

FSO-PVA (FOT) Course**Unit 11. FSO RESPONSIBILITIES****Lesson 2. Standard Operating Procedures**

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Lesson 2: SOP

Introduction

Lesson Overview

A Standard Operating Procedure (SOP) for the Coast Guard Dining Facility (CGDF) explains the policies and procedures for CGDF operations and management. For example, the SOP clarifies FSO responsibilities, sets policies to prevent or address issues, addresses requested special requirements, and identifies FSO expectations of members using the galley.

One of the first actions an incoming FSO takes when beginning a new assignment is to create an SOP (Standard Operating Procedures) for their CGDF.

This lesson explains how an FSO creates a SOP. The lesson offers a recorded lecture, optional Job Aid as reference, and provides a practice activity and an assessment creating an SOP.

Objective(s)

After this lesson, students should be able to:

- Given designation as an FSO, Coast Guard Dining Facility (CGDF) files, a computer with CS Portal access, and Job Aid “How to Create a CGDF Standing Operating Procedures (SOP)”, **CREATE** the Unit’s CGDF SOP with 100% accuracy. (TPO)


References

- Coast Guard Food Service Manual COMDTINST M4061.5A (series); MAR 2009
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Lesson Structure

Lesson Structure and Required Materials

This table explains how to complete this lesson. If you lack materials or experience technical difficulties, contact Lesson instructor through email or phone.

Lesson Title	Set Up PVAISW
Lesson Schedule	<u>Mode: Online Self-Directed</u> <ul style="list-style-type: none"> • <u>Recommended Start:</u> Day 11 by 1130 PST • <u>Complete:</u> Day 11 by 1400 PST • <u>Duration Range:</u> 60 min. – 120 MIN.
Paper Materials 	Job Aid Booklet: <ul style="list-style-type: none"> • Job Aid, “How to Create a CGDF Standing Operating Procedures (SOP)”
1. Develop Knowledge	This lesson provides a recorded lecture discussing how an incoming FSO creates an SOP for their new CGDF.
1. Complete Practice	This lesson includes one practice activity. Refer to the Practice Section in this User Guide for instructions.
2. Complete Assessment	This lesson includes one assessment activity. Refer to the Assessment Section in this User Guide for instructions.
End of Lesson Structure	

Knowledge Development: SOP

Instructions for Knowledge Development

When an FSO arrives at a new unit to begin a new assignment, they create an SOP.

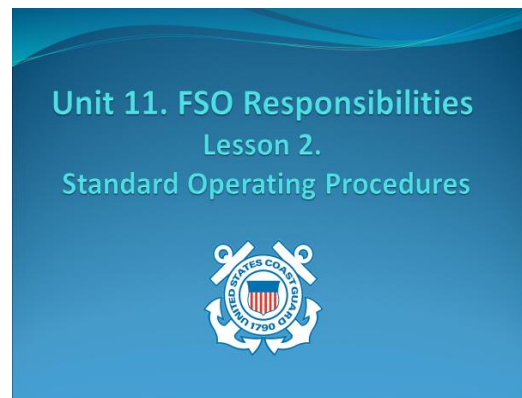
This lesson begins with a recorded lecture discussing how to create an SOP.


Instructions:

1. Access Job Aid, "How to Create a CGDF Standing Operating Procedures (SOP)".
2. If possible, print this User Guide so as to take notes while viewing the Lecture recording described in the next steps.
3. Go to milSuite for course materials (link below):
<https://www.milsuite.mil/book/groups/fso-pva-course>
2. Click "Knowledge Development" link under Unit 11, Lesson 2.
3. Click on LECTURE link.
4. After viewing the recorded lecture, if you have any questions, email your instructor.
5. Proceed to the PRACTICE section in this User Guide.

