

**“Talk Soup”**  
**October/November 2003**



**DSO Tidewater, PBO Jessup and PMO Wicomico Support Hurricane Isabel...** On September 22, 2003, Maryland, Delaware, Virginia, Washington, DC, North Carolina, South Carolina and surrounding areas were hit hard by Hurricane Isabel. *Our PBO Jessup, DSO Tidewater and the Wicomico Field Office* were severely affected. Despite power outages and travel hazards, DSO, PBO and Philadelphia personnel worked before, during, and after the Hurricane ensuring that customer service and provisional support was sustained, for those in need, throughout the period of 17-21 September 03. All offices resumed business as usual on 22 September 03. *Hats Off to PBO Jessup, DSO Tidewater and PMO Wicomico for a Job Well Done. Way to Go Team...*



**Training Class...** C & C Produce and *PBO Kansas City* held a training class at Offutt AFB. The class was designed just for Offutt AFB and its produce crew's training needs. The vendor has purchased training tapes from PMA and the class was built around these tapes and the needs of the store. The morning was spent in the classrooms learning about everything from receiving and quality control to merchandising. After the classroom session we took the entire class to the sales floor and put the training into action.

Some worked with merchandising and display building and another group went to receiving and quality control. I feel it is very helpful if you can follow up with this sort of on the job training to further the learning process. I would like to thank everyone involved for a job well done. A special thanks to the Store Director at Offutt AFB for making all the time, classroom space and the produce workers available.



**Customer Assistance...** *PBO Hawaii's* Team provided great saving for various fruits and vegetable for this weekend's theme "Still Serving" at Ft. Shafter PX Market. PBO Chief also paid a visit to the store on 15 Sept 03 to ensure DSCP's service meets customers expectation.... and it does! Store Manager is very much appreciative with our support.

## Liaison Visit

**Liaison Visit...** On 17 Sept 03, in support of the New Jersey Schools, the *PBO Philadelphia* Chief escorted personnel from the New Jersey School Food Distribution Programs to two Vendors currently supplying to the New Jersey Schools. They are Fralinger Cider in Brighton and F&S Produce in Rosenbayn, New Jersey. Fralinger Cider wants a commitment to supply Cider Juice to the schools. Also in attendance was a South Jersey assemblyman who was there to help Fralinger's in their request. It was explained to them how the system works, and if we could use him, he would, depending on quality and price.



**Commissary Road Show...** The Fort Ord Commissary Produce Department held a Road Show last week highlighting over a dozen specially priced sale items. Vendor representatives, along with the Produce Manager, worked the night before setting up big displays of all the sale items, which ranged in savings from 15% to 49% off catalog prices. The Produce buyer from **DSO San Francisco** worked with the vendors and produce personnel on the day of the sale replenishing the produce shelves and tables. There were also 3 demos going throughout the day, featuring globe grapes, Braeburn apples, and a vegetable stir-fry. The customers seemed to really enjoy all these demos, and the great prices on all the sale items.



**Halloween Extravaganza...** With the help of a local vendor, the McClellan Commissary Produce Department set up a huge Halloween-themed display over the weekend. As customers entered the store on Monday, they were greeted with decorated bins of pumpkins, corn stalks, multiple bales of hay, Big Mac pumpkins, and bushels full of mini-pumpkins, gourds, ornamental corn, and mini-corn. The buyer for **DSO San Francisco** commented on the spider-web and skeleton decorations hovering over this big display, as well as the scarecrow standing menacingly near the over-flowing decorative boxes of popcorn balls. It was a fun and exciting display to witness, and watching the expressions of the morning shoppers confirmed that.



**PBO Fort Worth attends the Oklahoma School Food Service Association Food Show...** The Office Manager and one of the Supply Clerks attended the show. A booth was set up and Fresh Fruit was sampled to all visitors of the booth. For this show they offered fresh strawberries with choices of three different kinds of dip, to show more options for serving the kids Strawberries. All visitors indicated that they were very pleased with the USDA/DoD Fresh Fruits and Vegetable program. This program has given them the opportunity to serve more varieties of FF&V to the kids.



**Beautiful Displays...** PBO Jessup's Merchandiser has been working with Ft. Meade and Bolling on some beautiful displays. Pumpkins and the trimmings made for a great Halloween buy at Bolling and a colorful array of fruits and vegetables brighten up Ft Meade's produce department as they prepare for the up coming holidays. Plans are being made to set up holiday displays with special features and grocery crossovers at the front of the stores. We plan to start with Ft. Myers and offer the same plan to the rest of our commissaries.



