

Lee's Summit School District Food and Nutrition Services



School Meals

We serve education every day™

Employee Handbook

Revised August 2010

<http://www.leesummit.k12.mo.us/nutrition>

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WELCOME

Welcome to the Lee's Summit School District Nutrition Services Department.

To those of you who have been with the school district in past years, thank you for the dedicated service you have provided to our students. To our new members: welcome to the challenging work of feeding and influencing the food habits of America's youth. We contribute directly to a student's educational readiness. We also educate children by teaching sound eating habits, serving balanced menus, and exposing them to a wide variety of foods. We in the Lee's Summit School District feed 15,000 meals a day. It takes the efforts of 175+ highly trained staff members to accomplish this enormous task.

You are a valuable member of our team and contribute significantly to the effectiveness of the Nutrition Services Program. I urge you to recognize your tremendous contribution. I also urge you to consider a career on our team to benefit our future generations. Our department expects a commitment to the service of nutritious, attractive, and tasty meals to our customers. In return, you will receive real satisfaction from providing the means for our children to be healthy.

Jane Hentzler, RD
Director of Nutrition Services

Lee's Summit R-7 District Mission Statement

MOTTO:

“Reaching the Mark”

OUR MISSION:

Our mission is to prepare students for a changing world by providing the highest quality educational opportunities in a caring environment.

ESSENTIAL BELIEFS:

We believe that:

- Students will achieve
- Teachers will teach effectively
- We will maintain high standards and expectations
- Students will receive encouragement and recognition
- Students will be engaged in active instructional experiences
- Parental involvement will promote student success

Food and Nutrition Services Directory

Nutrition Services Office	986-2200	702 SE 291 Hwy, Lee's Summit, MO 64063
Jane Hentzler, Director	986-2205	Jane.Hentzler@leesummit.k12.mo.us
Lori Danella, Coordinator	986-2206	Lori.Danella@leesummit.k12.mo.us
Donita Zehr, Coordinator	986-2207	Donita.Zehr@leesummit.k12.mo.us
Joni Yager, Admin. Assistant	986-2203	Joni.Yager@leesummit.k12.mo.us
Jackie Frinthal, Admin. Assistant	986-2204	Jackie.Frinthal@leesummit.k12.mo.us
Kathy May, Admin. Assistant	986-2208	Kathy.May@leesummit.k12.mo.us
Fax	986-2215	

School Cafeteria Numbers

Cedar Creek Elementary	986-1270	Manager, Wanda Shepherd
Greenwood Elementary	986-1330	Manager, Jennifer Eastep
Hawthorn Hill Elementary	986-3390	Manager, Carla Arcano
Hazel Grove Elementary	986-3320	Manager, Beth Kuiper
Highland Park Elementary	986-2260	Manager, Beverly Rosenthal
Lee's Summit Elementary	986-3350	Manager, Lesa Raup
Longview Farm Elementary	986-4180	Manager, Sandra Courtney
Mason Elementary	986-2340	Manager, Michelle Smith
Meadow Lane Elementary	986-3260	Manager, Sarah Holden
Pleasant Lea Elementary	986-1240	Manager, Cheryl Anderson
Prairie View Elementary	986-2290	Manager, Bert Stephenson
Richardson Elementary	986-2230	Manager, Donna Royal
Summit Pointe Elementary	986-4220	Manager, Mary Miller
Sunset Valley Elementary	986-4250	Manager, Connie Penny
Trailridge Elementary	986-1300	Manager, Katy Harper
Underwood Elementary	986-3290	Manager, Marcia Stanley
Westview Elementary	986-1360	Manager, Kathy Holden
Woodland Elementary	986-2370	Manager, Leanda DeDonder
Bernard Campbell Middle School	986-3200	Manager, Cathy Lilleston
Pleasant Lea Middle School	986-1200	Manager, Cindy Rice
Summit Lakes Middle School	986-1400	Manager, Sharon Owensby
Lee's Summit High School	986-2050	Manager, Donna Staggs
Lee's Summit North High	986-3050	Manager, Lyla Kruse
Lee's Summit West High	986-4050	Manager, Kathy Ward
Head Start at Great Beginnings Ctr.	986-2470	Mary Holland

Nutrition Services Mission

To make available two nutritious meals daily for all students in the district at an affordable cost. To encourage the child to develop good eating habits. To aid in the social and cultural development of children in relation to the acceptability of food.

Nutrition Services Values

1. Customer Service is #1.
2. We care, we hire, and we train and retain the best.
3. We serve high quality, nutritious food that meets or exceeds federally mandated guidelines.
4. Individual accountability is important.
5. We comply with the Health Department Standards.
6. We are a nutrition education resource.
7. Financial stability is our goal.

Introduction

The purpose of this handbook is to familiarize you with the Nutrition Services Department and Lee's Summit Schools. Since understanding is essential to good relationships, we hope this handbook answers most of your questions concerning our policies and goals so that your work experience here is a good one. If you need further explanation, please feel free to discuss your questions/concerns with your manager.

The National School Lunch Program (NSLP) came into existence in 1946 after many malnourished draft-eligible young men were rejected from military service in World War II.

To participate in the NSLP, Nutrition Services must follow meal patterns established by the United States Department of Agriculture (USDA), provide free or reduced price meals to low income children and follow both federal and state regulations. In return, the USDA provides limited cash reimbursement for student meals and the donation of commodity foods.

Lee's Summit has a student enrollment of approximately 17,000 in three high schools, three middle schools, and eighteen elementary schools. Each facility has a preparation kitchen and all schools provide lunch to students and adults each school day; in addition, all schools provide breakfast. Ala Carte items are sold to students and teachers throughout the day, and our department has a catering business that is coordinated through the cafeteria managers.

Our department expects an employee's commitment to the service of nutritious, attractive, tasty and economical meals to our customers. Our success is dependent upon customer satisfaction and repeat business, which hinges on you and your performance.

Excellence is our standard. We strive to serve the public in a professional manner and to maintain a high degree of quality. Bear in mind that for all of us in Nutrition Services, the customer we serve (students, teachers, parents) is, in effect, our employer; and without our customers, we fail. It might help to remember that our customers may not always be right, but our customers will ALWAYS be our customers. Customer satisfaction is, and always will be, our primary goal.

Our department was named a District of Excellence in Nutrition in February 2009. With excellence being our standard, we went on to be named District of the Year for 2009. The District of Excellence recognition highlights school districts that complete a thorough self assessment in all for key areas in the "Keys to Excellence" Program. Districts must meet the national best practice standards that make up the keys through a comprehensive application. We are very proud to be able to say we are one of the best nutrition departments in the Nation!

The Manager's Role

A manager is developed over a period of time, sharpened by experience, training, rewards and encouragement. Managers must achieve their designated objectives to insure long-term survival of the enterprise. To this end, a manager selects, acquires, activates and directs resources toward the attainment of enterprise goals. To establish and maintain an efficient school food operation, a manager must possess and use a vast resource of personnel management and technical skills: leader, cook, baker, sanitation manager, teacher, purchasing agent, bookkeeper, coordinator, marketing/advertising agent, and local representative for USDA, the LSSR-7 nutrition services department, and Missouri DESE child nutrition programs division.

