St. Lucie Public Schools Food and Nutrition Services Program offers nutritious, high quality, satisfying meals each school day to all students in St. Lucie County Schools. The purpose of this Handbook is to assist Food Service Managers in carrying out their daily program responsibilities as well as serve as a reference regarding program policies, regulations, and procedures pertinent to the food services program.
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**Appendices**

- School District New Employees Handbook Source: Personnel
- Free/Reduced Applications Processing Handbook Source: F&NM
- References for School Food Services Source:F&NM
- Training Plan for School Food Services Source:F&NM
Our mission in School Food and Nutrition Services is to provide the students of St. Lucie County with nutritious, high-quality food choices to enhance their ability to learn.
I Program Authority, Objectives and Organization

Objectives of the Food and Nutrition Services Program:

1- To contribute to the health and well-being of each student by providing nutritionally adequate lunch, breakfast and supplemental nourishment as needed.

2- To promote an understanding of the kinds of foods necessary to meet nutritional needs.

3- To serve as a nutrition education resource for all students at all grade levels.

4- To help contribute to the educational program as to varying food habits and customs in different parts of the world.

5- To provide meals that are attractive and tempting to students.

6- To help each student develop desirable food habits, acceptable table manners, and a courteous behavior in the dining room.

7- To encourage in each student a spirit of appreciation for good food and for the service of others.

8- To add to the enjoyment of the school day by providing a relaxed and happy environment for each student’s lunch break.

9- To act as a bridge projecting nutrition education into the home and community.

10- To provide a situation in which students may develop an understanding of the sanitation rules involved in serving food.

SLCSB Policy 6.51

Legislative Authority:

Federal: The National School Lunch Act of 1946 and the Child Nutrition Act of 1966 authorize the offering of nutritious breakfasts, lunches, and after school snacks in all schools as well as summer meals for children. These laws outline the regulatory requirements of the meals programs as well as the funding mechanisms that reimburse school districts that serve meals daily. The School Board renews its agreement to participate in these programs annually through the FL. Department of Education. The School Board also participates in the National Commodities program and renews its annual agreement for this program through the Florida Department of Agriculture.

Local: The School Board of St. Lucie County Policies, Part IV, Section 6.5-6.69
Program Responsibilities:

School Board: The School Board shall authorize all schools to participate in the Federal National School Lunch and School Breakfast Programs and the Federal Summer Food Program and agrees to adhere to all federal and state regulations pertinent to these programs.

Superintendent of Schools: The Superintendent is responsible for the overall administration of the school food services program within the School District, through the Director of School Food Services. The Superintendent shall establish, maintain, and operate the school feeding program consistent with the state laws and regulations of the State Board of Education, and shall administer and supervise such services.

The Director of Food Services: The Director of Food Service shall be responsible for the direct supervision of the district school food service program. The Director will assist in the development of rules to effectuate the efficient operation of the food services program. The Director will be responsible to the Superintendent or designee and will work in cooperation with the principal of each school in evaluating and improving the program in each school.

School Food Services Manager: The School Food Service Manager shall be responsible for the direct supervision of the staff and program of the food service operation to which he/she is assigned. The Manager will be responsible to and cooperate with the principal and director in further the food services program at that school.

School Principal: The building principal at each school shall be responsible for the general operation of the cafeteria as a part of the total school.

1. The Principal is responsible for the administration and operation of the school food service program in compliance with federal and state laws, State Board of Education Rules and District Board rules and regulations.
2. The Principal is responsible for scheduling meal service time periods to effect the greatest participation in the school food service program.
3. All matters of discipline and order shall be taken care of by the Principal or members of the instructional staff assigned to this duty by the Principal.
4. The Principal shall act as liaison office between the school food services department and the faculty, in establishing the fact that the primary purpose of the school food services program is to serve the student body.

SLCSB Policy 6.52

Food and Nutrition Services Department:
The Food and Nutrition Services Department is located at the District Office on Delaware Avenue. Required Audit records are managed at this office. Food Service District Office Staff Positions include:

**Artrisca Hinton, Accounting Clerk**  
Phone: 468-5036

USDA Commodity Ordering/Inventories, Stores and Distribution Ordering/Inventories, Reports: Daily Production Records, Monthly Inventory Reports, Monthly Snack Counts, Monthly Contract Meal Counts (Eckerd Leadership, Headstart, Eagle’s Nest Café)

**Sharon Briscoe, Bookkeeper**  
Phone: 468-5092

Payment of Bills, Financial statements, bank statements, bank deposits  
Reports: Weekly Invoices for school delivered items, Cash and Meal Service Reports (daily, weekly, monthly) Any invoice for special events forms.

**Naomi Tietz, Secretary**  
Phone: 468-5035

Placing Orders with U.S. Foodservice, Purchase Order management, Substitute List  
Reports: Weekly Orders for U.S. Foodservice  
Monthly Meals per Labor Hour Reports. Weekly Meal Quality Check Lists

**Patricia Williams, Meal Program Technician**  
Phone: 468-5038

Free/Reduced Priced Meal Applications, Verification, Monthly Free/reduced report distribution, Marketing Menus  
Reports: Free/Reduced Meal Applications

**Field Staff**

**Wanda Brooks, Computer Support Technician**  
Phone: 468-5035 (Naomi will page)

Computer software/hardware problems, CAFS program, Lotus Notes, Stores/Distribution software, Maintenance W/S software

**Deborah Wuest, Food Services Specialist**  
Phone: 468-5035 or Naomi will page

Meal Program Operations for Secondary Schools, Food preparation and service, Production records, Accuclaim Reviews, Food Service Employee Training.

**Yvonne Klunk, Food Services Specialist**  
Phone: 468-5035 or Naomi will page

Meal Program Operations for Elementary Schools, Food preparation and service, Production records, Accuclaim Reviews, Nutrition Education Resources and Curriculum.
Food and Nutrition Services Organization Chart

School Board Members

Superintendent of Schools

Executive Director of Food Services and Transportation

Executive Directors of Operations (3 Zones)

Director of Food Services

Food Service Manager

Food Service Specialists

Meal Program Tech.

Food Services Secretary

Accounting Clerk

MIS Computer Support Tech.

School Principals

Cook

Baker

Food Services Assistants I, II
Chapter II- General Policies

Our mission in School Food and Nutrition Services is to provide the students of St. Lucie County with nutritious, high-quality food choices to enhance their ability to learn.
II General Policies

Catering/Special Functions:

A - Board Policy

School Board Policy 6.62 states that:

1. The manager or his or her designee shall be present if the kitchen is used for food preparation utilizing any kitchen equipment by any group after regular working hours. All extracurricular activities using the food service facilities shall be mutually arranged and agreed to by the principal, manager, and the sponsoring group. If food preparation is done by school board employees it shall be done at times other than the employee’s regular work time.

2. When the function is sponsored by a government or school-allied user, all costs of all food and supplies obtained from the food services department will be paid for by the user. Food services employees will not be paid by the user or school directly for their work time. All food, supplies, and employee costs will be presented through an invoice to the sponsoring group for payment to the School Board. Employees will be paid according to the School Board adopted salary schedule. If employees are to receive a stipend in lieu of regular salary, the rate and specific employees must be approved in advance by the Board.

3. When the function is sponsored by a non school user, all food and supplies must be furnished by the sponsoring group. Food service employees will not be paid by the user or school directly for their work time. All employee costs will be presented through an invoice to the sponsoring group for payment to the School Board. Employees will be paid according to the School Board adopted salary schedule.

B - Requests for Special Function Supplies/Services:

If a request is made for a special function or catering, plan to meet with the requesting sponsor to discuss the request. During the meeting:

1. Determine if the cost of the request will be over $25.00, if so, complete an Invoice for Special Events form describing the service requested and the estimated costs. For school-allied users, include all costs associated with food, supplies, and employees as needed. Examples of school-allied users would include P.T.A. functions, principals’ meetings, or school faculty functions. Non school sponsors will supply their own food and supplies, but should be charged for the cost of employees as necessary.
To calculate the cost of food and supply items: If the items requested are listed as catered items with approved prices, list the price per quantity ordered. These items include cookies, cookies for student activities, sweet rolls, sheet cakes, coffee, tea or juice as listed on the Catering Price Sheet.

If the items requested are not catered items, use the cost per case price as listed on the inventory sheets from stores/distribution, or the market order forms. Include the price of all food and non-food supplies which will be used.

To calculate the cost of employees, list the name of each employee who will be working during the special event. List the estimated number of hours each employee will work. Multiply the total hours worked by the hourly rate for special functions of $13.50 which includes the cost of salary and benefits.

2. After the costs of the event have been estimated, and placed on the Invoice for Special Events form, present the estimate to the sponsor representative for signature which indicates that the cost has been agreed to in advance. If the event is estimated as costing more than $50.00, a deposit may be required from the sponsor, especially if special items which are not normally purchased through the food services program are required. (For example, special punch ingredients, croissants, or meat entrees).

C – Invoice/Payment for the Special Event:

1. After the event, complete the detailed list of service section on the Invoice for Special Events form, listing all food and supply items used and their costs as well as the actual employee costs based on the number of hours worked multiplied by the special events hourly rate. Place the total cost on the Total Amount Due line, subtract any deposit collected and list the Final Amount Due on the form. The cafeteria manager initials the completed form. As a customer service practice, write thank you on the invoice. Provide the invoice to the sponsor for payment.

   Report the number of hours each employee worked as additional hours on the payroll green bar sheet to be submitted to payroll for payment on the next regular pay check.

2. When payment is received by the sponsor:
   - Write “payment received”, the date payment is being deposited and the check number of the Invoice for Special Events form.
   - Stamp the back of the check with the deposit stamp and record on the daily deposit slip as a part of the bank deposit.
- Enter the amount collected into the CAFS program on the day of receipt using #9, “Enter ala carte sales”. Enter the meal service, “A” for adult, and then “M” for money and the total amount collected. This amount will be printed out as a manager’s deposit as part of the end-of-day, Cash and Meal Service report.

- Detach the pink copy of the Invoice for Special Events form and send to the food services office along with the cash and meal service reports for the week.

- In the event that you are having difficulty collecting invoice payment from a sponsor, please forward a copy of the invoice to the District Food Services Office and we will contact the sponsor for payment.

D – Coffee Service for School Staff: If beverages such as coffee or tea are provided for school staff to drink during their planning/free time, 25 cents per cup should be charged, and these funds deposited as beverages served to adults daily in the CAFS computer system.

Volunteer Food Service Employees:

Federal and State labor laws prohibit any food service employee from being required to volunteer to perform tasks that they would normally get paid for as a part of their regular job description. Therefore, food service assistants, cooks and bakers may not be asked to volunteer their time to prepare food items for fund raising or special function activities at school. If a cook, baker or food service assistant is asked to work at a special function activity in compliance with the School Board Policy 6.62, they must be paid for their time at work. If a cafeteria manager is asked to work, he or she may receive compensatory time in lieu of payment in accordance with school district policy.

Competitive Foods:

Only food items offered and sold by the Food Services Program will be made available to students at elementary schools. Food items offered and sold by other School Board approved organizations may be made available to students at secondary schools, beginning one hour after the close of the last lunch period. (SLCSB Policy 6.60) According to state regulation, foods may not be sold in competition with the school meals program prior to the start of the school day.

Dining Room Supervision:

Supervision of students while in the cafeteria is the responsibility of school personnel assigned by the school principal. In the event a student becomes disruptive while in the serving area, food service personnel should refer the student to the assigned supervisory staff, and should not attempt to discipline the student him or herself.
Disaster Procedures for Shelters/ Food Use:

1. Duty: If a school is designated as a disaster center and the cafeteria or kitchen is used to provide for those people who have sought shelter in the school, the food service manager or designee as approved by the building principal shall be on duty as outlined in the School District Agreement with the local disaster management agency (Red Cross) (SLCSB Policy 6.65)

2. Food and Supply Usage: The food service manager or designee shall record all USDA Commodity Food, Purchased Food, and Supplies used in providing for those people who have sought shelter during a disaster, and submit to the Food Services District Office as soon as possible after the shelter is closed. Each item and the amount used should be listed, along with unit price if available for each item used including food and supplies from the school storage areas, from the District stores/distribution warehouse, and from outside vendors (e.g. milk and bread). Any invoices for items delivered directly to the school for shelter feeding should be submitted for payment to the food services office along with the listing of food and supply items used.

3. Payroll: The food service manager or designee will be reimbursed for time worked as outlined in the school district agreement with the disaster management agency through the school district’s payroll procedures. Each cafeteria manager should record the time he/she reported for duty at the shelter and end time to submit to the payroll department for additional hours worked. Since the management agreement only provides for reimbursement of one cafeteria representative (manager or designee), specific prior authorization must be obtained from the district office before any additional food service employees may be reimbursed for any time worked at a shelter.

Once all paperwork is received by the food services office, an invoice totaling the cost of purchased food and supply items and payroll costs for food service employees who worked at the shelter in accordance with the shelter management agreement will be prepared and submitted to the local disaster management agency for payment. USDA commodities will be accounted for in compliance with federal disaster relief procedures and not charged to the Red Cross.

Field Trips:

Meals for field trips for any student or adult may be ordered in advance from the school cafeteria. Students and adults will be charged their regular meal price for field trip meals. Meals should be packed in coolers in order to maintain safe food temperatures and available for pick up on the day of the field trip, at a prearranged time. Field trip meals should be requested at least one week in advance, in writing, and include each student’s name who will be receiving a meal so that the correct meal account may be charged. Most schools have a school form developed for this purpose, which requires the name and meal number of each student requesting a field trip meal. Under no circumstances should students be asked to report their meal status as a part of the field trip ordering or counting procedures.
School Food and Nutrition Funds:

All Food Service cash and revenue collections are accounted for separately from any school collected funds. All food services monies collected daily should be deposited in the Food Service account using a deposit slip separate from any school collections. The cafeteria fund should not be used to cash checks for other programs.

Student Honors Celebrations:

In support and recognition of student achievement, cookies or sheet cakes may be provided at no cost for occasions that publicly honor student achievement such as Student of the Month presentations or Student Honor Award presentations. Cakes and cookies for these events should be prepared during the normal work day as a part of the work schedule, utilizing as many USDA commodity ingredients as possible. If at all possible, the cafeteria manager should obtain a calendar listing the scheduled presentations and estimated number of attendees so that work schedules can be made in advance.

Unauthorized Persons in Kitchen:

Because of sanitation and safety regulations, persons not employed by the food services department must remain in the cafeteria and serving areas only. The kitchen should not be used as a traffic convenience, for private telephoning, hand washing, or restroom use. Please remind school staff that food service employees are available to assist them with their meal selections and that for safety and sanitation purposes no one other than food service personnel should be in the preparation area, or accessing the hot or cold storage units without assistance.

Leftover Foods in Kitchen:

No food is to be removed from the food service department. Leftover food that cannot be used must be thrown out. (SLCSB Policy 6.53 (5)) Any food or supply item that is being transferred from one kitchen to another kitchen must be accompanied by a Supplies/Cost Transfer Verification Form. Any school district employee who is found to be removing food or supplies from the kitchen at any school or preparation center with the intent of personal use is subject to disciplinary action and possible dismissal.

Using School Meals in Student Discipline:

Federal Regulations strictly prohibit the use or withholding of meals or meal components from students as a means of student discipline. All students who wish to participate in the regular meal service must be allowed to do so.
Catering Price Sheet

Cookies
   By the Dozen:                          $  1.00
   For Student Events (such as student of the month) No charge

Cinnamon Sweet Rolls
   By the Dozen:                          $  2.50

Ice Cream Cups, Bars or Sandwiches
   By the Dozen (ice cream tickets for students):   $ 3.60
   Each                                          $  .50

Sheet Cakes
   ½ Sheet (12 x 18), simple icing             $  9.00
   Full Sheet (18 x 26), simple icing         $18.00

Coffee Service (Includes sugar, milk, stryofoam cups)
   50 cup pot                                  $  7.50
   35 cup pot                                  $  4.00
   By the Cup                                  $  .25

   Juices, 4 oz carton                         $  .25
   Milk, 8 oz carton                           $  .25

Adult Breakfast                                $1.00
   Includes juice, grits, eggs, biscuit or toast
   Butter, jelly, coffee, cream and sugar and paper supplies

Adult Lunch                                    $2.00
   Includes entrée, vegetable or salad, dinner roll
   Or biscuit and beverage and paper supplies

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School Food and Nutrition Services Meal and Ala Carte Prices
2001 - 2002

Meal Prices

- **Full Price Lunch (Elementary)** $1.25
- **Full Price Lunch (Secondary)** 1.50
- **Reduced Price Lunch** .40
- **Adult Priced Lunch** 2.00

- **Full Price Breakfast** .60
- **Reduced Price Breakfast** .30
- **Adult Price Breakfast** 1.00

Ala Carte Prices

**Milk**
- **Lowfat** .25
- **Whole Unflavored**
- **Lowfat Chocolate**

**Juice**
- **4oz** .25
- **Canned(Secondary)** .75
- **Bottled, 20 oz** 1.00

- **Hot Lunch Entrée** 1.25
- **Vegetable/Fruit** .30
- **French Fries** .60
- **Full Salad Bar** 2.00
- **Garden Salad** .75
- **Chef Salad** 1.25
- **Dessert (Elementary)** .35
- **Dessert (Secondary)** .50
- **Ice Cream** .50/.75
- **Packaged Snacks** .50
- **Specialty Drinks (Sec.)** 1.00
- **Specialty Sandwiches (Secondary)** 1.50
- **Boxed P. P. Pizza** 2.00
- **Hot Breakfast Entrée** .60
- **Cereal** .25
- **Toast/Breakfast Bread** .15
- **Coffee/Tea/Iced Tea** .25
Our mission in School Food and Nutrition Services is to provide the students of St. Lucie County with nutritious, high-quality food choices to enhance their ability to learn.
III   Accountability

Cash Collection Procedures:

Cash collection procedures are filed with the Department of Education annually. For all school based cafeterias, the CAFS computer system is used to maintain accountability in counting and collecting payment for meals for breakfast and lunch. A copy of current cash and count procedures filed with the Department of Education is included on pages III – 12 -14.

Account Management:

Identification Records and Ticket Numbers:

Students: Each student is assigned a 4-digit ticket number which he/she uses in purchasing a meal or ala carte items, or in depositing money on account. The number is assigned by the mainframe student system when a student is entered at the school by the terminal operator. The student’s ticket number is displayed on the A04 panel of the student database program in the Ticket# field. Each student’s number remains the same as long as the student is enrolled at the school. Student numbers range from 0001 through 3999.

Student accounts are installed annually (usually one-two days prior to the start of school) on the CAFS computer system at each school. Each account includes the student’s 4 digit ticket number, the student’s 10-digit school district identification number, and the student’s meal status. As students enter, transfer, or withdraw from the school, it is the food service manager’s responsibility to ensure that the CAFS database is maintained on a daily basis to reflect these changes. Student entry/withdrawal/transfer reports are provided by the M.I.S. department to assist in maintaining current student information.

Students new to the school district as well as students who have not submitted a meal application must be assigned a meal status of P (paid). When a student is approved to receive free or reduced meals, his or her status should be changed to F (free) or R (reduced) accordingly. However, no student should have a meal status of F or R without an approved, current meal application of file in the Food Services District office.

Temporary Numbers: Students attending school who have not been entered into the student database and therefore do not have a permanent student meal number should be given a temporary student number to enter into the CAFS computer system when they purchase a meal. These numbers are assigned to students by the food service manager only, and should be used only until the regular ticket number is assigned. Temporary student numbers range from 6000-6999.
**Adults:** Each adult should be assigned a 4-digit ticket number by the cafeteria manager at the school location for accountability purposes. Adult meal account numbers should range from 4000-4999. This number should be input into the number pad each time the adult purchases food items from the cafeteria. Pressing the “4” key instead of the 4 digit ticket number will allow a meal sale for cash only to any adult. The “4- any adult” key should be used when ringing up guest meals purchased in the cafeteria. All adults who are not employed by the food services program must have an account status of Adult (A).

**School Food Service Employees:** Each school food service employee must be assigned a 4 digit personal identification number, which is entered into the CAFS program as a meal account with an employee meal status (E). This number serves as the meal account number as well as the cashier’s identification number when logging into the cashier program prior to meal service. Meals served to school food service employees must be recorded daily in the CAFS program using the 4 digit I.D. number. Employee account numbers should range from 4000-4999.

**Account Updates:**

Meal Account numbers must be entered into the CAFS computer system prior to completing any meal or ala carte sale.

**Money on Account/ Prepaid Collections:** Students and adults may deposit any dollar amount on their account for their use in purchasing meals or ala carte items daily. Prepaid money can be collected either through the regular meal service lines during meal sales, or through a separate cashier line set up for prepaid collections only. All prepaid money collected must be placed in an adult or student’s account.

At the beginning of each school year it is each food service manager’s responsibility to enter each student’s existing account balance from the prior year using the Debit/Credit reports on file. Debits and credits should be entered using the account adjustments screen. Then, a debit and credit report should be printed to verify the correct amounts were adjusted, a cash and meal service report should be printed, and an end of day procedure (#5) should be completed. These reports should be kept with the first week’s cash and meal service documentation for each school year. At the end of each school year, a Debit and Credit Report should be printed to ensure that the correct account amounts are available for the beginning of the next school year.

**Account Charges:** When a student account has a balance of less than one meal in it, the cashier should remind the student that his/her account balance is below one meal. When the account balance is negative (indicating the student has charged) The cashier should let the student know that he/she has a charge on account. In addition, at the elementary level some form of notice should be given to the parent or guardian to encourage prepayment. This notice can be either a telephone call to the parent, a note printed using the CAFS program, or a form letter on school letter head. (See the sample letter on page III-15) When a student has reached his or her charge limit, the CAFS program will no longer allow the student to purchase meals or ala carte items without some form of
payment. Charging is not allowed at high schools, middle school students are allowed to charge up to $1.50 and elementary school students are allowed to charge up to $3.75. Once a student has reached his/her charge limit, alternative arrangements must be made for payment from a school based fund sponsored by PTA or other school organization. If there is no alternative fund, then an alternative meal must be offered to the student which includes a beverage (milk or juice) and a bread and protein component (peanut butter or cheese sandwich). An alternative meal must not be counted as a reimbursable meal. It is the food service manager’s responsibility to make every effort to contact parents and/or guardians and request the assistance of the school principal or Food Services Director as necessary to ensure payment for charges is received.

**Under no circumstances may any adult charge a meal.**

**Change Funds:**

At the beginning of each school year, a check payable to the cafeteria manager at each school is issued to provide start change for each cashier’s drawer. This dollar amount is retained each day to begin the next day’s sales activity. The cafeteria manager is responsible for ensuring that this dollar amount is re-deposited at the end of the program year (end of school or end of summer school) on a separate deposit slip clearly marked “start change”. Under no circumstances may purchases be made with this fund. Any money - including the change funds - kept at the school overnight is to be locked in a secured area such as the school safe.

**Daily Cash Control:**

1. At the beginning of each school day, the food service manager should obtain the start change funds from the secured location and place in the cash drawer(s). There should be a separate change fund bag for each cash drawer used in meal service.

2. At the beginning of each meal service, each cashiering employee should enter his or her line number, 4 digit personal identification number and menu (L = lunch, B = breakfast). After the meal service is completed, the cashier should count his/her daily collections by counting the cash and check amounts. The totals for each denomination and checks should then be recorded on the daily tally sheet and signed by the cashier. The cashier should then enter the drawer total, exit the line computer program (F5 key and Y) and turn the line terminal off.

3. The food service employee should then give the food service manager the cash drawer with the total amount of cash counted and checks, and the completed daily tally sheet with the cashier’s signature.

4. The Food Service Manager is responsible for verifying:

   a. The cash drawer by counting the total cash and coins in the drawer.
b. The daily tally sheet as matched to the actual money counted and correct signature. The manager will then sign the daily tally sheet to indicate that the drawer was verified as accurate.

