## Strategic Goal: Extended Service Hours in Sammy's Kafe

### Action Steps

<table>
<thead>
<tr>
<th>Action Steps</th>
<th>Action Leader</th>
<th>Jul-05</th>
<th>Aug-05</th>
<th>Sep-05</th>
<th>Oct-05</th>
<th>Nov-05</th>
<th>Dec-05</th>
<th>Jan-06</th>
<th>Feb-06</th>
<th>Mar-06</th>
<th>Apr-06</th>
<th>May-06</th>
<th>Jun-06</th>
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<tbody>
<tr>
<td>Discuss menu options for extended service hours (2 p.m. - 4 p.m.)</td>
<td>Ryan Gardner/ Marlene Wilson</td>
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<tr>
<td>Plan menu for new hours</td>
<td>Marlene Wilson</td>
<td>X</td>
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<tr>
<td>Inform staff/students of new options from 2 p.m. - 4 p.m.</td>
<td>Marlene Wilson</td>
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### Personnel
Ryan Gardner, Marlene Wilson

### Success Indicators
New service hours are available at the start of the semester in August

### KPI's
Continuous Improvement; Customer Service