To manage effectively and create an environment of work satisfaction, a manager must:

1. Forecast, predict, anticipate with vision and forethought, and develop the blueprint and timeframes. This plan must then be communicated to the staff in a clear and timely manner.
2. Organize, after evaluation of the environment, and then assign all of the tasks to be done. It is essential to establish a means or measurement of performance.
3. Supervise day-to-day activities to assure that everything conforms to the plans; delegate authority when necessary; and assist the Nutrition Services Director with food requests for catering events.
4. Coordinate and build a dedicated team of efficient employees. Keep employees well informed of goals, events, promotions, and food service objectives.
5. Create a positive work environment – controlling food, money, staffing, resources, and atmosphere. All else has little meaning if effective control procedures are neglected.
6. Give full cooperation to all students, parents, supervisors, and staff. Be a part of the total school climate and environment.
7. Be flexible - No two days are the same. Change is constant in today's work environment.
8. Continuously improve – personally, educationally, and professionally.

Employee's Responsibilities

Your responsibility to your job can be stated briefly. If you fulfill your responsibilities, you should have a long and pleasant association with the district. We expect you to:

- Provide high quality food and service
- Follow manager's guidance
- Be punctual
- Be efficient in your work
- Be honest
- Work safely
- Be positive
- Be flexible
- Take care of district property and equipment
- Follow district rules and regulations
- Stay home when sick
- Follow health department rules
- Grow and develop professionally

Interpersonal Relationships and Attitude

1. Take pride in your work.
2. Respect fellow employees.
3. Work harmoniously with teachers, co-workers and students.
4. Avoid discussing personal problems, gripes and gossip on the job.
5. If there is problem, take it directly to the one with whom the problem exists. Try to work it out with a win-win solution. If you can't, see your supervisor. If the Manager can't help, call the Nutrition Services Coordinator.
6. We must have a positive influence on children's eating habits and food related social skills. Personal likes and dislikes must not interfere or be expressed to customers.
7. To continually improve the department, all Nutrition Service personnel must have an open mind, must remain eager to help, and must be willing to accept constructive criticism and change.

Customer Relations

As we have already said, our business success depends on good customer relations because our customers are the people who pay our salaries. If we want customers to return, we must satisfy them with our products and services.

How do we satisfy our customers? Here are a few simple Suggestions:

- Check your appearance—Are your: shoes polished, clothes clean and pressed, name tag on uniform, hairnet covering all hair, fingernails short, unpolished and clean? Did you properly wash hands before serving? A well-groomed person can, by appearance and conduct, show the customer that we are a District that cares about them because we care about ourselves.
- Check your manners—Are you polite with our customers? Are you smiling? Even before you say “hello”, your facial expression and your attitude greets the customer. When your attitude expresses pride in yourself and in your work, your sincerity, cooperation, and acceptance of responsibility become believable.
- Show interest if a customer has a problem - take time to listen. After the customer has related the problem, it is essential to establish a means for measuring performance. You, he/she will have calmed down and may even thank you for your attention to his/her problem.
- Take action on the problem—if the customer has a problem that is within your scope of service, try to solve it immediately! Assure him/her that you will see that the proper person is notified if you cannot solve the problem. Make a note of the problem while the customer is still there and do not allow him/her to leave until it is resolved. This is an indication to our customers that we are doing our best to maintain good customer relations. Do not leave at the end of your shift without reporting such an incident to the kitchen manager.

Why a Dress Code?

We are professionals and we want to be thought of and treated like food service professionals. A person's perception is their reality. How we appear to our customers influences how our customers perceive our food and service. How we appear to the school staff and the community is how they perceive our program. The Nutrition Services program is an integral part of the education process; therefore, how we appear makes a difference. We want to convey a professional, caring image. Image is important to customer satisfaction.

The "Team Look" is what we need to keep in the back of our minds when we decide what to wear at work. Each person in a kitchen must look like a member of a unified Nutrition Services team. Clean, professional, coordinated, practical, and safe are the key words. All employees have a responsibility to look like a team member. A "Team Look" will consist of white pants and specific colors of shirts. In addition, a school apron will be provided.

Dress Code

- Uniform
Type: White pants with coordinating top (No stretch pants; leggings, or sweatpants). Clothes should be practical to wear and easy to keep clean. Two shirts and one apron will be provided when one goes on contract.
- Shoes
Type: Leather sneakers (no canvas) sturdy leather oxford style with non-slip soles, preferably rubber (no leather soles). No sandals, open-toes, slip-on shoes or heels.
- Hose
Type: Pantyhose, ankle-high hose, knee-high hose, or white anklet socks or tights must be worn.
- Grooming
Clean uniform daily.
Clean shoes.
Clean hair.
Clean body (bathe regularly); fresh breath; use deodorant.
Hairnets MUST be worn. Long hair should be up and away from the face. A hair restraint is necessary on long hair.
Be cautious of your underwear color or appearance under your clothing.
- Accessories
No necklaces, dangling earrings, bracelets, or rings with stones (costume jewelry). No facial piercings and no visible tattoos.
- Fingernails
Nails must be kept clean and short.
Artificial nails or tips are not allowed.
Polish is not allowed.

- Make-up
Face make-up should be kept to a minimum.
- Name Tags
Each member of the team must wear a district-furnished nametag.
- Smiles
Smiles are required on all faces, especially during serving. If you like your job, be sure to tell your face and the smile will come naturally.

It is the manager's and supervisor's responsibility to enforce the dress code and set the example. Managers should use good judgment and discretion when addressing this subject. Remember you are food service professionals.

Assignments

1. Nutrition Services employees receive a contract with specified hours per day. Beginning in August 2009, the district will phase in an electronic time clock system, one school at a time. At that time, manual time sheets will no longer be used.
2. Employees are paid on the 15th and 28th of each month. The payroll cut-off dates are the 15th and last day of each month. Employees receive payment through direct deposit to their own banks.
3. Benefits are paid as outlined in the Personnel Policy Manual. Please refer to the policy as updated on the district website at www.leesummit.k12.mo.us/employment.
4. All contract employees working four hours or more a day must belong to the Missouri Retirement System.
5. Employees' duty hours are determined by the kitchen manager according to the food service operation's needs; however, contract hours per day are set by the district.
6. It is the prerogative of the district to transfer or reassign Nutrition Services personnel to another location when such action serves the best interest of the district.
7. Breaks are scheduled by the kitchen manager to best meet the needs of the department. If you choose not to take the break, you must still work the hours scheduled by your manager.

Attendance

Every employee is important in his/her role at Reorganized School District No. 7. If an employee is absent or late, another employee must share in the added duties and responsibilities. As one condition of continued employment, employees are expected to be at work for each day that they are scheduled to work and to be on time at the start of each work day.

Frequent or continual absenteeism, tardiness, or failure to notify a supervisor shall be cause for disciplinary action up to and including termination. Any employee who is scheduled to work and fails to report for work for three (3) consecutive scheduled work assignments without notifying the appropriate person shall be considered to have voluntarily abandoned and terminated his/her position.

One's attendance record is an important consideration in matters such as promotions, transfers, and demotions. Regular and punctual attendance is expected of all District employees.

Absenteeism shall be dealt with pursuant to the District's Progressive Disciplinary Action Policy (GDPD-AP).

Meal Policy

All Nutrition Services employees may eat lunch without charge (only take the foods you can eat). No food should be taken from the kitchens at any time. Employees are allowed twenty (20) minutes for lunch; this time is not included in the duty day. Scheduling lunch and/or break times is at the discretion of the kitchen manager and based on the workload schedule.