5. The Food Service Manager is also responsible for insuring that the daily deposit is prepared correctly by:

   a. Subtracting the change fund amount from each of the cash drawers and placing in the change fund bag. The change fund must be secured according to School Board Policy nightly.

   b. Subtracting the change fund amount from the total deposit on the daily tally sheet. This amount for each cashier is then entered into the CAFS computer program option 3, Daily Cash and Meal Service.

   c. Entering any payment for special functions as a “Manager’s Deposit” and included in the daily deposit.

   d. Printing two (2) copies of the Cash and Meal Service Summary Sheet, signing both copies and retaining one for school files and sending one to the District Food Services office. The daily detail of meals served and cash collected should be reviewed for over or short amounts, comparing the amount calculated from sales with the amount actually collected. A detail cash and meal service report with an overage or shortage in excess of five (5) dollars should include an explanation and signature of the manager.

   e. Preparing the bank deposit bag by completing the daily bank deposit slip (triplicate form) and initialing with ink. All money and checks should be appropriately listed according to the instructions on the deposit slip. All funds collected should then be placed in the appropriate bank deposit bag, with 2 copies of the deposit slip. All checks should be stamped with the school name, and account number. All cash and coin wrappers should be stamped with the school name and account number.

   f. The deposit bag should then be transferred to the school office for courier pickup. Make sure to have school personnel sign the bank bag numbered receipt to verify that the bag was transferred to the front office. If the courier collects the bag directly from the cafeteria office, make sure to have the courier sign the bank deposit receipt form to verify the bank deposit was collected by the courier. If the deposit is not ready when the courier stops at the school office, the cafeteria manager is responsible for making the daily deposit at the bank.

   g. For school filing purposes, staple all pages of the Daily Cash and Meal Service Report with manager’s signature, the pink copy of the daily bank deposit slip, the completed daily tally sheets from all cashiers, and the signed bank bag numbered receipt.

   h. Once received and validated by the bank, the deposit slip is returned to the Food Services Department for recording as revenue and cash receipts.
Monthly Over/Short Notices:

As a part of the procedure used to compile and submit monthly claims for reimbursement, monthly totals of cash deposited as compared to calculated deposits will be reviewed. If a cafeteria has a monthly over/short total greater than $25.00, a detailed printout of the deposits with daily over/short amounts in excess of $5.00 and a letter notifying the manager of this concern will be sent to the food service manager. The food services district office will follow up with each manager to ensure accountability in recording all cash collected.

Food Service Employee Meals:

All employees working in the school food services program are entitled to a lunch as a part of their work day. The lunch must be made up of items which are being served during the day as a part of the students’ reimbursable lunch offering. Ala carte items such as canned or bottled juices, snacks and desserts may be purchased by food service employees, but are not included as a part of the provided lunch. Food service employees are strongly encouraged to eat their lunch during their lunch break, since health department regulation prohibits the consumption of food while working. All other employees of the school district must pay the adult meal prices established by the School Board for both breakfast and lunch.

Meal Counts:

Lunch and Breakfast Counts: Meal Counts are recorded as outlined in the Collection and Meal Count Procedures on pages 13 –15 of this section.

Afterschool Snacks: Afterschool Snacks are counted daily using the after school snack form (see example form on page ). Meal Count procedures for recording snack counts are outlined in the Collection and Meal Count Procedures on page III – 13 -15.

Emergency Meal Count Procedures:

In the event that the computer system is not working and/or the CAFS program is unavailable during the meal service, food service employees should use emergency manual meal count procedures until the computer system is restored. To record meal counts manually:

1. Each food service employee who is cashiering should have a legal pad and pen at the cash register.
2. As students pass by the cash register, their student number should be recorded, as well as what was on their tray (i.e. student meal, meal and ala carte, ala carte only).
3. If any money is received for payment or prepayment, this amount should be recorded on the pad and the money placed in the cash drawer immediately.
4. When the meal service has ended, the food service employee should sign the bottom of each of the sheets with student numbers listed on them.
5. When the computer system is restored, the student numbers, food items served, and amounts of money collected should be entered into the CAFS system and verified by the cafeteria
manager. Once verified, the manual meal count sheets should be stapled to the corresponding daily cash and meal service line report and maintained with cafeteria records for the week.

If the computer system is not restored by the end of the meal service day, notify the Food Services District Office.

**Pricing:**

School meals pricing shall be established periodically by the School Board, based on the recommendation of the Superintendent. SLCSB Policy 6.53 (1) Pricing of all ala carte items shall be approved by the Superintendent or designee. (SLCSB Policy 6.53 (6).

Student meal prices are calculated based on the cost to produce the meal, less any reimbursement amount received from federal and state sources. The formula for determining the price of adult meals shall be in accordance with the formula prescribed by the Florida State Department of Education to ensure that cost associated with non-program adult meals and a la carte services are not utilizing federal program reimbursement funds. The state has prescribed the following formula for determining adult meal prices:

\[
\text{Cost of a full price meal} + \text{The per-meal value of Federal Commodities} + \text{The per-meal Federal Reimbursement} + \text{The per-meal State Reimbursement} = \text{The Adult Meal Program Price}
\]

Second meals served to students are charged at the adult meal price since federal and state reimbursements are paid for a maximum of one lunch and/or breakfast per student per school day.

All adults, including school staff, parents, school guests, and school volunteers are to be charged the adult meal price for meals served.

**Refunds:**

Any requests for refunding of money from student or adult accounts must be made in writing, and presented by the adult making the request for refund to the food services manager. The manager should print the account information listing the current balance which is to be refunded. Then, a refund may be made in CAFS program by selecting:

1. Menu Option 2. Recipe/Menu, Accounts and Inventory Control
2. Account Maintenance and Reports
3. Account File Maintenance
4. Refunds

Enter the account number and the balance amount as a **Debit** and press 4 to exit.
The food service manager should then print the account information again, showing that the account balance has been reduced to zero. The Cafeteria Manager should then remove from the cash drawer the amount equal to the balance refunded and, after the adult has signed the account printout indicating his or her receipt of the balance, give the cash amount to the adult. Only Cafeteria Managers are authorized to make refunds.

**Returned Check Procedures:**

When the District Food Services office receives notice that a check with insufficient funds to cover has been presented to a cafeteria, a memorandum will be sent to the Food Service manager with the NSF check attached. The food service manager is responsible for working with the principal to collect the amount due for the check. No further checks should be taken until the NSF check amount is collected. If, after several attempts, the amount cannot be collected, a memorandum from the school Principal indicating that the check is uncollectable, with the original NSF check should be submitted to the Food Services office. No checks will be accepted for the remainder of the school year from families which have not corrected an NSF check. A letter to the parent will be sent from the food services office indicating that, until the NSF check is corrected, checks will no longer be accepted for any children in the household.

**Reimbursement Rates:**

In accordance with the National School Lunch and School Breakfast Programs, federal reimbursement rates are established annually to reimburse school districts the costs associated with providing meals to all students based on their ability to pay. Reimbursement rates are established for students who pay the full meal price, students who pay the reduced meal price, and students who receive meals at no cost. In addition, Florida law provides for a per meal supplement to also assist in offsetting the cost of providing nutritious meals at school. In return for receipt of federal and state funds, the School District agrees to adhere to all of the Federal, State and local rules and regulations regarding school meals.

**Records and Reports:**

As part of federal, state, and local reporting requirements, the Cafeteria Manager is responsible for submitting or maintaining the following reports as scheduled:

**Daily/Weekly Reports – To be maintained at the School Site:**

- Daily Cash and Meal Service Reports for both Breakfast and Lunch (including all line reports)
- Daily Edit Check reports for both Breakfast and Lunch – with an indication that these reports have been reviewed.
- Daily Cleared Transaction Report
- Weekly Summary Cash and Meal Service Reports
- Daily Deposit Slips verifying deposit
- Daily Completed Production Records which lists the menu and recipe report
- Order form copies for warehouse/market orders for the week

Revised 8/2001
- Copies of any invoices from special functions

**Daily/Weekly Reports – To be submitted weekly to the District Food Services Office:**

- Daily Cash and Meal Service Reports for both Breakfast and Lunch – “All” report only
- Weekly Summary Cash and Meal Service Reports
- Daily Completed Production Records which lists the menu and recipe report
- Copies of any invoices from special functions
- Completed Meal Quality Checklists

**Monthly Reports – To be maintained at the School Site:**

- Monthly Meal Activity Report from CAFS printed on the last day of each month
- Free/Reduced List from Mainframe (district office report)
- Free/Reduced List from CAFS/MIS List of Free/Reduced students

*The Free/reduced list from CAFS should be compared with the free/reduced list from the mainframe. School records should indicate that the lists were compared and any discrepancies were corrected.*
- Inventory Report for purchased food, non-food supplies, and commodities
- Temperature Record Sheets for Freezer/Cooler/Storage Areas
- Meals per Labor Hour Report

**Monthly Reports – To be submitted monthly to the District Food Services Office:**

- Inventory Report for purchased food, non-food supplies, and commodities
- Meals per Labor Hour Report
- Free/Reduced List from CAFS – signed and dated by the food services manager
All Records Must Be Stored for 4 years.

Weekly files (40 total) to contain:

- Daily Cash and Meal Service Reports for both Breakfast and Lunch (including all line reports)
- Daily Edit Check reports for both Breakfast and Lunch
- Daily Cleared Transaction Report
- Weekly Summary Cash and Meal Service Reports
- Daily Deposit Slips verifying deposit
- Daily Completed Production Records which lists the menu and recipe report
- Invoice/warehouse delivery copies for the items delivered during the week
- Order form copies for warehouse/market orders for the week
- Copies of any invoices from special functions

Monthly files (11 total) to contain:

- Monthly Meal Activity Report
- Free/Reduced List from Mainframe (district office report)
- Free/Reduced List from CAFS
- List of Debits
- Inventory Report for purchased food, non-food supplies, and commodities
- Menus used for ordering (Breakfast/Lunch/Snacks)
- Completed Daily Snack Count Sheets (After school snack programs only)
- Temperature Record Sheets for Freezer/Cooler/Storage Areas

Annual files (3 total) to contain:

Yellow Copies of Free/Reduced/Withdrawn/Denied Applications
Satellite Programs:

Types of Programs:

Contract – These programs provide meal services to school aged children (3 yrs – 18 yrs) who are not enrolled in a St. Lucie County School sponsored program. The programs are sponsored by other agencies, who contract with the school district food services program for meals. The contracts are approved annually by both the purchasing agency and the School Board.

District – These programs provide meal services to school aged children who are enrolled in a St. Lucie County School sponsored program.

Contract Site                          Base Kitchen
Eagles Nest Daycare (non SLCPK)        SLW Centennial High
Eckerd Leadership Program              Lincoln Park Academy
Morningside Headstart                  Morningside Elementary
Village Green Headstart                Village Green Elementary

District Site                          Base Kitchen
Anglewood Center                       Ft. Pierce Westwood High
Dale Cassens Center                    Lawnwood Elementary
Eagles Nest Daycare                    SLW Centennial High
P.A.C.E. Program                       Lincoln Park Academy
Project R.O.C.K.- North                C.A. Moore Elementary
Project R.O.C.K. – South               SLW Centennial High
Excel Program                          Ft. Pierce Westwood High

Reporting Responsibilities:

Contract Sites

Meal Counts: Managers who are responsible for contract meal preparation are required to complete a daily meal count form which lists the number of meals prepared for the contract site. The sponsor representative who is picking up meals should initial the count each day verifying the number of meals received. At the end of each month, the manager should total the daily meal counts for breakfast and lunch, sign the count sheet, and submit to the food services office.

Production Records: The daily production records for the base kitchen should include all ingredients used in preparing the contract meals each day.
District Sites

Meal Counts: Managers who are responsible for District satellite meals are required to maintain a roster of students enrolled at the satellite school site which includes their name and meal status. The satellite program students’ names should be entered and maintained as separate sites in the CAFS computer system at the base school. The student accounts must be maintained as are the student accounts for the base school. To enter daily meals served, a roster should be printed and sent with the meals to the satellite site. As meals are served to students, the roster is checked by site personnel verifying which students received meals. The checked roster is returned to the base kitchen after meal service and the meal counts are entered into the computer program daily. A fax machine will be provided by the Food Services district office and placed in the food service manager’s office to facilitate daily transfer of roster participation information. After entering the meals served daily as per the daily roster, the end-of-day procedures are run, similar to the base kitchen procedures, including a daily cash and meal summary report, a recipe report, daily edit check reports, and clearing daily meal counts.

Free/Reduced Priced Meal Applications: Managers who are responsible for District satellite programs are also responsible for collecting and entering any free or reduced-priced meal application that is submitted by a student enrolled in a satellite school. After the application has been entered into the free/reduced computer program and approval has been made, the manager must then update the CAFS computer and/or student roster with this meal status. All students who are listed on a satellite roster as approved to receive free or reduced priced meals must have an approved application on file in the Food Services District Office.

Production Records: The daily production records for the base kitchen should include all ingredients used in preparing the satellite site meals each day.

Summer Meal Program:

Meals will be provided for students enrolled in St Lucie County Summer School programs through the USDA summer food program. Meal sites will rotate according to the summer school sites. Students who are not enrolled in summer school may walk-in and receive meals at no cost as long they register as on campus with the school office.

Snacks – After School Programs:

After school snacks are available to schools that offer after school programs that are educational in nature. Snacks are provided through the National School Lunch Program and are available to students at no cost.
Criteria for Participation:

Schools must offer a regularly scheduled after school educational program where student attendance is taken, have an program adult available daily who is assigned to distribute and count snacks as they are served to students, and have over 50 percent of the students enrolled in the school qualify for free or reduced priced meals in order to participate in the after school snack program at no cost to students.

Procedures for Counting/Claiming Afterschool Snacks:

Procedures for counting and claiming after school snacks for reimbursement are outlined in paragraph 6 in District meal count procedures (page III – 15). The food service manager is responsible for making sure that the snack program coordinator knows where the snacks are to be picked up daily, and where the blank daily snack count form is for them to complete. The food service manager is also responsible for making sure that he/she receives the completed daily snack form with all of the information completed. At the end of each month, the food service manager is responsible for completing the monthly snack recap sheet, and submitted it to the food services district office. Completed Daily Snack Count Sheets must be kept of file as audit records with the end of the month cash and meal count reports.

Review Schedule:

As per USDA regulation CFR 210, a self-review must be conducted two times per school year. Once within four weeks of the program start date, and then again prior to the end of school. The food services district office will coordinate the reviews annually, and maintain the review documents for audit purposes.

Storage Facilities:

In each kitchen, the Cafeteria Manager is responsible for securing food services inventories in the storage facilities assigned to food services. These facilities can include walk-in coolers and freezers, dry storage areas, chemical/paper product storage areas and other assigned storage rooms. Each of these storage areas must be securable by either padlock or installed lock to prohibit unauthorized use of food service inventory items. Overall security of inventory as well as building keys are the responsibility of the school principal. It is suggested that there be only three sets of keys to food service storage areas. One set is to be the responsibility of the school principal, and the other two sets are to be the responsibility of the school food service manager. It is also suggested that the kitchen and storeroom locks be changed when school food service management personnel changes are made.
1. MEAL STATUS DETERMINATION/UPDATES: Free and Reduced meal benefit applications are distributed and then collected by each school throughout the school year. The cafeteria manager at each school then enters the completed application information into the District’s free and reduced meal application processing software program. The master roster for each school is generated using the district’s software program at the district MIS office. A new hard copy master list of eligible students is printed bimonthly. As students’ eligibilities change, this master roster is updated. The students’ statuses, as determined by the district free and reduced program are changed automatically on the district's student record (resides on the district mainframe). Applications for satellite schools are distributed and then collected by the satellite school, and entered into the mainframe database by the base kitchen manager.

At the beginning of the school year, the name and student ID number of each student newly enrolled in the school is entered into the school cafeteria computer with a paid status. Students previously enrolled in the school district are approved to receive meal benefits at the prior year' status for the first twenty school days. Student eligibility statuses in the POS system at each school are updated daily using status data determined through entry of the application information completed by the cafeteria manager. As new students enroll at each school during the school year, the cafeteria manager enters the student into the POS system in the cafeteria. If the new student completes a free/reduced meal application, this information is entered into the mainframe free/reduced system and the status information is updated that night. A list of free and reduced eligible students is printed bimonthly and compared to the POS listing at each school. The school site updates the point of service computer daily as students withdraw or transfer from the school. A list of students who have withdrawn from the school is printed and distributed monthly to verify the daily written information received from the front office.

2. MEAL PAYMENTS/POINT OF SERVICE COUNTS: Meal payments are collected in the cafeterias during school hours. Payments are made on a daily, weekly or monthly basis. Students may prepay before meal service, or pay during the meal service. All transactions are recorded by using the computerized database system for point of service (CAFS). All student transactions are recorded using the student's personal identification (4 digit randomly generated) number.

For students eating at the Pace Program, Excel Program (formally named Woodlands Academy), Project R.O.C.K at C.A. Moore, Anglewood Center, and the Juvenile Justice Program at Fort Pierce Central High School, (Satellite Programs) a roster is printed with each student's name listed at the base kitchen's computer. The roster accompanies the pre-plated meals/bulk meals being satellited. During the meal service, the student's name is checked on the roster as the meal is served to him/her. These checked rosters are returned to the base kitchen daily and these meals are entered into the base kitchen's computer for counting. Those students that are not physically able to enter I.D. numbers themselves (Dale Cassens Center students and prekindergarten students at F.K. Sweet, Fairlawn and Garden City) are assigned ID cards which are bar coded and identical, except for color coding the student's grade (Dale Cassens) or listed on a class roster (prek students). All student ID cards/Rosters are stored at the cashier’s stand in the cafeteria. All other students are assigned an ID number which is entered into a keypad prior to any transaction. The computer system accesses the student's account information and eligibility status based on the 4 digit ID number. ID numbers are confidential.
3. RECORDING POINT OF SERVICE COUNTS: All cashiers are located at the end of the serving line and are trained to identify a reimbursable meal. The point of service system requires that an ID number be entered prior to any sale and notifies the cashier if the ID number entered has been served a reimbursable meal prior in the meal service period. The computer system prohibits the counting of a second student meal as reimbursable and automatically counts the second meal as an ala carte sale. In the event that the student forgets his ID number or card, the student's record can be accessed by his/her name. The cashier says the name of the student to verify his/her account on the computer system. When a student withdraws from the school, his computer record is marked as withdrawn. A student computer record marked as withdrawn cannot be used to purchase meals or ala carte items.

4. TOTALING POINT OF SERVICE COUNTS: At the end of the daily meal service, the cashier counts the money collected from the day's sales. The manager for each site verifies the total money collected. After the daily total of money collected is determined and verified, this amount is entered into the computerized point of service system (CAFS). The POS system then calculates potential cash collected based on sales of meals and ala carte items, and compares potential to actual money collected. The total number of meals served by category, and the amount of cash collected from prepaid and ala carte sales is printed on a Daily Cash and Meal Summary Report. This report also prints any overage/shortage of money based on comparison of potential to actual sales. A report is printed for both breakfast and lunch for each cashier, and a site total summary. Edit checks, documenting the number of meals served by category compared to the total enrollment for each category for both breakfast and lunch are also printed and reviewed daily.

5. COMPILING/REPORTING POINT OF SERVICE COUNTS The Daily Cash and Meal Summary Reports for each school are collected at the District food service office, along with bank validated daily deposit slips. At the end of each week, the POS computer system at each school is used to print an end of week summary report which totals the Daily Cash and Meal Summary Reports for the week for both breakfast and lunch. The weekly summary for each school is collected at the District food service office, and verified for accuracy against the daily sheets. At the end of each month, the POS computer system at each school is used to print an end of the month summary report which totals the Daily Cash and Meal Summary Reports for the month. These school summary reports are then compiled at the District office to calculate the monthly total claim for each category; student free meals, reduced priced meals, and paid meals for both breakfast and lunch. The totals for each school, once verified, are entered into an Excel Spreadsheet program by school. The spreadsheet combines all meals by categories and is printed for use in reporting meals for reimbursement using the internet claiming process through the Florida Department of Education/Child Nutrition Programs. Once payment is received, the total amount is compared to the amount calculated by the spreadsheet for verification.
6. **AFTERSCHOOL SNACKS:** Each program day, snacks will be distributed to all students participating in the after school program at each school by the identified site coordinator for the school. After the snack, as a unit, is received by the student, a head count will be taken and recorded as the number being served on the corresponding date. Snack counts will be taken and recorded daily. Daily attendance rosters are maintained at all after school programs and the total number of students attending each day is also recorded on the form as a means of edit check. At the end of each month, the site coordinator signs the monthly count sheet which documents daily totals as a verification of accuracy, and submits the sheets to the District food services office. Total snack counts are verified for accuracy, and then entered into the Excel spreadsheet program by school, to obtain a District total. This total number of snacks is then reported for reimbursement with the lunch and breakfast monthly claim.
Example of Student Charge Letter to Parents

School Letter head

Date:

Dear Parent:

According to our cafeteria account records, your student __________________________ has reached our charge limit and owes $___________________ as of today’s date. Our school policy will not allow additional charges until this current amount owed is paid. Please send the above amount to the school cafeteria with your student to be placed on his/her account so that we can continue to provide meals for your student. If you think you would qualify for free or reduced priced meal benefits there are applications available in the school office for you to complete and return to the cafeteria. If you have any questions regarding your student’s account or charges, please do not hesitate to contact _____________, our cafeteria manager at ___________. Thank you for your prompt attention to this matter.

Sincerely,

Principal and or Food Services Manager

Revised 8/2001

Chapter III - 16
PROCEDURES FOR COMPLETING DAILY SNACK FORM

1. Please indicate the Site name for snack service.

2. Please indicate the date of service.

3. Please indicate the total number of students attending the program for today’s date.

4. As students receive both food components of the snack, make a slash mark through the consecutive numbers listed on the form. The last number slashed should equal the total number of snacks you have served to students.

5. Write the last number you have slashed in the space for total snacks served.

6. Sign and date the form once completed.

7. Return the completed Daily Snack Form to the cafeteria, along with any unused snacks.

THANK YOU!
# St. Lucie County School Food Services

## Daily Snack Form

<table>
<thead>
<tr>
<th>Site</th>
<th>Date:</th>
<th>Meal: Snack</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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### Total Students in Attendance:

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<td>210</td>
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</tr>
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</table>

### Total Snacks Served:

5

By signing below, I certify that the above information is true and accurate.

Signature: __________________________

Date: __________________________
St. Lucie County School Food Services

AFTER SCHOOL SNAKC PROGRAM
MONTHLY RECAP SHEET

<table>
<thead>
<tr>
<th>Date</th>
<th>Number of Students in attendance</th>
<th>Number of Snacks Served</th>
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</table>

MONTHLY TOTAL

Signed: ____________________________
Site Coordinator

Directions: For each day snacks are served, indicate the TOTAL number of students attending the program as well as the total number of students that received snacks. At the end of each month, please total the number of snacks served and list as the MONTHLY TOTAL.

*PLEASE COMPLETE THIS FORM, SIGN, AND SUBMIT TO THE DISTRICT FOOD SERVICES OFFICE BY THE 3rd DAY OF THE NEXT MONTH. PLEASE KEEP A COPY FOR YOUR RECORDS*
Our mission in School Food and Nutrition Services is to provide the students of St. Lucie County with nutritious, high-quality food choices to enhance their ability to learn.
Chapter IV- Free/reduced Priced Meal Applications

Our mission in School Food and Nutrition Services is to provide the students of St. Lucie County with nutritious, high-quality food choices to enhance their ability to learn.
Free And Reduced Priced Meal Applications

Application Forms:

Application forms are newly printed each school year with updated income guidelines available on the back of the application form. The forms are then sent by the print shop to each school office for distribution to all students during the first week of school. Application forms may also be given to parents/guardians during open house activities prior to school starting. However, the date on the application form must correspond with the current school year.

If additional forms are necessary throughout the school year, please contact the food services district office to make a request for more forms.

Application Forms in Foreign Languages:

Master Copies of application forms printed in Spanish and Creole are sent to the office at each school each school year. When a student or parent requests a form printed in Spanish or Creole, the office can make a copy of this form and the accompanying parent letter to be completed by the parent and returned to the cafeteria.

Application Income Eligibility Guidelines:

Application income eligibility guidelines are published by the U.S. Department of Agriculture annually. These guidelines must be used in determining eligibility for free or reduced priced meals for applying households. The district computerized economically needy application processing program is updated annually with this guideline information. When a student’s application information is entered into this computer program, the program determines eligibility status and updates the student’s basic record information for the current year as well.

Processing Applications:

When a completed application form is returned to the school, the food service manager is responsible for entering the application into the school district mainframe free and reduced priced meal program. Once the application is entered, the manager must initial and date the application. White originals of all completed applications should be sent to the food services office after input each Friday, sorted alphabetically by meal benefit category (free, reduced and denied). All white originals will be signed by the food services director who is the determining official for the school district. White originals should be received in the food services district office within five (5) school days of mainframe entry. The yellow copy should be kept at the school. Letters notifying parents of their student’s status will be printed at the district office, and sent to the schools for distribution. There must be a completed current application with the food services director’s signature on file in the Food Services District Office for each student approved to receive free or reduced priced meal benefits.
Meal Status Codes:

The meal status codes for the mainframe are:

- 0 or 1 = paid
- 2 or 7 = free
- 3 or 8 = reduced
- 6 or 9 = free, directly certified

The meal status codes for the CAFS program are:

- P = paid
- F = free
- R = reduced
- E = employee
- A = adult

Meal Status Updates:

After the student’s application has been entered into the mainframe free and reduced program, the meal status must also be updated in the CAFS point-of-service system at the school the student attends. Each food service manager is responsible for updating the student meal status as the student’s status changes.

