

# Hennessy Trophy History behind Air Force's prestigious award

60th Services Squadron

The John L. Hennessy trophy is an annual award presented to the Air Force installation, in single and multiple-facility categories, having the best food service program in the Air Force. The award is based on the entire scope of an installation's food service program exhibiting excellence in management effectiveness, force readiness support, food quality,

employee and customer relations, resource conservation, training and safety awareness.

The Hennessy Trophy Awards Program was established in 1956 by the Air Force, National Restaurant Association, Society for Foodservice Management and International Food Service Executives Association to promote excellence in customer service and meal quality and inspire high



Hennessy Trophy

morale, motivation, mission support and a professional image through pride and spirited competition.

The annual program reflects the dedication, pride and fellowship of the civilian food service industry and the Air Force way of life. The Hennessy program also allows the sharing of valuable information between the travelers who are recognized leaders in the civilian food service industry, and the base-level food service personnel. Achieving success includes superior customer service, astute management, command support of food service operations and the attitude on behalf of the base to excel and become a winner.

### Who is John L. Hennessy?

Recognized by U.S. presidents as a leader in his field, John Lawrence Hennessy was one of the nation's most capable and respected hotel and restaurant executives. His life is an example of the true American dream.

Born in Angola, N.Y., in 1886, he began working in hotels as a freight elevator operator. Hennessy worked his way up through the ranks to become vice president of Statler Hotels in 1928 and the Chairman of the Board before World War II. When Hilton Hotels Corp. absorbed Statler Hotels, he became vice president of Hilton, the largest hotel corporation in the world at that time.

When the United States entered World War II, mobilization efforts presented many challenges. In 1943, President Roosevelt appointed Hennessy as chairman of the War Food Committee to develop food service systems capable of sustaining millions of military personnel. He became the Special Food Consultant to the Secretary of War and was a member of the National Meat Board, controlling meat production and processing during the war.

As a member of the Restaurant Industry Advisory commission to the Office of Price Administration, his expertise was used during food rationing due to wartime needs. In 1946, he engaged in fund-raising activities in the hotel industry, supporting disabled American veterans.

In 1952 with the advent of the nuclear age, Hennessy served as a special food consultant to the Atomic Energy Commission at Los Alamos, N.M. He evaluated the impact of nuclear radiation on food products.

Hennessy was then appointed to the Hoover Commission. Their tasks included improving military food service operations. One of his recommendations was to encourage the military services to adopt a program of food service competition and inspire better management and command support of food service.

Hennessy did not live to see his recommendation in action. The memory of John Lawrence Hennessy lives on in the annual Air Force Hennessy competition — a testimonial to his efforts in the food service field.

### Hennessy Travelers' Award

The Hennessy Travelers Association represents a fraternity of past Hennessy evaluators dedicated to the advancement of management techniques and professional skill development in Air Force food service. Each year, Hennessy evaluators on both the single and multiple teams select an Air Force military food service person who exemplifies the highest standards of professionalism, attitude and culinary skills as the recipient of the Award of Excellence.

Winners of this award receive a plaque and scholarship option from the Hennessy Travelers Association. They also receive an invitation to attend a National Restaurant Association-sponsored education seminar. These special awards are presented after the Hennessy Trophy Awards Ceremony in Chicago.

# Gearing up Travis prepares for Hennessy competition

By Linda Mann  
60th Services Squadron

The food service personnel at Travis proved their excellence by winning the coveted 2002 Air Mobility Command John L. Hennessy Award in December. That was just the first step. This weekend they will compete for recognition as the best food service operation in the Air Force.

"We are more than ready," said Food Service Superintendent MSgt. George Stewart. "We already showed what we could do — and we have continued to meet or exceed the Air Force Golden Eagle standards set for Air Force Food Service facilities. Now we just have to show the Hennessy team what we are made of."

Travis is competing in the multiple-facility category, and all its dining facilities will be evaluated as one unit. The evaluation team will visit Sierra Inn, Golden Hills, the Fire Station Kitchen, Flight Kitchen, Readiness office and the Food Service Staff Office to judge six key areas: kitchen operations, serving and dining operations, training (to include personnel and readiness), sanitation, maintenance of the facility and overall management practices.

The team that will decide the winner of the 46th annual Hennessy Trophy, sponsored by the National Restaurant Association, consists of food service experts in the military and private sector. Team Chief Lt. Col. Daniel Doty and team member SMSgt. John Martin, food service superintendent, come from the Air Force Services Agency in San Antonio, Texas. William Rowe Jr. is from the NRA, and John Breslin is from the International Food Service Executives Association.

The Air Force Hennessy team will arrive at Travis Saturday and begins its evaluations Monday. They will take a whirlwind tour of all the dining facilities at Travis—eating, observing and asking questions for two days. At the end of the evaluation, they will head out to Vandenberg AFB to do the same thing over again. The team will be evaluating seven multiple-category facilities which are competing for the "Best in the Air Force" title. These include: Eglin AFB, Fla.; Keesler AFB, Miss.; Royal Air Force Lakenheath, United Kingdom; Dyess AFB, Texas; Vandenberg AFB, Calif.; Osan AB, Republic of Korea, and Travis.

