

# 2017

# National Jamboree



## Food Team

# Concept of Operations

## D. Food Service

### • Staff dining

- One staff dining area will be provided at staff camp with the following capabilities:
  - Seating for 3,800. This proved in 2013 the correct amount to prevent wait time for a seat and even with Base Camp staff in 2017 should be adequate.
  - Office space of ~500 sq ft for contractor and Food Team
  - Solid floor foundation in the dining hall for sanitation
  - Dry storage
  - Refrigerated storage
  - Freeze storage
  - Scullery
  - Compliant recycling facility
  - Service of special meals
  - Backup generators
  - Wastewater provision – tanks or preferred is sewer connection
- The staff dining area (front of the house) will be operated by volunteers similar to the format used at previous Jamborees.
- Staff dining food preparation (back of the house) will be done by the contractor as in previous Jamborees.
- The dining area will contain varied dining options (e.g., traditional breakfast and dinner choices, fruit or salad bar, fast food options, and other healthy options.)
- The staff dining options will include a serving line with product that accommodates Vegetarian and Vegan diets. Kosher and Halal staff members as well as those with sensitivity to gluten may pick up at the staff dining area a sealed box meal that meets their dietary restrictions.
- Breakfast and dinner hours will be established with consideration for program/service hours of operation and associated transit times from the staff camp. Subject to adjustment on show days, breakfast will be served from 5:00am-8:00am and dinner will be served from 5:00pm-8:00pm. As breakfast and dinner services concludes at 8:00, “Chef’s Choice” food from the meal service, along with breakfast fruit bar or dinner salad bar will be available until 9:00. Food provision will be handled on an exception basis for those who work all night and whose job precludes them from getting to the staff dining location during its open hours.
- Those staff with midnight shifts can obtain a Summit-2-go shelf-stable meal.
- On Staff Show, Stadium Show, and Closing Show days, dinner will be served from 4:00-6:00pm.
- On Show days, a chef’s choice Cracker Barrel will be served after the show from 9:30-10:30pm at the Staff Dining hall for those whose work may cause them to miss dinner, such as the Stadium Experience Team and other similarly situated, and for staff who just want to snack.
- If a Staff Team anticipates an area wide, job-essential conflict that precludes all members of the team from getting their meal at the Staff Dining complex (such as the Registration Team on Arrival Day or the Shows Team on Major Show Days), the Food Team may be able to arrange special feeding. Such arrangements must be made by March 1, 2017 by contacting the Food Team leadership at [2017jamboreefood@gmail.com](mailto:2017jamboreefood@gmail.com) to discuss alternatives. Options available may include earlier or later breakfast or dinner time at the Staff Dining complex or, in unusual

circumstances, delivery of a limited meal service selected from the staff dining meal being served that day.