Reporting Absences

An employee with an infection, a common cold accompanied by coughing, sneezing, or nasal discharge, sore throat, diarrhea, or gastro-intestinal disease shall not engage in the preparation or serving of food. The following procedure will be used for reporting daily absences:

- Staff will contact their Manager no later than 7:15 am on the day of their absence. Staff scheduled earlier than 7:15 am need to call at least 1 hour prior to their scheduled time of arrival. Calls made at the earliest indication of illness or knowledge that one will be unable to report to work are appreciated.
- If a substitute is needed, the Manager will call Donita Zehr, 719-7605 or 986-2207.
- If the Manager is going to be absent, the Manager needs to notify their immediate supervisor as well as their assistant manager if applicable or one of their production staff.
- Managers' Note: Additional staff hours are not to exceed the total number of normally scheduled work hours per day for your school.

Requesting absences in advance:

- Employees will complete an Absence Report (see page 15) and turn it into their Manager at least two weeks before the requested date for scheduled absences. The Manager will sign and send to the Nutrition Services Office.
- A scheduled absence will be granted only when it will not interrupt the operations of the Nutrition Services Office.
- Requests submitted two weeks in advance will not require that points be assessed for the absence.
- Requests submitted after 12:00 am the day of the absence will be considered an unscheduled absence and points will be assessed for the absence per district policy.

Bereavement Leave

Our department follows the district policy regarding Bereavement Leave. Please view the district policy on the website, Support Leaves and Absences (GDBDA), for specific details.

ABSENCE REPORT

(Please Check One)

This form may not be used for comp time.

_____ REQUEST FOR PAID DAYS OFF

_____ PROFESSIONAL INSERVICE

(Coding _____)

Building Administrator will complete

Employees must call 986-1498 to record each absence (PDO OR PROFESSIONAL)

DISTRICT REGULATIONS

1. Paid Days Off or Professional Inservice may not be taken in increments of less than one hour.
2. Paid Days Off must be scheduled at least two weeks in advance and must be approved by your supervisor except for unexpected illness, critical emergencies, or exceptional circumstances.

SCHOOL REGULATIONS

Use of Paid Days Off (except in emergencies) is not allowed at the following times:

- A. During the first and last week of the school year.
- B. The day before and the day after a holiday.
- C. On an Early Release Day.

Any request for time off on these days will be forwarded to Human Resources for approval.

Name (print)

Bldg./Grade or Subject(s)/Positions

Date of Request

Date/Dates to be absent

Reason for absence (If less than 2 weeks in advance) or Name of Professional Workshop or Inservice.

Employee Signature

Job #

Supervisor Signature

Date

Date

Approved

Disapproved

Progressive Disciplinary Action

In any group of employees, errors in proper work behaviors and occasional violations of rules do occur. These must be resolved appropriately to constructively correct the situation in a reasonable manner consistent with district policy. Good discipline is designed to “teach” while at the same time “correct.” Good discipline should be instructional, not punitive, and treat all employees alike.

For more specific information, refer to district policies Progressive Disciplinary Action (GDPD-AP) and Progressive Disciplinary Form (GDPD-AF).

Accidents/Injury

1. Report all injuries immediately to your manager even if they seem to be minor. It is required that you complete an accident/injury report, even if seemingly unhurt. If necessary, get medical assistance immediately. If an injury is not reported the day of injury, the employee risks losing Workers’ Compensation benefits.
2. Although most employees think of accidents “happening” to someone, accidents don’t just “happen”. They often result from either unsafe personal acts, an unsafe environment, or a combination of both.
3. Unsafe personal acts have been estimated to cause nearly 80% of accidents in the workplace. These include such things as taking unnecessary chances and unsafe shortcuts, excessive speed, failure to use proper tools and equipment, failure to wear protective equipment, horseplay and inattention.
4. Unsafe physical conditions play a major role in the cause of accidents. Improperly guarded machines, poor housekeeping, defective equipment and tools, poor lighting, poor ventilation and improper dress are some of these conditions.

Educational Assistance

The district has an educational assistance program available for qualified employees. Please refer to district policy, Educational Assistance (GCL-AP2) for more information.

Telephones

Employees should limit personal telephone calls to those of a necessary nature. Cell phones should be kept in lockers and used only on break.

Emergency Closing of Schools

The emergency or temporary cancellation of school will be the decision of the Superintendent of Schools. Students will not be dismissed from school earlier than the regularly scheduled dismissal time without prior approval of the Superintendent.

Inclement Weather: The superintendent of Schools will announce school cancellations to the media, generally prior to 6:00 am.

The Superintendent encourages the staff and community to listen to major Kansas City radio stations and/or television for notification of school closings due to inclement weather.

As soon as we are aware of school closings, we will put the calling tree into effect so you will be called by a co-worker to inform you of the closing.

Professional Development

School Nutrition Association

Membership applications are available on-line at www.asfsa.org or through the Nutrition Services office. All employees are encouraged and eligible to join. The department will pay for the membership dues of the Director, Coordinators, and Cafeteria Managers. All other employees must pay their own membership dues. Members receive ten journals and three state journals per year.

Missouri School Food Services Association

Meetings are held periodically throughout the year. Dates for registration and meeting fees will be announced. Personnel in each kitchen planning to attend should submit their registrations and fees as a group to the Nutrition Services Department in Central Office. The employees pay their own membership dues.

Jackson County School Nutrition Association

Meetings are held four times/year. Dates for registration and meeting fees will be announced. Bus transportation is available for meetings outside of Lee's Summit. The employees pay their own membership dues.

SNA Certification

Becoming SNA certified helps increase your skills and knowledge along with providing you with formal recognition of professional achievement. Requirements for certification include 1 year minimum work experience and 30 hours of specialized training. The specialized training is periodically made available to you throughout the year, but you are NOT paid to attend this training.

Beginning July 1, 2001 all school Nutrition Services Staff who have a certification application on file will receive a \$340.00 supplement—half added to their December paycheck and half added to their June paycheck.

In order to be eligible to receive this supplement for subsequent years, the employee must maintain their SNA certification of 10 hours a year by attending association meetings, reading articles in School Food Service and completing the test, and attend one of the following: Professional Development Day, Regional Meeting, State or National Conference. In addition, the employee must be a member of the local, state and national school foodservice organizations. Any employee who resigns during the school year is not eligible for the certification supplement. If an employee is on a medical leave of absence, the certification supplement will not be paid until the employee returns. A list of those employees who are certified will be furnished each year by July 1 to the business department.

Lee's Summit R-7 Schools

Job Title: Kitchen Manager, Single Unit

Summary of Position:

Leads and manages kitchen, including all aspects of food preparation, service, and personnel management, scheduling and training. Develops and promotes good community relations by responding to comments and complaints regarding nutrition services.

Major Tasks:

- Schedules, supervises and directs the work of assigned personnel.
- Delivers orientation and on the job training to all-subordinate kitchen personnel.
- Oversees and assists with timely preparation and serving of several quality food choices.
- Maintains a file of all kitchen financial records including deposits, profit loss sheets, inventories, assorted forms, and reports.
- Reviews financial reports for accuracy.
- Maintains fiscal responsibilities by controlling budget and purchasing.
- Maintains inventory of supplies, including ordering, receiving, storage, and rotation of stock.
- Coordinates communication with nutrition service employees and school principal Regarding working conditions and other Concerns. Speak with parents in person and on phone.
- Assures compliance to Health Department standards.
- Resolves staff or customer complaints regarding working conditions and other concerns.
- Oversees school free and reduced meal compliance.
- Completes annual performance evaluations for all subordinate personnel. (Maintain time and attendance reports).

