

# PUTNAM COUNTY SCHOOL FOOD SERVICE



# EMPLOYEE HANDBOOK

## ***PREFACE***

School Food Service personnel can do much to promote good public relations between the school and community. This is a department which is observed by students, parents, vendors and many other interested persons. School Food Service personnel, through their actions and interest in a job well done, can reflect the standards and value of the School Food Service Program and Putnam County Schools.

Industry, initiative, loyalty and cooperation on the part of all personnel make for a successful program.

## ***MISSION STATEMENT***

The Putnam County School Food Service Department is to provide nutritious, appealing, quality meals to our customers in a courteous, efficient self-supporting manner while promoting nutrition awareness.

## **EMPLOYEE SELECTION AND APPOINTMENT**

1. A completed application form and a personal interview with the manager and/or the principal will be required before work begins.
2. All personnel recommendations are made by the Superintendent of Schools to the School Board for final approval.
3. New appointments shall not be made until all personnel in overstaffed schools are transferred to fill any vacancies.
4. Forms to be completed when employed: All items must be completed before employee can start working.
  - a. PCSD On-line employment application
  - b. Security Background Check Form
  - c. Local Criminal Background Check Form
  - d. General Information Collection Form
  - e. Oath of Loyalty Form
  - f. Florida Retirement Reporting Form
  - g. Florida Retirement System Personal History Record
  - h. Employment Eligibility Verification Form (I-9)
  - i. Florida New Hire Reporting Form
  - j. Form W-4
  - k. Drug Free Workplace Policy Form
  - l. Worker's Compensation Managed Care Form
  - m. Use of Reasonable Force Form/Brochure
  - n. Employee Reference Form (2)
  - o. Previous employment verification (related experience)
  - p. Copy of High School Diploma or equivalent
  - q. Copy of Driver's License and Social Security Card
  - r. Physical Form to be completed by a physician
  - s. Finger printing
  - t. Code of Ethics
5. All new regular employees will be subject to a probationary period of ninety (90) work days.

## **JOB DESCRIPTION – MANAGER (202- DAY)**

### **PUTNAM COUNTY SCHOOL DISTRICT Job Description**

<b>Job Title:</b>	<b>Manager, Food Service 202 days</b>	<b>Job Code: 76013</b>
<b>Job Classification:</b>	<b>18 Service Workers</b>	<b>EEO Line: 44</b>
<b>Job Class Category:</b>	<b>F Educational Support Personnel</b>	<b>Job Description Supplement Code: 11</b>
<b>Reports to:</b>	<b>Director, Food Services</b>	<b>Salary Locator: Support Schedule 1</b>

#### **SUMMARY:**

The School Food Service Manager is directly responsible for the fiscal management and operation of the Food Service Program of an individual school, as well as any satellite programs assigned to that location. Manager must manage the program in compliance with the PCSD administrative rules, the Department of Food & Nutrition School Food Service Procedure Manual and any additional local, state and federal regulations.

#### **QUALIFICATIONS:**

- (1) High School Diploma or General Education Degree (GED)
- (2) Valid Florida Driver's License and acceptable driving record
- (3) Five (5) years' experience in School Food Service including assistant manager experience or an equivalent combination of training
- (4) ServSafe Certified
- (5) Completion of Putnam County School District's School Food Service Course of Study and certification through School Nutrition Association
- (6) Good physical health
- (7) Satisfactory criminal background check

\*Reasonable accommodations may be made to enable individuals with disabilities, who are otherwise qualified, to perform the essential functions.

**KNOWLEDGE, SKILLS, COMPETENCIES AND ABILITIES:** To perform the job successfully, an individual should demonstrate the competencies:

- (1) Serve as a role model for students, dressing and grooming professionally, demonstrating the importance and relevance of learning, accepting responsibility, and demonstrating pride in your position.
- (2) Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Follow directions and apply common sense understanding to carry out instructions furnished in written, oral or diagram form.
- (3) To perform this job successfully, an individual should have knowledge of current Human Resources leave system and Skyward inventory system (if applicable).
- (4) Extensive knowledge in the preparation of foods served in Child Nutrition Programs
- (5) Knowledge of the use and care of all equipment utilized in the preparation of school meals
- (6) Knowledge of all facets of operations management, preferred
- (7) Skills in application of principles of personnel supervision
- (8) Ability to apply principles of Food Service, Sanitation and HACCP in daily activities
- (9) Knowledge of applicable county, state and federal school food service regulations
- (10) Ability to translate standards of Food and Nutrition excellence into daily operations