Comparison of Mainframe and CAFS free/reduced lists:

To ensure accuracy, a CAFS printout should be compared with a mainframe printout at least monthly. At the end of each month, a print out of all students approved to receive free or reduced price meals will be sent from M.I.S. to each cafeteria. This list should be compared with a list printed from the CAFS computer system in the cafeteria. Any discrepancies between the two lists must be corrected so that the CAFS listing matches the M.I.S. listing as the approved master roster. Once the lists have been compared and corrected, the manager should sign and date both lists, and send to the food services district office with the end-of-the-month reports for his/her school.

Withdrawn students:

At the end of each month a list of all students who withdrew from school during the month will be sent to each cafeteria. Student withdrawals must be entered into the CAFS system using this list. Withdrawals should be updated each month. The list of withdrawn students should be kept with the end of the month listing from the mainframe and CAFS.

Verification:

The school district is required by Federal law to verify a specified number of applications for accuracy each year. Through focused sampling, the mainframe randomly selects 1 percent of the total applications on file from those that are within 100 dollars of the eligibility criteria, and ½ percent of those applications that qualified with food stamp/TANF information. The School District Food Services Office is responsible for completing the verification process. The applications are selected from those on file as of October 31 of each year. The selected households are then mailed a letter notifying them that they must provide documentation that verifies the information that they have listed on their application(s) for free or reduced priced meals. Each household is given a minimum of ten days to provide the requested information. If the household does not provide documentation, they are notified through certified mail that they no longer qualify for free or reduced priced meals, and that they have ten calendar days to appeal to the food services district office. By law, the results of the verification process are to be
applied to all students living within the household to the extent possible. At this same time, the food services manager is notified of students and their siblings who are terminated due to non-response and is responsible for making these updates in the CAFS computer at his/her school. A student selected for verification may re-apply for meal benefits at any time after the verification process has been completed, but must provide income documentation at that time in order to qualify for benefits. Because of this federal regulation, any applications received from verification students should be sent to Pat Williams in the food services office, who will then contact the parents to obtain the necessary documentation.

**Grace Period:**

Applications are valid for one calendar year. Therefore, students who have applications on file from the previous school year may eat using their last year meal status for the first ten (10) days of school. Then, if no application is received for the current school year, the student is placed on paid meal status until an application is received and approved as eligible.

**Student Confidentiality:**

Student meal statuses are confidential and not to be shared with anyone outside of the meal program for any reason, unless the parent specifically requests, in writing, that this information be provided. The written request must include the student’s name, the program that will be provided the information, and the parent’s signature. Lists of students who are approved for free or reduced priced meals should not be provided by the food services manager to programs other than the food services program. Lists of meal statuses must be obtained through the food services district office, with approval from the food services director.

**Direct Certification:**

The School District participates in the direct certification program through the Department of Education and the Department of Children and Families. Lists of students that are approved to receive food stamps or TANF benefits are provided through these two state agencies to the District. At the beginning of each school year, parents of students from households that are identified as directly certified are notified that their student is approved to receive free meals at school, and that they are not required to complete a meal application. The direct certification letters are printed and mailed from the food services district office within five (5) days prior to the start of school. The mainframe meal status for directly certified children is “9”.

A hard copy list of all directly certified students for the school district is available in the food services district office.
**Student Transfers:**

When a student transfers from one school to another within St. Lucie County School District, the receiving food service manager should enter the student into the CAFS computer as a new student. The manager should also contact the food service manager from the student’s previous school to determine if the student had any money on account to be added to the new school and adjusted out of the old school’s account. If there is money on account, the new school manager should receive an account print out for the student listing the account balance at the previous school. Then, the previous school manager should adjust out the account balance, and attach a print out of the account with a note indicating that the student has transferred and the name of new school. The new school manager should adjust in the account balance and attach the print out from the previous school to the daily cash and meal service report. If the student has a free or reduced priced meal application on file for the school year, the new manager should make a screen print of the application in the mainframe and file this print with his/her other yellow copies of applications.

If the student is transferring from another school outside of St. Lucie County Schools, then the student must complete a new meal application and submit it for approval prior to receiving free or reduced priced meals. If the student has withdrawn and re-enrolled within one school year, a new application should be completed by the parent/guardian.

**Free/Reduced Priced Meal Applications – Annual Accuclaim Review:**

Federal Regulations, 7 CFR 210 requires that the district food services office complete a self review (Accuclaim) of all meal benefit applications on file prior to February 1 of each school year. The critical areas of review include ensuring that all applications are approved correctly based on income and household size information (Performance Standard 1), verifying that each meal served to students is correctly claimed for reimbursement based on the meal application approval (Performance Standard 1), and that meals served to students meet the menu pattern requirements (Performance Standard 2). Accuclaim reviews will be scheduled by the district food services office beginning in September of each year to ensure completion prior to February 1. Any school based findings will be reviewed with the food services manager who will be responsible for correcting the errors as soon as possible. If findings exceed a 5 percent error rate, the school principal will be notified in writing, and a plan for correction will formulated and implemented as soon as possible.
St. Lucie County School District Food Service will use the Focused Sampling Method for verification of income. The District’s free and reduced application computerized database residing on the district mainframe will be used to complete the verification process. The verification sample will be selected on a district-wide basis from all applications on file as of October 31, 2001. Verification will be completed by December 15, 2001. The district wide verification official for St. Lucie County is Ms. Pat Williams, Food Service Department Meal Program Technician, who will provide overall training to other individuals assisting in verification. This training will take place on October 16, 2001 and include appropriate food services office personnel.

By November 2, 2001:

1. All applications received as of October 31, 2001 will be verified as accurately entered into the meal application database.

2. The district free/reduced computer program will be used to select the applications for verification. The computer program selects one percent of the total approved applications from those applications that report incomes within one hundred dollars per month of the income eligibility guideline for approval. The computer program also selects one-half percent of those applications which are approved based on TANF/food stamp eligibility.

3. A printout is made of the applications selected, by school, which documents the appropriate number of applications selected as well as each application to be verified.

Once the applications for verification are identified, the following procedures will be completed:

1. A letter of notification of selection will be sent to each household (attached). The household will be given ten school days to respond with written evidence, collateral contacts, agency records or other appropriate response. Social Security Number information from households will also be collected.

2. Income information will be reviewed, including documentation of current income amount. If no income information is supplied, or if the documentation does not support the benefits for which the household has been approved, the district will reduce or terminate benefits as appropriate. Those households who were unable to verify food stamp/TANF eligibility will be notified and given ten days to supply income documentation verifying household income. If the household fails to respond, a certified letter with return receipt is sent to the household notifying them of termination due to failure to respond.
3. Households will be given ten calendar days of advance notice of reduction in benefits as a result of verification. Increases in benefits as a result of verification will be applied immediately.

4. Households may appeal a decision made by the school district. If the household appeals the decision during the ten calendar day advance notice period, the District will continue to provide benefits throughout the appeal and decision process.

5. Mr. Tim Bergeron will serve as the appeal hearing official. The same hearing procedure for free and reduced price applications will serve for verification appeals.

6. When a termination/change of benefit is found for one child in a household, a reasonable effort will be made to consistently apply the eligibility change to all of the children in that household. The parents and school(s) where the other children are in attendance will be notified to this effect. This does not apply to applications based on TANF case numbers.

All verification records will be maintained on how applications were selected for verification; how each was verified; the dates notices were sent; notes on contacts made; the results; the reasons for any changes in eligibility and the signature of the official. Records will be maintained for three years beyond the current agreement year.
Our mission in School Food and Nutrition Services is to provide the students of St. Lucie County with nutritious, high-quality food choices to enhance their ability to learn.
V Meal/Menu Requirements

Meal Patterns:

The School District Food Services Program uses enhanced food based menu planning in preparing its menus to ensure that students receive ¼ and 1/3 of the Recommended Daily Allowances for their age groups for breakfast and lunch respectively. The menu patterns are listed below. More menu and meal pattern information is available in the USDA publication, A Menu Planner for Healthy School Meals which is available in every food service manager’s office.

Breakfast Meal Pattern (Refer to Page 46 in the Meal Planner)

Note: The breakfast menu must offer at least one serving of meat/meat alternate and one serving of grains/breads,
OR 2 servings of meat/meat alternate
OR 2 servings of grains/breads
As well as one serving of fruit or vegetable and one serving of fluid milk.

<table>
<thead>
<tr>
<th>Component</th>
<th>Serving Size Grades k-6</th>
<th>Serving Size Grades 7-12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meat/Meat Alternate— includes lean meat, poultry, fish, cheese, peanut butter, or yogurt</td>
<td>1 oz per day or 2 Tbsp peanut butter or 1/2 cup yogurt</td>
<td>1 oz per day or 2 Tbsp peanut butter or 1/2 cup yogurt</td>
</tr>
<tr>
<td>Grains/Breads— includes Bread, biscuits, rolls, or ½ cup cooked rice or cereal or ¼ cup enriched dry cereal.</td>
<td>1 serving per day</td>
<td>1 serving per day</td>
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<tr>
<td>Vegetables/Fruits— at least 1 serving of fruit, juice, or vegetable must be offered.</td>
<td>½ cup per day</td>
<td>½ cup per day</td>
</tr>
<tr>
<td>Milk, Fluid— must be offered as a beverage and may be flavored or unflavored</td>
<td>8 oz per day</td>
<td>8 oz per day</td>
</tr>
</tbody>
</table>
**Lunch Meal Pattern (Refer to Page 38 in the Meal Planner)**

Note: The lunch menu must include offer at least one food item from each of the four food groups listed below:

<table>
<thead>
<tr>
<th>Component</th>
<th>Serving Size Grades k-6</th>
<th>Serving Size Grades 7-12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meat/Meat Alternate— includes lean meat, poultry, fish, cheese, peanut butter, or yogurt</td>
<td>2 oz per day or 4 Tbsp peanut butter or 1 cup yogurt</td>
<td>2 oz per day or 4 Tbsp peanut butter or 1 cup yogurt</td>
</tr>
<tr>
<td>Grains/Breads— includes Bread, biscuits, rolls, or ½ cup cooked rice or pasta or 1 serving grain based dessert.</td>
<td>Min. of 12 servings per week/ Min. of 1 serving per day</td>
<td>Min. of 15 servings per week/ Min. of 1 serving per day</td>
</tr>
<tr>
<td>Vegetables/Fruits— at least 2 different vegetables and/or fruits must be offered.</td>
<td>¾ cup per day + ½ additional per week</td>
<td>1 cup per day</td>
</tr>
<tr>
<td>Milk, Fluid— must be offered as a beverage and may be flavored or unflavored</td>
<td>8 oz per day</td>
<td>8 oz per day</td>
</tr>
</tbody>
</table>

**After school Snack Meal Pattern**

Note: The after school snack must include at least two of the following four food groups each day.

<table>
<thead>
<tr>
<th>Component</th>
<th>Serving Size Grades k-6</th>
<th>Serving Size Grades 7-12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meat/Meat Alternate— includes lean meat, poultry, fish, cheese, peanut butter, or yogurt</td>
<td>2 oz per day or 4 Tbsp peanut butter or 1 cup yogurt</td>
<td>2 oz per day or 4 Tbsp peanut butter or 1 cup yogurt</td>
</tr>
<tr>
<td>Grains/Breads— includes Bread, biscuits, rolls, or ½ cup cooked rice or pasta or 1 serving grain based dessert.</td>
<td>Min. of 12 servings per week/ Min. of 1 serving per day</td>
<td>Min. of 15 servings per week/ Min. of 1 serving per day</td>
</tr>
<tr>
<td>Vegetables/Fruits— at least 2 different vegetables and/or fruits must be offered.</td>
<td>¾ cup per day + ½ additional per week</td>
<td>1 cup per day</td>
</tr>
<tr>
<td>Milk, Fluid— must be offered as a beverage and may be flavored or unflavored</td>
<td>8 oz per day</td>
<td>8 oz per day</td>
</tr>
</tbody>
</table>
Menu Nutritional Analysis:

As required by Federal Guidelines, the food service menus are analyzed for nutritional content periodically, using the CAFS nutritional analysis software which is approved by U.S.D.A. In addition, menus are analyzed with regard to the Food Pyramid Guide as well as the Dietary Guidelines for Healthy Americans.

Menu/Food Substitutions:

Menus are planned by the Food Services Director utilizing cafeteria manager, student, and staff input and in accordance with breakfast and lunch reimbursable meal patterns as prescribed in federal regulations at 7.C.F.R. Parts 210 and 220. Portion sizes will be modified for older students wherever possible and practical. Menus will be published and distributed to all schools monthly by the food services office. Any change to the published menu must be approved by the Food Services Director prior to meal service. (SLCSB Policy 6.59)

Food Production Records:

As per federal regulation outlined in 7 CFR 210/220, production records documenting the amounts and types of food items used in serving meals claimed for reimbursement must be completed daily. These records also document the use of USDA commodity items during daily meal preparation. A sample production record is included on page V - 7. The production records are obtained from the food services office and lists the daily menu for breakfast and for lunch, the recipe to be used in preparing each menu item, and the amount per hundred to use in raw ingredients to ensure the minimum required portion size is produced for each meal service. Production records should indicate the amounts of all ingredients used to prepare meals, the amounts of leftover foods, and the total number of meals served shall be recorded daily on the Production Record Form. This record shall be submitted to the food services office at the end of each week. (SLCSB Policy 6.63 (3))

Electronic Submission of Food Production Records:

Starting in August, 2001, production records may be submitted electronically, using prepared lotus spreadsheet forms. Food service managers will complete the forms by inputting the amounts of each food item used daily and indicating commodity items. Completed electronic forms can be submitted to the food services office either through saving the file and e-mailing, or printing out a hard copy of the completed records and sending through the pony. One set of completed forms must be printed and kept with school records. A sample electronic production record is included on pages V – 8 – 9.
CAFS Menu Overlays:

To ensure accurate totals of food items served in daily production records, menu overlays for each school meal served should be created in the CAFS program. Combination keys can also be created and placed on the menu overlay to facilitate itemization of food items on each student’s tray.

Offer versus Serve:

As per federal regulation, students who eat meals at all schools with meal preparation and service on site are required to take a minimum of three full servings of different food items offered as a part of the meal for both breakfast and lunch. Both breakfast and lunch meals must contain at least three items in order to be sold at the student meal price, or served to students approved to receive meals at reduced cost or no cost.

Students who are served meals at satellite sites will receive full portions of five different meal components for lunch, and four meal different meal components for breakfast for the student meal price or at reduced or no cost.

Portion Control:

Since menu planning includes ensuring the appropriate serving sizes of each food item, portion control should be used to make sure each student receives the required minimum amount necessary to meet nutritional guidelines.

Ala Carte Choices:

Food items in addition to the meal unit are available for purchase in school cafeterias. Food items selected for ala carte sales shall be approved by the Food Services Director based on cost and nutritional contribution. Pricing of all ala carte items shall be approved by the Superintendent or designee. All proceeds of ala carte sales shall accrue to the food services program. (SLCSB Policy 6.53 (6)) Ala carte foods will be made available for all students regardless of meal benefit eligibility.
**MENU PLANNING and MENU ANALYSIS**

*Purpose of Production Records*

Production records help everyone plan for each day of production, as well as document that all necessary items have been offered as a part of a reimbursable meal to students.

*The Parts of a Production Record*

**Menu item:** Each menu item that is offered as a part of the meal or as an ala carte food item should be listed on the daily production record.

**Recipe or Product:** Indicates the specific recipes or food products that are used.

**Portion or Serving Size:** Indicates the size of serving planned AND the size of serving that should be served to students.

**Planned Number Of Servings:** The manager indicates the number of servings for each food item that should be prepared each day. This number of servings then tells the cook and baker how much of each menu item to plan for.

**Amount/100:** The amount of each food item or ingredient that is necessary for 100 servings of the food item as a food component for a reimbursable meal.

**Amount Prepared:** The total amount of each food item prepared, including any servings of the item that were leftover from a previous day. Safety note: Servings of items leftover should not be mixed with newly prepared food items.

**Servings Leftover:** The total number of servings remaining as leftover at the end of the meal service. If there are leftovers listed, there should also be a note telling what happened to the leftovers. For example, thrown out, or frozen for future use.

**Amount Used:** The total number of servings used, as well as the total amount of ingredients used for the day. The total number of serving amounts used should equal the total number of servings prepared less any leftovers.
MENU PLANNING and MENU ANALYSIS

Steps to Completing the Daily Menu Analysis

Before the menu service day:

Step 1: The cafeteria manager fills in the name of his or her school.

Step 2: All Menu items being prepared and served should be listed in the first column.

Step 3: The planned number of servings should be completed by the cafeteria manager for each menu item.

Step 4: Any leftovers being reused for the day should be listed under menu item, including the number of servings in the L/O Re-serv. Column.

Step 5: All recipes and any ingredient substitutions should be listed on the production record.

Step 6: The kind of fresh and canned fruits should be recorded as well as the number of planned servings.

After the menu service:

Step 1: Ingredients used in preparing each of the food items should be listed. If the ingredient is not specifically listed under the food item on page 1 of the menu analysis, write down the ingredient on the second or third page.

Step 2: Count and record the number of servings leftover, if any, for each of the menu items. Indicate what happened to these leftovers. (Discarded/stored in freezer for re-service on xx/xx/xx menu date)

Step 3: Make sure commodity food ingredients are marked with a C in red ink.

Step 4: The cafeteria manager signs the completed menu analysis.

Step 5: The cafeteria manager keeps the original record on file and submits a copy of the completed menu analysis to the Food Services office at the end of each week.
<table>
<thead>
<tr>
<th>Item</th>
<th>Portion Size</th>
<th>Portion or Serving Size: 8 oz.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ham, Macaroni and Cheese bake w/ roll (USDA- D. 26)</td>
<td>6 oz</td>
<td></td>
</tr>
<tr>
<td>Ham, Diced</td>
<td>1 each</td>
<td></td>
</tr>
<tr>
<td>Cheese</td>
<td>1 each</td>
<td></td>
</tr>
<tr>
<td>Macaroni</td>
<td>1 each</td>
<td></td>
</tr>
<tr>
<td>Dinner Roll</td>
<td>1 each</td>
<td></td>
</tr>
<tr>
<td>Chicken Patty</td>
<td>1 each</td>
<td></td>
</tr>
<tr>
<td>Chicken Patty</td>
<td>1 each</td>
<td></td>
</tr>
<tr>
<td>Buns</td>
<td>1 each</td>
<td></td>
</tr>
<tr>
<td>Tuna Chef Salad w/ Dinner Roll</td>
<td>1 each</td>
<td></td>
</tr>
<tr>
<td>Tuna</td>
<td>2 oz</td>
<td></td>
</tr>
<tr>
<td>lettuce</td>
<td>3/4 cup</td>
<td></td>
</tr>
<tr>
<td>tomato</td>
<td>1/4 cup</td>
<td></td>
</tr>
<tr>
<td>cucumber</td>
<td>1/8 cup</td>
<td></td>
</tr>
<tr>
<td>Steamed Green Peas</td>
<td>1/2 cup</td>
<td></td>
</tr>
<tr>
<td>Tossed Salad of Dressing</td>
<td>1/2 cup</td>
<td></td>
</tr>
<tr>
<td>Chilled Fruit</td>
<td>1/2 cup</td>
<td></td>
</tr>
<tr>
<td>Fresh</td>
<td>1 each</td>
<td></td>
</tr>
<tr>
<td>Fruit Juice</td>
<td>4 oz</td>
<td></td>
</tr>
<tr>
<td>Milk, 1%, Whole or Chocolate</td>
<td>8 oz</td>
<td></td>
</tr>
<tr>
<td>Coleslaw</td>
<td>1/2 cup</td>
<td></td>
</tr>
<tr>
<td>Cabbage/Carrots</td>
<td>1/2 cup</td>
<td></td>
</tr>
<tr>
<td>Com/Pur</td>
<td>Item</td>
<td>Portion Size</td>
</tr>
<tr>
<td>---------</td>
<td>-----------------------</td>
<td>--------------</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Breakfast</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Graham Crackers</td>
<td>1 pkg</td>
</tr>
<tr>
<td></td>
<td>Cereal</td>
<td>1 ea</td>
</tr>
<tr>
<td></td>
<td>Chilled Fruit</td>
<td>1/2 cup</td>
</tr>
<tr>
<td></td>
<td>Fresh Fruit</td>
<td>1 ea</td>
</tr>
<tr>
<td></td>
<td>Fruit Juice</td>
<td>4 oz</td>
</tr>
<tr>
<td></td>
<td>Milk</td>
<td>8 oz</td>
</tr>
<tr>
<td><strong>Hot Lunch</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>School Pizza</td>
<td>1 ea</td>
</tr>
<tr>
<td></td>
<td>Pizza Crust, 14 inch</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mozzarella, cheese</td>
<td>2 oz</td>
</tr>
<tr>
<td></td>
<td>Pizza Sauce</td>
<td>1/8 cup</td>
</tr>
<tr>
<td></td>
<td>Pepperoni</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Seasoned Broccoli</td>
<td>1/2 cup</td>
</tr>
<tr>
<td></td>
<td>Chilled Fruit</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fresh Fruit</td>
<td>1 each</td>
</tr>
<tr>
<td></td>
<td>Fruit Juice</td>
<td>4 oz</td>
</tr>
<tr>
<td></td>
<td>Milk, 1%, Whole, Choc</td>
<td></td>
</tr>
<tr>
<td><strong>Cold Lunch</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>American Hero</td>
<td>1 each</td>
</tr>
<tr>
<td></td>
<td>Ham</td>
<td>1 oz</td>
</tr>
<tr>
<td></td>
<td>Salami</td>
<td>1 oz</td>
</tr>
<tr>
<td></td>
<td>Turkey</td>
<td>1 oz</td>
</tr>
<tr>
<td></td>
<td>Cheese</td>
<td>1/2 oz</td>
</tr>
<tr>
<td></td>
<td>Tossed Salad</td>
<td>1/2 cup</td>
</tr>
<tr>
<td></td>
<td>Chilled Fruit</td>
<td>1/2 cup</td>
</tr>
<tr>
<td></td>
<td>Fresh Fruit</td>
<td>1 ea</td>
</tr>
<tr>
<td></td>
<td>Fruit Juice</td>
<td>4 oz</td>
</tr>
<tr>
<td></td>
<td>Milk, 1%, Whole, Choc</td>
<td></td>
</tr>
<tr>
<td><strong>Supplement</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Snackums</td>
<td>1 ea</td>
</tr>
<tr>
<td></td>
<td>Milk</td>
<td>8 oz</td>
</tr>
<tr>
<td><strong>Notes:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Com/Fur</td>
<td>Item</td>
<td>Portion Size</td>
</tr>
<tr>
<td>--------</td>
<td>--------------------------</td>
<td>--------------</td>
</tr>
<tr>
<td></td>
<td>Graham Crackers</td>
<td>1 pkg</td>
</tr>
<tr>
<td></td>
<td>Cereal</td>
<td>1 ea</td>
</tr>
<tr>
<td></td>
<td>chilled fruit</td>
<td>1/2 cup</td>
</tr>
<tr>
<td></td>
<td>Fresh Fruit</td>
<td>1 ea</td>
</tr>
<tr>
<td></td>
<td>Fruit Juice</td>
<td>4 oz</td>
</tr>
<tr>
<td></td>
<td>Milk</td>
<td>8 oz</td>
</tr>
<tr>
<td></td>
<td>Hot Lunch</td>
<td></td>
</tr>
<tr>
<td></td>
<td>School Pizza</td>
<td>1 ea</td>
</tr>
<tr>
<td></td>
<td>Pizza Crust, 14 inch</td>
<td>2 oz</td>
</tr>
<tr>
<td></td>
<td>Mozzarella, cheese</td>
<td>2 oz</td>
</tr>
<tr>
<td></td>
<td>Pizza Sauce</td>
<td>1/2 cup</td>
</tr>
<tr>
<td></td>
<td>Pepperoni</td>
<td>1/2 oz</td>
</tr>
<tr>
<td></td>
<td>Seasoned Broccoli</td>
<td>1/2 cup</td>
</tr>
<tr>
<td></td>
<td>Chilled Fruit</td>
<td>4.5</td>
</tr>
<tr>
<td></td>
<td>Fresh Fruit</td>
<td>1 each</td>
</tr>
<tr>
<td></td>
<td>Fruit Juice</td>
<td>4 oz</td>
</tr>
<tr>
<td></td>
<td>Milk, 1%, Whole, Choc</td>
<td>100</td>
</tr>
<tr>
<td></td>
<td>Cold Lunch</td>
<td></td>
</tr>
<tr>
<td></td>
<td>American Hero</td>
<td>1 each</td>
</tr>
<tr>
<td></td>
<td>Ham</td>
<td>1 oz</td>
</tr>
<tr>
<td></td>
<td>Seleni</td>
<td>1 oz</td>
</tr>
<tr>
<td></td>
<td>Turkey</td>
<td>1 oz</td>
</tr>
<tr>
<td></td>
<td>Cheese</td>
<td>1/2 oz</td>
</tr>
<tr>
<td></td>
<td>Tossed Salad</td>
<td>1/2 cup</td>
</tr>
<tr>
<td></td>
<td>Chilled Fruit</td>
<td>1 cup</td>
</tr>
<tr>
<td></td>
<td>Fresh Fruit</td>
<td>1 oz</td>
</tr>
<tr>
<td></td>
<td>Fruit Juice</td>
<td>4 oz</td>
</tr>
<tr>
<td></td>
<td>Milk, 1%, Whole, Choc</td>
<td>100</td>
</tr>
<tr>
<td></td>
<td>Supplement</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Smackums</td>
<td>1 oz</td>
</tr>
<tr>
<td></td>
<td>Milk</td>
<td>8 oz</td>
</tr>
</tbody>
</table>
Our mission in School Food and Nutrition Services is to provide the students of St. Lucie County with nutritious, high-quality food choices to enhance their ability to learn.
VI   Food Preparation, Service and Storage

Food Handling and Preparation Procedures:

Batch Cooking:

To maintain high quality and maximum nutrition in foods served, batch cooking will be practiced at all preparation kitchens to the maximum extent possible. Food items will not be prepared until necessary for service to ensure freshness. This requires the manager to work with the cook, baker, and other food service preparation personnel in scheduling production so that foods are either in the process of being cooked or in the steamtable for service with minimal holding time in between. Food temperatures must be monitored frequently during the holding process to ensure safety. To ensure hot foods do not drop below 140 degrees F they should be held in a warmer for no longer than one hour. Cold foods should not rise above 45 degrees F and should be stored in reach through or pass through refrigerators until service.