- Only limited beverages (coffee, iced tea and water) will be available from 10am-5pm.
- Portions of the dining hall will be closed during the day as necessary for cleaning.
- Lunch for staff will include a bread bar so staff may make a sandwich from the items offered and will be a 'take what you want, eat what you take' buffet of shelf stable items with will be available to select at the Summit2Go lunch distribution tent adjacent to staff dining hall. Lunch may be picked up immediately after breakfast each day and will be available until 11:00am. Staff members will have to package their own lunch following breakfast, selecting the items they desire and thereby minimizing waste while allowing those with high energy level jobs to take an adequate amount of food to get them through the day. Staff members are issued a ticket for each day's lunch and another staff member may pick lunches by a fellow staff member's ticket.
- Plastic bags for packing lunch will not be provided so staff will need to bring a re-useable lunch sack to the Jamboree (which already has been listed on the staff items to pack list in the Staff Guide).
- Lunch will not be provided to Exhibitors.
- Many staff areas and teams will discover that the Staff Dining Complex is a great place to meet, formally or informally. We welcome you to use the facility 24/7. To help us be prepared for larger gatherings, and so as not to conflict with scheduled events that will take place routinely throughout the Jamboree at the rear of the Staff Dining tent, if you are going to have a group of more than 50 people, please send your estimated head count, date and time request to 2017jamboreefood@gmail.com.
- **Base Camp HQ and Sub-camp**
  - Food will not be prepared in Base Camp headquarters areas or Sub-Camp areas, except for Sub-Camps in Base Camps A & B.
  - Base Camp staff and Sub-Camp staff from A & B will be fed by their own staff from assigned cooking camps. Food Team will issue staff in Base Camps A & B cooking kits and grocery store cards so they may shop for groceries and prepare all meals for their staff.
  - Base Camp staff and Sub-Camp staff from C, D & F will eat breakfast and dinner at the Staff Dining Complex in Base Camp Echo.
  - Base Camp staff from C, D & F will assemble their Summit2Go lunches after breakfast at the Staff Dining Complex in Echo.
  - Base Camp and Sub camp staff who regularly miss breakfast and thus can't get lunch should make arrangement for another staff member to take their lunch ticket and secure their lunch.
  - Base Camp and Sub-Camp staff may request a shelf stable Go-Away meal for departure to save having to go to the Staff Dining Complex for breakfast on Departure Day. Requests for these meals must be consolidated into a single request from each Base Camp and delivered to Food Team by 5:00pm on Monday, July 24, 2017.
- **Unit (Troop/Crew) dining**
  - Food will be distributed from designated Base Camp distribution sites called Jamboree Grocery Stores (there will be one Jamboree Grocery Store per Base Camp).
  - The Grocery Stores will be tents positioned over solid surface floors (asphalt) to facilitate sanitation and enable whole pallet product placement with pallet jacks.
  - All shelf stable products will be placed on pallets and shelving units to facilitate selection by the shoppers.

- Items requiring refrigeration will be placed in refrigerated display units or on insulated pallet displays or other such similar method to facilitate shopping while preserving necessary item temperature.
- Grocery Store configuration will enable shoppers to take their provided wagons into the store to use as their shopping cart.
- All items in the store will be self-selected by the shoppers.
- Each Unit will be given a daily point allocation and each item in the store a designated point value. Note that points allocated are “per Unit” (not “per person”) and “per day” (not “for the entire Jamboree”). Units may choose to purchase any product within their point allocation, subject to reasonable restrictions of quantity allowed to be taken on given items to reduce the risk of running out of those products.
- After selecting the food for their meals, shoppers will check out as one would do at a big box store – each item selected is recorded in the system, reducing the point balance of the unit.
- Self-scanning of the selected items by the shoppers with a smartphone app is the objective of the checkout process.
- Support for each of the Jamboree Grocery Stores will include parking for two 53’ refrigerated trailers, an all-terrain forklift, and several pallet jacks and hand trucks for moving product within the tent areas.
- Jamboree Grocery Store staffing will be jointly managed by Food Team and Base Camp Operations. Food Team will provide 10 staff members to coordinate the back of the store delivery of groceries by the contracted food and purveyor and assist in error resolution. Base Camp Operations Team will provide 20 staff to handle the front of the grocery store operations including unit check-in, product re-stocking, and unit check-out.
- During the Jamboree the Food Team will have a Grocery Store Hotline for Units to receive assistance. The number is (304) 465-2902. This line will be staffed daily during the Jamboree (July 19<sup>th</sup> -28<sup>th</sup>) from 5:30-8:30am and 3:00-7:00pm.
- Jamboree Grocery Store inquiries before the Jamboree or during off-duty hours should be directed to the Food Team e-mail: 2017jamboreefood@gmail.com.
- **Left over Unit food items** – disposal, storage and returns
  - All leftover perishable food must be disposed of properly immediately after each meal.
  - Attempting to store any perishable food during the day or overnight in the unit’s cooler is prohibited. Not only is it an unsafe food storage practice, but it is likely to draw wildlife (bears, raccoons and skunks) into living areas.
  - Staples and non-perishable food may be stored in the unit site as long as all such food items are stored in clean secured containers to prevent attracting wildlife.
  - Return of reusable, unopened, non-perishable, leftover food is welcomed. Such excess food may be returned to the “food returns” tent located adjacent to each Jamboree Grocery Store (credit points are not provided for returned items). There will be no food returns in the Sub camps.
  - The staff at each Jamboree Grocery Store will coordinate reutilization of returned items into a ‘free to take’ location where Units may shop without affecting their points balance. All unused items will be palletized for delivery to the food bank.
- **Departure Day final meal**
  - Departure Day will feature streamlined shopping experience. An array of individually packaged items will be set out in each Jamboree Grocery Store in single shopping lines for the Departure Day meal. Unit representatives will pass through a line, select the






