

HUB Food Service Staff Caters to 3000 Daily

By Mrs. Rebecca Metzler

Have you ever worried about having the relatives to dinner? Then you can sympathize with a man who is responsible for feeding approximately 3000 people each day.

Louis A. Berrena is manager of Food Service at the Hetzel Union Building. He, as well as his seven supervisors, are especially trained in hotel management and are specialists in their respective fields. In addition the staff consists of 58 full-time employees augmented by part time workers to over 100 for banquets, teas and receptions.

The average patron sees only the operation of the food counters, the checkers, cashier and the dining room. But, behind the scenes, there are even more workers in a gleaming tile-lined, stainless-steel-equipped kitchen. It contains cold storage rooms, pressure cookers, warmers, mixers, gas and electric ovens and many time-saving gadgets.

There is even a special compartment to speed the rise of dough. Next comes the dishwashing department located in its own area with every detail of sanitation carefully considered.

Vegetables are cooked in steam kettles in small batches to make

them taste just like home-cooked ones.

"My food supervisor is constantly trying new recipes and new combinations on a small scale," the manager explained. "Last week the pizza loaf did not go over so well, but when we tried deviled crab on half shell, it was a big success. Now we include it in the regular menu."

Berrena believes that roast beef is the favorite entree and pecan or coconut cream pie the favorite dessert. He hastened to add, however, that most customers are interested in cost so he must have quite a few low-cost items. Speaking of costs, he explained that the operation is not a profit-making one.

The University requires them to make expenses but not make

a profit. This becomes quite a problem for him when there is a major breakdown because the repair is considered operating expense. For example, there was a \$1000 repair bill on a cooling and ice-making machine recently which had not been anticipated in the budget.

Food Service contracts for most foods on a direct basis so that products are really fresh since they come direct from the source, as canned pineapples from Hawaii. The milk and some dairy products come from the University creamery. All pastry is made in their own bake shop including rolls, buns, cakes and pies.

As Berrena talked it became evident that he tries to preserve the human touch in this vast feeding operation. After the menus are brought to him, he examines them to check whether the student special contains a nutritious balance (but the student's won't always choose it) or whether there has been too much repetition from the previous week.

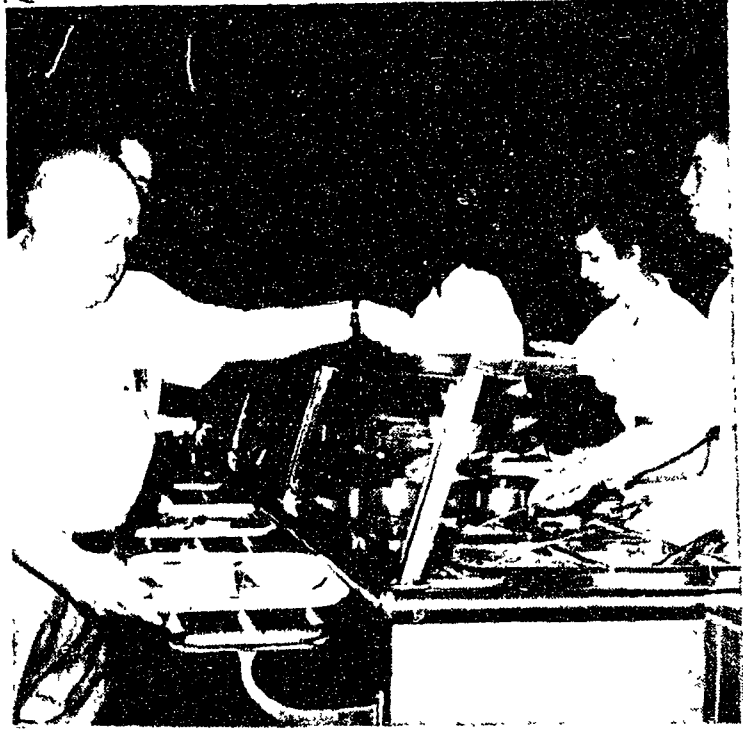
One interesting observation he made in this respect was his statement that he must watch the color combination of his vegetables and meat. One reason is to make it attractive, but the most important reason is to help the checkers who don't have time to examine each item. They must be able to tell at a glance what it is.

The human touch is continued as the patrons pass through the checker to the cashier. The checkers are so efficient that they keep two cashiers busy collecting money. In fact, Berrena is able to tell which girl is operating the check machine merely by listening to the tempo.

This is a fascinating operation to watch because the checkers have the items listed and the check ready by the time the patron gets to the end of the line.

A representative of the company which supplies and services this equipment told the manager that these machines get the hardest and most constant use of any similar equipment in the entire country.

As the patrons pass into the dining area, one other touch of service is evident. Men are provided who, in addition to their regular duties, help individuals with small children or ones who may be handicapped in any way.



—Collegian Photo by Bill Felix

EACH DAY 3000 HUNGRY PEOPLE are served in the Terrace Room in the Hub. The dining room is directed by Louis A. Berrena, a specialist in hotel management.

Conference On Wastes To Open

The 33rd annual conference of the Pennsylvania Sewage and Industrial Wastes Association will open Wednesday on campus. The conference will continue through Friday.

This conference, along with the Pennsylvania Waterworks Operators Association conference to open Monday, is among the oldest to be held at the University.

Topics to be discussed at these class periods are: certification exams, how to combat industrial wastes, state laws concerning wastes and joint treatment of sewages. Classes will be held from 9 a.m. to 5 p.m.

The group will visit Mateer Playhouse and tour the campus as part of a recreational program. One of the lighter parts of the conference will be the presentation of the Sludge Shovelers Award. In order to receive the award, a member of the association must repeat the slogan "sludge shovelers society" three times. If a member is successful, he is given a small golden shovel and an oversized top hat.

Food Service Receives \$20,000 Renewal Grant

The program of the University, designed to aid State institutions in the operation of their food services, will be continued under a renewal grant of \$20,000 made by the Commonwealth.

Clarice D. Gullickson, professor of hotel and institution administration, has been director of the program since it was organized more than two years ago.

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Psych Profs Study Attitude Changes

Lester Guest, professor of psychology, and Robert Stover, assistant professor of psychology, are conducting research in the development and modification of attitude, under a \$1000 grant from E. I. duPont de Nemours and Co.

At present their studies are directed mainly toward children, but they plan to trace the development and changes in attitudes of adults as well as children.

Instruments designed to measure attitude are now being developed, and materials have been collected from students in grades 2, 6 and 12 as well as from University students and other adults.

Singh Receives Award For Engineering Paper

Madan M. Singh, graduate student in mining engineering from Lucknow, India, has received an award from the American Institute of Mining, Metallurgical and Petroleum Engineers for the best paper at the graduate level.

Singh's award was made by the Society of Mining Engineers, one of the three societies, for his paper on the results of work performed at the University of Illinois. The AIME gives \$100 and a certificate annually for the best student papers in each of the three societies.

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