Portion Control:

To ensure that food costs are controlled as well as the minimum portion of each food item offered meets the federal menu requirements under enhanced food based menu planning, the appropriate serving utensils and/or portioning utensils must be used in portioning menu items. If students are serving the item themselves, the correct portioning utensils should be available on the serving line. If menu items are pre portioned, the appropriate portion size as indicated on the recipe should be placed in the single serving dish prior to meal service.

Menu items are portioned in one of four ways:

1. Cutting: Food items are prepared and divided into uniform servings prior to meal service. Meatloaf, lasagna, stromboli and breads are examples of items that should be portioned by cutting. Recipe directions list the size of pan to use, yield per pan, and the serving size to cut.
2. Measuring: Food items are prepared and measured into self service containers, or measured by using appropriate serving utensils by the students serving themselves. Examples of this method include spoodles used to self serve canned fruit or vegetable choices on the serving line.
3. Weighing: Food is portioned by weight using a scale. Each kitchen should have both a 2# scale and a 25# scale to weigh ingredients while preparing menu items and to measure leftovers after service. Sliced meats and cheese should be portioned using weight to ensure 2 oz per serving.
4. Counting: Food is portioned by counting items such as chicken nuggets or french toast sticks to ensure the minimum menu pattern requirements are met.

The USDA Food Buying Guide offers information about minimum portion sizes for specific food items to meet the required menu pattern amounts per serving.
Recipes:

Each preparation kitchen should have the following recipe books readily available:

1. USDA Standardized Recipes (8-1/2 by 11 cards)
2. USDA Tool kit for Healthy School Meals
3. School Recipes Portfolio
4. SLCSB Recipe Handbook
5. FSFSA Recipe Book

Recipes must be used as indicated on the daily production record to ensure the adequate amount of each ingredient is used, which maintains the nutritional content of the finished product. The nutritional contents of each food item prepared are used in federally required nutritional analyses. Recipes also ensure adequate yield of food items prepared. Only ingredients listed on the recipe should be used, unless substitutions have been indicated on the production record (i.e. ground turkey in place of ground beef) or approved in advance with the District Office.

Production Schedule – Building a Work Schedule:

Work schedules outline the flow of production including preparation, service and cleanup, and are useful in both planning for daily production and communicating to food service employees the daily jobs that must be accomplished in preparing and serving different menus for each day. The work schedule should include a sheet for each employee including his/her name, job classification, hours on duty, hours per day, and break time. Each employee’s sheet should list:

- Preparation responsibilities
  *When completing this section ask yourself who should be preparing the main entrée, sandwich choices (including ala carte), bread choices, any desserts, hot vegetables, French fries, cold vegetables, fresh fruit, canned fruits, salads and/or salad bar, breakfast entrée, coffee and/or tea. Also, who should be responsible for taking frozen items out for future days’ menus, who should assist in forecasting food/supply needs for market orders.*

- Service responsibilities
  *When completing this section ask yourself who should be setting up the serving line(s) including checking condiments, checking paper supplies (napkins, wrapped table service kits, trays), preparing the cash drawer(s), placing the hot and cold menu items on the line prior to service time, ensuring the proper utensils are available for students in self-service. Also, who is assigned to assist students on the serving line, and who will replenish the serving line (both food and supplies) during meal service.*
- Clean Up responsibilities

*When completing this section ask yourself who will work in the dish room, who will clean pots and pans, who will be responsible for cleaning the preparation equipment such as ovens, tilt skillet, steamer, mixer and attachments, carts, small equipment (robo coupe, slicer, can opener, etc.) sweeping/mopping the kitchen and serving areas, refrigeration/freezer/storage room areas, serving line equipment, work tables, sinks, laundry, and dining room tables.*

Once work schedules have completed for all employees, please review each schedule with the employee to whom it is assigned and address any questions or concerns. Have the employee sign the schedule and keep a copy in school food service records.

**Work Schedule Example**

```
<table>
<thead>
<tr>
<th>Hours on Duty:</th>
<th>____________________</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Hours:</td>
<td>_________________</td>
</tr>
<tr>
<td>30 minutes lunch break</td>
<td></td>
</tr>
</tbody>
</table>

Work Schedule for Food Service Employees

Name: ____________________________________________
Job Title: _______________________________________

6:00 – 6:30
6:30 – 7:00
7:00 – 7:30
7:30 – 8:00
8:00 – 8:30
8:30 – 9:00
9:00 – 9:30
9:30 – 10:00
10:00 – 10:30
10:30 – 11:00
10:00 – 10:30
10:30 – 11:00
11:00 – 11:30
11:30 – 12:00
12:00 – 12:30
12:30 – 1:00
1:00 – 1:30
1:30 – 2:00

Signature of Employee __________________________
Date ________________
```

Revised 8/2001 Chapter VI - 3
Safety and Sanitation:

Cross Contamination:

To prevent cross contamination, the Cafeteria Manager should continuously monitor all aspects of food production and service to make sure all food service personnel are:

- Washing their hands frequently, especially after handling raw foods, cleaning or visiting the restroom.
- Using plastic gloves and changing them frequently when handling foods.
- Using the proper preparation utensils and cutting boards for the products they are preparing and thoroughly cleaning and sanitizing each utensil between uses (i.e. not using the same cutting boards for poultry and fresh produce without cleaning/sanitizing).
- Thoroughly cleaning and sanitizing all knives, cutting boards and slicing equipment both before and after using them prepare meat, poultry, or fish items.

Temperatures for Food Handling:

- The safe temperature of potentially hazardous foods is at an internal temperature of 45 degrees F or below for cold foods or 140 degrees F or above for hot foods.
- All fluid Milk should be stored in refrigeration at all times (either walk-in, reach-in or milk coolers in the serving area). Milk coolers should be maintained at 35-38 degrees F.
- No potentially hazardous foods shall be kept at a temperature within the danger zone – between 45 degrees F and 140 degrees F.
- Food thermometers must be available in all kitchens. A minimum of two (one for the manager and one for the cook) should be maintained at all times.
- Steamtable and warming cabinets are designed to maintain temperatures of food already heated to 140 degrees F or above. Under no circumstances should the steam table or warming cabinet be used as a method of heating or reheating if the temperature of the food item is below 140 degrees F.
- Once the temperature of cooked food items has been determined to be above 140 degrees F, these food items must be held in warmers, not on tables or racks prior to meal service.
- Sliced, boned or chopped meats should be refrigerated both before and immediately after cooking to discourage bacteria growth.
Storage equipment for foods and ingredients such as coolers, freezers, and milk or beverage coolers should be monitored for temperature control. Coolers and beverage coolers should be between 35 and 40 degrees F. Freezer temperatures should be below 0 degrees F.

Dry Storage areas should be maintained at a temperature between 75 and 80 degrees F.

Refrigerated and frozen food items should be placed in the appropriate storage areas as soon as possible after delivery to eliminate chance of thawing.

All food service employees should be aware of the Danger Zone and the importance of maintaining safe food temperatures. Employees should be strongly encouraged to ask the food service manager if there is a question or concern regarding the temperature of a food item. Under no circumstances is a food item to be served if it has not been handled at safe temperatures and/or its safety is questionable.

Foods that are determined as unsafe must be discarded. If the food item is purchased or a leftover that is being questioned, discard immediately and write the products down on the production record as being discarded. If the value of the product is over $50.00, the District Office must be notified of the disposal. If the food item is a commodity product, the District Office must be contacted prior to disposal to determine if the Health Department is required to make a written report for the Commodities Office.

**Is it Done Yet?**

**Internal Temperatures of Products Chart**

<table>
<thead>
<tr>
<th>Food</th>
<th>Temperature in Degrees F</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ground Meat and Meat Mixtures</strong></td>
<td></td>
</tr>
<tr>
<td>Beef, Pork, Veal, Lamb</td>
<td>160</td>
</tr>
<tr>
<td>Turkey, Chicken</td>
<td>165</td>
</tr>
<tr>
<td><strong>Poultry</strong></td>
<td></td>
</tr>
<tr>
<td>Chicken and Turkey, whole</td>
<td>180</td>
</tr>
<tr>
<td>Poultry Breasts, Roasts</td>
<td>170</td>
</tr>
<tr>
<td>Poultry Thighs, Wings</td>
<td>180</td>
</tr>
<tr>
<td>Stuffing (cooked alone or in Bird)</td>
<td>165</td>
</tr>
<tr>
<td><strong>Fresh Pork</strong></td>
<td></td>
</tr>
<tr>
<td>Medium</td>
<td>160</td>
</tr>
<tr>
<td>Well Done</td>
<td>170</td>
</tr>
<tr>
<td><strong>Ham</strong></td>
<td></td>
</tr>
<tr>
<td>Fresh (raw)</td>
<td>160</td>
</tr>
<tr>
<td>Pre-Cooked (to reheat)</td>
<td>140</td>
</tr>
<tr>
<td><strong>Eggs and Egg Dishes</strong></td>
<td></td>
</tr>
<tr>
<td>Eggs</td>
<td>cook until yolk and white are firm</td>
</tr>
<tr>
<td>Egg Dishes</td>
<td>160</td>
</tr>
<tr>
<td><strong>Leftovers and Casseroles</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>165</td>
</tr>
</tbody>
</table>

Source: USDA/Food Safety and Inspection Service, 4/2000
Thawing Frozen Foods:

Frozen foods such as meats, poultry, and eggs should be thawed in refrigeration at 38-42 degrees F. or submerged in a sink filled with cold water. Under no circumstances should these foods be thawed by setting out at room temperature or under warm running water.

Leftover Foods:

All foods leftover after the meal service is finished must be recorded on the daily production record. Foods that are not suitable for future service should be discarded immediately and recorded on the daily production record as discarded. Foods that are going to be stored for future service must be returned to safe temperatures as soon as possible. Both cold and hot foods should be covered and placed in the cooler to speed cool down of internal temperature to 45 degrees F or below. Hot foods should be placed in shallow steamtable pans to speed cool down. Once hot foods are chilled to 45 degrees or below, they can be placed in the freezer. All leftover foods that are being stored for future service should be marked with a label that lists the food item, and the date prepared. A perpetual inventory of leftover foods should be maintained to ensure usage as soon as possible. No leftover foods should leave the kitchen for any reason.

Refrigeration Equipment Failure:

In case of equipment failure such as a refrigerator or freezer, the following procedures should be used:

1. Call the Facilities and Maintenance Department and place an emergency work and service request for repair of the equipment.
2. If the unit will not be operational within 24 hours, make arrangements with the Stores and Distribution Department for pickup of all frozen and refrigerated food items.
3. Notify the food services district office of the refrigeration malfunction.

Transporting Food:

While transporting to satellite meal service sites, all foods must be fully wrapped or packed in transport containers to ensure protection from contamination. Potentially hazardous foods must be maintained at safe temperatures during all periods of transportation and delivery. Both hot and cold foods must be carried in insulated containers to ensure safe temperatures are maintained.

Food Service Procedures:

During meal service foods must be attractively displayed while maintaining safety and sanitation procedures.
Before serving time all Food Service employees should:

- Know the menu and the ingredients in the recipes to answer any questions that may arise.
- Know the proper portions to be served for each of the menu items.
- Review the serving line to verify all items are of high quality standards in appearance and taste. Encourage everyone to look for quality and if a menu item is unacceptable, don't serve it to students!
- Keep clean wiping cloths near the serving line to keep it clean and free of spills.
- Check to make sure both heated steam tables and cold refrigerated tables and coolers are working properly to maintain safe food temperatures during meal service.
- Check to make sure all foods are served safely either under a sneezeguard or in a covered, preportioned dish.
- Make sure the appropriate condiments are offered with each entrée choice. Place condiments in a location that is easy for the students to reach and will not hold the line up.
- Remove all aluminum foil or plastic film on food items prior to meal service.

During meal service all Food Service employees should:

- Continuously monitor the serving line for appearance. It should be displayed attractively throughout the entire serving period.
- Use tongs or gloves when assisting students with their food choices.
- Be pleasant in voice, appearance and facial expressions.
- Replenish the serving line frequently so that all students have the entire menu to choose from.

**Meal Quality Check List:**

To assist in evaluating the quality of foods served in each cafeteria, a meal quality check list form must be completed once each week, on the day the manager chooses to evaluate. Food service employees involved in the preparation of menu items should be included in the evaluation and completion of the checklist as well as a HACCP control point checklist. Once complete, the cafeteria manager, and other personnel who participated in the evaluation should sign both check lists. The completed check lists should then be sent to the District Office.
# Meal Quality Checklist

The meal quality checklist is to be used once a week to evaluate food quality, preparation, and service. Please complete, sign, date, and submit to the Food and Nutrition Services Department along with your weekly reports. In addition, attach a copy of the production record completed for the day.

<table>
<thead>
<tr>
<th>Date: ________________</th>
<th>Week: ________________</th>
</tr>
</thead>
<tbody>
<tr>
<td>School Name: __________</td>
<td>School Number: ________</td>
</tr>
<tr>
<td>Meal Service: __________</td>
<td></td>
</tr>
</tbody>
</table>

## Food Quality and Meal Preparation:

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Is the published menu being followed?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comments:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Were standardized recipes used to prepare today’s menu? Please list the recipe names and numbers:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Are all the menu choices prepared from scratch acceptable in the following areas?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appearance:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Texture and Consistency:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Flavor:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Have both fresh and chilled fruit been offered throughout the meal service?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Have both fresh and steamed vegetables been offered throughout the meal service?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Did the cafeteria manager, cook, baker or FSA review the service line setup and fill out one Quality Score Card before service time?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Meal Service:

1. Were all food choices available to all students during the entire lunch service?

2. What is the internal temperature of one cold item and one hot item:
   
   **Cold:**
   - Before: _____
   - During: _____

   **Hot:**
   - Before: _____
   - During: _____

3. Were appropriate condiments available to all students during the entire meal service?

4. Were portion sizes according to the lunch meal pattern being served by the correct utensil or proportioned servings?

5. Plate waste was observed to determine students acceptability of planned menu choices?

6. Students threw Most Half None of their lunch in the garbage.
   Comments:

Please attach the Quality Score Card that has been completed for today's Menu.

Signed:

__________________________________  Food and Nutrition Services Manager

__________________________________  Food and Nutrition Services Cook

__________________________________  Food and Nutrition Services Baker

__________________________________  Food and Nutrition Services FSA
Hazard Analysis Critical Control Points

Manager Self-Inspection Checklist

Date: ___________________________  Observer: ___________________________

Use this checklist once a week to determine areas in your operation requiring corrective action. Record corrective action taken and keep completed records in a notebook for future reference.

### Personal Dress and Hygiene

<table>
<thead>
<tr>
<th>Employees wear proper uniform including proper shoes</th>
<th>Yes</th>
<th>No</th>
<th>Corrective Action</th>
<th>Hands are washed thoroughly using proper hand-washing procedures at critical points</th>
<th>Yes</th>
<th>No</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hair restraint is worn</td>
<td></td>
<td></td>
<td></td>
<td>Smocking is observed only in designated areas away from preparation, service, storage, and warewashing areas</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fingernails are short, unpolished, and clean</td>
<td></td>
<td></td>
<td></td>
<td>Eating, drinking, or chewing gum are observed only in designated areas away from work areas</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jewelry is limited to watch, simple earrings, and plain ring</td>
<td></td>
<td></td>
<td></td>
<td>Employees take appropriate action when coughing or sneezing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hands are washed or gloves are changed at critical points</td>
<td></td>
<td></td>
<td></td>
<td>Disposable tissues are used and disposed of when coughing/bleeding nose</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Open sores, cuts, or splints and bandages on hands are completely covered while handling food</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Food Storage and Dry Storage

<table>
<thead>
<tr>
<th>Temperature is between 50°F and 70°F</th>
<th>Yes</th>
<th>No</th>
<th>Corrective Action</th>
<th>There are no bulging or leaking canned goods in storage</th>
<th>Yes</th>
<th>No</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>All food and paper supplies are 6 to 8 inches off the floor</td>
<td></td>
<td></td>
<td></td>
<td>Food is protected from contamination</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>All food is labeled with name and delivery date</td>
<td></td>
<td></td>
<td></td>
<td>All surfaces and floors are clean</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The FIFO (First In, First Out) method of inventory is being practiced</td>
<td></td>
<td></td>
<td></td>
<td>Chemicals are stored away from food and other food-related supplies</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Large Equipment

<table>
<thead>
<tr>
<th>Food slicer is clean to sight and touch</th>
<th>Yes</th>
<th>No</th>
<th>Corrective Action</th>
<th>All other pieces of equipment are clean to sight and touch — equipment on serving lines, storage shelves, cabinets, ovens, ranges, fryers, and steam equipment</th>
<th>Yes</th>
<th>No</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food slicer is sanitized between uses when used with potentially hazardous foods</td>
<td></td>
<td></td>
<td></td>
<td>Exhaust hood and filters are clean</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Refrigerator, Freezer, and Milk Cooler

<table>
<thead>
<tr>
<th>Thermometer is conspicuous and accurate</th>
<th>Yes</th>
<th>No</th>
<th>Corrective Action</th>
<th>Proper chilling procedures have been practiced</th>
<th>Yes</th>
<th>No</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Temperature is accurate for piece of equipment</td>
<td></td>
<td></td>
<td></td>
<td>All food is properly wrapped, labeled, and dated</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Food is stored 6 inches off floor in walk-ins</td>
<td></td>
<td></td>
<td></td>
<td>The FIFO (First In, First Out) method of inventory is being practiced</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unit is clean</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Food Handling

<table>
<thead>
<tr>
<th>Condition</th>
<th>Yes</th>
<th>No</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frozen food is thawed under refrigeration or in cold running water</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Food is not allowed to be in the &quot;temperature danger zone&quot; for more than 4 hours</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Food is tasted using proper method</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Food is not allowed to become cross-contaminated</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Food is handled with utensils, clean gloved hands, or clean hands</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Utensils are handled to avoid touching parts that will be in direct contact with food</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reusable towels are used only for sanitizing equipment surfaces and not for drying hands, utensils, floor, etc.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Utensils and Equipment

<table>
<thead>
<tr>
<th>Condition</th>
<th>Yes</th>
<th>No</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>All small equipment and utensils, including cutting boards, are sanitized between uses</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Small equipment and utensils are air dried</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Work surfaces are clean to sight and touch</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Work surfaces are washed and sanitized between uses</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Thermometers are washed and sanitized between each use</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can opener is clean to sight and touch</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Drawers and racks are clean</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Small equipment is inverted, covered, or otherwise protected from dust or contamination when stored</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Hot Holding

<table>
<thead>
<tr>
<th>Condition</th>
<th>Yes</th>
<th>No</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit is clean</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Food is heated to 165°F before placing in hot holding</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Temperature of food being held is above 140°F</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Food is protected from contamination</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Cleaning and Sanitizing

<table>
<thead>
<tr>
<th>Condition</th>
<th>Yes</th>
<th>No</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Three-compartment sink is used</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Three-compartment sink is properly set up for warewashing (wash, rinse, sanitize)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chlorine test kit or thermometer is used to check sanitizing rinse</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The water temperatures are accurate</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>If heat sanitizing, the utensils are allowed to remain immersed in 170°F water for 90 seconds</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>If using chemical sanitizer, it is the proper dilution</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The water is clean and free of grease and food particles</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The utensils are allowed to air dry</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wiping cloths are stored in sanitizing solution while in use</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Garbage Storage and Disposal

<table>
<thead>
<tr>
<th>Condition</th>
<th>Yes</th>
<th>No</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kitchen garbage cans are clean</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Garbage cans are emptied as necessary</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Boxes and containers are removed from site</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Loading dock and area around dumpster are clean</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dumpster is closed</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Pest Control

<table>
<thead>
<tr>
<th>Condition</th>
<th>Yes</th>
<th>No</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screens are on open windows and doors and in good repair</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No evidence of pests is present</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

This is a companion tool to "Serving It Safe" (USDA Publication FNS-295, Revised Fall 1999).

United States Department of Agriculture • Food and Nutrition Service

Food Storage Procedures:

Storage Facilities

All food preparation facilities must have areas designated for dry, refrigerated or frozen storage. These areas should be maintained as follows:

Dry Storage:

- Dry storage areas should be dry, cool, well-ventilated, clean and free from insects and rodents.
- Foods should be stored a minimum of six inches from the floor and 2 inches from the wall on racks or pallets to allow for air circulation. Do not store foods directly on the floor.
- Canned foods should be removed from the cardboard shipping cases prior to shelving. When shelving, the date of receipt should be clearly marked on all purchased food items and the date of packing listed on the cardboard case should be clearly marked on all USDA commodity cans. Dates should be marked on each can or unit using a black marking pen.
- Commodity foods should be stored separately from purchased foods.
- Opened ingredients (flour, sugar, etc.) should be stored in sealed, airtight containers.
- Bagged items (flour, sugar, etc.) should be cross-stacked for ventilation.
- Cleaning products and chemicals should be stored in a separate location from food storage areas.
- The dry storage area should have a minimum of one thermometer installed to monitor maintenance of temperatures between 70-75 degrees F. Temperatures of dry storage areas should be recorded daily on the temperature record.

Cold Storage:

- Cold (both refrigerated and freezer) storage areas should be clean and free from moisture or ice build up.
- Foods should be stored a minimum of six inches from the floor and 2 inches from the wall on racks or pallets and should be arranged to allow for air circulation. Do not store foods directly on the floor. All items should be marked with a receiving date prior to shelving.
- Commodity foods should be stored separately from purchased foods.
- Opened ingredients should be stored in sealed, airtight containers.
Cold storage areas should have a minimum of one thermometer installed to monitor maintenance of temperatures between 35-40 degrees F (cooler) and -10-0 degrees F (freezer). Temperatures in cold storage areas should be recorded daily on the temperature record.

Previously frozen food items must not be refrozen.

Frozen food items should be stored in their original containers until used in preparation.

Foods with strong odors should be placed in air tight containers to prevent odor transfer to other foods.

To prevent cross contamination, do not store meat items above other foods in the cooler.

Doors to all cold storage facilities should be kept closed when not in use. When working in the freezer, the breaker should not be turned off.
Chapter VII - Purchasing, Receiving and Storage

Our mission in School Food and Nutrition Services is to provide the students of St. Lucie County with nutritious, high-quality food choices to enhance their ability to learn.
VII Purchasing, Receiving and Inventory

Bids:

To the maximum extent possible, formal bids will be used when purchasing food and supplies for use in the food services program. Once a vendor has been identified through the bid process as the provider of a product or service for the food services program, the food services district office will issue purchase orders to approved vendors. For school delivered items, the food services office will notify all cafeteria managers of the vendor name, approved items to order, and the price of each item. This information will be made available at the beginning of each year either through a preprinted market order form (frozen food items), or a vendor recap sheet (milk, juice, bread, ice cream and chemicals). All managers will be notified of any changes, or additions or deletions of products to the approved list.