items they wish for their unit from a 'take what you want, eat what you take' buffet of shelf stable items. The points system will not apply during this period, nor will items be scanned at checkout.

- To accommodate units scheduled for first departure, the Jamboree Grocery Stores will open at 5:00am. Grocery stores will close at 7:00am to enable Base camp grocery store staff to prepare for their departure.
- Units will not be allowed to pickup their morning meal needs the day before departure as storing food in the campsite will attract wildlife into the area. Units will be reminded that only non-perishable items may be selected for the Departure Day meal.

- **Grocery items and Cookbook App with menu options**

- Food Team will publish in advance of the Jamboree (early 2017) a list of the specific grocery items that will be stocked in each grocery store, including the points allocated to each item and the daily total points allowance provided to each Unit.
- Food Team will publish in advance of the Jamboree (early 2017) a Jamboree Cookbook App that provides menus for breakfasts, lunches and dinners. These menus are educational and not directive. Units naturally may shop for what they wish at the grocery store and are not compelled to follow any menu. The menus however will offer ideas to the Units about all the variety of meals that can easily be prepared from the stock items in the grocery stores.
- As one finds at a real grocery store, there will be staple food items that Units may wish to procure. These will include such common items as peanut butter, jelly, bread, salt, pepper, condiments, cooking spray, et cetera. The list of food items stocked in the grocery store will include these items and the points required to purchase each.
- As one finds at a real grocery store, there may be times that product runs out. There is no guarantee that all items will be in stock all the time, though Food Team will make every effort to do so. If an item is out of stock, other items naturally may be selected by the unit to make their meals for the day.
- Lunch items will be shelf stable and will include the option of ingredients to prepare no refrigeration required sandwiches. There will be a wide array of such shelf stable, individual serving, easy to pack items that may be acquired at the grocery store to allow participants to package their lunch following breakfast, selecting the items they desire and thereby minimizing waste. Each participant will need to bring from home a re-useable lunch sack as no plastic bags will be provided for carrying lunch (as has been published in the participant pack list contained in the Council Guide).

- **Dietary ways (religious, medical and personal)**

- The grocery store plan will include product that accommodates Kosher, Halal, made without Gluten, Vegetarian and Vegan diets. A list of items that the Jamboree Food Team plans to carry in the grocery stores will be published in advance of the Jamboree and will indicate which items meet these dietary ways. During the Jamboree every effort will be made to mark such items in the grocery store with industry standard labeling like one finds when shopping at home that bears the appropriate common symbols of the dietary way (such as: , , , , ).
- Kosher groceries for all-Kosher units will be handled separately to assure compliance with the necessary requirements. Kosher meals for individuals in Units throughout the Jamboree venue will be delivered in individually sealed complete meal boxes as in prior

Jamborees and may be acquired at the grocery store where the participant's Unit is assigned to shop.

