# Food Service Operations

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Facilities & Operations is not funded via the General Fund to maintain or repair food service operations and related systems in university buildings. By definition, food service operations are locations where food or beverages are prepared and sold to the general public, students, visitors, etc. Some examples (not inclusive) of food service operations are: Bert's Cafe's in Shapiro and Taubman Medical Library, Fields Cafe in Palmer Commons, Aikens Commons in the Law School, and the Siegle Cafe in the Ross School of Business.

The various schools and colleges responsible for hosting and contracting these entities are responsible for either a) maintaining the equipment and the costs which can be directly attributed to these activities within these various spaces or b) including appropriate language, responsibilities, and insurance in covering this work and costs as a part of their vendors contract within their agreement(s) regarding the space, equipment in providing foodservice operations.

There are general building systems/components supported by Maintenance Services whereby these systems/components are common to the building space or primary building systems. Those items include: general coverage illumination/lighting (typically 2'x4' fluorescent fixtures), standard ceiling tile, general heating, ventilation and air conditioning, building life safety systems, and general area access control systems (card reader and keyed lock sets). Utility services such as water, sanitary, electricity, steam, gas, etc. are generally not metered in these locations, and costs are already directly borne by the host school or college.

Items not serviced by Facilities & Operations via general funds with in these food service operation areas are: specialty lighting (for food counters, signs, and cabinets), equipment, sinks and fixtures used in food service production; equipment and fixtures in serving areas; furniture, floor coverings, security systems, gates or screens; special fire suppression systems, dedicated exhaust/filtering systems, refrigerators or walk-in coolers, ice makers, dishwashers and dryers, sink grinders, back-flow preventers, and clogged/broken plumbing systems directly attributed to use within or in support of these food service operations. Also excluded are vendor specific door or card access systems.

Facilities & Operations support activities associated with the connection/inspection to these utility/building component systems is customer pay and must be installed and inspected in compliance with applicable codes and university installation standards.

In addition, Custodial Services does not provide custodial services to food service preparation or serving counters. CS does provide floor cleaning and trash removal services to the public areas of the food service operation according to the cleaning standards--only in the areas on the "public" side of the food service operation counter. Services such as extra cleaning, pest management, and waste removal are available from CS at customer expense.

Other university entities such as Environment, Health and Safety are required to be involved in food service operations.

To arrange for Facilities & Operations-provided services, please call the Facilities Service Center at 647-2059 or visit requests.fo.umich.edu.

Facilities & Operations may provide maintenance and custodial services to food service operations via a Service Level Agreement with the operators or with the School or College. A Service Level Agreement details the customer expectations, the estimated annual costs to provide preventive and corrective maintenance services for services, and specifies the account information to be used to charge the customer for this work. To begin the process for a SLA with Maintenance Services, call the Facilities Service Center at 647-2059 and ask to speak with the Maintenance Services SLA Program Manager.