

National Park Service  
U.S. Department of the Interior  
Commercial Services Program



# **SERA Standards and the Periodic Evaluation Workbook**

Commercial Services Program Chat  
July 13, 2016

# OVERVIEW



- Part of the overall SERA effort focused on individual service standards and the Periodic Evaluation (PE) form
- Companion to AOR and Program standards revision that were instituted this year.
- Establishes service classifications, updates 30-yr old standards, better defines service requirements and reflects industry practices.
- Provides electronic tools to simplify PE effort that pairs with the AOR.



# SERVICE CLASSIFICATIONS

- Classifications within services defined where appropriate.
- Service class should be specified in Operating Plan.
- Classification definitions and assessment tools developed for some more complex services.

F&B Classification	Description
Quick Service	Provide grab-and-go or counter services. Menu items are usually limited. Seating may be available.
Fast Casual	Provide cafeteria or counter services. Menu items offer a selection of value-conscious familiar favorites or home-style foods. Seating is provided.
Family Casual	Serves from one to three meals a day. Guests are seated and served by wait staff in booths or tables. Table service is casual, relaxed and relatively fast. The menu offers a wide selection of value-conscious items featuring familiar favorites or home-style foods. Children's menus are typically available. Table settings are basic and simple.
Fine Dining	Serves one to three meals a day. Table service and dining ambiance are sophisticated. Guests are seated and served by wait staff in booths or tables. Children's menus may be available. Bar service is available.



# SERVICE CLASSIFICATIONS

## Food and Beverage:

Quick Service (FBQ)

Fast Casual (FBC)

Family Casual (FBF)

Upscale Casual (FBU)

Fine Dining (FBF)

Bars and Cocktail Lounges (FBB)

Temporary (FBT)

Backcountry (FBK)

1 → 8

Showers

Laundry

1 → 2

Ski Tows and Lifts

1 → 1

## Lodging:

Basic (LGB)      Midscale (LGM)

Upscale (LGU)    Rustic (LGR)

Hostels (LGH)

2 → 5

## Transportation:

Transportation - Ferries

Guided Water – Tours

Guided Water – Float

Guided Land

2 → 4

# OLDER NPS 48 STANDARDS



## General Standard

- 10-603 Food and Beverage Services
- 10-604 Overnight Accommodations
- 10-605 Merchandising Operations
- 10-606 Automobile Service Stations
- 10-607 Transportation Systems
- 10-608 Marina Facilities
- 10-609 Horse and Mule Operations
- 10-610 Ski Tows and Lifts
- 10-611 Supplementary Interpretive Services
- 10-612 Group Employee Housing
- 10-613 Public Showers/Laundries
- 10-614 Trailer Villages (Short Term)
- 10-615 Trailer Villages (Long Term)
- 10-616 Thermal Water Bathhouses
- 10-617 Water Guide Services
- 10-618 Boat Rental Operations
- 10-619 Primitive/Rustic Lodging
- 10-620 Golf Courses
- 10-621 Swimming Pool Facilities
- 10-622 Concession Operated Campgrounds
- 10-623 Mountaineering Guide Services

<u>CONCESSIONS</u> NPS-48		Guideline Chapter 21
<u>CONCESSIONER REVIEW PROGRAM</u> <u>OPERATIONAL PERFORMANCE STANDARDS</u>		
Standards in Order Of Appearance		
General Standard	Pages	1-4
Food Service Sanitation Inspections	Exhibit	1
Safety and Occupational Health	Exhibit	2
Food and Beverage Services	Exhibit	3
Overnight Accommodations	Exhibit	4
Merchandising Operations	Exhibit	5
Automobile Service Stations	Exhibit	6
Transportation Systems	Exhibit	7
Marina and Boat Facilities	Exhibit	8
Horse and Mule Operations	Exhibit	9
Ski Tows and Lifts	Exhibit	10
Supplementary Interpretive Services	Exhibit	11
Concessioner Group Employee Housing	Exhibit	12
Public Showers/Laundries	Exhibit	13
Trailer Villages (Short Term) and Concessioner Operated Campgrounds	Exhibit	14
Trailer Villages (Long Term Rentals)	Exhibit	15
Thermal Water Bathhouses	Exhibit	16
River Running Services	Exhibit	17
Boat Rental Operations	Exhibit	18
Primitive/Rustic Housing	Exhibit	19
Golf Course Operations	Exhibit	20
Swimming Pool Facilities	Exhibit	21
Mountaineering Guide Service	Exhibit	23