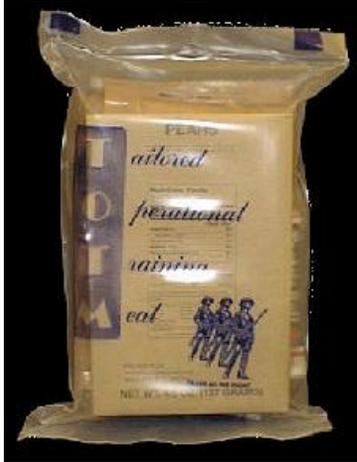
**Focus on Initiatives:**

**The Importance of Timely Receipts...** While we have addressed this issue in previous editions, most recently June, here are some additional thoughts for your consideration:

**The un-Miracle of the Loaves...** One of the primary areas where we do not see accurate receipts is on the Market Ready contracts particularly the bakery or bread contracts. We understand that a common commercial practice is for the bakery to fill your shelves whether that is in strict accord with the ordered quantity or not. Often this means that many loaves are delivered and few are receipted. We do not want to interfere with this helpful practice, but all customers must put tighter controls on insuring that all loaves are receipted for.

**Scorecard...** We are in process of developing scorecards on the accuracy and timeliness of both our customers and our business partners. We will share this information in hopes of influencing behavior, which will be beneficial to all of us. We'll tell you more about this in future editions.

As always, timely and accurate receipts lessen everyone's workloads thereby allowing all of us to concentrate on our primary mission of providing quality support to customers who deserve no less. Should you have any questions, please contact your DSCP Account Manager. Thanks! Tom Lydon Chief CONUS Support Branch.



**TOTM Is Now Available To The ANG...** The Tailored Operational Training Meal (TOTM) is now available to the Air National Guard (ANG). The ANG recently held their Food Service and Services Technician Workshops at the Atlantic City Convention Center in New Jersey following the DSCP Subsistence Worldwide Customer Conference and Food Show. Members of DSCP conducted several Subsistence workshops, including one on Operational Rations and the TOTM. The first two orders for the TOTM came from the 184 SVS at McConnell AFB, Kansas and 126 ARW, SV at Scott AFB, Illinois. The TOTM was first made available to our customers in May 2001. Customers of the TOTM have included the Army National Guard (ARNG), Defense Commissary Agency (DeCA), the Army Reserves (USAR), and now the ARNG. Total sales for the TOTM since May 2001 are \$6 Million. For more information on the TOTM please visit the web page at: <http://www.dscp.dla.mil/subs/rations/meals/totm.htm>. To order the TOTM, please contact the item/program manager Debbie Sinno at (215) 737-3688, DSN 444-3668, [Deborah.Sinno@dlamil](mailto:Deborah.Sinno@dlamil).



**BSM Jobs...A peek into DSCP's Job Information Session...** On 04 Sept 03, DSCP held two Job Information Sessions (JIS) for the Release 1.1 BSM participants from the Subsistence and Clothing & Textile Directorates. Release 1.1 will affect nearly 400 DSCP (including DSCP-E and DSCP-P) employees.

The purpose of the JIS was to provide these individuals with an opportunity to learn about the BSM organizational structure and knowledge transfer and training (KT&T) associated with BSM Release 1.1.



**Recipe:**

**Pumpkin - Cheese Loaves**

**Ingredients:**

3 1/3 cups flour  
4 tsp. Pumpkin pie spice  
2 tsp. Baking soda  
1 tsp. Baking powder  
1-1/2 tsp. Salt  
2½ cups sugar  
2/3 cups oil  
4 eggs  
1 lb. Can mashed pumpkin  
2/3 cup water

**Directions:**

***1 recipe Cream Cheese Filling (see below)***

Sift together flour, pumpkin pie spice, baking soda, baking powder and salt. Set aside. Beat together sugar and oil until light. Add eggs, one at a time beat in pumpkin. Add dry ingredients alternatively with water to sugar mixture until all is well-blended. Grease one regular-size loaf pan and one small loaf pan (Since you are adding the cream cheese batter, you will end up having enough to fill a regular-size loaf pan and a miniature one as well.

Spoon half of the batter in each. Spoon a layer of cream cheese filling over each Sprinkle with half of topping mixture Add rest of pumpkin batter and

finish off with rest of topping mix Bake at 350 degrees for about 35 minutes (small loaf) and 45 minutes (regular loaf), until tester comes out clean.

**Topping:**

**Ingredients:**

- 2 Tbsp. Brown sugar Mix the dry ingredients together and cut the butter
- 2 tbsp. Flour 1 tsp. Cinnamon
- ¼ tsp. Pumpkin pie spice
- 1 tbsp. Butter
- Cream Cheese Filling\*
- 8 oz. Cream cheese (softened) 6 tbsp. Sugar 1 egg
- ½ tsp. Vanilla

**Directions:**

Mix cream cheese until smooth and creamy.  
Add egg, sugar & vanilla and beat well.

\*This is a real handy little recipe. It can be folded into a brownie batter, tucked inside a loaf of nutbread, or drizzled over a coffeecake. If you have extra made up, it will keep several weeks in the refrigerator.

<http://www.webspesso.com/october.htm>