are responsible for far more than just instructing. Examples of these responsibilities are:

- (1) Personnel Inspections (Navy and Cooking Uniforms)
- (2) Military Formations / Marching
- (3) Student Physical Training (PT)
- (4) Class Admin (Graduation Packages, Awards Packages, etc)
- (5) Student Sponsorship
- (6) Personnel Issues
- (7) Good Order and Discipline / Student Counseling

b. While it may not be your direct responsibility to complete each task you are always responsible for ensuring your students are taken care of.

c. During the five week course, instructors can be assigned to one of three phases. The three areas of the course are:

(1) Academics (Lead Mentor): when assigned to this phase of training the instructor will be responsible for the delivery of classroom training on Chapters 1 through 7 as well as administering academic Tests 1 and 2. During this phase instructors will follow a class through all five weeks of training then cycle back assignment in the Joint Lab/Galley rotation.

(2) Joint Labs (TOC/SQB)/ Navy Specific Lab (Galley): During this phase of training the instructor will be responsible for the delivery of a 3, 4 or 5 day course in both Techniques of Cooking (TOC) and Small Quantity Baking (SQB) as well as supervising both tests. During this phase instructors will follow a class through both labs then into the Navy Specific Lab. During Navy Specific Lab (Galley) phase of training the instructor will be responsible for training students on the proper preparation of food in a fleet simulation of a galley environment (final 5 days).

(3) Student Support (Admin): During this phase the instructors assigned will answer directly to the Course Supervisor for the preparation of all admin for all classes on deck to include:

- (a) Graduation / Close-out Packages (utilizing appendix D)
- (b) Instructor Class-up Package (utilizing appendix E)
- (c) Scheduling CIF pick-up/drop-off appointments
- (d) Scheduling Class Pictures (utilizing appendix G)
- (e) Coordinating Overseas/Special Duty Screenings (via Course Supervisor)
- (f) Awards Packages / Certificates (AAP)
- (g) Confirming Salt-Water Trips / Scheduling bus (via Course Supervisor)
- (h) Contacting Units / Confirming Sponsors
- (i) Check-out/Set-up/Check-in all Joint Lab Tests
- (j) Maintain Class Database (test scores, recall information, etc.)
- (k) Send Family Graduation Invitations / Coordinate Base Access

d. Staff Duty Officer. This watch-standing station is supervised by the NMT Coordinator and fills the 24 hour building manning requirement in the Naval Military Training environment at the barracks. While standing this watch you will be responsible for many of the same duties as an NMTI. You will be required to complete a Job Qualification Requirement within two months of reporting on board that will be issued to you upon check-in by the NMT Coordinator.

e. Personnel Inspections. Personnel Inspections will be conducted in accordance with US Navy Uniform Regulations when in a Navy Uniform and the NAVSUP P-486 when in a cooking uniform. You are expected to have a working knowledge of both instructions standards for all uniforms worn by students to properly enforce uniform regulations and grooming standards. Personnel Inspections will be conducted by an inspector in the same uniform (or equivalent) being inspected.

f. Military Formations. You will be expected to spend time learning basic military formations from the NMT Staff to properly supervise student formations and marching. At some point during your rotation you will be assigned as an NMTI for approximately six months. During this time you will become a subject matter expert on all aspects of NMT including marching/cadence, military formations/drill and Navy uniform regulations and grooming standards.

g. Student Physical Training (PT). Student PT happens Monday- Thursday at 0520 (summer)/1700 (summer) at the barracks by the NMT Staff in the Navy PT Uniform.

h. Student Sponsorship. It is the responsibility of the Student Support Staff Instructors to ensure all students have sponsors prior to graduation. This is accomplished by sending emails utilizing the format in appendix I for soliciting sponsors to the sponsor email address for the student's assigned command. Follow up is usually required for some units to ensure a student receives a sponsor.

i. Personnel Issues. Students inevitably have issues, either emotionally, physically or professionally. It is an Instructor's responsibility to monitor their students and look for signs of students struggling and to create an environment where students are comfortable alerting you of these issues. Resources available are:

(a) Military and Family Life Counselors (MFLC): (804) 481-2593 / (804) 481-2881

(b) Military Chaplain: (804) 734-3377/(804) 691-1485 (cell)

(c) Kenner Behavioral Health: (804) 734-9623/9143/9387/9152

j. Counseling. Students will have disciplinary issues, both large and small. It is important to understand that correcting these issues is critical and how to do so. The mechanisms available to you as the instructor are:

(a) Verbal Counseling: pull the student aside and verbally correct them. This is for the most minor issues that are very easily corrected.

