

COST-BENEFIT ANALYSIS OF CONVENTIONAL VS COMMISSARY SCHOOL FOODSERVICES IN KOREA. Yang I.S., Lee J.M., Shin S.Y., *Joo I.K. Department of Food & Nutrition, *Department of Business Administration, Yonsei University, Seoul 120-749, Korea.

The purposes of this study were to : (a) investigate meal costs, plate waste costs, (b) examine students' satisfaction and (c) compare the effectiveness of commissary foodservice system with conventional system. Questionnaires were developed and mailed to 136 school foodservices in Kyonggi-do, Korea. A total of 106 questionnaires was usable; resulting in 77.9% response rate. Plate waste was measured and calculated.

Approximately seventy percent out of 294 schools in Kyonggi-do were operating in commissary system and most of them were rural (reduced-paid) type. The number of meal served was significantly different between foodservice types.

Results of this study indicated that average food cost, labor cost of assistant, electric charges and cleaning supplies were saved in commissary system and total meal cost/meal/person was \$1.71 comparing to \$1.43 in conventional system. Difficulties in training employees and mothers for portion control and serving relatively simple menu were another problem that dietitians recognized in commissary system.

Students as a customer of school foodservice is very important for system evaluation. Their satisfaction scores of food itself, clearance of tableware, waiting time, quantity of meal, food temperature were significantly lower than those of conventional system. Moreover, plate waste was 20.5% in commissary system comparing to 3.3% in conventional system.

In commissary system, \$0.27 meal cost per person were saved comparing to conventional system, though \$0.24/meal/person were wasted as a cost because of lower satisfaction score and higher plate waste rate. Therefore, \$1.13 of benefit were achieved for each dollar spent.

Meanwhile, the meal cost comparison between systems only considering rural type, the number of meal served was not big enough to save food cost, labor cost and operating cost. Therefore, we can consider increasing the number of meal served within one commissary system to maximize efficiency, but increasing the number of satellite is not recommended because it might be out of dietitians' control in many aspects.