Other Duties and Responsibilities:

- Coordinates breakfast programs as needed.
- Participates in theme days.
- Monitors safety and delivers safety training to all personnel.
- Develops special menus, meal promotions, And marketing plans.
- Assists personnel with food preparation as needed.
- Assists personnel with cashiering as needed.
- Fills catered food requests.
- Oversees preparation of meals and snacks for daycare and after school programs.
- Serve on committees when asked or volunteer.
- Performs other related duties as assigned.
- Employee is held accountable for all duties of this position.
- Employee ensures that all duties and responsibilities are performed in a safe manner.

Education and Training:

High school diploma, GED, or vocational School required. Sanitation certification Required. Member of Jackson County, MSFSA and ASFSA certification preferred.

Work Experience:

Must have experience in large volume food preparation. Gone through Asst. Manager/ Manager training preferred. Any equivalent combination of education, training and experience.

Technical Skills and/or Abilities:

- Proficient customer service skills.
- Basic math skills and ability to apply weights, measures, and amounts in recipes. Must have ability to make change.
- Proficient knowledge of commercial food preparation and equipment.
- Extensive ability to lead, resolve conflict, team builds and work with others.
- Proficient ability to maintain records and files. Computer skills preferred.
- Must possess the ability to perform the essential functions of the position.

Materials and Equipment Used:

Large volume food production, serving and sanitizing equipment. Basic kitchen utensils including knives, slicers, thermometers, and cleaning agents. Personal computers.

Direction and Guidance:

- Employee works in an independent or interdependent work unit. In addition, employee is responsible for implementation of changes evolving from the independent or interdependent decision making process, and is held accountable for those changes.
- Employee is responsible for the accuracy of a unit member's performance appraisal.
- Employee is responsible for the team outcome being in compliance with federal, state, and district regulations.
- Employee provides guidance to temporary or part-time employees.
- Employee provides guidance to other employees performing similar responsibilities and/or duties as the employee.

Physical Requirements:

Work requires moderate lifting, pulling, and/or pushing, which is sometimes in excess of 50 pounds. Requires standing and/or walking for extended periods on a regular basis. Work frequently involves lifting heavy kitchen items, standing and/or walking, squatting, reaching, stooping, pushing and/or pulling.

Working Conditions:

A moderate amount of work (at least 50% of the time) is performed in an environment where physical hazards, such as extreme temperatures, noise, odors, exposure to chemicals, and/or interruptions may inhibit the normal performance of duties.

Temperatures may vary and employee is exposed to normal food preparation environmental items on a regular basis.

Problem Solving:

- Some problem solving ability is necessary to resolve conflicts arising with employees.
- Coordinates communication with nutrition services team and school principal.
- Make major decisions regarding operation of the kitchen.

Consequences of Error:**Opportunity for Error**

There is some opportunity for error. Tasks are somewhat varied. Guidelines and procedures are available. Employee trains multiple persons performing a variety of tasks.

Time to Correct the Error

typical errors can usually be identified easily, and corrected with some effort. Scheduling employees incorrectly can result in poor or delayed meal service.

Impact of Errors

Impact of errors usually does not extend beyond the employee's work group or department. Errors might affect the attainment of departmental, but not organizational goals.

Interpersonal Relationships:

Extensive interpersonal skills are needed to respond to question, comments, and concern regarding nutrition services from students, parents, instructors, and school principal. Employee answers non-routine questions and requests, or responds to complaints and problems of a complex nature regarding policies and procedures.

Confidential Information:

Required to work with and safeguard confidential information of the highest importance on a regular basis. Employee completes performance evaluation for subordinate personnel.

Budget and/or Resource Responsibility:

Employee is accountable for overseeing an assigned budget and has final responsibility for it. Oversees purchases and initiates requisition orders while ensuring that monies are not overspent.

Lee's Summit R-7 Schools

Job Title: Cook-Baker

Summary of Position:

Prepares a full range of food and baked products for school meals, catered events and contract meals and snacks. Assists in clean up of all areas.

Major Tasks:

- Prepares a full range of food and bakery products using standardized recipes for school meals, catered events, and contract meals.
- Prepares food in advance and during the meal (cook to line).
- Applies basic math to expand or shrink recipes and adjust portion sizes for school meals or catered events.
- Sets up serving areas, food bars, and condiment stations.
- Assures proper portions are served.
- Stores, dates, and labels leftover food.
- Maintains production worksheets by entering amounts of food prepared, used, and temperature
- Accepts deliveries, checks packing slips dates, and stores incoming food.
- Assists manager in ordering and inventory process.
- Makes routine decisions in absence of Manager.

Other Duties and Responsibilities:

- Complies with safety practices and Health Department regulations
- Cleans equipment and all serving, preparation, and storage areas.
- Maintains organization of storeroom, refrigerators and freezers.
- Performs other related duties as assigned.
- Employee is held accountable for all duties of this position.
- Employee ensures that all duties and responsibilities are performed.
- Participates in Theme Day promotions.

Education and Training:

High school diploma, GED, or vocational school required. Must complete District Production Training. Sanitation certification, recommended Jackson County and MSFSA membership Preferred.

Work Experience:

Experience in large volume food preparation. District Production training class, preferred. Any equivalent combination of education, training and experience.

Technical Skills and/or Abilities:

- Proficient knowledge of commercial food preparation and equipment.
- Basic customer service skills.
- Basic math skills and ability to apply weights, measures, and amounts in recipes.
- Basic computer skills, when recipes are on computers.
- Must possess the ability to perform the essential functions of the position.

Materials and Equipment Uses

Larger volume food production, serving, and sanitizing equipment. Basic kitchen utensils including knives, slicers, thermometers, and cleaning agents.

Direction and Guidance:

Employee works in an independent or Interdependent work unit. Makes decisions that affect the day-to-day operations of the team.

Physical Requirements:

Work requires moderate lifting, pulling, and/or pushing, which is sometimes in excess of 50 pounds. Requires standing and/or walking for extended periods on a regular basis. Work frequently involves lifting heavy kitchen items, standing and/or walking, squatting, reaching, stooping, pushing and/or pulling.

Working Conditions:

Nearly all responsibilities (more than 75% of the time) are performed in an environment where “physical hazards” such as extreme temperatures, noise, hazards, and/or interruptions affect the normal performance of duties and may inhibit work performance. Temperatures may vary and employee is exposed to normal food preparation environmental items on a regular basis. Work is occasionally interrupted to manage multiple tasks.

Problem Solving:

Some problem-solving ability is necessary. Typical assignments are somewhat defined, but are more complex in that assignments are received in the form of results expected and due dates. General policies and procedures, as well as consulting with other staff and members, guide decision-making efforts.

Consequences of Error:*Opportunity for Error*

Some opportunity for error. Tasks are somewhat varied. Guidelines and procedures are available.

Time to Correct the Error

Typical errors can usually be identified easily, and corrected with some effort. Typical errors may include allowing the salad bar to run out of food or serving wrong portion sizes.