Release No. 2  
Amendment No. 1

February 1987

Total: 21

# NEW RM 48 STANDARDS



Automobile Service Station (AUT)

Bathhouse (BAT)

Boat Rental (BOA)

Campground (CAM)

Day Care (DAY)

Employee Dining Room (EDR)

Employee Housing (EHO)

Food and Beverage (x 8)

Golf Course (GOL)

Guided Air (GAI)

Guided Land (GLA)

Guided Water - Tours (GWT)

Guided Water - Float (GWF)

Horse and Mule Operations (H&M)

Houseboat (HOU)

Hunting (HUN)

Kennels (KEN)

Lodging (x 5)

Marina (MAR)

Medical Clinic (CLI)

Mountaineering (MOU)

Parking Facilities (PAR)

Public Laundry (LAU)

Public Showers (SHO)

Rentals – Recreation Equipment (REN)

Retail (RET)

Ski Tows and Lifts (SKI)

Snorkel and SCUBA (SCU)

Swimming Pool (SWI)

Tennis Courts (TEN)

Transportation – Vessel (TVF)

No General Standard

Total: 42

# STANDARDS AND PE REFORMS



Standards & PEs have been updated and expanded - not reinvented or drastically changed.

Element		APP.	DEF.
E. FOOD & BEVERAGE SERVICE			
15.	Food Availability (B)	X	
16.	Availability of Condiments (B)	X	
17.	Customer Attention (B)	X	
18.	Food Temperature (B)	X	
19.	Food Prepared to Order (B)		
20.	Merchandising (C)	X	
21.	Table Appearance (B)		
22.	Tableware (A)		
23.	Guest Checks (C)		
24.	Furniture Arrangement & Cond. (C)		
25.	Floors, Walls & Ceilings (B)		
26.	Environment (B)		
27.	Employee Meal Hours (C)		



14. **Authorized Rates.** Refer to General Standard Element No. 13. (A)

**FOOD AND BEVERAGE SERVICE**

15. **Food Availability.** The items listed on the menu or menu board (for cafeterias and snackbars) should be available during the entire serving period. "Running Out" of certain food items may occur occasionally but should be kept at a minimum. Substitutions are to be comparable to the original item. (B)

16. **Availability of Condiments.** Where table service is utilized, condiments should either be located on the table or the usual condiments provided when the food is served. For cafeteria and snackbar operations, the condiments should be convenient and so located as not to impede the speed of service. The condiment area should be kept clean and replenished as necessary. (B)

17. **Customer Attention.** Where table service is provided, customers should be seated and provided a menu within a reasonable period of time upon entering the facility and be seated on a first come basis as much as possible

## NPS 48 Version Features:

- Hard copy (or pdf pages)
- Need to refer back for any details
- Subjective determinations on meanings

# STANDARDS AND PE REFORMS



Now standards look like this:

63	<b>Presentation</b> - Food is appropriately plated, garnished, and arranged. Plating is creative and balanced.	B
64	<b>Temperature</b> - Food is maintained at the appropriate temperature from kitchen to table.	A
65	<b>Ingredients</b> - Foods are prepared with appropriate ingredients that meet FDA standards. Seasonal, local, and organic foods are preferred. Regional or local food is obtained from regulated or inspected producers.	A
66	<b>Menu Item Availability</b> - Menus reflect an appropriate variety of dishes and prices. Core menu items are present and correctly priced. Menu descriptions match the ingredients. Healthy items are indicated. Children's menus are available upon request. Menu listings are available throughout the serving period, except for limited inventory specials. Wait staff proactively inform guests of unavailable menu items.	B
67	<b>Menu Advisories</b> - Menus include an advisory for dishes that contain raw or undercooked proteins (meat, shellfish, etc.), and a request that guests alert wait staff to food allergies or special dietary needs.	A
68	<b>Returned Menu Items</b> - If a guest refuses or returns an order, wait staff promptly and courteously acknowledges the request, provides a time estimate for an alternative or a replacement, and checks with the guest after re-delivery that the item is satisfactory.	B
69	<b>Self Service</b> - Self-serve foods are appropriately compartmentalized, maintained at the appropriate temperature, and adequate serving utensils are provided. Food availability is monitored and restocked as necessary. Food is neatly and correctly labeled, and protected by sneeze guards.	A