**SUPERVISES:** Assistant School Food Service Manager and all cafeteria employees

#### **PERFORMANCE RESPONSIBILITIES:**

- (1) Manifests a professional Code of Ethics and values
- (2) Models the routine, intentional and effective use of technology in daily work, including communications, organization and management tasks
- (3) Provides ongoing evaluation of program operations to ensure compliance with state, federal, and local regulations
- (4) Plan and direct the production and merchandising of the approved menu
- (5) Order food and supplies according to established specifications determined by menu, volume and student needs

- (6) Check purchases on delivery for price, weight, quality, count and condition and adherence to specifications and report discrepancies to the School Food Service District office
- (7) Arrange for proper storage and efficient use of food and supplies
- (8) Provide accurate information to the School Food Service District office, including meal service reports, invoices, receipts and food and equipment inventories
- (9) Maintain sanitary standards for the receipt, storage, preparation and service of food
- (10) Enforce safety standards in the operation of all food service equipment and maintain safe practices in the work place
- (11) Participate in the selection, assignment and orientation of school food service workers and general assistants
- (12) Supervise and evaluate the performance of food service personnel. Recommend employees for appointment, reappointment, transfer, and/or termination
- (13) Outline specific duties and daily work schedules for employees
- (14) Supervise and instruct personnel in the correct and safe use, cleaning and maintenance of equipment
- (15) File maintenance requests for equipment and facility and monitor the completion of those requests
- (16) Provide input to the Food Service Director regarding equipment replacement needs
- (17) Operate the individual school food service program within the approved budget
- (18) Provide training to employees in all necessary areas of the food services operation
- (19) Serve as a nutrition education resource person at the school
- (20) Train the assistant manager in all aspects of school food service so that the assistant manager is qualified to be a food service manager
- (21) Develop leadership in subordinates
- (22) Responsible for self-development and keeping up to date on current research, trends and best practices relevant to the area of responsibility
- (23) Establishes and maintains effective communication and working relationships with Food and Nutrition Services staff, District personnel, school officials, parents, and the general public
- (24) Manage the food service operation of a school's disaster shelter
- (25) Assist other tradesmen or perform duties in conjunction with other trades
- (26) Follow established safety rules and regulations and maintain a safe and clean working environment.
- (27) Perform other incidental tasks consistent with the goals and objectives of this position as directed.

**PHYSICAL REQUIREMENTS:**

This position required the following physical activities: balancing, bending, stooping, twisting, reaching, sitting, standing, walking, lifting, finger dexterity, grasping, repetitive motions, talking, hearing and visual acuity. The worker is exposed to heat, noise, hazards and atmospheric conditions. The work is performed indoors and outdoors.

**Medium Work:** Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently and/or up to 20 pounds of force as needed to move objects.

**TERMS OF EMPLOYMENT:**

Salary and benefits shall be paid consistent with the District's approved compensation plan.

Length of the work year and hours of employment shall be those established by the District.

**EVALUATION:**

Performance of this job will be evaluated in accordance with provisions of the PCSD Board's policy on evaluation of personnel.

**BOARD APPROVAL:**

February 2004

Amended: May 20, 2014

July 15, 2014

## **JOB DESCRIPTION – MANAGER (237-DAY)**

### **PUTNAM COUNTY SCHOOL DISTRICT** **Job Description**

<b>Job Title:</b>	<b>Manager, Food Service 237 days</b>	<b>Job Code: 76013</b>
<b>Job Classification:</b>	<b>18 Service Workers</b>	<b>EEO Line: 44</b>
<b>Job Class Category:</b>	<b>F Educational Support Personnel</b>	<b>Job Description Supplement Code: 11</b>
<b>Reports to:</b>	<b>Director, Food Services</b>	<b>Salary Locator: Support Schedule 1</b>

#### **SUMMARY:**

The School Food Service Manager is directly responsible for the fiscal management and operation of the Food Service Program of an individual school, summer food service program as well as any satellite programs assigned to that location. Manager must manage the program in compliance with the PCSD administrative rules, the Department of Food & Nutrition School Food Service Procedure Manual and any additional local, state and federal regulations.

#### **QUALIFICATIONS:**

- (1) High School Diploma or General Education Degree (GED)
- (2) Valid Florida Driver's License and acceptable driving record
- (3) Five (5) years' experience in School Food Service including assistant manager experience or an equivalent combination of training
- (4) ServSafe Certified
- (5) Completion of Putnam County School District's School Food Service Course of Study and certification through School Nutrition Association
- (6) Good physical health
- (7) Satisfactory criminal background check

\*Reasonable accommodations may be made to enable individuals with disabilities, who are otherwise qualified, to perform the essential functions.