Bids will also be completed semi-annually for items stored and delivered through the School Board Stores and Distribution Warehouse. Warehouse inventories listing current stock and prices will be issued at least monthly to all cafeteria managers. In general the following categories of foods and supplies are stored and delivered as follows:

<table>
<thead>
<tr>
<th>Weekly Delivery</th>
<th>Vendor/Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dry and canned food stores</td>
<td>Stores and Distribution</td>
</tr>
<tr>
<td>Paper Supplies</td>
<td>Stores and Distribution</td>
</tr>
<tr>
<td>Chemicals for Dish machines</td>
<td>Stores and Distribution</td>
</tr>
<tr>
<td>Custodial Supplies</td>
<td>Stores and Distribution</td>
</tr>
<tr>
<td>USDA Commodities (frozen/dry)</td>
<td>Stores and Distribution</td>
</tr>
<tr>
<td>Frozen and purchased foods</td>
<td>U.S. Foodservice for FY 02</td>
</tr>
<tr>
<td>Frozen desserts</td>
<td>DeConna Ice Cream for FY 02</td>
</tr>
<tr>
<td>Canned uncarbonated beverages</td>
<td>Coca Cola, Inc.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Daily Delivery</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Juice</td>
<td>M and B Juice Company, FY 02</td>
</tr>
<tr>
<td>Milk, Dairy</td>
<td>McArthur Dairy, FY 02</td>
</tr>
<tr>
<td>Bread</td>
<td>Flowers Bakery, FY 02</td>
</tr>
<tr>
<td>Produce</td>
<td>Erneston/Walker (weekly price quotes)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Monthly Delivery/Service</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleaning Supplies/Training</td>
<td>Sanitech Services</td>
</tr>
</tbody>
</table>

Ordering:

Market Orders for Frozen Foods: Pre-printed market order forms will be made available to all cafeteria managers at the beginning of each school year. Forms will also be made available through e-mail to all managers. Both paper and internet forms will list the Distributor item#, the item name, pack size, and current price. To ensure that only quantities needed are ordered, market orders should be completed using the published menu, a list of current commodity foods,
and a list of foods on hand. Weekly market orders should be completed and submitted to the District Food Services Office no later than Monday, 12:00 noon, for the next week’s delivery. Market orders can be submitted either through hard copy or through completing the on-line form and e-mailing back to the Food Services District Office.

**Bread/Milk/Juice/Ice Cream/Produce Orders:** Complete the preprinted forms provided with approved items and prices listed. Bread orders should be completed and ready for the driver on Monday for the next week’s delivery. Orders for milk should be placed daily with the driver. Other dairy items (i.e. cottage cheese, sour cream) should be placed with at least one week’s advance notice to the dairy. Juice, Ice Cream, and Produce Orders should be placed via telephone, using a completed order form as a reference when placing the order as well as in receiving the order to ensure only the amounts ordered are received.

**Stores/Distribution Orders:** For purchased foods, commodities and supplies that are available in the stores/distribution warehouse, please complete a separate requisition form for each category (Purchased Foods, USDA Commodities, or Supplies) of items being ordered. At the beginning of each school year, the stores and distribution manager will provide all food service managers with a schedule of order deadlines and delivery dates.

**USDA Commodities:**

The St. Lucie County School Food Services Program receives a wide variety of USDA commodity foods made available through the Florida Department of Agriculture. So that commodities usage is maximized, District menus will be planned to offer a variety of these foods as menu choices. Every effort should be made to order commodity food items should first when placing weekly orders. If, in reviewing orders, a purchased food is ordered when a similar food item available in commodity inventory, the purchased food order quantity will be deleted and the manager will be notified to add the commodity item to his/her next stores and distribution requisition.

**USDA Commodity Uses for Training/Classroom Activities:**

As per USDA Federal regulation, commodity food items can be made available to students for classroom educational activities, or for food service employees participating in training activities sponsored by the food services district office. If a request is made for commodity foods to be used in a classroom activity, the food item used should be recorded on the daily production sheet with a notation made that the food was provided for a classroom activity including the teacher’s name, and the date of the activity.

If commodities are used for food service district office training activities for food service employees, a list of commodities items used should be attached to the daily production record and include the date and title of the training session.
Receiving Procedures:

When foods, commodities or supplies are delivered to the kitchen, it is the manager’s responsibility to ensure that what is ordered is received in excellent condition and at the right price. Regardless of whether the delivery is being made directly from a vendor, or from the Stores and Distribution Warehouse, it is imperative that each delivery be checked for quality and accuracy prior to signing as received.

- Prior to receiving deliveries, have someone identified (either the manager or cook or baker) as being responsible for checking each order to ensure accuracy. Make sure that the order form used is available to refer to when receiving deliveries to verify that the quantities ordered are received.

- When a delivery person enters the kitchen with a delivery, the person designated to receive the order should check it against the order form, verifying the quantities and condition of each item being delivered. Once satisfied that the quantities and condition is acceptable, each item should be checked off on the delivery ticket by the receiver.

- Once an item has been checked off, the driver should be shown where to place the delivered items (cooler, freezer, or dry storage areas). The driver is not required, and should not be expected to place stock on shelves. However it is fair to expect that each item will be placed in the appropriate storage area to ensure quality of product.

- If there is a discrepancy in the order (i.e. wrong quantity, incorrect price, unacceptable condition of product) the driver should be notified of the problem. If a price or quantity is listed incorrectly, make the correction, in ink, to all copies of the delivery ticket/invoice and initial. If the product is unacceptable or is not listed as being ordered, indicate such by writing “refused” next to the product and initial on the printed invoice or delivery ticket.

- Only after all corrections are made to the delivery ticket/invoice should it be signed and dated by the food service manager.

- In resolving a discrepancy, the driver may want to contact the vendor for instructions. If a driver asks to use the kitchen telephone, it is to be used for local or toll free phone calls only.
To Practice ←← ALL STAR ←← Receiving – Remember:

← Have your orders available for reference so you know what items should be included in each delivery.
←← Have a designated receiver – either you as the manager or your cook or baker - who will be able to work with the driver when he/she arrives.
←←← Have your storage areas (cooler, freezer, and dry storage) cleared so that products can be placed in the correct storage area quickly.
←←←← Take the time to check quantity, condition, price of each item being delivered for accuracy and quality.
←←←←← Make sure to note any discrepancy on all copies of the invoice or delivery ticket prior to signing as received. Your signature indicates that everything listed was received in acceptable condition unless you’ve written otherwise. The vendor must receive a copy of the corrected invoice/delivery ticket if we expect to receive credit.

Inventory Procedures:

Inventories associated with the Food Services Program are stored at each preparation kitchen as well as at the Stores and Distribution Warehouse. To ensure purchased food, supplies, and commodities are utilized as efficiently as possible, there should be no more than ten days of inventory stored at any school kitchen. In order to assist managers in managing stock using the First In- First Out (FIFO) method, the receiving date of each purchased food and supply must be recorded on the case or unit prior to shelving. The pack date must be recorded on all USDA commodity cases and units prior to shelving.

The CAFS computerized inventory system is to be used in maintaining and calculating monthly inventory amounts. For all inventory months except June, please use the following procedures:

- Print out the inventory worksheets using the CAFS program for:
  - Purchased foods (item numbers 11000 – 15999)
  - Nonfood supplies (item numbers 16000-16999)
  - Commodities (item numbers 19000-19999)

- Using the worksheets, have an employee other than the manager physically count the number of each unopened item in all storage areas (cooler, freezer, storeroom).

- Enter the number of each item recorded in the CAFS inventory program using the most recent inventory file received through e-mail (which has items with current prices)

- Print the completed inventory sheets to calculate total inventory on hand for Purchased foods, Nonfood supplies, and Commodities.
Record the total for each inventory category on an Inventory Summary Cover Sheet.

Send the inventory report and the completed cover sheet to the Food Services Office, attention Artrisca Hinton, by the 5th of each month.

End of Year (June) Inventory
The procedures to be followed for end of the year are as follows:

- The food services district office will notify each food service manager of the date when the final physical count of all items on hand including purchased foods, nonfood supplies and commodities should be completed. A copy of this notification will also be provided to the Auditor General’s Office for their records.

- A food service employee other than the manager must complete the physical count of all items on hand. The amount of each item must be recorded on the inventory worksheets and the person performing the count must sign each of the inventory worksheets. Please use blank printouts from the CAFS program listing all items for your inventory worksheets.

- The manager must randomly select 10 items from each category of the inventory (purchased food, commodities, nonfood supplies) and verify the counts as accurate. On the Inventory Worksheet, please initial next to each of the ten items you selected indicating that you verified the count as accurate. In the event that there is a discrepancy between the manager’s count and the employee’s count, both need to count the item again and reconcile the correct amount. Both manager and employee should then initial the item indicating the reconciled amount is accurate.

- The manager must enter the recorded amounts into the CAFS inventory program to calculate inventory value for each item, and the total inventory amount by category (purchased food, non food supplies, commodities). Print out the calculated totals for each category, and then check the printout to ensure that the quantities of items were entered correctly.

- Submit to the food services office the inventory calculation for each category and the inventory worksheets (originals) with physical counts recorded. Please make sure that the inventory worksheets are signed by the person who performed the physical count and the manager, and the calculation printout is signed by the manager.

Inventory Frequency:

A count of physical inventory on hand should be taken monthly, for each month except May, July, and August.
**Food Loss Procedures:**

In the event that food items are not fit to use (i.e. refrigeration malfunction, expired “use by” date or spoilage) follow the Food Loss/Spoilage Flow Chart on Page VII-7. In addition, if the food loss is due to:

- **Refrigeration Malfunction:** Contact the Maintenance and Facilities Department, ext. 7100 as outlined in Chapter VI, page 4.

- **Infestation of Storage Area(s):** Contact the Purchasing Department, ext. 5050, to arrange for pest control services.

- **Theft:** If theft is suspected, contact both your principal and the Security Department immediately.
Is the food item commodity or purchased?

If it is a commodity food, is the total value of the commodity item over $100.00?

Yes 
If the item value is more than $100 contact the Health Department and the Food Services District Office immediately to arrange for inspection.

After inspection, The Health Department Inspector should give a written report to the cafeteria manager. Send a copy of the report to the District Food Services Office and keep a copy with your production records.

Discard by removing the item from its packing and disposing of in the disposer or dumpster.

Send temperature records for the last 60 days along with the Health Inspection Report to the Food Services Office.

The District Food Services Office must submit a Commodity Loss Form, Health Inspection Report and 60 days of temperature records for each commodity food determined unfit for consumption by Health Department Inspection within 10 days after the loss was discovered.

No 
If the item value is less than $100 record the item on your production record as spoiled and then discard by removing the item from its packaging and disposing of in the disposer or dumpster.

If purchased, is the total value of the purchased item over $100.00?

Yes 
If the item value is more than $100 contact Food Services District Office immediately to arrange for inspection.

After inspection, discard the item by removing it from its packing and dispose in the disposer or dumpster.

No 
If the item value is less than $100 record the item on your production record as spoiled and then discard by removing the item from its packaging and disposing of in the disposer or dumpster.
Food/Supply Transfer Procedures:

While careful planning should minimize the need for last minute borrowing of food or supply items, emergency situations may necessitate the need to borrow or transfer items. When transferring a purchased food, commodity food, or supply item from one kitchen to another, a Supplies/Cost Transfer Verification form should be completed. List each item being transferred separately by indicating the item name, the inventory number, whether the item is a commodity food, the cost per case, the number of cases being transferred, and the total cost. Both the manager who is sending the items and the manager who is receiving the items should sign the form. Once the form has been completed and signed by both managers, the white copy should be sent to the Food Services Office bookkeeper. The pink copy should be attached to the receiving school production record for the day, and the yellow copy should be attached to the transferring school daily production record. Once the white copy is received in the food services office a journal entry will be completed to transfer the cost of the items to the receiving school.

SCHOOL BOARD OF ST LUCIE COUNTY
FOOD AND NUTRITION SERVICES
SUPPLIES/COST TRANSFER VERIFICATION

Transferring School Name XYZ Elementary School Date of Transfer __12/01/2001________

Items to be transferred:

<table>
<thead>
<tr>
<th>Item Name</th>
<th>Item #</th>
<th>Commodity or Purchased</th>
<th>Cost per case</th>
<th>Number of Cases</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applesauce</td>
<td>1-9000</td>
<td>Commodity</td>
<td>9.98</td>
<td>2</td>
<td>19.96</td>
</tr>
<tr>
<td>Applesauce</td>
<td>1-1000</td>
<td>Purchased</td>
<td>10.06</td>
<td>3 cans</td>
<td>5.03</td>
</tr>
<tr>
<td>Paper Trays</td>
<td>1-0981</td>
<td>Purchased</td>
<td>14.74</td>
<td>1</td>
<td>14.74</td>
</tr>
</tbody>
</table>

Total of all items transferred: 39.73

Jane Smith, ABC Elementary School John Doe, CDE Middle School, 12/01/2001
Signature / Transferring School Name Signature/ Receiving School Name

District Office Journal Entry # Completed by:

Revised 8/2001

Chapter VII - 8
Our mission in School Food and Nutrition Services is to provide the students of St. Lucie County with nutritious, high-quality food choices to enhance their ability to learn.
VIII Equipment and Facilities Management

Custodial Services:

*Dining Areas:* The custodial staff in each school is responsible for sweeping and mopping the dining room floor, removing full garbage cans from the dining room, and ensuring the garbage cans are kept sanitary on a daily basis.

*Kitchen:* The custodial staff in each school is responsible for washing windows, cleaning ceilings, exhaust fans, hood units, floor drains, etc. in accordance with federal, state, and local health and safety regulations. (SLCSB Policy 6.67). Hood units should be cleaned at a minimum of two times per year – preferably during the summer and winter breaks.

Equipment Work/Service Requests:

When food service equipment does not appear to be operating correctly, the following procedures should be followed:

**Preparation/Service Equipment:**

1. Contact the school custodial staff to help in diagnosing and solving the problem.

2. If the school custodial staff is unable to solve the problem the cafeteria manager should make a maintenance work/service request either through the school head custodian, or school secretary, who will file the request using the on-line request system.

3. The Maintenance Department will process the work order request. If parts are necessary, the maintenance department staff will contact the food services district office to initiate purchase of necessary parts.

4. If the problem or equipment repair is an emergency, for example a freezer or cooler is not working, the food service manager should contact the maintenance department at 340-7100 and make an emergency request for service. In the event that the repair time is greater than 24 hours, contact the food services district office to arrange for food and supplies to be moved to the warehouse.

**Computer Equipment:**

If there is a problem with a computer or printer, the use the following procedures:

2. If the computer has “frozen”, turn the computer off, count to 10 and then turn it back on. If the monitor, printer or number pad does not appear to be working correctly, turn it off or unplug it, count to 10 and then turn it back on.
3. If the problem continues, or if the equipment will not turn on, contact the food services district office. The MIS technical support specialist assigned to food services will contact the food services manager to determine what the problem is and how to repair the problem as expediently as possible.

4. As a general rule, computer stations that are not working will be prioritized over number pads or printers. Cafeterias with one serving line will be given priority over those with multiple serving lines when cashiering computers are not working correctly. In the event that a computer is not working during meal service, refer to and use the Emergency Meal Count Procedures on page III - until the computer is back in service.

**Equipment Replacement:**

*Large Equipment*: Large equipment is defined as food service preparation or service equipment that costs more than $500 to purchase. If, during the school year, you have a piece of large equipment that is going to cost more than $500 to repair, contact the food services office to discuss the possibility of replacement. In April of each year the food services district office takes requests for planned large equipment replacement to be included in the budget for the next fiscal year. If approved, the large equipment will be purchased at the beginning of the next school year. Large equipment will be purchased using the bidding process or a formal bid accepted by another school district whenever possible. Large equipment not purchased using a formal bid will be purchased based on a minimum of three price quotes as outlined in SLCSB policy.

*Small Equipment*: Small food service equipment is defined as any equipment that costs less than $500. There is a minimal inventory of small equipment in the stores and distribution warehouse available for requisition as needed. In addition, requests for small equipment can be made to the food services district office. Small equipment is purchased using either bid or quote procedures as outlined in School Board Policy.

*Computer Equipment*: Computer equipment (both hardware and software) used in the Cafeteria at each school for cash register purposes or in the manager’s office is provided by the Food Services District Office. Computer equipment valued as a fixed asset will be assigned a property record location of the Food Services District Office to allow for maximized use throughout the entire food services operation.

**Equipment Transfer/Disposition:**

Any transfer or disposition of equipment from cafeteria locations must be authorized in advance by the Food Services District Office and requires the completion of a Property Transfer Form (PRR0002). The Food Services District Office will contact the Stores and Distribution Warehouse as well as the Maintenance Department to make arrangements for the equipment to be disconnected and relocated.
Facilities – General Housekeeping

The food service manager is responsible for working with food service employees to ensure:

2. All food service equipment in the kitchen and cafeteria is always kept clean and in good repair.

3. All parts of the cafeteria is kept free from flies, rats, and other vermin. Contact the food services district office if there is a continual problem and pest control services will be dispatched.

4. Garbage and trash are kept in separate, tight, non-absorbent, easily washable containers which are lined with bags. Garbage and trash must be disposed of in a manner approved by the Health Department.

5. All garbage receptacles are washed with hot water and detergent, rinsed, and sprayed daily with an effective insecticide.

6. All kitchen and serving area floors are swept and mopped daily. Mops are cleaned and sanitized daily. Kitchen rest rooms are kept clean.

7. Cafeteria tables are sanitized and tables and chairs are thoroughly cleaned daily.

8. Fly fans are turned on each day and doors are kept closed.

9. Fire extinguishers have been inspected and certified annually.

10. All Health Department Food Service Establishment Inspection Citations are corrected immediately.

11. Cleaning supplies and chemicals used in the kitchen are purchased through Food Service Funds.

The food service manager is responsible for coordinating with the custodial department and principal to ensure:

1. The cafeteria floor is swept and mopped daily by custodial department staff.

2. Full garbage cans are removed from the dining area and replaced with empty cans as needed to maintain safety and health standards.

3. Walls, ceilings, windows and light fixtures are cleaned as necessary to comply with the Health Department regulations.
4. Cleaning supplies and chemicals used to clean the dining area are purchased using school custodial funds.

**Cleaning Schedules:**

The highest degree of cleanliness possible is the best way to ensure safe food for our students. A detailed outline of cleaning steps for each piece of food service equipment is found on pages VIII – 9 - 13. At a minimum, the following areas should be cleaned on a daily basis and should be included in employee work schedules:

<table>
<thead>
<tr>
<th>Daily Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Floors</strong></td>
</tr>
<tr>
<td><strong>Storeroom/Walk-in cooler</strong></td>
</tr>
<tr>
<td><strong>Freezer</strong></td>
</tr>
<tr>
<td><strong>Reach in/ Roll through</strong></td>
</tr>
<tr>
<td><strong>Refrigerators and Warmers</strong></td>
</tr>
<tr>
<td><strong>Food Warmers/Passthroughs</strong></td>
</tr>
<tr>
<td><strong>Walls</strong></td>
</tr>
<tr>
<td><strong>Cooking Equipment</strong></td>
</tr>
<tr>
<td><strong>Can Wash</strong></td>
</tr>
<tr>
<td><strong>Dishwasher</strong></td>
</tr>
<tr>
<td><strong>Work Tables</strong></td>
</tr>
<tr>
<td><strong>Serving lines (hot unit, cold unit, pizza table, ala carte tables)</strong></td>
</tr>
<tr>
<td><strong>Milk Boxes</strong></td>
</tr>
<tr>
<td><strong>Carts</strong></td>
</tr>
</tbody>
</table>

Revised 8/2001
At a minimum, the following areas should be cleaned on a weekly basis and should be included in employee work schedules:

### Weekly Schedule

<table>
<thead>
<tr>
<th>Area</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Floors</td>
<td>Clean with degreaser and sanitize.</td>
</tr>
<tr>
<td>Storeroom/Walk-in cooler Freezer</td>
<td>Clean up spills as they occur. Check daily for cleanliness and sweep and mop if necessary.</td>
</tr>
<tr>
<td>Reach in/ Roll through Refrigerators and Warmers</td>
<td>Empty all food items and discard leftovers. Clean gaskets and oil as necessary.</td>
</tr>
<tr>
<td>Food Warmers/Passthroughs</td>
<td>Clean with soap and water. Remove grease with grease cutter as needed.</td>
</tr>
<tr>
<td>Ovens, Fryer</td>
<td>Inspect Ovens for grease spills and clean with grease cutter as needed.</td>
</tr>
<tr>
<td>Restrooms</td>
<td>Clean thoroughly.</td>
</tr>
<tr>
<td>Storeroom/Walk-in cooler Freezer</td>
<td>Straighten to ensure no cans are stored in cases and all cardboard is removed to the recycle dumpster. Commodity items should be stored separate from purchased items. All items must be marked with received date for purchased items, and pack date for commodity items. All opened dry items should be stored in containers with lids. All leftovers should be discarded. Sweep, mop and sanitize the store room and cooler floors.</td>
</tr>
<tr>
<td>Dishwasher</td>
<td>Clean and delime. Leave doors open for air circulation.</td>
</tr>
</tbody>
</table>

### Health Department:

Operational licenses for food service establishments are purchased annually from the Florida Department of Health as required by Florida Law. The licenses are administered through the St. Lucie County Health Department. In keeping with the licensing requirements, all food service preparation kitchens are inspected a minimum of four times per year to ensure compliance with safety and sanitation regulations. Upon completion of a Health Department Inspection, a completed Health Inspection Form should be presented and signed by the Cafeteria Manager. A copy of this report should be available for display in each preparation kitchen. This report should also list any discrepancies found during the inspection. Any discrepancies or citations
should be corrected immediately. The District food services office should be notified of any major discrepancies or citations given so as to facilitate immediate correction.

**Preventative Maintenance:**

1. The food service manager is responsible for ensuring that all food service employees observe the following preventative maintenance guidelines:

2. Garbage should not be placed in the disposal before cool water is turned on and the motor is running. After using and turning of the garbage disposal, continue to run cool water for a few minutes to rinse particles.

3. Frozen food and/or breads should not be stacked all the way to the top of freezers so that it will block off air circulation to the bottom of the freezer.

4. Boxes should not be stacked on top of equipment.

5. Refrigerator or Freezer shelves should not be removed. Stacking food directly on the bottom of the unit will stress the framework.

6. Grease should never be poured down drains. Grease should be poured into #10 cans, allowed to harden, put in garbage bags and then placed in dumpster.

7. Refrigerator and freezer door gaskets should be clean and oiled to keep them soft.

8. Cardboard should be run through pulpers periodically to maintain the blades.

9. Steamer compartment doors should be left ajar when not in use to prolong gasket life.

10. When cleaning the dishmachine, scrap trays and curtains should be left out to air dry. The doors should also be left open to allow air to circulate.

11. Make sure that both freezer and cooler doors are kept closed when not in use.

**Safe Warewashing:**

Safe and sanitary meal service includes ensuring that equipment and utensils used in serving and preparing meals are cleaned and sanitized daily, according to health department standards. To ensure that utensils are sanitized properly:

1. Utilize the mechanical dishwasher and/or mechanical pot and pan machine whenever possible for all serving utensils, trays, silverware, pots and pans.

2. When high temperature dish machines are used, check the dish machine temperatures frequently to ensure that wash cycle water temperatures do not fall below 140 degrees F, and rinse temperatures do not fall below 180 degrees F.
3. Check to make sure that the dishmachine is using soap and rinse agent in the appropriate amounts. When low temperature dishmachines are used, check the water temperatures and chemical amounts to ensure that sanitizing bleach is being used at the correct rate. If you observe that the chemicals do not appear to be running through the dispenser correctly, contact the food services district office to call for service on the dispenser unit.

4. If the temperatures or chemicals are not correct, discontinue machine use immediately and utilize hand washing and sanitizing. Use paper trays and plastic ware for meal service. Paper products for at least two days should be kept on hand at all times in case of dishwasher breakdowns.

5. Manual ware washing should only be done in a three compartment sink designated for warewashing. Make sure that all employees know how to prepare the wash and rinse sinks with the correct amount of soap and sanitizer. Make sure that sink water is changed as necessary to maintain proper dilution ratios of chemical to water.

6. All utensils, pots, and pans should be allowed to air dry. Towel drying can contaminate services and introduce bacteria.

Safe Warewashing - Working in the Dishroom:

1. Have available in the dishroom: Liquid soap, Cleanser, Stainless steel scouring pads and Rubber gloves.

2. Scrub burnt-on spots on sheet pans and steam table pans with scouring powder cleaner and stainless steel scouring pads before running through the machine.

3. Sheet pans and full-sized steam table pans can only be loaded one per rack for proper cleaning and sanitizing.

4. Pre-rinse all trays and plates with hot water before sending through the machine.

5. Trays and plates should be loaded so that they enter the machine perpendicular to the machine.

6. A large pan with silverware presoak and water should be placed at the dishroom window for all silverware and serving utensils. All silverware and serving utensils should be soaked prior to racking and running through the dishmachine.