Impact of Errors

The impact of errors usually does not extend beyond the employee’s work group or department. Errors might affect the attainment of Departmental, but not the organizational goals.

Interpersonal Relationships:

Limited interpersonal skills are needed to receive and provide simple instructions. Employee works with others and gives instructions to substitute helpers.

Confidential Information:

Position does not require direct contact with Confidential information.

Budget and/or Resource Responsibility:

Employee is accountable for own equipment and/or supplies. Position does not require budget responsibility. Employee may handle some cash collection from students.

Lee's Summit R-7 Schools

Job Title: Preparation Assistant/Cashier/Dishwasher

Summary of Position:

Assumes the responsibilities and duties designated by the manager.

This position is supervised by the manager, the cook, or the baker, and performs duties in food preparation, serving, cleaning, dishwashing, and collecting payments from students and staff, enters associated number totals into the computer system. This position is on a rotation basis.

Major Tasks:

- Ability to follow instructions
- Physically and emotionally able to perform duties assigned at sufficient speed to carry out an efficient operation.
- High personal standards.
- Interest in food service and children.
- Courtesy and tact in dealing with people.

Other Duties and Responsibilities:

- Perform efficiently the duties assigned in relation to:
 - A. Preparation of meals
 - B. Serving of meals
 - C. Cleaning all areas of the kitchen
 - D. Cleanup of dishes, utensils, and equipment
 - E. Cashiering and record keeping
- Follow all instructions relating to food preparation, serving, sanitation practices, and use of equipment, safety measures and proper work techniques.
- Report to work at designated time and notify manager at the earliest possible time when unable to work.
- Participates in Theme Day activities
- Maintain pleasant working relations with fellow employees.
- Maintain positive attitude toward the food service program.
- While cashiering prepares charge letters for students with past due accounts by filling

out necessary forms. Monitors free/reduced status. Collects meal payments or credits and ala carte payments during meal service; gives appropriate change. Prepares daily bank deposit.

While dishwashing—checks temperature gauges making sure standards are reached, wash 150 degrees F. and, rinse at 180 degrees F.

In a three compartment sink, the first sink contains a detergent solution for washing, the second sink contains clear water for rinsing, and the third sink contains clear water plus a sanitizing agent. (Use test strips to check sanitizer strength).

Empty dishwasher, rinse and clean machine. Change out chemicals and delime machines.

Perform all other work as assigned

Education and Training:

High School diploma, or GED, or vocational School required.

Work Experience:

Food service (fast food or in the home), desirable.

Computer experience, desirable.

Technical Skills and/or Abilities:

Basic customer service skills
Must have the ability to perform the essential functions of the position
Knowledge of 10 key adding machine

Materials and Equipment Used:

Larger volume food production, serving and sanitizing equipment. Basic kitchen utensils knives, slicers, thermometers and cleaning agents.

Physical Requirements:

Work requires frequent lifting, pulling, and/or pushing, which is often in excess of 50 pounds. Requires standing and/or walking for extended periods on a regular basis. Work frequently involves lifting heavy kitchen items, standing and/or walking, squatting, reaching, stooping, pushing and/or pulling.

Working Conditions:

Nearly all responsibilities (more than 75% of the time) are performed in an environment where “physical hazards” such as extreme temperatures, noise, hazards, and/or interruptions affect the normal performance of duties and may inhibit work performance. Temperatures may vary and employee is exposed to normal food preparation environmental items on a regular basis. Work is occasionally interrupted to manage multiple tasks.

Problem Solving:

Some problem-solving ability is necessary to organize work-load and meet deadlines. Employee creates reports, prepares daily deposit, and writes appropriate student charge letters when in the cashiering position.

Consequences for Error: (cashiering)

There is some opportunity for error. Tasks are somewhat varied. Guidelines and procedures are available. Works with and is accountable for money on a daily basis. Typical error can usually be identified easily, and corrected quickly. Errors do not affect the attainment of department or organizational goals.

Confidential Information:

Position requires minimal direct contact with confidential information. Access to information is indirectly related to duties and responsibilities performed. If information is released, its effect is minimal to individuals or the organization.

Lee's Summit R-7 Schools

Job Title: Production Floater

Summary of Position:

Prepares a full range of food and baked products for school meals, catered events and contract meals and snacks. Assists in clean up of all areas. Should be able to perform duties of production positions with **minimal** supervision.

Major Tasks:

- Prepares a full range of food and bakery products using standardized recipes for school meals, catered events, and contract meals.
- Prepares food in advance and during the meal (cook to line).
- Applies basic math to expand or shrink recipes and adjust portion sizes for school meals or catered events.
- Sets up serving areas, food bars, and condiment stations.
- Participates in school Theme Days.
- Assures proper portions are served.
- Stores, dates, and labels leftover food.
- Records amounts for Production Sheets.
- Accepts deliveries; checks packing slips dates, and stores incoming food.

Other Duties and Responsibilities:

- Complies with safety practices and Health Department regulations.
- Cleans equipment and all serving, preparation, and storage areas.
- Maintains organization of storeroom, refrigerators and freezers.
- Performs other related duties as assigned.
- Employee is held accountable for all duties of this position.
- Employee ensures that all duties and Responsibilities are performed.

Education and Training:

High school diploma, GED, or vocational school required. Must have completed District Production Training. Sanitation certification recommended. Jackson County and MSFSA membership preferred.

Work Experience:

Experience in large volume food preparation. District Production training class, required. Any equivalent combination of education, training and experience.

Technical Skills and/or Abilities:

- Proficient knowledge of commercial food preparation and equipment.
- Basic customer service skills.
- Basic math skills and ability to apply weights, measures, and amounts in recipes.
- Basic computer skills, when recipes are on computers.
- Must possess the ability to perform the essential functions of the position.

Materials and Equipment Used:

Larger volume food production, serving and Sanitizing equipment. Basic kitchen utensils Including knives, slicers, thermometers, and cleaning agents.

Direction and Guidance:

Employee works in an independent or Interdependent decision making unit. Makes Decisions that affect the day-to-day operations of the team.

Physical Requirements:

Work requires frequent lifting, pulling, and/or pushing, which is often in excess of 50 pounds. requires standing and/or walking continually to perform job duties. Work frequently involves lifting heavy kitchen items, standing and/or walking, squatting, reaching, stooping, pushing and/or pulling.

Working Conditions:

Nearly all responsibilities (more than 75% of the time) are performed in an environment where “physical hazards” such as extreme temperatures, noise, hazards, and/or interruptions affect the normal performance of duties and may inhibit work performance.

Temperatures may vary and employee is exposed to normal food preparation environmental items on a regular basis. Work is occasionally interrupted to manage multiple tasks.

Problem Solving:

Some problem-solving ability is necessary. Typical assignments are somewhat defined, but are more complex in that assignments are received in the form of results expected and due dates. General policies and procedures, as well as consulting with other staff and members, guide decision-making efforts.

Consequences of Error:*Opportunity for Error*

Some opportunity for error. Tasks are somewhat varied. Guidelines and procedures are available.

Time to Correct the Error

Typical errors can usually be identified easily, and corrected with some effort. Typical errors may include allowing the salad bar to run out of food or serving wrong portion sizes.

Impact of Errors

The impact of errors usually does not extend beyond the employee’s work group or department. Errors might affect the attainment of departmental, but not the organizational goals.