Lecture Slides on next page


Knowledge Development: LECTURE SLIDES






Objective(s)

Given designation as an FSO, Coast Guard Dining Facility (CGDF) files, a computer with CS Portal access, and Job Aid "How to create a CGDF Standing Operating Procedures (SOP)", CREATE the Unit's CGDF SOP with 100% accuracy. (TPO)



Agenda

- SOP Requirements
- How to access SOP Template from CS Portal
- SOP Template
- Review



Continued next page

Knowledge Development: LECTURE SLIDES

SOP Requirements


- Unit specific written instructions on personnel duties and responsibilities
- Maintaining refrigerated spaces' temperature logs
- On-the-job training for the CO's or OINC's approval to guide CGDF personnel
- Equipment operation, safety, and sanitation
- Break out and sales procedures

How to access SOP Template from CS Portal



The screenshot shows the CG Portal homepage. A blue box with the text "Click 'Knowledge Repository'" has a red arrow pointing to the "Knowledge Repository" link in the left-hand navigation menu.

How to access SOP Template from CS Portal, continued

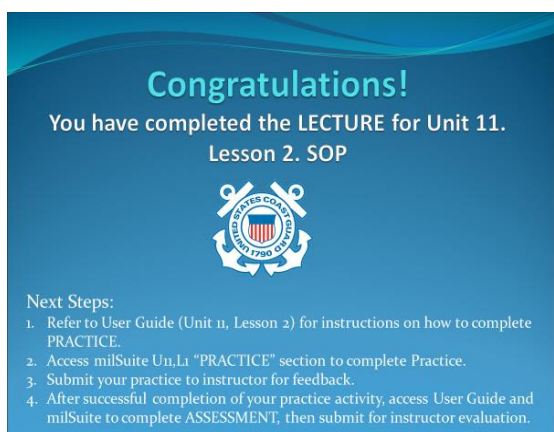
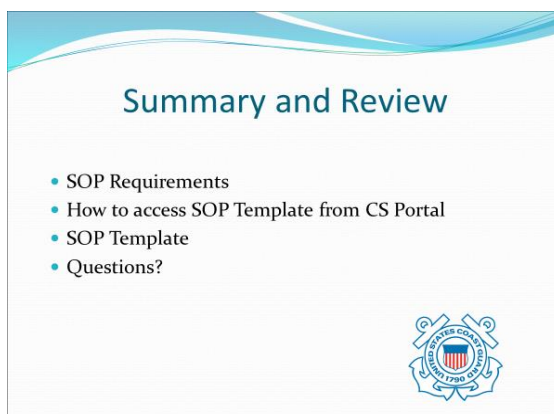
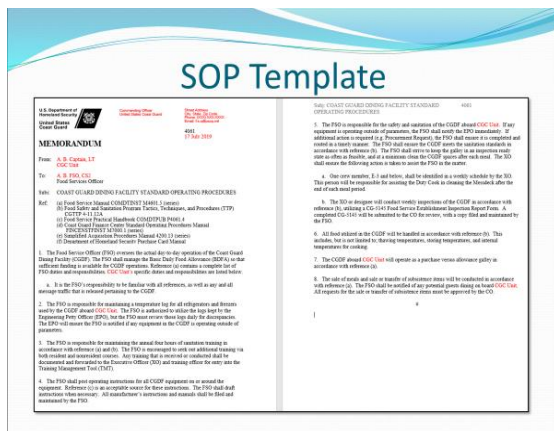


The screenshot shows the "SOP Resources" page. A blue box with the text "SCROLL DOWN and Click 'SOP Template'" has a red arrow pointing to the "SOP Template" link in the list of resources.

Type	Name
	FSS Template
	SOP Checklist
	SOP Template

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Knowledge Development: LECTURE SLIDES



End of Lecture Slides

Practice: SOP

Instructions for Practice

To complete this practice, follow these steps:

Access Practice Materials Online

1. Access Job Aid, “How to Create a CGDF SOP”.
2. Go to milSuite:
<https://www.milsuite.mil/book/groups/fso-pva-course>
6. Click “Practice” link under Unit 11, Lesson 2.
7. Listed on this screen are the materials you need to complete your practice activity, including:
 - SOP template

Complete Practice

8. You will create an SOP using the template downloaded from milSuite.
9. Use the following parameters to complete this PRACTICE:

DATE	01 April 2020
UNIT NAME	USCGC Pacific
ADDRESS	100 Coast Guard Way, Petaluma, CA 94952

2. Success criteria for this Practice:
 - Completed SOP

Continued next page

Practice: SOP, CONT.