## RM 48 Version Features:

- Electronic (Word/Excel); updatable; more detailed criteria.
- Online standards referenced in Operating Plan for streamlining and Service-wide consistency.
- Deviations addressed in Operating Plan.



# STANDARDS and PE REFORMS

- and PEs look like this:

Element Number	Element	A, B, C Ranking	Primary Focus Area	Analysis (Deficient, Remark, N/A)	Correct By (Date)	Notes
<b>Facility Standards</b>						
<b>Facility Exterior</b>						
1	<b>Building Structure</b> - Building exterior is well-maintained and surfaces are treated to protect against deterioration. Roofs, gutters and downspouts are well-maintained and clear of obstructions. Rooftop ventilation and other systems are well-maintained and operational.	B	CC			
2	<b>Rodent Exclusion</b> - Facilities are inspected for rodent access according to the park approved schedule, and rodent exclusion is implemented. <i>Rodent exclusion guidance is located on Tab 2.</i>	A	LS			
3	<b>Landscaping/Grounds</b> - Landscaping conforms to park standards and grounds are well-maintained. Noxious weeds and invasive plants are removed in accordance with an approved landscape plan. Appropriate drainage is maintained to keep water from collecting against buildings.	B	CC			
4	<b>Parking</b> - Paved parking is well-maintained and spaces are marked. Gravel or dirt parking is graded to remove drainage.	B	CC			

## Features:

- Excel-based format for faster calculation; tablet use; AOR feed.
- Details provided so not need to refer back.



# ADDITIONAL TABS

- Accessibility standard element on the Evaluation Tab
- Accessibility tab provides checks (parking, entrances, restrooms) that feed this general standard:

Accessibility Checklist		
Element	Analysis (Yes, No, N/A)	Comments
<b>PARKING</b>		
Accessible parking spaces have an adjacent access aisle with minimum 5' width for cars and 8' minimum width for vans.		
Accessible parking spaces are a minimum of 8' wide.		
Accessible parking spaces are closest to accessible routes.		
Post or wall mounted sign with international accessibility symbol is mounted high enough so it is visible when a vehicle is parked in the space.		
Parking lots have the correct number of accessible parking spaces.		

As well as embedded service specific accessibility standards:

ACCESSIBLE GUESTROOMS		
1 in 25 rooms are accessible.		
For every 100 rooms, facility must have 1 room with roll-in shower (if over 50 rooms).		
<b>Doors</b>		
Keycards have tape or some type of raised marking near the arrow that shows how to insert the keycard into the door.		
Keycard readers are mounted 48" high maximum for only front approach, or 54" high if parallel approach.		



# RODENT EXCLUSION AND HEALTHY FOODS

- Lodging and F&B have similar rodent exclusion tabs.
- F&B also has a healthy foods tab.