7. All silverware and serving utensils should be placed on a flat rack for washing.

8. Dishmachine cycles are timed to sanitize. **DO NOT** push or pull racks through the machine to speed the process.
9. Dishmachine racks should be removed immediately after rinse cycle is completed. Racks backing up will break the conveyor belt in the dishmachine.

**Vehicles:**

School District vehicles are provided for satellite meal service delivery as well as daily transportation for food service field staff between district schools.

*Use:* In accordance with School Board Policy, Food Service vehicles are to be used for District business only, and not for personal business or use. Food Service vehicles will be returned to the assigned parking area nightly (F.P. Westwood High for the satellite meal van, North County compound for the field staff van and car).

*Fueling:* Fuel for food services vehicles may be obtained at either the North or South County Compounds. Total amount of fuel pumped should be recorded on the appropriate vehicle fuel sheet, including mileage at time of fueling.

*Maintenance:* It is the responsibility of the assigned driver for each vehicle to ensure that repairs are made as soon as a problem is discovered, and to have regular maintenance performed (i.e. oil changes, tires rotated, balancing) so as to not conflict with daily job duties. Vehicle maintenance is provided through private service stations. A purchase order must be issued prior to any regularly scheduled maintenance.

*Driver Qualifications:* All employees assigned to drive food service district vehicles will comply with School Board Policy, and state and local laws governing vehicle operation, including the maintenance of a valid Florida Driver’s license.
# Food Services Equipment Cleaning Procedures

## Can Opener - Manual
1. Remove shank, scrub shank and teeth with a brush in hot detergent water or run through dishmachine.
2. Scrub base with a brush in hot detergent water.
3. Inspect cutting blade, dull blades produce shavings which can fall into food (blade can be turned over once only).

## Carts
1. Clean shelves (top and under side).
2. Clean legs and wheels (remove all mop strings).
3. Clean with liquid detergent and water.
4. Spray with sanitizer.

## Cutting Boards
1. Run through dishwasher or wash with liquid detergent and sanitize with bleach or sanitizer.

## Deep Fat Fryer
1. Filter fryer daily.
2. Drain grease.
3. Wash inside and out with the fryer cleaner and warm water.
4. Clean all surfaces with fryer cleaner.
5. Pull filter pan out, scrape debris from paper. Change filter paper when it becomes dark, scuffed or torn.

## Dining Room Tables
1. Wash then sanitize (Prepack sanitizer or 1 Tbsp. Bleach to 1 gallon water.) **DO NOT MIX SANITIZER WITH SOAPY WATER.**

## Dishmachine
1. Scrub scrap trays.
2. Scrub curtains and leave off to air dry.
3. Clean machine inside and out, including doors, and leave doors open to air dry.
4. Remove wash and rinse arms, clean and check for clogs.
5. De-lime with descaler.

## Fans
1. Unplug.
2. With a dry cloth or brush remove dust.
3. If necessary wipe blades with degreaser and rinse.
Food Services Equipment Cleaning Procedures

Floor Drains
1. Pour bleach and water down drains weekly.

Food Processor
1. Unplug
2. Machine should be cleaned after each use.
3. The continuous feed attachment, feed lead and pushers should be cleaned in the pot sink using liquid detergent and water (or run through dishmachine).
4. The cutting plates and “S” blade should be washed individually in the pot sink. The blades should be carefully held and individually washed.
5. Aluminum bowls should be washed in the pot sink. A stainless steel bowl should be run through the dishmachine.
6. The motor bases are not sealed against running water and should never be sprayed or immersed in water. Motor bases should be cleaned with a cloth lightly dampened with liquid detergent and water.

Hot Food Carriers (Cambro)
1. Wipe interior and exterior clean with a damp cloth or sponge and liquid detergent and water.
2. Clean warming well.
3. Remove gasket and wash with soapy water.

Ice Cream Box
1. Wipe down interior and exterior with a liquid detergent and water.

Ice Machine
1. Wipe down exterior with a liquid detergent and water.
2. Make sure filter is cleaned or changed bi-yearly.

Milk Boxes
1. Wipe down interior and exterior with a liquid detergent and water.

Mixer & Attachments
1. Clean entire machine with liquid detergent and water.
2. Clean beater shaft and body of machine.
3. Remove back panel (60 qt.) and clean.
4. Oil bowl guides and crank.
5. Remove oil drip ring, clean and be sure the area under the ring is kept oiled.
6. Clean underside of beater shaft thoroughly.
Food Services Equipment Cleaning Procedures

Ovens
1. Wipe inside and out with liquid detergent and water.
2. Use oven cleaner regularly to prevent build up, being careful not to get oven cleaner on the thermostat coil.
3. Scrub inside with a stiff bristle brush and liquid detergent and water.
4. Remove racks and shelves, scrub (using degreaser or oven cleaner), rinse and dry.
5. Wipe out pilot and burner compartment area.

Range
1. Scrub burners with a burner brush.
2. Wash top surface and all sides with degreaser or cleaner.
3. Wipe out catch pans, clean with degreaser or cleaner.

Refrigerator & Freezers
1. Wash interior and exterior including doors with liquid detergent and water. Gaskets must be cleaned with soap and water.
2. Brush or dust compressor coil and fan blades on top of refrigerators twice a year, being certain that the refrigerator or freezer has been unplugged.
3. Remove grills and run through dishmachine.
4. Clean floor underneath refrigerators and freezers.
5. Check temperatures and record daily.
6. Check gaskets daily to ensure that units are sealed properly.

Restrooms
1. Clean and sanitize toilet and sink with liquid detergent.
2. Empty trash.

Rolling Racks
1. Scrub sides with a stiff bristle brush using degreaser and water.
2. Hose down.

Food Bar (Cambro)
1. Remove and drain all existing ice, water and food particles.
2. Scrub with liquid detergent and water.
3. Rinse the salad bar with water and air dry.

Sinks
1. Scrub with scouring cleaner.
# Food Services Equipment Cleaning Procedures

## Slicer
1. Unplug.
2. Waring the slicer cleaner glove, rinse the motor casing.
3. Set blade control indicator at “0”.
4. Wash the food holder carriage, scrape tray and recovery tray. Then sanitize in a solution of bleach and water.
5. Set blade control indicator at “60” and clean area under blade control plate and the area under the hook, using the wire mesh glove to prevent cuts, return blade control indicator to “0”.
6. Open knife sharpener storing slot and clean thoroughly with degreaser and cleaner.
7. Remove blade guards, wipe blade on both sides using a cloth folded at least 4 thicknesses and soaked in a solution of bleach and water, rinse, dry and replace immediately.

## Steamer
1. Remove racks, wash sides and racks in hot water with soap (or run removable racks through dishmachine).
2. Wash the pan slides, steam tubes, drain screens and door gaskets with liquid detergent and warm water.
3. Rinse thoroughly with clean water. Rinse water should drain freely through the compartment drain openings.
4. Leave doors ajar when not in use to prolong gasket life.

## Steam Table/Hot Unit
1. Take apart and scrub down with degreaser and cleaner.

## Storeroom
1. Sweep and straighten.
2. Mop with floor degreaser
3. Organize as necessary.
4. Dust tops of cans as necessary.

## Sweeping and Mopping
1. Sweep to remove loose soil and debris.
2. Mop floor with floor cleaner (daily).
3. Mop floor with degreaser (weekly).

## Tilting Skillet
1. Clean the inside and outside of the cooking pan and lid with soap and water.
2. Remove food spillage, grease and any residue from the cabinet. Avoid spraying or spilling water into the electrical controls.
### Food Services Equipment Cleaning Procedures

**Vegetable Cutter**
1. Clean knives, bowl guard and bowl with soap and water or run through the dish machine.
2. Reassemble and clean under surface.

**Walk-in Freezer/Refrigerator**
1. Straighten and organize as necessary.
2. Sweep weekly.
3. Mop cooler weekly.

**Warming Cabinet/Proofer**
1. Wipe interior and exterior clean with a damp cloth or sponge and soap and water.
2. Clean warming well and water pan.
3. Use degreaser as necessary to remove grease spills.

**Washer and Dryer**
1. Clean filters.

**Work Tables**
1. Clean with warm soapy water.
2. Sanitize with sanitizer or bleach and water.
Our mission in School Food and Nutrition Services is to provide the students of St. Lucie County with nutritious, high-quality food choices to enhance their ability to learn.
IX Personnel and Professional Development

Dress and Hygiene Code:

Uniforms: Each employee shall report for work attired in uniforms supplied by the School District Food Services program (CWA contract Article 6.1). Uniforms include polo shirt, slacks, skirt or split skirt, duty shoes, and underclothing as appropriate. White socks or knee-highs shall be worn with slacks. Panty or thigh-hi hose shall be worn with skirts and split skirts. School spirit shirts may be worn on designated days with Principal approval.

Supply of Uniforms: Uniforms will be supplied annually and shall include a minimum of three uniform polo shirts and three skirts, split skirts or slacks as specified and bid by the School Board. Employee names will be provided to the approved uniform supplier and each current employee will place orders for their uniforms at the beginning of each school year. New employees will be given notice that they are approved to order uniforms upon approval of their appointment by the School Board.

Uniform Color Selections: Uniform color selections will be made by each school cafeteria manager. Selections must be made so as employees assigned to each cafeteria will be attired in clothes of similar color and type.

Uniform Laundering: Employees will be responsible for laundering their own uniforms. However, any food service employee may use the laundering facilities in the school cafeteria for uniform washing only.

Employee termination/resignation: If an employee terminates employment with the School District he or she may be requested to reimburse the District prorata or return the uniforms originally provided by the Board (CWA contract Article 6.1).

Shoes: Comfortable white low-heeled vinyl or leather shoes with non-slip rubber soles and closed heel and toe must be worn. Shoes must be clean and in good repair.

Jewelry: Excessive jewelry shall not be worn during the work day by food services employees. Wedding rings, name tag, and food service association pins are permitted.

Health and Disease Control: No person while affected with any disease in a communicable form or while a carrier of such disease or while afflicted with boils, pimples, infected wounds, sores or an acute respiratory infection shall work in any area of a food service establishment in any capacity. (State Health Code 64E-11.005).

Cleanliness: The outer clothing of all food service employees shall be clean. Employees shall maintain a high degree of personal cleanliness and conform to hygienic practices during all periods of duty.

Revised 8/2001
**Hair Restraints:** Hair nets, head bands, caps or other effective hair restraints shall be worn by all employees engaged in the preparation and service of food to keep hair from food and food contact surfaces.

**Tobacco Use:** In accordance with the Florida Clean Indoor Air Act, smoking and tobacco use is prohibited in all School District Buildings. Smoking on District Property in outdoor areas may permitted as designated by the school principal. Smoking during food preparation and service or while handling any food service equipment or supplies is strictly prohibited. (Fl. 64E-11.005, SLCSB Policy 3.21)

**Handwashing:** Employees shall wash their hands and exposed portions of their arms at the following times:

- Before starting work.
- After going to the restroom.
- Before and after handling raw food.
- After touching face, hair or other exposed parts of body.
- After sneezing or coughing.
- After smoking, eating or taking a break.
- After cleaning.
- After touching or taking out the garbage.

**Glove Usage:** Plastic gloves are made available through the food services program to ensure safe and sanitary handling of food. Gloves must be worn when handling food during preparation and service. Employees should change gloves when torn, dirty, after touching hair or face, after touching unsanitary services, and whenever appropriate to maintain safe handling of food items.

**Injuries While Working:**

**Report of Injury:** All injuries incurred while working must be reported. Reports are made by completing a Notice of Injury form available in each school office. In the event of serious injury, the School District Risk Management Office should be notified (ext. 5073), who in turn authorizes the employee to go to an approved physician for treatment.

**Workers’ Compensation:** Workers’ compensation insurance is provided by the School Board for all employees who are unable to work due to injury while on duty. (SLCSB Policy 3.40) If a food service employee is released back to work after a work related injury, but is restricted regarding lifting or other physical limitations, he/she will be offered a light duty assignment in lieu of regular work assignment. There are no light duty positions available in food services areas.

**Job Descriptions:**

Job Descriptions approved and authorized by the School Board are maintained in the District Personnel Office. Changes to the minimum qualifications and duties of any job description must be submitted for review and approval by the School Board prior to implementation. The School Food Services Program currently has job descriptions for positions:
Job Descriptions – Cont.

School Based
Food Service Assistants I and II
Baker
Cook
Food Services Manager, Elementary/Middle/High

District Office Based
Accounting Clerk
Bookkeeper
Meal Program Technician
Secretary
Area Specialist
Computer Support Technician
Director

Job Classifications:

Food Service Assistants: Food service employees with a minimum of one (1) year of successful employment in the St. Lucie County Food Services Program, proof of high school or general equivalency diploma (GED), and successful completion of one (1) food service course offered through the Institutional Food Services Management Program at Indian River Community College may request reclassification from Food Services Assistant I to Food Services Assistant II. Requests are submitted by the food services district office with proof of qualifications attached at the time of request. All requests for reclassification must be approved by the School Board according to school board policy. Once approved, the employee moves from salary schedule OSA to OSB.

Food Service Managers: Food service managers are classified based on the grade levels of the school to which they are assigned:

- Elementary Managers: SD Salary Schedule
- Middle School Managers: SE Salary Schedule
- High School Managers: SF Salary Schedule

Manager Education Requirements: Minimum education requirements beyond a high school diploma or General Equivalency Diploma are required as a job qualification for cafeteria managers as follows:

- Elementary Managers (SD): 18 college credit hours required, 9 of which must be within the area of institutional food service.
- Middle School Managers (SE): 24 college credit hours required, 12 of which must be within the area of institutional food service.
- High School Managers (SF): 32 college credit hours required, 18 of which must be within the area of institutional food service.
Years of Service Credit:

As per the School Board Employee Handbook, all non-instructional employees including food services may receive up to five years credit for previous institutional food services experience. In order to receive salary credit, it is the employee’s responsibility to obtain a form (PER0006) from the School District Personnel Office and mail to previous employer(s) for verification of experience. If the previous employment is not in a school or hospital setting, a job description from the previous employer may be required to verify similarities of job duties.

Staffing Formula:

Each school kitchen is staffed according to the meals and meal equivalents produced by the kitchen. Numbers of employees per kitchen and the daily hours assigned to each employee are determined based on the meals per labor hour standard established by the Food Services Director, based on benchmarking with other similar districts. Meals per labor hour standards are distributed monthly. The current staffing formula used is:

- Cafeterias serving > than 150 meals/equivalents per day: satellite service with no assigned food service staff and a supervising base kitchen manager.
- Cafeterias serving > than 150 but < than 300 meals/equivalents per day: Staffed as a satellite kitchen with service personnel on site and a supervising base kitchen manager.
- Cafeterias serving over 300 meals/equivalents per day: Staffed as a production kitchen with 1 manager, 1 cook and other food service staff as necessary based on meal per labor hour standard.

Average Total Meals/Equivalents Served (ATM/ES): The average total meals/equivalents served daily is used to compare each kitchen’s production to the meals per labor hour standard to measure daily productivity. This average is calculated as follows:

\[
\text{Average Total Meals/Equiv. Served} = \frac{\text{Total number of student lunches served for month} + \text{Total number of adult lunches served for month} + \text{Total number of student breakfasts served for month}/2 + \text{Total number of adult breakfasts served for month}/2 + \text{Total Ala Carte Sales for month (in $)}/2 + \text{Total After-School Snacks served for month}/4 + \text{Contract lunches for month} + \text{Contract breakfasts for month}/4}{\text{Total Monthly Meals/Equiv. Served}}
\]

Total Mthly Meals/Equiv. Served /# of Days in Month = Average Total Meals/Equiv. Served.

Meal Per Labor Hour Standards: Standard production expectations of a defined number of meals prepared and served per hour of labor assigned to the production site are designed to assess efficiency and staffing needs for each production kitchen. Meal per labor hour standards are developed and assessed annually based on benchmarking with other similar districts as well as
consideration for type of meal service used, the production needs of the menus offered and the ala carte programs at each grade level. Current meal per labor hour standards are as follows:

Elementary Schools
Average Total Meals/Equivalents Served - MPLH Standard
301-599 ATM/ES  17.0
600-699 ATM/ES  18.0
700+            19.0

Secondary Schools
Average Total Meals/Equivalents Served # of Serving Lines MPLH Standard
Less than 1000 ATM/ES  5 or Less  17.0
More than 1000 ATM/ES  5 or Less  18.0
More than 1000 ATM/ES  More than 5  16.5

Meals Per Labor Hour Daily Report: To facilitate monitoring of productivity by both the food services manager and the food services district office, the Meals per Labor Hour Monthly Report form must be completed daily. Daily meal totals from the cash and meal service report are compared to the daily number of employee labor hours used to calculate a daily average. The completed Meals Per Labor Hour Report must be submitted to the food service district office no later than the 3rd day of each month for the month previous.

**Days/Hours of Work:**

Food Service Employees: As outlined in CWA Contract (Article 5.2) and School Board Policy, the contract year for all food service employees is 180 work days and 3 paid holidays. Hours per day assigned to each employee is based on meals and equivalents produced daily in the kitchen to which he/she is assigned. Daily hour assignments range from 4 per day to 6.5 per day.

Food Service Managers: As outlined in School Board Policy, the contract year for all Cafeteria Managers is 190 work days and 6 paid holidays. Each Manager is assigned and expected to work 8 hours per day.

Employees Working in excess of Assigned Hours: Due to absence of a fellow employee, a vacancy in the kitchen, or an additional kitchen-related duty that has been assigned, it may be necessary for an employee to work past his/her assigned number of hours for the day.

**Additional Hours:** If the employee is working beyond his/her assigned hours, but not in excess of forty hours per week, the extra time worked is considered additional hours and will be paid at the employee’s regular rate of pay. Additional hours may be reported for an employee only if the Cafeteria Manager has discussed the work with the employee and specifically requested that the employee work beyond his or her normal ending time.
**Overtime Hours:** If the employee is working beyond his/her assigned hours and in excess of forty hours per week, the extra time worked is considered overtime and will be paid at one and one-half of the employee’s regular rate of pay. Overtime hours may be reported for an employee only if the Food Service Director has authorized the overtime work in writing, in advance.

Food Service Managers Working in excess of Assigned Hours: If the manager is working beyond his/her assigned hours and in excess of forty hours per week, the extra time worked may be considered overtime and would therefore be paid at one and one-half of the manager’s regular hourly rate of pay. Overtime hours may be reported for a manager only if the Food Service Director (as the Superintendent’s designee for the food services budget) has authorized the overtime work in writing, in advance.

**Managers’ Compensatory Time:** Compensatory time may be accrued and used by food service managers for extra time that has been worked beyond the forty hours assigned work. All compensatory time must be used during the same week it is accrued (School Board Memorandum, 11/28/2000). Any accrual and use of compensatory time must be approved and documented by the school principal.

**Payroll Procedures**

**Payroll Sheets:** Computerized print-outs (greenbar sheets) for each school cafeteria are provided by the School District Payroll Department for submitting payroll information. These sheets list the payroll period, the number of days included in the payroll period, and each employee’s name, social security and daily hour assignment. The food service manager is responsible for completing these payroll forms, having each employee sign the completed form, obtaining the principal’s signature, and then ensuring that the payroll is submitted according to the schedule determined by the Payroll Office annually. A copy of each greenbar sheet should be maintained with the school cafeteria records.

**Daily Time Sheets:** Daily time sheets should be completed by each employee for each day that is worked. Using the form supplied by the food services district office, each employee should indicate the time they started work, the time they took their meal break, the time they returned from their meal break, and the time they finished work every work day. These completed time sheets should be used in preparing the payroll sheets for each payroll. Completed time sheets should be kept on file for three previous years as well as the current year to document employee time worked.

**Reporting Additional Hours:** When an employee has been asked to work additional hours, the time worked should be recorded on the daily time sheet, and then recorded on the payroll sheet in the column for reporting additional hours worked. In addition, a “Food Services Additional Hours Recap Sheet” should be completed for each employee who worked additional hours in the pay period. Once completed, this form should be attached to the completed payroll sheet and submitted to the payroll office.
**Reporting Substitute Worker Hours:** When a substitute worker has been called to work in your kitchen, list the substitute’s name on the daily time sheet for the day, and have the substitute employee sign in similar to regular employee daily time sheet procedures. At the end of the pay period, record the substitute employee’s name, social security number, and number of hours he/she worked in your kitchen during the payroll period on the payroll sheet. If the employee is available, have him or her sign the payroll sheet prior to submitting to the payroll office.

**Managers’ Payroll:** Payrolls for cafeteria managers are submitted by the school principal on the school payroll sheets.

**Work Schedules and Duty Assignments:**

Each food service manager will develop work schedules annually for all employees assigned to his/her kitchen based on job description (Cook/Baker/FSA) local production needs and school meal service times. A copy of each work schedule should be filed with the District Food Services Office by October 1 annually, and updated as changes are made in the kitchen. (See Chapter VI – Work schedules)

**Temporary Duty Assignments:**

If a cook, baker, or food service manager is absent for an extended period, or there is a vacancy, another employee may be asked to temporarily perform the duties of the higher job classification. According to CWA contract, if an employee is required to perform these duties for more than 15 work days, on the 16th day of the duty assignment, he or she must be reclassified to the higher rate of pay and remain at the higher rate of pay until the temporary duty assignment ends.

**Employee Vacancy Procedures:**

Employee vacancies can occur as a result of the following:

**Employee Resignation:** If an employee is resigning his/her position, a “Termination of Employment” form should be completed by the employee giving two weeks notice of his/her intent to resign. The completed form should be submitted to the school principal, who will then submit it to the District Personnel Office.

**Employee Abandonment of Position:** If an employee does not report for work and does not call to notify the Manager or the Principal that he/she will not be reporting for work, the manager should attempt to contact the employee and find out what the situation is. If the employee cannot be reached, let your principal know the situation. In the event that an employee is believed to be abandoning his/her position, the District Personnel Office must be contacted to follow up.

**Employee Transfer:** If an employee would like to apply for a transfer to another position within the school district, he/she must complete a Request for Transfer form and submit it to the Personnel Office.
PLEASE NOTE: ACCEPTANCE OF RESIGNATIONS, ABANDONMENT OF POSITION AND TRANSFERS CANNOT OCCUR WITHOUT SCHOOL BOARD APPROVAL

Posting Food Services Vacancies: Once the manager or principal knows that there will be a vacancy in his/her cafeteria staff, a request to post the vacant position should be made to the Personnel Office, either by the principal or the food services director. Included in the request should be the position title (i.e. FSA I, Cook or Baker), the name of the school, and the name of the person that this position is replacing. In accordance with CWA Contract (Article 19.1) all food services positions should be posted for five days as limited to applicants that are currently employed in the School District. After the five days of limited posting, the position can then be opened to all substitute employees and other applicants.

Substitute Food Service Employees: Because of the time required to post, interview, and approve new employees, substitute workers are necessary to fill vacant positions on a temporary basis. Substitute workers should not be used to fill the same position for longer than four to six weeks.

New Employees:

Newly hired employees should attend a new employee orientation for all district employees sponsored by the School District Personnel Department prior to the first day of work. In addition, the food services manager is responsible for contacting the new employee regarding how to order uniforms, and the date the employee is to begin work. On the employee’s first day of work in food services, the food service manager should have the employee complete both the New Employee Welcome Sheet, and the The Twenty Practices of Excellent Food Service Sanitation forms.

Employee Evaluations:

Job Performance Evaluations: Job performance of regular food service employees will be formally evaluated once per year. (CWA Contract Article 16.1).

Written Evaluations: The formal evaluation shall be completed using the Food Service Employee Evaluation Form (PER-0016). A form should be completed for each food service employee and signed by the Cafeteria Manager and Principal. The completed evaluation form will then be presented to the food services employee for signature. The employee has the right to make written comments on the evaluation if he/she so chooses. The original evaluation form will be filed in the employee’s personnel file at the School District Personnel Office. Copies of the completed evaluation form will be distributed to the employee, the school, and the food services department.

Evaluation Conference with Employee: Every effort should be made to meet with each employee in private and present the completed evaluation form in a confidential manner. Any food service employee may request a face-to-face conference with the Cafeteria Manager and/or Principal to discuss his/her evaluation.
Evaluation Timeline: Written evaluations will be completed in accordance with the time lines established by the Personnel Department.

Unsatisfactory Evaluation: If an employee receives an “unsatisfactory” or “needs improvement” rating the employee must also receive a written explanation of their performance deficiency, as well as specific suggestions for improvement. The employee has the right to attach written comments to the completed evaluation form which will then become part of the completed evaluation document.

**Progressive Discipline:**

As outlined in CWA Contract Article 10, Progressive Discipline will be used as appropriate in working with employees who are determined as needing to improve their job performance. The objectives of progressive discipline are:

- To promote and maintain a high level of acceptable job performance and behavior on the part of all employees.
- To assist employees in improving marginal job performance and behaviors.
- To provide a procedural means of dismissing an employee if adequate progress is not achieved in improving unsatisfactory job performance.