(b) Performance Chits (PC): used to document minor infractions and/or positive performance, these chits are required to be carried by students at all times and are a great tool to correct deficiencies. A starting point for utilizing PCs is a) did they know better and do it anyway? b) is it a recurring deficiency? (i.e. verbal counseling has failed).

(c) Formal Counseling. This is for a documented pattern of the same minor issue that is creating a trend of substandard performance or for a significant single disciplinary issue. These counseling sessions should be documented on appendix H and be conducted in the presence of another instructor that is the same gender as the student, preferably a Chief Petty Officer.

(d) Extra Military Instruction (EMI). EMI is a tool that can be used to correct a specific deficiency and is to be assigned by a Chief Petty Officer or above during formal counseling. This EMI should be directly related to the problem with the goal of preventing it from happening again.

11. Testing Plan / Academic Review Boards (ARB).

a. The testing plan for Culinary Specialist “A” primarily consists of two academic tests, two Army join lab tests and a galley practical evaluation. The testing schedule is normally:



b. This schedule can flex based on training holidays.

c. Academic testing and the galley evaluation are administered by the Culinary Instructors and supervised by the Course Supervisor. Joint Lab testing is administered by the Culinary Instructor but supervised by the US Army Course Supervisor.

d. Test custody is to be taken extremely seriously. Tests are locked in a combination safe in the Senior Enlisted Leader’s office and may only be issued by the Course Supervisor. When checking tests out the Instructor must verify the following:

(1) Tests are signed out in the Test Custody Log by the instructor receiving the tests and the Chief issuing them.

(2) Tests are inventoried and checked clear (no markings, missing pages, etc).

(3) Tests are NEVER left unattended by an instructor.

(4) Tests are inventoried and checked clear prior to return.

(5) Tests are returned to the safe, safe is locked, and Test Custody Log is signed by the instructor returning the tests and the Chief returning them.

e. The minimum passing grade for Navy academic testing at CS “A” School is 76% (12 incorrect answers). If a student fails to meet this standard, they are remediated by an instructor for a total of two hours, then re-tested. If they pass the re-test the highest score recorded for the computation of Grade Point Average (GPA) will be 76%.

f. If the student fails the re-test, they will be referred to an Academic Review Board with the Course Supervisor. Based on the recommendation of the board, the student with either a) continue in training b) be rolled back to the previous class or c) dropped from the course.

g. The galley evaluation is a monitored practical evaluation conducted by the instructor to provide constructive feedback and follow-up training to the students at the end of the galley phase of training. This is an informal test not used in the computation of the students GPA.

h. The ARB process provides for formalized procedures in handling non-disciplinary problems related to a student's academic progress. An ARB is triggered after a test failure has occurred, academic remediation has been completed and a re-test has been administered and failed. ARB's can arrive to the following conclusions:

(1) Continue with class: allows a continuation of training the present class with or without remediation. Test records and interview at ARB should clearly demonstrate the student can pass the course if allowed to continue with their present class.

(2) Set-back: allows an extension of training with or without remediation. Records and interview should indicate the student is motivated to remain in training and an ability to achieve the objectives after repeating the portion of training that was failed.

(3) Drop from training: students must demonstrate unwillingness or an inability to continue in training. Attention should be given to student's desire/eligibility for reclassification when the board makes the decision to recommend a drop from training. Must be approved by CO.

i. Utilize Appendix K when preparing for any ARB.