Rodent Exclusion Checklist		
Element	Analysis (Yes, No, N/A)	Comments
<b>Rodent Inspections</b>		
Schedule for rodent inspections by concessioner is approved by the park, and inspections are conducted in accordance with this schedule.		
Rodent signs identified by concessioners through inspections are reported to the park immediately.		
The concessioner inspection program includes inspection of seasonal-use structures prior to season opening and year-round use structures prior to peak visitation.		
Inspections for rodent exclusion by the concessioner are included in periodic evaluation inspections are conducted by the park based on facility rodent activity risk.	Inspections; additional	

Inspection Criteria - Exterior			Healthy and Sustainable Food Checklist		
Element	Analysis (Yes, No, N/A)	Comments	Element	Analysis (Yes, No, N/A)	Comments
Trash cans have tight fitting lid and are at least 20 feet away from the structure.			<b>Healthy Food Standards</b>		
			Entrées contain at least one fruit or vegetable.		
			Fruits and vegetables are available as side dishes when food is a la carte.		
			Where milk is served, low-fat and/or fat-free milk and dairy product options are available.		
			At least 30% of beverages offered have no added sugar.		
			At least one vegetarian and one non-vegetarian option are light/lite, low fat, and/or low sodium.		
			Whole grains are used in at least one vegetarian and non-vegetarian menu item.		
			Half servings or reduced portion sizes are available.		



# COMPLETING PE EVALUATION WORKBOOK

- **Column F** is for Analysis
  - Deficient – a deficiency; will be scored automatically
  - Repeat Deficient – a recurring deficiency from the last PE; evaluator can determine whether or not to lower the PE score by 1.
  - Remark – indicates the element is not deficient, but requires attention. Remarks should be corrected, and may become a deficiency if not addressed.
  - Not Applicable
- **Column G** is the Correct By Date
- **Column H** is for remarks, notes, comments, photo references, facts, thoughts, etc.
- Photos can be uploaded on the Photo Attachments tab.

B	C	D	E	F	G	H
<b>Instructions:</b> For each element below, complete the Analysis, Correct By, and Notes columns. Indicate the element as Deficient, Repeat Deficient, or Not Applicable by selecting the appropriate response from the drop-down menu in the Analysis column. Complete the Correct By column as necessary, and include any notes explaining a deficiency or remark. A Remark indicates the element is not deficient, but requires attention. Remarks should be corrected and may become a deficiency if not addressed. If there is no deficiency, leave all columns blank.						
Element Number	Element	A, B, C Ranking	Primary Focus Area	Analysis (Deficient, Remark, N/A)	Correct By (Date)	Notes
Facility Standards						
Facility Exterior						
1	<b>Building Structure</b> - Building exterior is well-maintained and surfaces are treated to protect against deterioration. Roofs, gutters and downspouts are well-maintained and clear of obstructions. Rooftop ventilation and other systems are well-maintained and operational.	B	CC			

# SCORING



Still 1 to 5 but PE workbook will score it

## SATISFACTORY

5 No A or B deficiencies exist. Very few, if any, C deficiencies exist.

A=0, B=0, C=0-3

4 No A deficiencies exist. B and C deficiencies may exist.

A=0, must get 70-99% Bs, 50-99% Cs

3 A few A deficiencies exist. B and C deficiencies may exist.

A≤3, must get 50-69% Bs, ≤49% Cs

## UNSATISFACTORY

2 Many A and B deficiencies exist.

4≤A≤7, ≤49% Bs

1 Fails to meet Level 2 rating criteria.

A≥8



# SCORING SUMMARY TAB

- Green table shows element totals by deficiency
- Grey tables populate as you fill out the evaluation
- Scoring changes as you complete the evaluation

Initial Periodic Evaluation Scoring																												
<table border="1"> <thead> <tr> <th colspan="4">Number of Family Casual F&amp;B Service Standards</th> </tr> <tr> <th>A</th> <th>B</th> <th>C</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>31</td> <td>35</td> <td>14</td> <td>80</td> </tr> </tbody> </table>				Number of Family Casual F&B Service Standards				A	B	C	Total	31	35	14	80	<table border="1"> <thead> <tr> <th colspan="4">Number of N/A</th> </tr> <tr> <th>A</th> <th>B</th> <th>C</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Number of N/A				A	B	C	Total				
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A	B	C	Total																									
<p>Initial Periodic Evaluation Score</p> <table border="1"> <thead> <tr> <th>Initial Periodic Score (1-5)</th> </tr> </thead> <tbody> <tr> <td></td> </tr> </tbody> </table>					Initial Periodic Score (1-5)																							
Initial Periodic Score (1-5)																												
<p>Scoring Criteria</p> <p>5.0 = No deficiencies            4.0 = No A deficiencies, less than 30% B deficiencies, less than 50% C deficiencies            3.0 = Less than 3 A deficiencies, less than 50% B deficiencies, greater than 50% C deficiencies            2.0 = Less than 7 A deficiencies, greater than 50% B deficiencies            1.0 = More than 8 A deficiencies</p>																												