Interpersonal Relationships:

Limited interpersonal skills are needed to receive and provide simple instructions. Employee works with others and gives Instructions to substitute helpers.

Budget and/or Resource Responsibility:

Employee is accountable for own equipment and/or supplies. Position does not require budget responsibility. Employee may handle some cash collection from students.

Meal Service and Menus

Our mission is to provide two nutritious meals daily for all students in the district at an affordable cost and to encourage the child to develop good eating habits. You are a vital link to the growth of our children. You can help children be healthier, now and in years to come. The meals you prepare and serve help children to be ready to learn and build healthy lifestyles.

Lee's Summit Nutrition Services uses Nutrient-Based Menu Planning to meet the nutrition goals of children. This approach to menu planning uses menu items which are analyzed for their nutrient content by computer. When averaged over a school week, the menu nutrient analysis must:

- Provide at least one-third of a student's Recommended Dietary Allowances (RDAs) for calories, protein, vitamin A, vitamin C, calcium, and iron for lunch.
- Provide at least one-fourth of a student's Recommended Dietary Allowances (RDAs) for calories, protein, vitamin A, vitamin C, calcium, and iron for breakfast.
- Adjust serving sizes for the age level of students according to meal program requirements.
- Offer a variety of foods consistent with nutrition principles in the Dietary Guidelines for Americans and the Food Guide Pyramid.
- Limit sodium and strive to meet dietary fiber needs.

Our menus are written to meet these requirements and we need your assistance to see that the children make the correct choices.

Please review and study the following charts that explain the composition of a government-reimbursable school meal.

Elementary Schools - What is a Reimbursable Meal?

Breakfast:

We are **offering 3 menu items**:

- Entree (choose one)
- Breakfast Food Bar (juice, fruit, Trail mix –may choose one item or all items)
- Milk

Student **may decline up to 1 menu item**, but there is **NO REQUIREMENT to take an entrée at breakfast**; therefore, the following meals are reimbursable:

- Entree + Milk
- Entrée + Breakfast Food Bar
- Entrée + Breakfast Food Bar + Milk
- Breakfast Food Bar + Milk

Note: Any combination of two food group items is government-reimbursable in this pattern according to the above definition, unless both foods are from the same group, eg., Breakfast Food Bar. In other words, Juice + Milk IS a reimbursable meal, but Juice + a Banana IS NOT. For servings to count toward a government-reimbursable meal, they must be full servings.

To benefit the students, component choices that add up to less than \$1.30 should be billed as ala carte items.

Lunch:

We are **offering 3 menu items** (see chart):

- Entrée (must choose one)
- Food Bar (may choose one item or all items)
- Milk

Student **may decline up to 1 menu item**, but **must take the Entrée**; therefore, the following meals are reimbursable:

- Entrée + Milk
- Entrée + Food Bar
- Entrée + Food Bar + Milk

Food Bar + Milk is **NOT** reimbursable.

Secondary Schools - What is a Reimbursable Meal?

Breakfast:

We are **offering 4 menu items**:

- Entree (choose one)
- 2 Sides (cereal, juice, fresh fruit – **may select two**)
- Milk

Student **may decline up to 1 menu item**; therefore, the student **must take 3 menu items**, but one of those menu items does NOT have to be an entrée. The following meals are reimbursable:

- Entrée + 1 side + Milk
- Entrée + 2 sides + Milk
- 2 sides + Milk

Note: For breakfast to be considered a reimbursable meal, the student must have 3 menu items.
To benefit the students, purchases that equal <\$1.55 should be billed as a la carte items.

Lunch:

We are **offering 5 menu items** (see chart):

- Entrée (must choose one)
- 3 Sides (may choose 3)
- Milk

Student **may decline up to 2 menu items** and **must take an Entree**; therefore, the following meals are reimbursable:

- Entrée + 1 Side + Milk
- Entrée + 2 Sides + Milk
- Entrée + 3 sides + Milk
- Entrée + 2 Sides
- Entrée + 3 Sides

The following pages refer to tips for food safety. Please consult your HACCP Food Safety Plan manual as necessary. Follow the Standard Operating Procedures outlined in the HACCP Food Safety Plan.

The 8 Most Common Food Handling Errors

According to the National Restaurant Association

Poor Personal Hygiene

- Infected employees who practice poor personal hygiene at home and at work

Time and Temperature Abuse

- Failing to cool food quickly and properly
- Failing to heat or cook food to the appropriate temperatures
- Preparing foods a day or more before they are served
- Allowing foods to remain at temperatures favorable to bacterial growth
- Failing to reheat cooked foods to temperatures high enough to kill bacteria

Cross-Contamination

- Using raw, contaminated ingredients in foods that receive no further cooking
- Cross-contaminating cooked and raw Ready-to-Eat foods

Personal Hygiene Habits to Avoid

1. Sneezing and coughing
2. Scratching your head
3. Picking your nose
4. Wiping your mouth with your hands
5. Smoking
6. Fixing your hair with your hands
7. Biting your fingernails
8. Eating in non-designated areas
9. Nibbling the food while working
10. Using your fingers or the stirring spoon to taste test

Personal Hygiene Habits to Practice

- A. Wash your hands:
- | | |
|---|---------------------------------|
| 1. Upon reporting to work | 6. After eating |
| 2. When they are soiled | 7. After handling fresh produce |
| 3. After using a handkerchief or tissue | 8. After handling garbage cans |
| 4. Before and after wearing gloves | 9. After mopping the floor |
| 5. After visiting the restroom | 10. After smoking |
- Use single-use disposable gloves after hand washing, and be careful not to cross-contaminate foods while working in the gloves. "Single use" means for one task only.
- B. Do not smoke on the job.
- C. Report all skin infections (boils, cuts, sores, and/or rashes) to your supervisor.
- D. Report all body infections (colds, nausea, diarrhea, fever, and/or sore throat) to your supervisor.
- E. Proper ways to grasp equipment:
- | | |
|---------------------------|------------------------------|
| 1. Utensils by the handle | 4. Flatware by the handle |
| 2. Glasses by the base | 5. Plates by the outside rim |
| 3. Cups by the handle | |

Keeping Hot Foods Hot and Cold Foods Cold

1. Always keep HOT foods in hot holding equipment above 140F.
2. Always keep COLD foods in a refrigeration unit or surrounded by ice but not touching it directly, below 41F.
3. Use hot holding equipment, such as steam tables and hot food carts, during service but NEVER for reheating.
4. Stir foods at reasonable intervals to ensure even heating.
5. Check temperatures with a food thermometer preferably every 30 minutes. Wash and sanitize thermometer between each use.
6. Cover hot holding equipment to retain heat and to guard against contamination.
7. Monitor the temperature of hot holding equipment with each use.
8. Discard any food held between 41F – 140F for more than 4 hours during serving or other holding periods.
9. Never add fresh food to a serving pan containing foods that have already been out on the serving line.

How to Clean and Sanitize A Work Surface

1. **Make a sanitizing solution by mixing:**

- 1 tsp. Of institutional bleach with one gallon of lukewarm water
OR
- 2 tsp. Of household strength bleach with one gallon of lukewarm water
OR
- ½ tsp. Of quaternary ammonia (QUATS) with one gallon of water

Use test strips to make sure that the concentration of a bleach sanitizing solution is 100 ppm and the concentration of a QUATS sanitizing solution is 200 ppm.