- Halal meals in individually sealed complete meal boxes for individuals in Units throughout the Jamboree venue may be acquired at the grocery store where the participant's Unit is assigned to shop.
- Made without gluten meal in individually sealed complete meal boxes for individuals in Units throughout the Jamboree venue may be acquired at the grocery store where the participant's Unit is assigned to shop.
- As in the past, participants and staff will be asked to indicate their dietary restrictions during the Jamboree registration process in order for Food Team to adequately forecast the dietary needs.
- The food purveyor's deadline for indicating Kosher, Halal or made without gluten meal need is May 1, 2017 (requests for special food meals after that date will not be accepted as there will be insufficient lead time to adjust orders).
- Participants and staff are encouraged to bring from home an ample supply of any special non-refrigerated dietary items to supplement Jamboree food provided.
- Packaged meal options may be ordered through the Food Team Catering website and costs for these meals will be charged to the applicable program/service group budget. These 'to go' catered meals must be picked up by the applicable program/service group at the designated pickup location which Food Team will indicate (either a spot proximate to the Legacy kitchen or the Staff Dining kitchen based on where the catered meal will be produced). Any catering required by contractors (such as Stadium show or other such groups) must be arranged by the contractor with food purveyor directly. Food Team will support catered meal delivery to contractors to the extent arranged in advance by the food purveyor. The Jamboree will not fund any of the expense and for anything beyond catered meal delivery and the food purveyor will operate and staff all functions and meal service without BSA volunteers.
- Catering assistance during the Jamboree can be obtained by calling (304) 465-2907. This line will be staffed by the food purveyor company employees.
- A reception area will be available in Summit Center. Groups can schedule receptions via email beginning in May 2016. Visitor Management will handle reservations and a \$500 minimum catering order is required. The Food Team will provide a menu and coordinate food service. Use of the reception areas is on a first come, first reserved basis and any remaining vacancies must be coordinated at least 48 hours in advance to enable food ordering. The menu options for such receptions will be available for online pre-ordering in advance of the Jamboree. The menu options will be more extensive for orders placed in advance of the Jamboree. The menu options for orders placed during the Jamboree will be more limited, more expensive and will require a minimum of 48 hours advance arrangement.
- A one price fixed-menu buffet spot will be available for smaller groups for lunch.
- A \$TBD Snack Bar Voucher program will be available for National Office (non-Jamboree) accounts.
- A VIP dining capability is being considered for the Overlook. If approved, meals served there will be from a special menu prepared specifically for and priced accordingly for that purpose. The Jamboree will not fund any of the expense and the food purveyor will operate and staff all functions and meal service without Jamboree volunteer staff.
- Coffee for staff will be the option of the individual Jamboree department who can order a coffee maker and coffee supplies on their BOM order. Staff coffee supply reorders will be placed via the Arnold Logistics Center.