**KNOWLEDGE, SKILLS, COMPETENCIES AND ABILITIES:** To perform the job successfully, an individual should demonstrate the competencies:

- (1) Serve as a role model for students, dressing and grooming professionally, demonstrating the importance and relevance of learning, accepting responsibility, and demonstrating pride in your position.
- (2) Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Follow directions and apply common sense understanding to carry out instructions furnished in written, oral or diagram form.
- (3) To perform this job successfully, an individual should have knowledge of current Human Resources leave system and Skyward inventory system (if applicable).
- (4) Extensive knowledge in the preparation of foods served in Child Nutrition Programs
- (5) Knowledge of the use and care of all equipment utilized in the preparation of school meals
- (6) Knowledge of all facets of operations management, preferred
- (7) Skills in application of principles of personnel supervision
- (8) Ability to apply principles of Food Service, Sanitation and HACCP in daily activities
- (9) Knowledge of applicable county, state and federal school food service regulations
- (10) Ability to translate standards of Food and Nutrition excellence into daily operations

**SUPERVISES:** Assistant School Food Service Manager and all cafeteria employees

#### **PERFORMANCE RESPONSIBILITIES:**

- (1) Manifests a professional Code of Ethics and values
- (2) Models the routine, intentional and effective use of technology in daily work, including communications, organization and management tasks
- (3) Provides ongoing evaluation of program operations to ensure compliance with state, federal, and local regulations
- (4) Plan and direct the production and merchandising of the approved menu
- (5) Order food and supplies according to established specifications determined by menu, volume and student needs

- (6) Check purchases on delivery for price, weight, quality, count and condition and adherence to specifications and report discrepancies to the School Food Service District office
- (7) Arrange for proper storage and efficient use of food and supplies
- (8) Provide accurate information to the School Food Service District office, including meal service reports, invoices, receipts and food and equipment inventories
- (9) Maintain sanitary standards for the receipt, storage, preparation and service of food
- (10) Enforce safety standards in the operation of all food service equipment and maintain safe practices in the work place
- (11) Participate in the selection, assignment and orientation of school food service workers and general assistants
- (12) Supervise and evaluate the performance of food service personnel. Recommend employees for appointment, reappointment, transfer, and/or termination
- (13) Outline specific duties and daily work schedules for employees
- (14) Supervise and instruct personnel in the correct and safe use, cleaning and maintenance of equipment
- (15) File maintenance requests for equipment and facility and monitor the completion of those requests
- (16) Provide input to the Food Service Director regarding equipment replacement needs
- (17) Operate the individual school food service program within the approved budget
- (18) Provide training to employees in all necessary areas of the food services operation
- (19) Serve as a nutrition education resource person at the school
- (20) Train the assistant manager in all aspects of school food service so that the assistant manager is qualified to be a food service manager
- (21) Develop leadership in subordinates
- (22) Responsible for self-development and keeping up to date on current research, trends and best practices relevant to the area of responsibility
- (23) Establishes and maintains effective communication and working relationships with Food and Nutrition Services staff, District personnel, school officials, parents, and the general public
- (24) Manage and oversee operation of the summer food service
- (25) Manage the food service operation of a school's disaster shelter
- (26) Assist other tradesmen or perform duties in conjunction with other trades
- (27) Follow established safety rules and regulations and maintain a safe and clean working environment.
- (28) Perform other incidental tasks consistent with the goals and objectives of this position as directed.

**PHYSICAL REQUIREMENTS:**

This position required the following physical activities: balancing, bending, stooping, twisting, reaching, sitting, standing, walking, lifting, finger dexterity, grasping, repetitive motions, talking, hearing and visual acuity. The worker is exposed to heat, noise, hazards and atmospheric conditions. The work is performed indoors and outdoors.

**Medium Work:** Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently and/or up to 20 pounds of force as needed to move objects.

**TERMS OF EMPLOYMENT:**

Salary and benefits shall be paid consistent with the District's approved compensation plan.  
Length of the work year and hours of employment shall be those established by the District.

**EVALUATION:**

Performance of this job will be evaluated in accordance with provisions of the PCSD Board's policy on evaluation of personnel.