<table>
<thead>
<tr>
<th>Steps to Progressive Discipline</th>
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<tbody>
<tr>
<td>(CWA Article 10.2)</td>
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<tr>
<td>Oral Reprimand</td>
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<td>Written Reprimand</td>
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<tr>
<td>Suspension with or without Pay</td>
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<tr>
<td>Demotion</td>
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<td>Dismissal</td>
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Steps to Progressive Discipline must be taken by the principal. Therefore, it is imperative that the food service manager work with the principal by communicating any ongoing problems there are with a food service employee.

**Volunteer Workers:**

Adult volunteers wishing to work in the Cafeteria may do so only with the advance approval of the school Principal. Volunteers must register in the school office and follow all other School Board Policies and procedures as outlined in SLCSB Policy 3.60. In addition, all volunteers are required to follow the same rules of personal hygiene and food handling as regular employees. Volunteers must not be allowed to operate any equipment such as mixers, slicers and dish machines nor assigned to any tasks where they might be injured by power or machinery. Volunteers are also strictly prohibited from handling cash or cashiering duties.

Revised 8/2001
Student Employees:

As outlined in School Board Policy 6.54, Students may be given employment in the food services department only with parental consent and on the recommendation of the teacher and approval of the principal. Student workers are required to follow the same rules of personal hygiene and food handling as regular employees. All regulations regarding Child Labor laws must be strictly followed. Student workers must not be allowed to operate any equipment such as mixers, slicers and dish machines. They must not be assigned to any tasks where they might be injured by power or machinery.

Professional Development

Employee Handbook: The food services district office publishes a Food Services Employee Handbook annually. Each employee should receive a copy for their personal use during the school year. To ensure that each employee is familiar with the employee handbook, there is a page for the employee to sign verifying that they have received a copy of the handbook annually. Once the employee has signed this page, please forward it to the food services office for filing.

Manager Intern Program: Annually, the district food services office sponsors an Intern Program for employees that want to pursue a career in school food service management. Applicants for food service management positions in St. Lucie County Schools are required to have completed this program as one of the qualifications of a management position. An informational meeting is held in the fall of each school year where applications for the program are distributed. Applications for the Intern program are also distributed to all schools. Applicants are selected for the program based on their work experience, educational experience, professional references and an interview with the food services director. Once accepted into the Intern Program, applicants are required to complete classroom activities and field experiences for 14 weeks during the Spring semester. Upon completion of the Intern program, a certificate verifying completion will be issued to each Intern.

Training Opportunities: Training opportunities are offered for all food service employees throughout the school year. Each food service employee will receive the current hourly training rate of pay for each hour of training attended. Cafeteria managers will also receive the currently hourly training rate of pay for each hour of training attended. If a Cafeteria Manager is responsible for presenting a training session, he/she will receive the trainer’s hourly rate of pay. In addition, continuing education unit (CEU) approval will be obtained when ever possible to facilitate employees and managers maintaining their American School Food Service Association (ASFSA) current certification level.

Training Committee: Each year, a training committee made up of representative employees to include at least one manager, cook, baker, and food service employee will advise the Food Service District Office with regard to the current training needs of food service employees and managers. The Committee members will meet on an “as needed” basis, and employees participating will be paid the current training rate of pay for their time in attendance.

School Board of St. Lucie County Food and Nutrition Services
New Employee Welcome Sheet

Welcome to your first day of work in Food and Nutrition Services. Please complete the following check list, sign, and return to your Cafeteria Manager, who will send to the Food and Nutrition Services Office.

<table>
<thead>
<tr>
<th>Employee Name:</th>
<th>Date:</th>
</tr>
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</table>

__

I have been introduced to the Principal and the Kitchen/Cafeteria Staff I will be working with.

__

I have been shown where to put my personal belongings.

__

I have been shown how to complete my daily time sheet.

__

My Cafeteria Manager has explained my daily hours, and what time I am to report for work each day.

__

My Cafeteria Manager has explained the uniform policy and where I am to go to order my uniforms (provided by FNS Department), proper shoes and general appearance (decorative jewelry shall not be worn; nails should be kept clipped and clean; hair shall be kept neat-with either headbands, caps or other effective hair restraints).

__

I have been shown where the fire extinguishers are in the kitchen.

__

My Cafeteria Manager has explained where I should park and any other school requirements (what gate to use, etc.)

__

I have received a copy of the Food Services Employee Handbook.

__

My Cafeteria Manager has informed me of policies against the removal of school property, food or any materials from the premises.

__

I have been given my duties from the work schedule and shown where to work.

__

My Cafeteria Manager has explained the 120-day probationary period to me.

__

My Cafeteria Manager has verified that I have attended the new employee orientation program through the Personnel Department and had outlined F.S. employee training offerings.

__

My Cafeteria Manager has explained sanitation procedures. I have read and signed the "Employee Commitment to Good Sanitation Practices".

__

My Cafeteria Manager has reviewed the procedure to be followed if I must be absent including notification of my manager and Request for Leave forms. (Form PER0022)

__

My Cafeteria Manager has explained the professional advantages of membership in local, state and national food service associations.

At the end of the first week:

__ My Cafeteria Manager has reviewed my job duties with me and has also explained the annual evaluation form that is included in my handbook.

Signature of Employee Date

Revised 8/2001 Chapter IX - 11
### School Board of St. Lucie County Food and Nutrition Services

**The Twenty Practices of Excellent Food Service Sanitation**

Name: ______________________  School: ______________________

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<table>
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<tr>
<td>1</td>
<td>Start with a clean body, clean uniform (provided by FNS Office), and maintain a high degree of personal cleanliness throughout the workday. Decorative jewelry shall not be worn.</td>
</tr>
<tr>
<td>2</td>
<td>If sick or infected with boils, abscesses, infected wounds, sores or respiratory infections do not work in any area of preparation, handling, or serving of food.</td>
</tr>
<tr>
<td>3</td>
<td>Wash hands and arms frequently with soap and water, especially after glove use. Change gloves throughout the day.</td>
</tr>
<tr>
<td>4</td>
<td>Wash hands with soap and rinse after visiting the restroom and/or using a handkerchief or touching face or hair.</td>
</tr>
<tr>
<td>5</td>
<td>Wash hands after handling garbage, poisons and before handling dishes or food.</td>
</tr>
<tr>
<td>6</td>
<td>Keep fingers out of dishes and utensils.</td>
</tr>
<tr>
<td>7</td>
<td>Keep nails clipped and clean. Keep hair neat. Wear head bands, caps or other effective hair restraints.</td>
</tr>
<tr>
<td>8</td>
<td>Pick up spoons, knives, forks, and cups by handles, dishes by rims.</td>
</tr>
<tr>
<td>9</td>
<td>Use gloves during preparation/handling/serving. Remove gloves when leaving the serving line to another duty in the kitchen and put on new gloves when returning. Never touch any unsanitary surface or face, nose, hair when wearing gloves.</td>
</tr>
<tr>
<td>10</td>
<td>Maintain proper temperatures for preparing, holding and storing food. Keep hot food at or above 140 degrees F. and cold food at or below 41 degrees F.</td>
</tr>
<tr>
<td>11</td>
<td>Do not leave foods sitting out at room temperature. Do not thaw frozen foods at room temperature or in storeroom. Always thaw in refrigerator.</td>
</tr>
<tr>
<td>12</td>
<td>Cook foods to safe internal temperature. (Refer to FNS Managers’ Handbook for specific temperatures.)</td>
</tr>
<tr>
<td>13</td>
<td>Never use warming units for heating foods.</td>
</tr>
<tr>
<td>14</td>
<td>Do not contaminate any foods by placing them on cutting surfaces which have not been washed and sanitized.</td>
</tr>
<tr>
<td>15</td>
<td>Use sanitizer after the use of hot water and detergent on cooking equipment, knives and work surfaces.</td>
</tr>
<tr>
<td>16</td>
<td>Do not place cooked products on a surface or in a pan or bowl where the raw product was prepared unless the utensils or surface has been thoroughly cleaned and sanitized. If possible always use separate cutting boards or surfaces for raw and cooked products.</td>
</tr>
<tr>
<td>17</td>
<td>Check dishmachine temperatures to see that the wash cycle is at least 140 degrees F. and final rinse is at least 180 degrees F.</td>
</tr>
<tr>
<td>18</td>
<td>Always store &quot;cooked food&quot; over any &quot;raw food&quot; on racks.</td>
</tr>
<tr>
<td>19</td>
<td>Never reheat leftover food more than once.</td>
</tr>
<tr>
<td>20</td>
<td>When in doubt throw it out!</td>
</tr>
</tbody>
</table>

I have read and understand the Twenty Practices of Excellent Food Service Sanitation and will observe them in performing my daily job duties.

---

Employee Signature Date:

Revised 7/01 White: Employee Yellow: Cafeteria Manager Pink: FNS Office

Revised 8/2001
The School Board of St. Lucie County, Florida
School Food Service Evaluation Record

Name: ___________________________  School: ________________________________
Date: ___________________________  Position: ________________________________

For the Performance Factors listed below, please rate 1 to 5 the employee’s achievement of each factor.

Ratings: 5= Excellent, 4= Above Average, 3= Acceptable, 2= Needs Improvement, 1= Unsatisfactory

<table>
<thead>
<tr>
<th>Performance Factors</th>
<th>Rating</th>
<th>Comments – If rating is 2 – Needs Improvement or 1 – Unsatisfactory, explain deficiency and specific suggestions for improvement. Use separate sheet and attach as necessary.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Is on time and maintains good attendance record.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Dresses appropriately (including uniform, hair restraint and proper shoes).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Is cooperative; works well with others and is considerate of students, staff, parents as well as fellow employees.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Follows directions easily and effectively.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Completes daily work assignments on time and in compliance with the directions given.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Performs daily work assignments using appropriate methods, techniques and skills to ensure and maintain a safe work environment and quality food product.</td>
<td></td>
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</tr>
<tr>
<td>7. Adheres to Federal, State and Local rules and regulations regarding the school meals program.</td>
<td></td>
<td></td>
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<tr>
<td>8. Strives to improve job knowledge and skills.</td>
<td></td>
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<tr>
<td>9. Utilizes appropriate student management procedures, greets students and adopts a positive approach in dealing with student behavior.</td>
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</tbody>
</table>

Manager’s and/or Principal’s Comments: ____________________________________________
_____________________________________________________________________________
_____________________________________________________________________________

Manager’s Signature  Date    Principal’s Signature  Date

Employee’s Comments: _____________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________

I understand that I may submit a written response stating reasons for any disagreement with the contents of this evaluation to the Assistant Superintendent of Human Resources. My signature indicates receipt of this document only and does not indicate my agreement or disagreement with its contents.

Employee’s Signature  Date

White: Personnel Dept.  Canary: School  Pink: Employee  Gold: Food Services Dept.  PER0016 Rev. 7/00
Purpose:
- To document employee performance of duties listed in the job description.
- To communicate to the employee areas of excellent performance and/or areas in need of improvement.
- To serve as a tool in enhancing the employee's future job performance.
- To protect the interests of both the food service employee and the School Board.

Frequency:
- Informal evaluation of job performance is an ongoing process and should occur throughout each school year.
- School Board Policy and CWA Contract state that all food service employees will be provided with a formal, written evaluation of job performance once per year by his/her supervisor. In this written evaluation, any deficiencies must be noted in writing, with specific suggestions for improvement.
- The evaluation should include meeting with the employee to discuss the evaluation.

Guidelines/Helpful Hints/”Things to Consider:

- An employee's evaluation should reflect his/her work performance as accurately as possible. Use the job description for the employee’s position as a reference. Evaluate as objectively as possible, based on annual performance. Use the performance factor which most accurately states the employee's job performance.

- Address and document unsatisfactory job performance as it occurs using the progressive discipline process. Don't save it for the annual evaluation. If an employee is not performing a job duty or task to your expectation you need to meet with him or her to discuss the problem. During this discussion, you need to give the employee specific examples of what he or she is not completing to your expectation based on your observations. Then you need to give him or her specific suggestions for improvement as well. Document that you have discussed this with the employee.

- If the unsatisfactory performance of duty continues, a written comment is the next step. This should be discussed with your Principal. Who will decide whether a letter of concern (which is not placed in their personnel file) or a letter of written reprimand (which is placed in their personnel file) is most appropriate. The Principal, as the building supervisor, is responsible for writing and presenting the letter.

- Results of an employee's performance evaluation should never be a surprise. It is your responsibility as your employee’s immediate supervisor to call both excellent performance (which is easy) and unsatisfactory performance to his or her attention as it occurs. You can let them know how they are doing by simply talking with your employees, as well as written communications as they become necessary. Evaluating performance is an ongoing process.

- Ask your principal for his/her concerns or comments pertinent to your employee’s performance evaluation. The principal must sign the evaluation which indicates that he or she has been involved in the evaluation. The employee must also be given the opportunity to sign the completed evaluation, as indicated on the evaluation form, his/her signature indicates receipt only – not necessarily agreement.

- You can use your meeting with your employees as an opportunity to discuss any questions or concerns they might have regarding their job duties. You should meet with your employees one-on-one to discuss their job evaluation in a confidential environment. During this time, you can give them an opportunity to let you know if there are things that they are concerned about that you can help with. If you believe that your meeting is going to be confrontational due to an unsatisfactory evaluation, you should ask your principal or a third person to attend to the meeting.
In making the annual evaluation of job performance for Food Service Employees, including Food Service Assistants, Cooks and Bakers, a rating of 1 – Unsatisfactory through 5 – Excellent should be assigned to each of the performance factors listed on the evaluation form. Technical Assistance notes are listed below to assist in determining the rating for each of these indicators.

<table>
<thead>
<tr>
<th>Performance Factors</th>
<th>Technical Assistance Notes – “Things to Consider”</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Is on time and maintains good attendance record.</td>
<td>Is the employee ready for work – hands washed, uniform on, hair restraint on, at the scheduled start time? Is the employee only absent when he/she is sick or has prior approval for personal time off? Has the employee had unusual circumstances this year (surgery, prolong illness, family medical leave) Example Criteria: 5 = Perfect attendance/always ready to work at scheduled start time. 4 = Absent 4 or less days/always ready to work at scheduled start time. 3 = Absent 6 or less days/usually ready to work at scheduled start time/unusual circumstances with approved medical leave. 2 = Absent 9 or less days and/or rarely ready to work at scheduled start time. 1 = Absent 10 or more days and/or rarely ready to work at scheduled start time.</td>
</tr>
<tr>
<td>2. Dresses appropriately (including uniform and proper shoes).</td>
<td>Example Criteria: 5 = Always wears clean uniform and clean shoes when reporting to work. Always wears appropriate hair restraint. 4 = Always wears clean uniform and clean shoes when reporting to work. Usually wears appropriate hair restraint without being reminded. 3 = Almost always wears clean uniform and clean shoes when reporting to work. Usually wears appropriate hair restraint without being reminded. 2 = Usually wears clean uniform and clean shoes when reporting to work. Has to be reminded frequently about hair restraint. 1 = Occasionally wears clean uniform and clean shoes when reporting to work. Has to be reminded frequently about hair restraint.</td>
</tr>
<tr>
<td>3. Is cooperative; works well with others and is considerate of students, staff, parents as well as fellow employees.</td>
<td>Does the employee offer to assist others when his/her own duties are completed? Does the employee treat coworkers with courtesy and respect? Does the employee represent the kitchen well in working with parents, students and other staff members? Example Criteria: 5 = Always offering to assist; Always treats students, school staff and parents with respect and courtesy. “Goes the extra mile” 4 = Usually offers to assist; Always treats students, school staff and parents with respect and courtesy 3 = Usually offers to assist; Almost always treats students, school staff and parents with respect and courtesy. 2 = Rarely offers to assist; Usually treats students, school staff and parents with respect and courtesy. 1 = Rarely offers to assist; Is rude and discourteous, yells at students, school staff and/or parents.</td>
</tr>
<tr>
<td>Performance Factors</td>
<td>Technical Assistance Notes – “Things to Consider”</td>
</tr>
<tr>
<td>---------------------</td>
<td>--------------------------------------------------</td>
</tr>
</tbody>
</table>
| 4. Follows directions easily and effectively. | When given written direction, does the employee; ask questions when unclear, ask for assistance with new tasks and follow through so that completed work reflects understanding of direction?  
When given verbal direction, does the employee; ask questions when unclear, ask for assistance with new tasks, and follow through so that completed work reflects appropriate understanding of direction?  
Example Criteria:  
5 = Follows both written and verbal directions well, always asks for clarification when necessary, however remembers directions from previous assignments and applies to new tasks well. Completed work is excellent.  
4 = Follows both written and verbal directions well, usually asks for clarification when necessary, usually remembers directions from previous assignments and applies to new tasks. Completed work is above average.  
3 = Usually follows both written and verbal directions well, usually asks for clarification when necessary, sometimes remembers directions from previous assignments and applies to new tasks. Completed work is average.  
2 = Follows either written or verbal directions but not both, asks repeatedly for clarification, usually does not remember directions from previous assignments. Completed work usually does not meet expectations.  
1 = Cannot follow written or verbal directions, asks repeatedly for clarification, usually does not remember directions from previous assignments. Completed work is consistently unsatisfactory. |
| 5. Completes daily work assignments on time and in compliance with the directions given. | Does the employee complete daily job assignments? Does the employee work quickly, however has to repeat assignments because of missed tasks?  
Does the employee get job tasks done completely and accurately, but work slower than expected?  
Example Criteria:  
5 = Always completes all daily work assignments accurately and quickly. Completed work is consistently excellent.  
4 = Completes all daily work assignments accurately within the expected amount of time. Completed work is consistently above average.  
3 = Usually completes all daily work assignments accurately within the expected amount of time. Completed work is consistently at expectation.  
2 = Usually completes all daily work assignments, however completed work is not acceptable and/or completed work is not within the expected amount of time. Employee usually needs to repeat tasks to get an acceptable result.  
1 = Rarely completes all daily work assignments. Completed work is consistently unsatisfactory and/or not accomplished with the expected time frame. Employee always has to repeat tasks to get an acceptable result. |
| 6. Performs daily work assignments using appropriate methods, techniques and skills to ensure and maintain a safe work environment and quality food product. | Does the employee always use the appropriate preparation equipment, measures, recipes when preparing menu items? Does the employee follow directions on recipes?  
Does the employee set up the serving line with the correct portioning utensils for self-service items?  
Does the employee practice safety and sanitation by washing hands frequently, changing plastic gloves frequently, monitoring food temperatures, storing foods safely?  
Example Criteria:  
5 = Always demonstrates mastery of food service techniques, uses recipes, and always handles foods in a safe manner.  
4 = Demonstrates mastery of most food service techniques, uses recipes, and always handles foods in a safe manner.  
3 = Demonstrates skill in some food service techniques, uses recipes when asked, and always handles foods in a safe manner.  
2 = Needs assistance in food service techniques, uses recipes when asked, and almost always handles foods in a safe manner.  
1 = Needs assistance in food service techniques, uses recipes when asked, and does not handle foods in a safe manner. |
<table>
<thead>
<tr>
<th>Performance Factors</th>
<th>Technical Assistance Notes – “Things to Consider”</th>
</tr>
</thead>
<tbody>
<tr>
<td>7. Adheres to Federal, State and Local rules and regulations regarding the school meals program.</td>
<td>Does the employee understand offer versus serve by knowing what counts as a reimbursable meal? Does the employee cashier accurately? Are the meal counts accurate? Does his/her cash drawer balance with the daily sales report? Does the employee assist in completing production records accurately? Does the employee assist in perpetual inventory/daily usage record procedures? Does the employee maintain student meal status confidentiality? Example Criteria: 5 = Always cashiers accurately; all student meals are recorded correctly, cash drawer is rarely over/short, reports are always accurate and complete. 4 = Almost always cashiers accurately; most student meals are recorded correctly, cash drawer is rarely over/short, reports are usually accurate and complete. 3 = Almost always cashiers accurately; most students are recorded correctly, sometimes cash drawer is over/short, sometimes reports are incomplete. 2 = Usually cashiers accurately; sometimes students are recorded incorrectly, sometimes cash drawer is over/short, sometimes reports are incomplete. 1 = Usually does not cashier accurately; students are frequently recorded incorrectly, cash drawer is frequently over/short, reports are incomplete.</td>
</tr>
<tr>
<td>8. Strives to improve job knowledge and skills.</td>
<td>Does the employee attend District sponsored inservice training sessions? Does the employee participate in Food Service Association training activities? Is the employee certified through the American School Food Service Association verifying the completion of 30 hours of training? Does the employee complete classes in school food service at Indian River Community College? Example Criteria: 5 = Always attends district inservice sessions when offered. Maintains FSFSA Certification through continuing education and has taken classes at IRCC. 4 = Almost always attends district inservice sessions when offered. Maintains FSFSA Certification through continuing education or has taken classes at IRCC. 3 = Almost always attends district inservice sessions when offered. 2 = Sometimes attends district inservice sessions when offered. 1 = Rarely attends district inservice sessions when offered.</td>
</tr>
<tr>
<td>9. Utilizes appropriate student management procedures, greets students and adopts a positive approach in dealing with student behavior.</td>
<td>Is the employee courteous to students as customers? Does the employee treat students with respect including maintaining the confidentiality of their meal status? Does the employee contribute to making the cafeteria a fun place for students? Does the employee ask for assistance from school supervisory staff when dealing with potentially disruptive students? Example Criteria: 5 = Enjoys students, maintains a calm approach, is always respectful of their needs, works to make the cafeteria fun. 4 = Enjoys students, usually remains calm, is usually respectful of their needs, works to make the cafeteria fun. 3 = Enjoys students, usually remains calm, is usually respectful of their needs. 2 = Gets easily frustrated when working with students, sometimes raises voice in anger. 1 = Is rude to students, consistently raises voice in anger, tries to handle student behavior without involving school personnel, fosters a “mean” atmosphere in cafeteria.</td>
</tr>
<tr>
<td>Performance Factors</td>
<td>Technical Assistance Notes – “Things to Consider”</td>
</tr>
<tr>
<td>---------------------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>Manager’s and/or Principal’s Comments</td>
<td>This is an opportunity to elaborate on employee’s performance. However, if any of the above performance factors were rated at “2” or “1”, the reason for the rating must be explained and then suggestions for improvement must be made in writing. Both the manager and the principal must sign and date the evaluation form.</td>
</tr>
<tr>
<td>Employee’s Comments</td>
<td>This is an opportunity for the employee to write his/her comments regarding the annual evaluation contents. The evaluation form should be complete when presented to the employee. Review with the employee that his/her signature indicates that they received a copy not that they necessarily agree with the evaluation. Employees also have an opportunity to respond in writing if they choose.</td>
</tr>
<tr>
<td>Overall Rating</td>
<td>The overall rating box must be checked for the evaluation form to be complete. If an employee receives more than 5 ratings of “1” – Unsatisfactory, then the unsatisfactory box must be checked.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Overall Rating</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfactory</td>
<td>•</td>
</tr>
<tr>
<td>Unsatisfactory</td>
<td>🔴</td>
</tr>
</tbody>
</table>
# The School Board of St. Lucie County
## Food Service Manager Evaluation

### Employee Name: ____________________________  School Name: ____________________________

**Job Title:** ____________________________

Please write in the appropriate rating number beside each box section. 3 = Above Expectations  2 = Meets Expectations  1 = Below Expectations

<table>
<thead>
<tr>
<th>Quality Excellence</th>
<th>Prin.</th>
<th>Dir.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Foods served are fresh, attractive, and tasty.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Food service sanitation and temperature standards are maintained.</td>
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<td></td>
</tr>
<tr>
<td>3. Batch cooking is practiced.</td>
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<tr>
<td>4. Standardized recipes are prepared to produce quality food products.</td>
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<td></td>
</tr>
<tr>
<td>5. Food and supply orders are placed on time to meet menu requirements.</td>
<td></td>
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<tr>
<td>6. Storage areas are organized, clean and free of contaminants.</td>
<td></td>
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</tr>
<tr>
<td>7. Maintains and supervises employees use and care of equipment.</td>
<td></td>
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</tbody>
</table>

**Comments:**

<table>
<thead>
<tr>
<th>Nutrition Indicators</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>1. The planned menu is served daily and includes all meal components.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Nutrition education is provided in the classroom and/or in the cafeteria.</td>
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<tr>
<td>3. Nutrition resource materials are provided to instructional staff.</td>
<td></td>
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<tr>
<td>4. Information is available on meal components/healthy food choices.</td>
<td></td>
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</tr>
<tr>
<td>5. The Dietary Guidelines for Americans are incorporated in menu offerings.</td>
<td></td>
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</tr>
</tbody>
</table>

**Comments:**

<table>
<thead>
<tr>
<th>Accountability Indicators</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Daily cash collection procedures are accurate.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Weekly cash and meal summary reports are accurate and timely.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Cashiers are trained to record and count meals and money accurately.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Reimbursable meals are counted/claimed correctly, verified by the manager.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Each student meal status is recorded correctly.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. The annual Accrual Review is satisfactory.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Federal and state audit deficiencies are corrected.</td>
<td></td>
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</tr>
</tbody>
</table>

**Comments:**

<table>
<thead>
<tr>
<th>Financial Indicators</th>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>1. Employee work schedules are well planned.</td>
<td></td>
<td></td>
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<tr>
<td>2. Employees are trained in following the work schedule.</td>
<td></td>
<td></td>
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<tr>
<td>3. Staffing meets the MPLH standard.</td>
<td></td>
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</tr>
<tr>
<td>4. Government donated commodities are used wisely.</td>
<td></td>
<td></td>
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<tr>
<td>5. Inventory levels equal approximately ten (10) day usage.</td>
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<tr>
<td>6. Food, supply, labor, and equipment resources are managed wisely.</td>
<td></td>
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<tr>
<td>7. Total cost per plate meets the county-wide average.</td>
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<tr>
<td>8. Food cost per plate meets the county-wide average.</td>
<td></td>
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</tbody>
</table>

**Comments:**

<table>
<thead>
<tr>
<th>Foodservice Marketing</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Daily menu is displayed attractively.</td>
<td></td>
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<tr>
<td>2. Students are asked for input in the foodservice program.</td>
<td></td>
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<tr>
<td>3. Information is presented to parents about the foodservice program.</td>
<td></td>
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<tr>
<td>4. New menu items are advertised.</td>
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<td></td>
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<tr>
<td>5. Promotions are coordinated at the school level.</td>
<td></td>
<td></td>
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<tr>
<td>6. Merchandising ads are used.</td>
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</tbody>
</table>

**Comments:**

<table>
<thead>
<tr>
<th>School Environment</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>1. Foodservice personnel are pleasant to student customers.</td>
<td></td>
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</tr>
<tr>
<td>2. The manager fosters teamwork, harmony, and productivity.</td>
<td></td>
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<tr>
<td>3. The foodservice manager provides training to foodservice personnel.</td>
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<tr>
<td>4. The foodservice manager communicates with school office on foodservice procedures.</td>
<td></td>
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<tr>
<td>5. Students are trained on self-service.</td>
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</tbody>
</table>

**Comments:**

<table>
<thead>
<tr>
<th>Professional and Personal Attributes</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>1. Foodservice manager maintains excellent health; salutary or absent.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Foodservice manager presents neat and well groomed personal appearance.</td>
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</tr>
<tr>
<td>3. Foodservice manager is exceptionally flexible and cooperative.</td>
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<tr>
<td>4. Overall, the foodservice manager coordinates an effective school food service program.</td>
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</tbody>
</table>

**Comments:**

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Principal's Signature ____________________________

Manager's Signature ____________________________

Director's Signature ____________________________

Write: Personnel Canary; School Param: Employee Guidenrold; Food Service Department

(FOOD/PEDC017.0M5 PER0017 Rev. 9/04)
MEMORANDUM

TO: Administrators/Supervisors
FROM: Susan Rane, Director Personnel Department
RE: Working Outside Scheduled Hours as Applied to Non-Instructional, Non-Exempt Employees
DATE: November 28, 2000

These personnel and timekeeping policies are established and this memo is distributed to you to ensure that all departments are maintaining a fair and consistent policy for all employees. Since the record keeping, minimum wage, overtime, and child labor provisions of the Fair Labor Standards Act apply to public employers, strict adherence to these policies is required. Study them carefully and post this memorandum at your work site.

