

Application of Refinement in Catering Management and Service in Colleges and Universities

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Abstract: Refinement management refers to a scientific management mode of scale and intensification, mainly including the subdivision of target process, task standard, etc., which can ensure the accurate control of decision-making plan and do a good job of reasonable management. Applying this management mode in catering management and service in colleges is to improve the problems existing in the traditional management work, solve the contradictions between colleges and catering enterprises, and improve the level of catering management. Therefore, colleges and universities should pay more attention to the refinement management, improve the management system according to its characteristics, introduce information technology and realize information management. In addition, it is also necessary to pay attention to the construction and development of university catering culture strategy, do a good job in comprehensive management and control, and ensure the health and safety of catering services.

1. Introduction

Refinement management adheres to the people-oriented concept and its main purpose is sustainable development, taking the minimum input and the maximum output as the core. There are many problems in the catering management in colleges and universities, such as ineffective use of resources and funds, the low service level, contradictions between enterprises and colleges and so on, which not only affect the efficiency of catering service and management, but also affect the overall management level of colleges and universities. In view of this situation, it is necessary to introduce refinement management mode, reform and innovate traditional management mode, change managers' thinking, introduce information construction, construct different types of information systems according to the needs of management to provide refinement service for staff, make catering management more systematic and large-scale, eliminate the existing contradictions and problems, and promote the innovation and development of internal management in colleges and universities.

2. Problems in the Catering Management in Colleges and Universities

2.1 Extensive Management

At present, some colleges and universities adopt extensive management mode in catering management without establishing a perfect management system, and lack comprehensive consideration in personnel recruitment, which may lead to some staff's weak food safety awareness and other situations. In the actual work, staff do not strictly abide by the relevant system, resulting in formalization of management system, low service quality involved in the management and other problems, which have laid certain hidden dangers for food safety.

2.2 Lack of a Perfect Management System

Colleges and universities have put great efforts in catering management, but the construction of the management system is not perfect, lacking strong executive force. First of all, the personnel

structure is unreasonable, which is difficult to stimulate the vitality of the organization, leading to the imperfect implementation of various aspects, affecting the normal operation of management system. Secondly, funds and other support, information construction are insufficient, difficult to maintain the normal operation of the system.

2.3 Lack of Innovation in University Catering Culture

Catering culture contains a sense of service culture. Innovative cultural consciousness and ability cultural consciousness determine the development direction and level of catering enterprises and highlight the core competitiveness of enterprises. However, the catering enterprises in colleges and universities neglect the construction and innovation of catering culture in the development process, so that the overall competitiveness is weak, affecting the quality of university catering management.

3. Importance of Refinement Application in University Catering Management and Service

3.1 Conducive to Building a New Security System

Applying refinement management in college catering management can refine the development goals of colleges and universities according to the relevant policies and strategic objectives formulated by the state and the government, guide colleges and universities to pay more attention to the refinement catering management and services, and promote the development of catering services in the direction of modernization, specialization and scale. In this process, the refinement management mode has brought its own value into full play, provided a certain guarantee and new ideas for the innovation and development of university catering management, and formed a new security system.

3.2 Conducive to Alleviating the Contradiction between Universities and Catering Enterprises

There are some contradictions and conflicts between universities and catering enterprises because of their own positioning problems. The university canteen has public welfare, but the catering operation needs high cost. In order to eliminate this pressure, catering enterprises increase the price of meals. Therefore, the price can't meet the psychological needs of students, and students have to flow to off-campus catering, which leads to a certain contradiction between public welfare and interest. Applying the refinement management mode can give full play to its core, the smallest input and the maximum output, optimize the use of funds and resources, formulate satisfactory management strategies for universities and catering enterprises, refine development goals, ease the contradictions between universities and catering enterprises, and achieve a win-win situation.

3.3 Conducive to Promoting the Innovative Development of University Catering Management

In the application of refinement management mode to carry out catering management services, colleges and universities will formulate more accurate development strategies, plan development goals and optimize work processes according to the characteristics of catering development. At the same time, it can also improve the traditional cognition of university catering management personnel, guide them to establish new ideas and new concepts, and achieve work innovation combined with refinement management mode.