Do not mix bleach with hot water or with any chemicals including soap. Frequently check the level of chlorine since the chemical quickly loses strength.

Do not mix QUATS with any chemicals. QUATS sanitizers are much more stable and need to be checked less frequently compared to chlorine sanitizers. QUATS are affected by the hardness of water in the area. Chemical suppliers can help a facility decide which sanitizer is best for them.

2. **Clean the surface** with a damp paper towel

OR

If the surface is visibly dirty or feels sticky, use a hot solution and wiping cloth to clean the surface. Follow by rinsing the surface with clear water.

3. **Sanitize the work surface** by spraying it with a sanitizing solution

OR

Wipe it with a cloth which has been soaking in sanitizer. Cloths should not be used for cleaning unless they are kept in a pan of sanitizing solution all the time. A moist cloth at room temperature will get dirty and dirty cloths spread bacteria.

4. Do not rinse the surface. Allow it to air dry. If you must wipe the surface so that you can use it immediately, use a paper towel.

SAFETY

Adequate and safe equipment in good working condition is essential for all school kitchens. Also, intelligent and careful use of the equipment, including adherence to safety rules is a must for all school Nutrition Services workers. Here are some suggestions to help avoid accidents:

1. Be alert and cautious at all times.
2. Avoid touching or operating any electrical equipment with wet hands.
3. Use the correct equipment for the job required.
4. Keep knives and sharp equipment in a separate place from other tools and equipment. Never put knives or meat slicer blades into a dish sink. Do not cover knives or other sharp utensils.
5. Always completely remove can lids. Use another object besides a finger to lift the lid up.
6. Keep the floor clean and dry at all times. If you spill, clean up after yourself.
7. Use a sturdy stepladder to reach items in high places.
8. Walk carefully-never run. Watch where you are going.
9. Turn pot handles away from kitchen traffic.
Never use pots with loose handles.
10. Open pots by raising the back of the lid first.
Stand back from pots and kettles when opening lids.
11. Always use DRY POTHOLDERS for handling pots and pans. NEVER use an apron or towel in place of a pot holder.
12. Know how to use the fire extinguisher. If you don't know—FIND OUT!
13. Never block exits from kitchen.
14. Keep aisle ways clear.
15. Follow instructions carefully when operating equipment.
16. Follow proper lifting techniques. Lift objects properly letting the legs take the strain rather than the back. Always request assistance for extremely heavy items. Use carts when possible.
17. Turn off mixer when changing speeds: use rubber spatula when scraping mixer bowls; see that electrical cords are out of the way of your work.
18. Do not talk when operating the slicer or other dangerous equipment.
19. At no time should two people work on the same electrical appliance.
20. Use all safety equipment, plunger and guards.
21. Before cleaning any electrical equipment that is not hard wired, unplug it—ESPECIALLY THE MEAT SLICER!! Never leave the blade exposed when cleaning the slicer. Clean and replace the guard IMMEDIATELY. Warn others the guard has been removed, and cover the blade while the guard is detached.
22. The use of good common sense eliminates the possibility of many accidents. Accidents are caused by unsafe acts, unsafe conditions, excessive speed and inattention.
23. Only authorized paid personnel may operate Nutrition Services equipment. Food preparation areas are off-limits to unauthorized personnel.
24. Be very careful with serrated edges on boxes of foil, pvc-wrap or waxed paper.
25. Commercial kitchens are unsafe places. For this reason, parents should not bring their children to work.
26. Warn other employees of potential dangers, such as spills on the floor, hot pans, oven doors that are open, etc.

Cleaning Equipment

1. Scrape pots and pans as clean as possible after using them. Use rubber spatulas and plastic bowl scrappers.
2. PRE-RINSE all items before washing.
3. Soak heavily soiled items.
4. WASH in soapy water. Use nylon brush to clean under edges.
5. RINSE in hot water. (180 F is ideal. 160 F is minimum. Use sanitizer if the temperature is below 180 F.
6. SANITIZE with 100ppm of sanitizing solution if bleach is used.
7. Let equipment air dry.
8. Be sure water is running when the disposal is running for a period before adding food and for a period after the disposal is shut off.
9. All equipment is to be thoroughly cleaned every day. Each employee is responsible for cleaning equipment in their own area.

Personal Hygiene

Since organisms causing most of the food borne illnesses are transmitted by people, personal hygiene and clean work habits are very important. Possible causes of food contamination are:

- Bacteria are spread to food from cuts or sores. People with cuts or sores must not handle food unless cuts and sores are protected and covered. Use a finger cot to protect fingers.
- Bacteria are spread by coughing or sneezing in food. Disease organisms or respiratory diseases are in the spray thrown out by the cough or sneeze.
- Bacteria are present on the hands, face clothing and even money.
- Bacteria are easily spread from hands after smoking or using the rest room. Hepatitis is a **serious** threat in institutions, and may quickly be transmitted from one careless infected worker to an entire school.

Food Preparation

1. Standardized recipes are available and must be followed to meet USDA regulations. Recipe corrections/suggestions may be submitted to Nutrition Services office on the appropriate form. We encourage and solicit your feedback/suggestions.
2. Food and supplies should be used conservatively.
3. Practice approved quantity cooking principles. Adequate servings, for the number to be served, must be prepared each day. The manager plans production quantities which should be prepared by employees in the food production sections.
4. Keep hot foods HOT (greater than 140F) and cold foods COLD (below 41F)!
5. For high quality food, stagger/batch cook, when possible.
6. A sample lunch is maintained for a period of 3 days after it has been served. This is for the protection of the district against food-borne illness claims. Any suspected food-borne illness should be reported to Nutrition Services Office immediately.

Work Simplification Suggestions

It helps to remember that techniques we use at home may not be effective for institutional preparation. Work simplification is the key to working smarter, not harder.

1. Know your job assignment for the day. Make sure you know what needs to be done and how to accomplish it.
2. Plan all jobs before starting. Review recipes before starting.
3. Know your time limits. Plan your work so that it can be accomplished within your time limit. It is efficient to do several tasks at the same time, such as (heating beans in the steamer while traying pizza). Begin lengthy tasks early enough to finish on time but not too early to maintain quality.
4. When working at a specific task, make a list and then assemble food and/or utensils needed in one working area before you start a task. This reduces time to find things.
5. Use the proper equipment for the task. For example, a wire whip is better to stir jell-o than a spoon. Use carts on wheels, and save trips. Use the slicer attachment for slicing tomatoes, meats, etc. Think of other ways equipment can be used. Use equipment to its fullest to save time and labor.
6. When possible, use both hands at the same time. Use smooth, rhythmic motions.
7. Arrange your area so that your work flows easily. Set up a mock assembly line, if necessary, to help yourself move quickly. Work should flow from right to left or left to right. Avoid backtracking.
8. Keep everything in its correct place so no time is lost in looking for items.
9. Keep your work area neat and clean. Do not expect someone else to clean up after you!
10. A work schedule and job assignment help distribute the responsibility and work; these are provided to each employee by the manager.
11. Do the longest job first.
12. Keep knives sharp.
13. Assist others when you have finished. Someday they'll return the favor and make your job easier.