1. It is district policy that non-exempt employees will be paid for all hours in which they provide services for the St. Lucie County School Board. Careful records should be maintained for the hour and day when work week begins and ends (see #6); total hours worked each workday and each work week for every employee under your supervision.

2. Employees shall only perform work during their normally scheduled hours. Employees shall not report to their work areas any earlier than ten (10) minutes before the scheduled starting time and shall remain in the work area no later than ten (10) minutes after their normally scheduled work day ends.

3. No one should work overtime in any work week without the expressed prior approval from one of the following: Superintendent, Associate Superintendent, Assistant Superintendents, Executive Director of Elementary School Operations, Executive Director of Secondary School Operations or Executive Director of Student Services/ESE.

4. Because of the numerous federal and state regulations, non-exempt employees must be prohibited from taking work home without prior overtime approval.
5. When an employee is on an unpaid lunch break, he/she must be prohibited from performing any services on behalf of the Board. Employees should be encouraged to take their lunch breaks away from their work areas, but if they remain on the premises, they should be instructed that they are not to perform any duties while on lunch break.

6. No one will be allowed to carry over “comp time” from one week to the next. Any comp time earned by working more than scheduled hours in one day must be taken on a day in the same work week. The work week will be measured from 12:01 A.M. Sunday to midnight Saturday.

7. If an employee is asked to attend a training or educational seminar, he should be paid for the time spent attending the seminar. Travel time to and from the seminar will be paid in most instances. Records for the time spent in this situation should be maintained. Prior approval must be given as reference in #3.

8. There can be no voluntary work performed on behalf of the St. Lucie County School Board by an employee that is in any way connected with the employee’s regular duties. There may be certain instances where an employee can volunteer certain services either as a parent or out of a charitable or community spirit. However, before such volunteer work by an employee is performed, prior approval must be given by the persons listed in #3.

9. **UNDER NO CIRCUMSTANCES** should comp time be used to excuse an employee for an entire day(s).

Because of the strict legal requirements in regard to compliance with the above referenced laws and possible financial liability, we will have to take corrective action if these procedures are not followed. If you have any questions concerning these policies or their interpretations contact Russell Anderson, Alice West, or myself.

C: Dr. William Vogel
   Dan Harrell
   Dave Richeson
   Russell Anderson
   Alice West
SCHOOL BOARD OF SAINT LUCIE COUNTY JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Position No.</th>
<th>76013</th>
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<tbody>
<tr>
<td>Salary Schedule</td>
<td>SD, SE, SF</td>
</tr>
<tr>
<td>FLSA</td>
<td>Exempt</td>
</tr>
<tr>
<td>Length of Work Year</td>
<td>10 months</td>
</tr>
<tr>
<td>Date Approved</td>
<td>8-26-97</td>
</tr>
<tr>
<td>Date Revised</td>
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**JOB TITLE**    DEPARTMENT      REPORTS TO

Food Service Manager    School Based      Principal/Director of Food Service

**JOB GOAL**

To provide for the efficient and satisfactory operation of the food service department of a school in accordance with district policies, procedures and methods and state and federal rules.

**QUALIFICATIONS**

1. Good general health.
2. General knowledge of quantity food preparation and service.
3. High School Diploma or equivalent.
4. Completion of college courses, according to classification requirements adopted by the School Board.
5. Experience in food service according to classification requirements adopted by the School Board.
6. Ability to organize and supervise the work of others.
7. Demonstrated aptitude or competence for assigned responsibilities.
8. Ability to perform essential functions of the position.

**DUTIES AND RESPONSIBILITIES:**

*1. To implement standards of federal, state and local regulations relating to preparation and service of food and to sanitary practices.*

*2. To cooperate with school principal, faculty and staff in planning and utilizing the food service program as an educational asset in the school program.*

*3. To handle employee problems to develop harmonious working relationships within the department.*

*4. To develop work schedules and assign duties to cover all facets of the program.*

*5. To supervise food production and service and cleaning of facilities and equipment.*

*6. To maintain cost control through careful planning for use of food, supplies and labor.*

*7. To maintain accurate records for proper control of cash, food supplies and equipment.*

*8. To train employees in proper food handling methods.*
9. To instruct employees in proper use of equipment and efficient work practices.

*10. To maintain accurate personnel records.

*11. To submit required reports as scheduled.

*12. To cooperate with Director of Food Service in meeting district wide food service goals.

13. To perform assigned tasks in a timely and efficient manner.

14. To perform assigned tasks with a high standard of quality.

15. To perform other duties as assigned by the principal.
SCHOOL BOARD OF SAINT LUCIE COUNTY JOB DESCRIPTION

Position No. 76021
Salary Schedule OSC
FLSA Non-exempt
Length of Work Year 183 days
Date Approved 8-26-97
Date Revised 8-26-97

JOB TITLE          DEPARTMENT          REPORTS TO
Cook              School Based        Food Service Manager

JOB GOAL

To assist in preparation, cooking and serving of a variety of foods in an elementary or secondary food service program.

QUALIFICATIONS

1. High school diploma or equivalent.
2. General good health.
3. Ability to stand and work for long periods, to do considerable lifting and reaching, and to perform manual tasks.
4. Ability to follow written and oral instructions.
5. At least one (1) year experience in food service.
6. Completion of at least two (2) approved food service courses.
7. Demonstrated aptitude or competence for assigned responsibility.
8. Is physically capable of performing duties as determined by physical examination by Board approved physician.
9. Ability to perform the essential functions of the position.

DUTIES AND RESPONSIBILITIES:

*1. To perform large scale quantity food preparation and production, dealing primarily with but not necessarily limited to main dishes, vegetables and related items.

*2. To operate kitchen production equipment.

*3. To keep necessary records pertaining to this position.

*4. To follow established production schedules, menus recipes and other appropriate procedures and practices.

5. To assist in directing and supervising work of employees assigned to cook=s area.

*6. To maintain high standards of sanitation and safety in production and cleaning practices.

7. To perform other duties as assigned by the Food Service Manager or principal.

Physical Demand Class - H

*Essential Job Functions

Revised 7-24-97
SCHOOL BOARD OF SAINT LUCIE COUNTY JOB DESCRIPTION

Position No. 76020  
Salary Schedule OSC  
Length of Work Year 183 days  
FLSA Non-exempt  
Date Approved 8-26-97  
Date Revised 8-26-97

TITLE    DEPARTMENT    REPORTS TO
Baker    School Based    Food Service Manager

JOB GOAL:
To assist in preparation, cooking and serving of a variety of foods in an elementary or secondary
food service program.

QUALIFICATIONS:
1. High school diploma or equivalent.
2. Good general health.
3. Ability to stand and work for long periods, to do considerable lifting and reaching, and to
   perform manual tasks.
4. Ability to follow written and oral instructions.
5. At least one (1) year experience in food service.
6. Completion of at least two (2) approved food service courses.
7. Demonstrated aptitude or competence for assigned responsibility.
8. Is physically capable of performing duties as determined by physical examination by Board
   approved physician.
9. Ability to perform the essential functions of the position.

DUTIES AND RESPONSIBILITIES:
*1. To perform large scale quantity food preparation and productions, dealing primarily with but
   not necessarily limited to breads, baked goods and dessert items.
*2. To operate kitchen production equipment.
3. To keep necessary records pertaining to this position.
4. To follow established production schedules, menus, recipes and other appropriate
   procedures and practices.
*5. To assist in directing and supervising work of employees assigned to the baker=s area.
*6. To maintain high standards of sanitation and safety in production and cleaning practices.
7. Performs assigned tasks in a timely and efficient manner.
8. Performs assigned tasks with a high standard of quality.
9. To perform other duties as assigned by the Food Service Manager or Principal.

Physical Demand Class - H  
*Essential Job Functions

Revised 7-24-97
JOB TITLE: Food Service Assistant II  
DEPARTMENT: School Cafeteria  
REPORTS TO: Food Service Manager

JOB GOAL: To assist in preparation, cooking and serving a variety of foods in an elementary or secondary food service program.

QUALIFICATIONS:
1. High school diploma or equivalent.
2. General good health.
3. Ability to stand and work for long periods, to do considerable lifting and reaching and to perform manual tasks.
4. Ability to follow written and oral instructions in English.
5. Demonstrated aptitude or competence for assigned responsibility.
6. One (1) year experience in St. Lucie County Schools Food Service.
7. At least one (1) approved food service course.
8. Is physically capable of performing duties as determined by physical examination by Board approved physician.
9. Ability to perform the essential functions of the position.

DUTIES AND RESPONSIBILITIES:
*1. To assist in quantity food preparation and service.
*2. To operate kitchen production equipment.
*3. To follow established production schedules, menus, recipes and other appropriate procedures and practices.
*4. To assist in maintaining high standard of sanitation and safety in production and cleaning practices.
*5. To operate computerized cashiering equipment accurately.
*6. To assume responsibility for assigned duties which may include, but not be limited to, food production, food service, cashiering, cleaning, inventory, receiving and storing of food supplies.
7. To perform assigned tasks in a timely and efficient manner.
8. To perform assigned tasks with a high standard of quality.
9. To perform other duties as assigned by the Manager or Principal.

Physical Demand Class - H
*Essential Job Functions

Revised 7-27-97
SCHOOL BOARD OF SAINT LUCIE COUNTY JOB DESCRIPTION

Position No. 76023  
Length of Work Year 183 Days Includes 3 paid holidays  
Salary Schedule 0SA  
FLSA Non-exempt  
Date Approved 7-23-83  
Date Revised 8-26-97  

JOB TITLE Food Service Assistant I  
DEPARTMENT School Cafeteria  
REPORTS TO Food Service Manager  

JOB GOAL:

To assist in preparation, cooking and serving a variety of foods in an elementary or secondary food service program.  

QUALIFICATIONS:

1. High school diploma or equivalent.  
2. General good health  
3. Ability to stand and work for long periods, to do considerable lifting and reaching and to perform manual tasks.  
4. Ability to follow written and oral instructions in English.  
5. Demonstrated aptitude or competence for assigned responsibility.  
6. Is physically capable of performing duties as determined by physical examination by Board approved physician.  
7. Ability to perform the essential functions of the position.  

DUTIES AND RESPONSIBILITIES:

*1. To assist in quantity food preparation and service.  
*2. To operate kitchen production equipment.  
*3. To follow established production schedules, menus, recipes and other appropriate procedures and practices.  
*4. To assist in maintaining high standard of sanitation and safety in production and cleaning practices.  
*5. To operate computerized cashiering equipment accurately.  
*6. To assume responsibility for assigned duties which may include, but not be limited to, food production, food service, cashiering, cleaning, inventory, receiving and storing of food supplies.  
7. To perform assigned tasks in a timely and efficient manner.  
8. To perform assigned tasks with a high standard of quality.  
9. To perform other duties as assigned by the Manager or Principal.  

Physical Demand Class - H  
*Essential Job Functions  

Revised 7-27-97
Chapter X - Quality Enhancement and Best Financial Practices

Our mission in School Food and Nutrition Services is to provide the students of St. Lucie County with nutritious, high-quality food choices to enhance their ability to learn.
Quality Enhancement and Best Financial Practices

**Marketing and Promotional Activities:**

**Monthly Marketing Menus:**

The food services district office publishes lunch and breakfast menus by the month for both elementary schools and secondary schools. Menus are printed and distributed to each elementary school to be sent home with every school student. At the secondary level, food service managers are asked to identify the number of menus that are needed monthly to ensure that each teacher and those students who request menus receive them. Menus are also sent to local television stations and newspapers for publishing purposes.

**Web Page:**

The food services program has a page for lunch and breakfast menus which are updated weekly by the computer support specialist for food services. In addition, the school meals pages offer links to other nutritional information on the web, and the names and phone numbers of each food service manager in St. Lucie County Schools.

**Promotional Activities:**

All food service managers are strongly encouraged to participate in District sponsored promotional events such as National School Lunch Week (the second week of October each year), National School Breakfast Week (the second week of March each year) as well as other promotional activities which are published on the district marketing menu. In addition, managers who wish to develop their own promotions and marketing activities are encouraged to contact the food services district office for assistance in locating prizes, give-aways, or any other activities which increase student participation in meal programs.

**Nutrition Advisory Councils:**

Nutrition Advisory Councils are groups of students, staff, and food service representatives (either manager or employees) who meet to evaluate and improve the quality of the school meals program. Food service managers who use NAC groups as a means of promoting student participation in their meal programs should complete the annual charter application and forward it to the school district food services office for processing and payment. Meetings should be scheduled at a time that does not interfere with the students’ educational day, unless an entire class is identified to serve as a Council, and then arrangements with the classroom teacher and principal should be made.

**Professional Associations:**
All food service employees are encouraged to participate in joining the Florida School Food Service Association and the local St. Lucie County chapter affiliate. The purpose of this professional association is to promote school meals in Florida, and to assist its members in better serving students and other customers of our programs. Information pertinent to marketing, promotions, meal quality, nutritional integrity, and other areas of educational interest is offered through a variety of resources, including meetings, training sessions, internet resources and a quarterly journal. In addition, the American School Food Service Association expands upon these efforts offering a wide variety of opportunities to increase professionalism and effectiveness as a food service employee at any level. All food service employees are also encouraged to take advantage of the ASFSA Certification Program, which documents the successful completion of education in the areas of safety and sanitation, child nutrition, and food production competencies.

**Florida Department of Education Resource Center:**

The Florida Department of Education maintains a child nutrition education center of resources which are available for loan to individual schools. A resource catalog and order forms are available through the food services district office for any food service manager to use to request materials.

**USDA Team Nutrition:**

All schools in St. Lucie County Schools are registered as Team Nutrition Schools with USDA Child Nutrition Program Division. Team Nutrition Schools receive nutrition education resources designed to promote nutrition education efforts in the classroom, as well as participation in the school meals programs. The school food service manager has been identified as the Team Nutrition contact person for each school.
Customer Service – Achieving Excellence

It Starts with an Attitude

Every food service employee is encouraged to maintain and develop and foster an attitude and atmosphere of customer service. You, as the food service manager play a Key Role in instilling and reinforcing students as customers, and modeling the appropriate approach to working with all students. You, as a manager are responsible for maintaining high standards of quality and service as well as respect and professionalism toward all students, staff members, and between food service employees working together.

The positive person -
1. Sees solutions, not excuses or problems
2. Offers to help, rather than avoiding the problem
3. Sees an answer for every problem, not a problem for every answer
4. Sees challenges and opportunities where others see difficulties and failure
5. Says “I will try”, and “How can I help”

Choose to be Positive!

Sensitivity to Students as Customers

You can’t substitute rules for good judgment! Customers judge our program not by how well we know the rules, but how well we work within our rules and regulations to best meet their needs and solve their specific problems.

Remember that our customers are our business – they should always feel welcome!

😊 When a student drops a tray – replace it with a smile!

😊 If we run out of a menu choice, compensate with something extra – a favorite student choice as a substitute, or a larger portion of an alternative entree.

😊 When a student returns a food item because of a complaint or a problem – work to solve the problem, while maintaining respect for their complaint – make an adjustment, or replace the item if necessary. Don’t tell the customer what you can’t do, or that what is being asked is not part of your job – Tell the customer what you can and you will do – and create a repeat customer in the process!
Commitment to Constant Improvement

1. **Encourage Imagination and Creativity!** – Everyone in our school meals program has imagination and creativity – tap into your employees’ ideas and suggestions for ways to improve our program and service.

2. **Strive for Perfection!** – Encourage yourself and your staff to provide the best level of service with zero mistakes. Take every opportunity to improve our program quality and service.

3. **Ask for Feedback and Evaluation!** – Circulating through the cafeteria, talking to students and staff as they come through the serving line, and working with classrooms are easy ways to get great feedback about how we are really doing from our customers’ viewpoint. Starting a Nutrition Advisory Council is a great way to encourage on-going assessment of strengths and weaknesses and how we can improve.

Focusing on Details

4. **Make the First Impression the Right Impression!** – We never get a second chance at a student’s, and many times a parent’s first visit to a cafeteria. Make sure that the image we project is an image we believe in – Nutritious, high quality school meals that our students want to eat!

5. **Be Your Own Program Critic!** - What do your customers see when they come to the serving area? Are condiments ready and attractively displayed? Are the walls decorated with bright, colorful posters? Is every employee neatly dressed in uniform and smiling?

Build on Success and Failure

6. **Success is when students feel that their suggestions for improvement count!** – Customers who take the time to make suggestions should be acknowledged. Through incorporating student ideas, a sense of ownership in the cafeteria is created, and encourages continued participation. If students suggest something that you cannot change alone, involve your principal or the district food services office.

7. **Success is turning complaints into compliments!** - When a customer has a complaint, every effort should be made to address the concern. Find out what the complaint is through listening – focus on the problem, not the person or persons involved, don’t get defensive, and don’t assign blame. Let the customer know that you understand his or her concern, and that you are committed to resolving the problem to everyone’s satisfaction. Find out what the customer wants and accommodate the request if you can. If you can’t offer a second best alternative. Above all, treat everyone involved with respect, sincerity, and professionalism.
Food Service Managers’ Salary Incentive Program:

In order to recognize the efforts of food service managers in managing cafeterias that effectively increase student participation in school meal programs and remain financially self-supporting, the School Board offers a pay for performance plan for all food service managers. The performance pay plan recognizes managers for additional efforts, but does not penalize managers for lack of productivity, or for decreases in enrollment. The program uses data from sources already available including the district financial data and the food service cash and meal service reports.

Implementation of the plan is contingent two criteria:

1. There must be available funds from the Food Services 0410 budget on May 31st to pay for all incentives earned.
2. Activities and methods used to increase participation must not compromise the nutritional integrity of the food services program. Menu planning and ala carte items must meet the nutritional goals of the food services program. In general, ala carte items served at the elementary level will continue to be limited to those items currently available (ice cream, school baked cookies and hot pretzels). Ala carte offerings at secondary schools will also be evaluated from a nutritional standpoint prior to any decision to offer to students. The food services district office offers marketing, promotional and nutritional support for schools in order to maximize participation.

Pay for Performance Plan Components

There are two components to the Pay for Performance Plan; increased participation in meal programs as compared to the previous year, and financial self-sufficiency by May 31st of the current year.

Steps to calculate whether an increase in participation was realized:

1. Enrollment for previous year (from the first week in February of the previous year) and total meals and equivalents served for the previous year are used to calculate the percentage of meals served based on enrollment. The formula for determining total meals served is as follows:

   - 1 Lunch = 1 Meal
   - 1 Breakfast = 1 Meal
   - $2.00 ala carte sales = 1 Meal
   - 4 Afterschool Snacks = 1 Meal

   Meals served to food service employees are not included in total meals served.

Meal count data is obtained from cash and meal service reports generated daily and reported to the Department of Education for federal and state meal reimbursement. Alacarte sales data is obtained from daily cash collection reports and daily deposit data (Revenue code 3454 only). Enrollment data is obtained from the Wednesday of FTE week in February.
2. The percentage of meals served for the previous year calculated in Step 1 is then multiplied by the current year’s enrollment from the first week in February to determine the minimum meals served necessary to meet the previous year’s production level. (This calculation adjusts for decreases in enrollment from the previous year).

3. The resulting number of meals served from the above calculation is then compared to the total number of meals served in the current year. The difference is then reviewed to determine if more or fewer meals were served than the previous year (based on percentage of enrollment).

4. The calculations listed above would determine eligibility for the end of year performance pay incentive.

5. To address new schools, the daily meals served and the total enrollment as of February from all schools of the same grade level in the same zone are averaged to determine a starting percentage.

Steps to calculate financial self-sufficiency

1. Program year-to-date expenditures and revenues are compared by school to determine if revenues generated through program sales exceed program expenditures for the same period. All program costs, including the cost of the district office, and any indirect costs are allocated to school sites. District food service office costs are allocated by dividing the total cost center 500 expenditures by the number of base kitchens. Indirect costs are allocated by calculating a per meal cost and then multiplying this cost by the number of meals served at each base kitchen.

2. Costs for capital equipment or renovations (object 600 costs) are not included in the year-to-date expenditure totals.

3. Financial reports using May 31st financial information from the school district finance data are prepared and used to determine financial position in the pay for performance program.

4. Financial reports will be made available to all food service managers on a monthly basis in order to monitor progress and make adjustments monthly.
Performance Pay Schedule

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<td>180 meals per year</td>
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<tr>
<td>900 meals per year</td>
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<tr>
<td>4,500+ meals per year</td>
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Performance Pay - General Notes:

1. The continuation of this pay for performance plan from year to year is contingent on availability of food services funds.
2. A manager must be employed at the school for 91 or more school days of the current school year to be eligible for merit pay.
3. Merit pay is made available to all eligible managers at June 30.
4. A manager must be assigned to the school on a full time basis in order earn additional pay for performance. (Participation at satellite schools is not considered for merit pay because no full time manager is currently assigned at these sites)

Benchmarking:

The district food service office publishes operational benchmarks established through comparison of performance measures from other district meal programs in Florida that are of similar size, location, and menu planning option to St. Lucie County. These benchmarks are evaluated annually and revised as necessary to ensure that they represent best in class operational goals.

Financial Statements:

The food services district office will prepare and distribute financial statements monthly to assist food service managers in managing resources pertinent to their school meals program. Financial statements consist of a school statement of revenues and expenditures year-to-date, inventory information, productivity data, meals served by category year-to-date, and per meal expenditure costs. In addition, summary reports of participation by meal category, costs per plate, and meals per labor hour used will be distributed.