

Inventory Management at the Theme Park

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Abstract

Erin is a catering supervisor and is responsible for requisitioning food for all catering events. She is experiencing consistency problems with the warehouse including late delivery, missing food from deliveries, and the delivery of too much food. Erin's summer hospitality internship is half over and she is seeking to understand and solve the process issues her operation has with ordering and receiving the food in a timely manner. She is using this issue to complete an assignment required for her internship. The focus of this critical incident is on the processes involved with inventory management and how it impacts the foodservice operation.

Learning Outcomes

In completing this assignment, students should be able to:

1. Evaluate an inventory system and determine the implications of poor inventory management.
2. Develop an inventory management plan and understand the relationship between it and an inventory control system within a central warehouse setting.
3. Propose inventory management tools and techniques to improve existing processes.

Application

This critical incident would be useful in undergraduate courses focused on hospitality management, foodservice management, and inventory management.

Key Words

inventory, inventory management, foodservice

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