3.4 Conducive to Playing the Value of Catering Culture

The refinement management mode applied in the catering work of colleges and universities can realize the construction of catering culture, implement the people-oriented concept, consider the needs of staff and students, update the cultural concept in time and realize the construction of enterprise culture, so as to give full play to the value and advantages of corporate culture, form a

certain guiding role, and enhance the core competitiveness of enterprise development.

4. Application Strategies of Refinement in University Catering Management and Service

4.1 Build a Perfect Management System and Implement the People-Oriented Concept

In the application of refinement management mode in university catering management, it is necessary to do a good job in research and analysis, realize the essence and core of refinement management, learn from the experience of some successful cases, then carry out reform and innovation according to their own development situation, constantly improve the relevant regulations and organizational structure according to the needs of catering management services, and build a new management system. In terms of system construction, it is necessary to implement refinement management and control according to the overall plan of catering development, and then formulate detailed contents. For example, the most important thing in the catering industry is food hygiene, safety and marketing. The catering management level in colleges and universities should strengthen the communication with catering enterprises, formulate development plans according to the development and current situation of catering, analyze the problems existing in traditional work, and improve the existing management system according to the problems, so as to form a certain binding force for catering management personnel and other staff to ensure the smooth development of management work. In terms of team structure, it is necessary pay attention to the introduction of talents, improve the system and regulations according to the needs of each post, and establish a work team with strong service, health and safety awareness, so as to provide important support for management. The rationality of the structure construction can make full use of human resources. In the actual work, colleges can implement the people-oriented concept, introduce the responsibility system, clarify their respective responsibilities and authorities to form a good management atmosphere, which is convenient for universities and catering enterprises to strengthen communication and improve management efficiency.

4.2 Strengthen the Construction of Catering Culture

Colleges and universities should pay attention to the construction of catering culture, use catering culture to realize the communication between universities and catering enterprises, eliminate the existing contradictions, create a good brand image, improve the core competitiveness of catering enterprises, strengthen the construction of refinement catering culture strategy according to its characteristics, refine the development goals, integrate the goals into daily work, and stimulate the enthusiasm of employees. In addition, employees are required to practice various regulations in daily life, pay attention to maintaining the brand image of catering enterprises, provide targeted services according to the needs of consumers to obtain good evaluation, and adjust their development orientation, so as to point out the direction for the development of catering enterprises.

4.3 Introduce Information Technology to Build Information System

In the refinement management work, colleges and universities can also use information technology to build a perfect information system, give play to the advantages of intelligent strategy, provide new ideas for catering management, and realize the reform and innovation of management mode. The first is to introduce the office automation system to realize the office automation of catering management. Each link can use this system to realize information sharing and strengthen cooperation. Secondly, with the help of information technology, the nutrition recipe system can be developed, and can be divided into different levels by integrating refinement management. Then refined standards can be formulated to meet the relevant provisions of food hygiene and safety. Thirdly, colleges can build an integrated system of purchasing, consumption and accounting, so as to realize the effective contact among the catering departments in colleges and universities, solve the problems existing in the work, and improve the service quality. At the same time, this system

can also support catering managers to carry out refinement decision-making work, clarify the development goals of various work, and formulate targeted development plans. Fourthly, colleges can strengthen the information construction of safety supporting facilities, such as installing video monitoring system and food hygiene rapid detection system in important areas of the canteen to check the health and safety of food materials and appliances, so as to ensure that they meet the relevant national regulations. It is necessary to do a good job in the supervision and management of the canteen production process, to avoid some personnel violating the regulations and causing serious impact and consequences. In practical work, these information systems can provide excellent service for managers, find some problems in catering operation in time, and provide important basis for managers. With the help of these systems, managers can carry out practical work, find problems, think about problems, solve problems, save time of dealing with problems, and accumulate more work experience. Under the influence of refinement management mode, they handle every work carefully to make it meet the requirements of relevant standards, improve the management level and promote the development of catering enterprises in colleges and universities.

5. Conclusion

In a word, colleges and universities should realize the importance of applying refinement management in catering management and service. In the initial construction stage, it is necessary to well analyze and research refinement management, actively learn from some successful experiences, optimize and innovate according to their own development, build a perfect management system and form a certain guarantee, optimize staff team structure, stimulate the vitality of the organization, enhance the executive power, introduce information technology to build an efficient and perfect information management system to ensure the scientific and large-scale management, and improve the level of catering management services to achieve a win-win situation between universities and catering enterprises.

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