

THE FOODSERVICE BUYER WORKBOOK

Make the next move a better one.

A working kit for the people choosing, improving, or changing a dining program. Bring the questions. Leave with a clearer assignment.

Checkup. Shortlist. Action.

Four working pages to use with your team - no email gate.

01 Start with the decision

Use this workbook before the first provider call or your next internal planning meeting. Write what you know, keep assumptions visible, and assign the open questions.

- Project / organization: _____
- Location / setting: _____
- Decision owner: _____
- Decision window: _____
- The problem we need to solve: _____
- What a better result would look like: _____

Use the interactive checkup at diningscope.com/tools/dining-program-checkup/ to turn your answers into a personalized action plan.

02 Check the evidence you have

For each item, choose Documented, Needs work, or Not sure. Each gap or unknown becomes an action; this is not a scored audit or a certification.

Service scope: Do you have a written service schedule and meal-volume assumptions?

☐ Documented ☐ Needs work ☐ Not sure yet

Evidence / owner: _____

Cost visibility: Can you reconcile the total cost, including exclusions and one-time charges?

☐ Documented ☐ Needs work ☐ Not sure yet

Evidence / owner: _____

Dining experience: Do you have recent participation, service, and diner-feedback information?

☐ Documented ☐ Needs work ☐ Not sure yet

Evidence / owner: _____

Operational ownership: Are staffing, equipment, cleaning, technology, and reporting responsibilities explicit?

☐ Documented ☐ Needs work ☐ Not sure yet

Evidence / owner: _____

Launch or transition: Is there an agreed launch or handover plan with dates, owners, and service continuity?

☐ Documented ☐ Needs work ☐ Not sure yet

Evidence / owner: _____

Provider evaluation: Will each provider be assessed against the same requirements and evidence?

☐ Documented ☐ Needs work ☐ Not sure yet

Evidence / owner: _____

03 Build a defensible shortlist

First confirm mandatory requirements, location coverage, and service fit. Then compare evidence. A blank answer stays unresolved; it is not a pass.

What to confirm	Provider A / evidence	Provider B / evidence
Company / contact	_____	_____
Confirmed coverage	_____	_____
Comparable operation	_____	_____
Proposed team / support	_____	_____
Price / scope assumptions	_____	_____
Exclusions / conditions	_____	_____
Launch / handover plan	_____	_____
Next clarification	_____	_____

04 Keep the source beside the claim

Record the date, document, or person supporting each answer. Request permission before contacting references. Ask your responsible teams to review specialist, procurement, and contracting requirements.

Source / date: _____

Next conversation: _____

05 Map the money before the total

Use the same sites, service days, meal periods, volumes, and pricing period. Do not add a cost twice or treat an unknown charge as zero.

Cost or credit	Amount / basis	Included where?
Food and beverage	_____	_____
Labor / relief / management	_____	_____
Supplies / cleaning / waste	_____	_____
Technology / payment charges	_____	_____
Equipment / maintenance	_____	_____
Employer meal contributions	_____	_____
Sales revenue / credits	_____	_____
Opening / transition costs	_____	_____
Taxes / other exclusions	_____	_____

The meal-contribution calculator is a scenario tool, not a provider quote. The commercial agreement determines how sales, contributions, and operating costs reconcile.

Pricing period / service volume: _____

Largest unresolved cost question: _____

06 Leave with three next moves

Choose the unresolved items that most affect your decision. Give each a responsible owner, a useful piece of evidence, and a due date.

07 Action 1

Resolve: _____
Owner / due date: _____
Evidence needed: _____
Decision this unlocks: _____

08 Action 2

Resolve: _____
Owner / due date: _____
Evidence needed: _____
Decision this unlocks: _____

09 Action 3

Resolve: _____
Owner / due date: _____
Evidence needed: _____
Decision this unlocks: _____

Need a second set of eyes? Request a free project review. Share your setting, scope, and questions at diningscope.com/contact/. Any provider introduction is discussed with you first.

Put your next decision in focus.

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