**Instructions
for Practice,
CONT.**

3. After you have created the SOP, SAVE it to your computer.

Recommended naming convention:

- U11L2_SOP_PRACTICE_(**Your Last Name**)

Submit Completed Practice Form

4. UPLOAD your PRACTICE DOCS into the CS Portal folder that has your last name.

5. SEND an email to instructor CSCS Ciurlino (Anthony.J.Ciurlino@uscg.mil):

- Subject: U11L2 PRACTICE (**Your Last Name**)
- Body of Email: Include this description
 - Unit/Lesson # and Practice (U11L2 SOP)
 - Sample description in body of email: *"U11L2 FSO SOP Practice now uploaded to Portal and ready for your review and feedback."*
 - Email Signature: Your full name, time zone, your email address for receiving instructor feedback, and your cell phone.

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Practice: SOP, CONT.

**Instructions
for Practice,
CONT.**Receive Instructor Feedback on Practice

6. If you do not receive instructor feedback within 30 min., email your instructor to confirm they know you have submitted your practice assignment.
7. Your instructor will contact you with feedback using the email or phone number you included in your email.
8. Instructor feedback on your practice:

IF	THEN
Your practice was correct	Proceed to Assessment
Your Practice had errors.	<ol style="list-style-type: none">1. Take notes on instructor feedback.2. Ask questions for clarification.3. Discuss with instructor. Are you ready for the assessment or do you wish to practice again?4. Pursue action determined with instructor in Step 3.

End of Practice

Assessment: SOP

Instructions for Assessment

To complete your Assessment, follow the instructions below.

Access Assessment Materials Online

1. Reminder: Questions are not permitted during an Assessment. You have three attempts to pass this assessment.
2. Access Job Aid, “How to Create a CGDF SOP”.
3. Go to milSuite:
<https://www.milsuite.mil/book/groups/fso-pva-course>
4. Click “ASSESSMENT” link under Unit 11, Lesson 2.
5. Listed on this screen are the materials you need to complete your assessment activity, including:
 - SOP template

Complete Assessment

6. Using templates downloaded from milSuite, you will complete an SOP
7. Use the following parameters to complete this ASSESSMENT:

DATE	01 May 2020
UNIT NAME	USCGC Atlantic
ADDRESS	100 Munro Drive, Norfolk, VA 23324

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Assessment: SOP, Continued

Instructions for Assessment, CONT.

1. Success criteria per the Performance Test Checklist (PTC) for this Assessment include:
 - Completed SOP
2. After you have created the SOP, SAVE it to your computer.
Recommended naming convention:
 - U11L2_SOP_ASSESSMENT_(**Your Last Name**)

Submit Completed Assessment

3. UPLOAD your PRACTICE DOCS into the CS Portal folder that has your last name.
4. SEND an email to instructor CSCS Ciurlino (Anthony.J.Ciurlino@uscg.mil):
Suggested structure of your email:
 - Subject: U11L2 ASSESSMENT (**Your Last Name**)
 - Body of Email: Include this description
 - Unit/Lesson # and ASSESSMENT (U11L2 SOP)
 - Sample description in body of email: *"U11L2 SOP ASSESSMENT now uploaded to Portal and ready for your review and feedback."*
 - Email Signature: Your full name, time zone, your email address for receiving instructor feedback, and your cell phone.

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Assessment: SOP, Continued

**Instructions
for
Assessment,
CONT.**Receive Instructor Feedback on Assessment

1. Your instructor will contact you with feedback using the email or phone number you included in your email.
2. Instructor feedback on your assessment:

IF	THEN
Your assessment was correct	Congratulations! You are proficient in this skill!
Your Practice had errors.	<ol style="list-style-type: none">1. Take notes on instructor feedback.2. Ask questions for clarification.3. Discuss with instructor. Are you ready to try the assessment again or do you need more practice time?4. Pursue action determined with instructor to successfully complete assessment

End of Assessment