- Supplemental shelf stable food items for program areas where staff are engaged in high levels of physical activity can and should be requested on their BOM orders and will be delivered directly to the program area along with other BOM items.
- Unit Ice storage will be positioned and controlled at the Sub-Camp level as was successful in 2013. Accordingly, ice will not be distributed at the Jamboree Grocery Stores. Ice will be issued primarily for food refrigeration during the day in Sub-camps and is not intended to cool individual drinks or to maintain perishables overnight in campsites. Ice chests will be issued to Units for ice storage.
- Staff areas may request ice services via the BOM process.
- Ice issues (such as running out of ice during the day) should be communicated directly to the Ice Team by emailing: 2017jamboreefood@gmail.com.
- The contractor will be encouraged to maximize the use of local labor in order to minimize housing requirements. Contract labor will either be:
  - Local personnel who live at home and commute daily to a central site and are then bused onto the Jamboree site
  - Out of area personnel whose lodging will be negotiated as part of their respective contract arrangement
  - The Jamboree will provide separate tent housing for 200 food contract employees at Echo or other suitable location.
- Hypothermia prevention emergency rations (cocoa, soup mix, oatmeal) will be included on the list of stock items in every Jamboree Grocery Store. Unplanned remote dinner issues will be handled on a case-by-case basis. Food Team's Summit2Go Lunch Team will assemble an initial stock of 150 such meals from available supplies for deployment. The LOC will contact the Food Team LOC LNO to arrange deployment via LOC vehicles as necessary. The Summit2Go Lunch Team will replenish and adjust quantities stocked based on perceived and actual need.
- There will be no arrival day meal distribution and instead units will come to their assigned Jamboree Grocery Store to shop for their food.
- On Staff Arrival days, both before and during the Jamboree, staff should come to the Staff Dining Hall to make their Summit2Go lunch. Summit2Go lunches will be available for extended hours on all Staff Arrival days.
- Staples (non-food items each Unit needs such as cleaning supplies and sanitizing tablets) will be delivered initially as part of the Unit equipment issue. Replenishments of these items may be secured by calling the LOC. Jamboree Grocery stores will not stock these non-food staple items.
- Water management
  - Disposable plastic water bottles are discouraged. Attendees will be required to bring a water bottle with their personal equipment (which has been listed in the Council Guide) and replacement bottles can be purchased in the Trading Posts in the case of lost bottles.
  - Water may be available for sale with other drinks in certain retail food locations.
  - Water for cleaning will be part of the permanent utilities structure and adjacent to restrooms and showers within camps.
  - Emergency water in bottles will be positioned in one or more 53' trailers at the Arnold Logistics Center. The supplier will recover any unused balance at no cost to BSA.
- **Retail Food**
  - Concessioners will be selected with consideration for: desirability, healthy choices, visual impact, convenience, and sanitation. Concessioner quality and performance will be the responsibility of the food service contractor.



- Full service Snack bars will be integrated into the Summit Center at Gateway, Action Point and Legacy. The hours of operation will vary by location with Gateway opening earliest on visitor days.
- A snack bar will be operated at the Oasis. The hours of operation will be 11:00am – 5:00pm, subject to adjustment on special days.
- Participant geared Snack bars or Pop-Up snack bar tents or other contractor arranged concessions will be positioned in participant Base Camps A, C, D, and F. The hours of operation of these snack bars may vary and will be subject to adjustment on special days.
- Full water, electric and waste water/sewage connections are recommended and requested at each Snack Bar location.
- A themed staff experience enhancement snack bar complex called the Chat ‘n Chew will be positioned in Base Camp Echo. The hours of operation will be 6:00am – 10:00pm, subject to adjustment on special days. Full water, electric and waste water/sewage connections are highly recommended and requested.
- Space is available at the Chat ‘n Chew (the Echo Staff Camp snack bar) for recognition events and other group gatherings with retail food support. The Chat ‘n Chew can handle groups of varying sizes. There are many food options available at different price points (from a steak dinner to an ice-cream social). If you are interested in requesting information, pricing, and determining availability for your party, send your name, phone number, estimated head count, date, time, and desired food plan to [chatnchewbsa@gmail.com](mailto:chatnchewbsa@gmail.com)
- Temporary retail food pop-up tents may be positioned at various locations throughout the Jamboree venue. Pop-up tents in the Adventure Areas will be stocked with nutritionally appropriate selections. Pop-up tents located where visitors will access may stock a broader range of products. No utility connections are anticipated for any pop-up tent location.
- Vending machine locations may include the Visitor Parking Lot, Boulder Cove bus departure area, and at the Snack bars at the Base Camps. All exterior machines will be beverage only. Machines located in the interior may dispense beverages or snacks.
- Retail food sales during Garden Ground Mountain trek days will be provided through the use of pop-up snack bar tents.
- Retail food sales in Adventure Areas will be limited. Healthy snack items will be the only snack items sold in Adventure Area trading posts. Soda will not be sold in Adventure Areas (appropriate beverages are OK there, e.g., powdered Gatorade). All food sold in Adventure Areas will be pre-packaged. Areas included are: The Park, The Bows, The Barrels, The Rocks, and Garden Ground Mountain.