Receiving Food

1. From direct delivery vendors:

- A. Compare quantity delivered with invoice quantity. Note shortages on the invoice.
- B. Check product expiration date, **DO NOT ACCEPT OUTDATED FOODS, OR THOSE THAT WILL BE OUT OF DATE SHORTLY.** Our contracts specify a minimum of three (3) months shelf life remaining.
- C. Check product quality. Reject dented cans, spoiled product, or frozen product which is or has been thawed.
- D. Check milk temperature. Open a carton from the outside of the crate, and use calibrated stem thermometer. Reject milk that is received above 41F. Take the temperature of several cartons using a calibrated stem thermometer.
- E. Date all product. Each can or package shall be dated with receipt date.
- F. Rotate stock. **ALWAYS** use the oldest product first. Move the oldest product to front or top.
- G. If vendor is delivering during meal service, remind them **NOT** to deliver during meals in the future unless you have a large enough staff to properly receive it.

2. From the Warehouse:

- A. Compare delivered quantities with delivery list.
- B. Rotate stock. **ALWAYS** use the oldest product first (identified by pack date). Move the oldest product to the front.

FOOD STORAGE

Protecting food from contamination during storage is the beginning of good sanitation. Take and record potentially hazardous food temperatures at the time of receiving.

Dry Storage

1. Should provide orderly storage for staple food, supplies, and canned goods.
2. Should segregate dented cans or damaged products. Dented cans or damaged products should be marked with **DO NOT USE**, and placed separately for replacement from the vendor.
3. Must maintain 1: space for air flow at back and sides of stored commodities whether in refrigerator, freezer or storeroom.
4. Must be well ventilated to control temperature and humidity and retard growth of various types of bacteria and mold. Store food on shelves or pallets (skids) away from walls and 6'' off the floor.
5. Should keep foods at room temperature of 70F or lower. Use thermometers to monitor temperatures. Temperatures higher than 70F cause:
 - Bacteria to multiply rapidly
 - Foods to rot and mold
 - Weevils and other insects to become more active
 - Some vitamins to be destroyed
 - Some foods to lose their color
6. Should be inspected regularly. Remove and destroy all infested food and clean up spillage immediately. Look for rodent and insect infestation signs.

7. Establish a regular cleaning schedule and follow it.
8. Food placed in dry storage should be so arranged that food placed in storage first will be used before newer, incoming supplies-“First in, first out.” Product should be dated.
9. Cleaning and sanitizing agents and chemical sprays and poisons must not be stored in the food storage area.

Refrigerated Storage

Certain foods must be kept cold to prevent the growth of bacteria and molds. Clean food should be held at the proper temperature will be protected against spoilage and deterioration. However, normal refrigeration will not keep foods fresh indefinitely. The sooner they are used, the better.

Refrigerator Rules:

- Use the FIFO method (first in, first out) to rotate and use food supplies.
- Date mark foods with a “Use By” date not to exceed seven (7) days from the date of preparation or opening the cans.
- Placement of food in refrigerator should allow cold air to circulate around it. Do not overcrowd a refrigerator.
- Place all meat products on bottom shelves.
- Wash highly soiled fruits and vegetables before placing in refrigerator. Other items should be washed just prior to preparation/use.
- Cover all foods to keep them from drying out, from absorbing flavors from one another, or to prevent “drips” from other foods.
- Refrigerate ground meat, salads and large quantities of cooked food in shallow pans, ideally 2 inches deep, to promote quick cooling.
- Discard unneeded or outdated food to prevent crowding and increase air circulation.
- Maintain at a temperature of 38F or lower. Equip refrigeration units with thermometers and temperature logs.
- Clean thoroughly at least once a week.
- Never cover shelves with foil, paper or other material that interferes with adequate circulation of air.

Freezer Rules:

- Date mark foods. Use oldest foods first.
- Maintain at a temperature of 0F or lower for best product. Equip freezer with a thermometer and temperature logs.
- Store frozen foods in their original wrapping or containers, if possible.
- If wrappings or containers have been damaged, the individual packages will need additional overwrap in moisture-vapor proof material before storing in the freezer.
- Defrost and clean freezer regularly and keep in good repair. Take care that the frozen food does not thaw. Place it where it will be kept cold or wrap it in several thicknesses of paper.
- Thaw all frozen foods in the refrigerator; NEVER at room temperature.

Facility and Equipment Sanitation

Ventilating System:

- Use exhaust fans to remove odors, smoke, and insects.
- Use hoods over cooking areas and dishwashing equipment.
- Keep exhaust fans and hoods clean and properly operating.
- Wash filters as needed in dish machine or three compartment sink.

Dishwashing

- Mechanical, Single Tank-Wash 150F; Rinse 180F.
- Manual-In a three compartment sink, the first sink contains a detergent solution for washing; the second sink contains clear water for rinsing; and the third sink contains clear water plus a sanitizing agent.

Utensils and Equipment

- Wash all equipment with soapy hot water first.
- Sanitize food contact surfaces. Follow instructions on the bottle for use of quarternary compounds and iodofors. Use test strips to check sanitizer strength. Change water 2-3 times daily.
- Keep in good repair, free of breaks, corrosion, open seams, cracks and chipped places.
- Clean tables, meat blocks, stoves, sinks, peelers, choppers, mixers, cooking and eating utensils after each use.
- Defrost and clean refrigerators frequently.
- Store utensils in a clean place inverted or covered and protected from splashing, dust, etc.

Storerooms

- Keep clean and orderly.
- Check frequently for damage or spoilage, broken or torn packages, bulging or leaking cans, evidence of pests. If found, remove immediately and clean area thoroughly.

Pest Control

Rats, mice, flies, roaches and insects are not only pests, but are dangerous disease carriers. While these pests are sometimes found in a clean Nutrition Services establishment, their continued presence is a sign of poor housekeeping and poor sanitation. Report signs of such to the Facilities Maintenance department.

Roaches

Cockroaches are capable of carrying disease organisms both in their bodies and on the outside of their bodies. The Services establishment, their continued presence is a sign of poor housekeeping and sanitation. Sickening, offensive odor of cockroaches result from an oily liquid given off by the scent glands. This odor, which ruins food, is noticeable when there are large numbers of cockroaches.

To control roaches and other insects:

- Inspect food supplies before storing or using.
- Fill openings or cracks in walls and floors with putty, plastic wood, or a similar product.
- Keep your stock of food as fresh as possible and rotate stock.
- Store foods in containers with tight fitting lids.
- Do not store food or containers directly on the floor. They must be at least 6” off floor.
- Remove and destroy infected food.
- Clean up all spillage immediately.
- Clean shelves before adding new stock; do not use shelf paper. Keep food 2” from walls.
- Clean empty bins and container before refilling.
- Remove cardboard boxes from the building as soon as possible, to eliminate cockroach eggs.

Flies

Flies can transmit more than 30 diseases. It has been reported that a single fly can carry more than 30 million bacteria. Even more repulsive is the fact that the fly cannot chew, so he vomits on solid food to soften it before he can eat.

To control flies:

- Screen all windows, doors, and outer openings. Repair torn screens immediately.
- Use self-closing doors that open outward.

I Believe in Children

There is faith in their eyes
Love in their touch and
Hope in their attitude.

I thrill with them at life's joys
Run with them through tall grasses
And bow with them in worship.
They are the fragile dreams of
yesterday.

Life's radiant reality today
And the vibrant stuff of tomorrow.
Yes, I believe in children.

I have read and understand and agree to follow the instruction in the
Food and Nutrition Services Employee Handbook.

Signature_____

Date_____

School_____