# FOLLOW UP EVALUATION SCORING TAB



- The follow up table on the scoring summary tab will auto populate.
- Final score can only go down.

The required periodic follow-up evaluations should be made as soon as possible after the time specified in the initial report (normally 15 days for A and B elements or at the time of the next routine operational evaluation for C elements) to determine whether or not deficiencies identified on the initial evaluation have been corrected. If A or B deficiencies have not been corrected, the initial rating shall be downgraded one (1) point and such final rating shall be entered on the report and a copy furnished the concessioner or its representative. No periodic rating score may be higher than the preliminary score assigned. The Final Evaluation Score is generated below based on whether or not the listed deficiencies have been corrected.

**Instructions:**

Start by loading the Deficiencies Index table below. To do this,

- Click the small icon in the lower right-hand corner of the Analysis box.
- Ensure the 'Deficient' checkbox is the only box checked (and 'Repeat Deficient' if applicable).
- Click OK

For each element in the table:

- Complete the 'Has the Deficiency Been Corrected?' column by selecting Yes, No, or N/A from the dropdown menu.
- Complete the 'Corrected By' column by filling in the appropriate date.

**Note:** Follow steps (i - iii) to refresh the table below at any time.

### Deficiencies Index

Element No. <input type="text"/>	Element <input type="text"/>	Analysis <input type="text"/>	Correct By (Date) <input type="text"/>	Has the Deficiency Been Corrected? <input type="text"/>	Corrected By (Date) <input type="text"/>

**Final Evaluation Score**

<b>Concessioner Score</b>



# SERA STANDARDS and PE STATUS



Automobile Service Station	AUT
Bathhouse	BAT
Boat Rental	BOA
Campgrounds	CAM
Day Care	DAY
Employee Dining Room	EDR
Employee Housing	EHO
F&B – Backcountry	FBK
F&B – Bars	FBB
F&B – Family Casual	FBF
F&B – Fast Casual	FBC
F&B – Fine Dining	FBD
F&B – Quick Service	FBQ
F&B – Temporary	FBT
F&B – Upscale Casual	FBU
Golf Course	GOL
Guided Air	GAI
Guided Land Tours	GLA
Guided Water Float	GWF

Guided Water Tours	GWT
Horse and Mule	H&M
Houseboat	HOU
Hunting	
Ice Skating Rinks	
Kennels	KEN
Lodging – Basic	LGB
Lodging – Hostels	LGH
Lodging – Midscale	LGM
Lodging – Rustic	LGR
Lodging – Upscale	LGU
Marinas	MAR
Mountaineering	MOU
Parking Facilities	PAR
Public Laundry	LAU
Public Showers	SHO
Recreational Equipment Rentals	REN

Retail	RET
Ski Tows and Lifts	SKI
Snorkel/SCUBA	
Swimming Pool	SWI
Tennis Courts	TEN
Transportation – Ferries	TWF

KEY
Completed
Final PE Completion
To Be Completed



# NEW STANDARDS and PE USE

- Loaded in Contract Management and Concessioner Toolboxes.
- New contracts can begin to use this year.
- Should be adopted in existing contracts beginning next year upon review and concurrence with concessioner; specific elements with demonstrated financial or operational challenges may be phased in or eliminated.
- Operating plans should be updated to reflect classifications, reference new standards and identify exceptions.
- Standards and PEs have undergone field testing but tweaking is anticipated; parallel use of new and old use is encouraged to help validate.

# QUESTIONS?



Many, many thanks to all who helped develop/field test/revise the RM48 standards (you know who you are)!