The evaluation team will scrutinize every aspect of the food ser-

vice operation to determine an overall AF champion.

"We scored very well in all categories during the AMC evaluation, but this time we are up against the best food service facilities Air Force wide. The team will be looking at the little things that set one base above another," Stewart said.

Those little things include the way the employees interact with customers, the cleanliness and attractiveness of the facility, and the appetizing presentation of the food. In addition to meal preparation and the quality of the dining facilities, the team will also be looking at the business end of running the facility and judging how well it is managed.

"Evaluators will be looking at our financial, purchasing, and receiving records as well as how the managers have trained their employees. I have great confidence in our team and the way our managers run all of our facilities," said 60th Services Squadron Superintendent CMSgt. William Garner.

Travis is part of an exciting food service training program that is unique to the Air Force. Chefs from the Culinary Institute of America in Napa, Calif., teach selected Travis food service personnel ways to improve upon

menus and food presentation. Those employees then bring what they have learned back to base.

The program has only been in place for a about a year, but they are already creating tasty results.

"The personnel that are selected to go to the CIA are the top performers selected by management. After attending the CIA, they are empowered to come back and implement new ideas and techniques amongst co-workers and management. The C-5 Cookies, KC-10 Brownies, entree and plate presentation are examples of how the CIA training has paid off," Stewart said.

Food Service Officer 2nd Lt. Mark Mekenas knows all the food service employees play an important role in quality and readiness.

"We couldn't have won Best in AMC two years in a row if we didn't have a quality staff. That includes active duty, reservists, civil service and PRIDE employees — we all work together as a team," Mekenas said.

The winners of the John L. Hennessy Trophy will be announced in April, with trophies being presented May 18 at the NRA Trade Show in Chicago.



An airman from the Sierra Inn Dining Facility prepares chicken for the masses.

Courtesy photo



### Sierra Inn

Located in Building 1301 of Burgan Boulevard, Sierra Inn is within easy walking distance of the base dormitories. The dinner and midnight meal, unique to the Sierra Inn, feed the dorm residents, who make up approximately 70 percent of the facility's customer base.

Sierra Inn's bakers prepare a full line of baked goods including pastries, pies, cakes, cookies and their specialty — C-5 cookies. They provide all baked goods for the entire food service organization. Recently, four Sierra Inn bakers were able to take part in the Culinary Institute of America's training program. Food Services sent them to Napa for two weeks to learn all the CIA could teach them. The bakers then came back to Travis to implement the new or improved ideas.

Sierra Inn is open for breakfast 6 to 8 a.m. weekdays; lunch 11 a.m. to 1:30 p.m. weekdays; dinner 4:30 to 6:30 p.m. every night; midnight dining 11 p.m. to 1:30 a.m. weekdays and brunch 6 a.m. to 1 p.m. Saturdays, Sundays and Holidays.

The newest addition to the facility is the Grab-n-Go take-out meal service, which began in November 1999. The Grab-n-Go menu offers guests a wide variety of hot fast-food items, including entrees such as fried chicken, hamburgers and submarine sandwiches. They also have prepackaged salads, snacks and beverages to make a healthy lunch a snap.

The Fire Station Kitchen, one of the satellite facilities, serves lunch and dinner seven days a week to Travis fire personnel who are often unable to leave the fire station to get meals. Although a small operation, only serving five to 25 meals a day, it is an important part of what Travis food service personnel accomplish.

After Sept. 11 Travis was designated as part of the homeland defense operation. The food service team began a new food delivery service to support the homeland defense alert facility.



### Golden Hills

Located in Building 249 on Hickam Ave., Golden Hills has a centralized location and is a favorite lunch spot for those working on the flight line. The facility was recently renovated and reopened in January 2000 with a new more attractive and functional interior. The facility serves about 8,000 meals a month any of those to reservists on Unit Training Assembly weekends.

Golden Hills is open for breakfast 6:30 a.m. to 9 a.m. Monday through Friday and 6 to 8:30 a.m. Saturday and Sunday. Lunch is served 10:30 a.m. to 1 p.m. daily.

Golden Hills Dining Facility is closed on non-UTA weekends and holidays.

### Flight Kitchen

Located in Building 1201, the Flight Kitchen caters to the needs of pilots, flight crews and passengers transiting Travis while flying "space available." The staff prepares nutritious boxed lunches featuring hamburgers, fried chicken, sandwiches, salads, beverages, chips and desserts that are ready and waiting for their customers 24 hours a day. The extended hours also make it a convenient eatery for security forces, flight line personnel and hospital employees who often work second and third shifts when no other dining facilities on base are open. The Flight Kitchen serves about 9,000 meals a month making it the largest AMC flight kitchen in the entire Air Force.



Welcome to Travis Air Force Base, Hennessy Award team!