12. Student Graduation.

a. Student graduation is a tremendous milestone in the young careers of our new Culinary Specialists. Preparation and attention to detail should be top priority as we cannot do this twice. Utilizing appendix D, Instructors should ensure:

(1) All administration is completed as far ahead as possible (certificates, programs, etc).

(2) The graduation venue for both practice and the ceremony is booked and confirmed one week prior to the ceremony.

(3) Students are adequately prepared for executing the ceremony (uniforms, facing movements, families cleared, etc).

(4) Guest speaker, Master/Mistress-of-Ceremonies, Photographer and Site Director/SEL all confirmed for the ceremony. Guest speaker should be approved by the Course Supervisor **prior to their invitation being extended.**

b. Graduation ceremonies are formatted in the following fashion:

(1) Arrival of the official party (instructors, guest speaker).

(2) National Anthem (official party is covered, face ensign, salute)

(3) Introduction of the Guest Speaker / Speech

- (4) Presentation of student awards (presented by guest speaker)
- (5) Presentation of graduation certificates (presented by guest speaker/instructor)
- (6) Sailor's Creed (after all student have received graduation certificates)
- (7) Class Video (lights down)
- (8) Closing Remarks (Site Director/SEL)
- (9) Student Reception Line (shake students hands, end ceremony)
- (10) Student Pictures (awardees and entire class with instructors/speaker)
- (11) Closeout package turned into the Course Supervisor.

13. Working Hours, Leave, Liberty and Appointments.

a. Working hours are as follows:

- (1) Instructors on podium: 0730 – 1600
- (2) Instructors NOT on podium: 0800 – 1530

b. All staff members are to inform the LPO/LCPO that they are departing for the day prior to doing so. **These hours are a guideline and will be altered to support the mission by direct supervisors if necessary.**

c. Leave is through the e-Leave function on Navy Standard Integrated Personnel System (NSIPS). All leave requests are to be submitted **NO LATER THAN ONE MONTH** prior to your planned start date. If submitted less than one month they will be recommended for disapproval. This is necessary to support the watch bill and podium manning requirements.

d. Liberty expires at 0730/0800 respectively. Instructors will be standing by in the Instructor office at that time in the uniform of the day for personnel inspection, ready to work. Liberty will be granted to Instructors by either the LPO or LCPO/Course Supervisor prior to departing.

e. Appointments (medical, dental, personal, legal, etc.) are to be scheduled and requested via Special Request/Authorization Chit **NO LESS THAN TWO WEEKS** prior to your appointment. Appointments made inside of two weeks will be re-scheduled. This is necessary to support the watch bill and podium manning requirements.

14. Holiday Schedule.

a. Government holiday observances on Fort Lee generally includes a four day weekend. Annually Army CASCOM releases a memorandum detailing the exact dates of training holidays but the holidays observed include: Columbus Day, Veterans Day, Thanksgiving, Christmas, New Years, MLK Day, Presidents Day, Memorial Day, Independence Day and Labor Day.

15. Adverse Weather.

a. Fort Lee operates on a delay during adverse weather, particularly during winter. During any adverse weather the Fort Lee Hotline at (804) 765-2679 is updated as the situation develops and will be your best source of information. You can also check the Fort Lee Facebook page for updates.

16. Uniform Requirements.

a. Uniform of the day is the Navy Working Uniform (NWU) Monday through Thursday for staff and students. On Fridays, weather permitting, it will be the Navy Service Uniform/Khakis for staff/students. In the event of foul weather (rain, snow) it will revert to the NWU.

b. Uniform for students in a lab environment is the CIF issued cook whites. They are worn with components of the NWU and is described in greater detail in the Galley SOP.

c. Uniform for staff in a lab environment is the instructor chef coats issued by the Course Supervisor along with black pants, steel-toed boots/shoes, white t-shirt and a machine washable black mesh ball cap. The specific requirements are described in greater detail in the Galley SOP.

d. When staff departs the building in their chef uniform, they are to wear either a Navy Pride t-shirt (warm weather) or the NWU fleece with rank tab (cold weather). Civilian outer garments are not authorized.