**BOARD APPROVAL:**

February 2004  
Amended: May 20, 2014  
July 15, 2014

## **JOB DESCRIPTION ASSISTANT MANAGER**

### **PUTNAM COUNTY SCHOOL DISTRICT Job Description**

<b>Job Title:</b>	<b>Assistant Food Service Manager</b>	<b>Job Code: 76016</b>
<b>Job Classification:</b>	<b>18 Service Workers</b>	<b>EEO Line: 52</b>
<b>Job Class Category:</b>	<b>F Educational Support Workers</b>	<b>Job Description Supplement Code: 11</b>
<b>Reports to:</b>	<b>Food Service Manager</b>	<b>Salary Locator: Classified Schedule</b>

#### **SUMMARY:**

Assists the Food Service Manager in supervising large numbers of food service personnel engaged in the preparation and service of food and meals. Assignments may involve one or more satellite food service operations. Performance is subject to review by administrative superiors as well as through periodic inspections and evaluation procedures.

#### **QUALIFICATIONS:**

- (1) High School Diploma or General Education Degree (GED)
- (2) Valid Florida Driver's License and acceptable driving record
- (3) Three (3) years' experience in school food service, one of which must have been in the PCSD Food Service program
- (4) Actively pursuing completion of the Putnam County School District's Food Service Course of Study and certification through American School Food Service Association
- (5) ServSafe Certified
- (6) Good physical health
- (7) Satisfactory criminal background check

\*Reasonable accommodations may be made to enable individuals with disabilities, who are otherwise qualified, to perform the essential functions.

**KNOWLEDGE, SKILLS, COMPETENCIES AND ABILITIES:** To perform the job successfully, an individual should demonstrate the competencies:

- (1) Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Follow directions and apply common sense understanding to carry out instructions furnished in written, oral or diagram form.
- (2) To perform this job successfully, an individual should have knowledge of current Human Resources leave system and Skyward inventory system (if applicable).
- (3) Ability to perform skilled work in the preparation and service of food
- (4) Knowledge of the planning, preparation and service of a large variety of foods and the equipment and methods used in food service operation
- (5) Ability to instruct and supervise personnel at the direction of manager
- (6) Ability to work with entire school staff, students and co-workers
- (7) Ability to utilize computer programs currently used in food service operation
- (8) Ability to assume responsibility for operation of the food service program in the absence of the manager

#### **PERFORMANCE RESPONSIBILITIES:**

- (1) Assist the food service manager with the following: assigning, training, and supervising employees engaged in the preparation and serving of food and kitchen clean-up activities.
- (2) Assume responsibility of operation of the Food Service program in absence of the manager
- (3) Assist in the management of the school's food service operation disaster shelter
- (4) Maintain a record of time worked and re-assign personnel as required
- (5) Estimate and requisition necessary food and supplies, supervise the receipt, storage and issuance of provisions and keep records of food and supplies used
- (6) Prepare regular and special reports of Food Service operations
- (7) Monitor Food Service equipment and report problems to manager
- (8) Plan and supervise the production of food, ensuring that it is prepared according to established standards and service in an attractive manner
- (9) Supervise meal service and adopted collection procedures as directed
- (10) Participate in in-service training sessions including manager training programs
- (11) Follow established safety rules and regulations and maintain a safe and clean working environment.
- (12) Perform other incidental tasks consistent with the goals and objectives of this position as directed.



**PHYSICAL REQUIREMENTS:**

This position requires the following physical activities: balancing, bending, stooping, twisting, reaching, sitting, standing, walking, lifting, finger dexterity, grasping, repetitive motions, talking, hearing and visual acuity. The worker is exposed to heat, noise, hazards and atmospheric conditions. The work is performed indoors and outdoors.

**Medium Work:** Exerting up to 40 pounds of force occasionally, and/or up to 20 pounds of force frequently and/or up to 10 pounds of force as needed to move objects.

**TERMS OF EMPLOYMENT:**

Salary and benefits shall be paid consistent with the District's approved compensation plan.

Length of the work year and hours of employment shall be those established by the District.

**EVALUATION:**

Performance of this job will be evaluated in accordance with provisions of the PCSD Board's policy on evaluation of personnel.

**BOARD APPROVAL:**

September 2004

Amended: May 20, 2014

December 8, 2015

## **JOB DESCRIPTION**

### **PUTNAM COUNTY SCHOOL DISTRICT Job Description**

<b>Job Title:</b>	<b>School Food Service Worker/Assistant</b>	<b>Job Code: 76023</b>
<b>Job Classification:</b>	<b>18 Service Workers</b>	<b>EEO Line: 52</b>
<b>Job Class Category:</b>	<b>F Educational Support Personnel</b>	<b>Job Description Supplement Code: 11</b>
<b>Reports to:</b>	<b>School Manager, Food Services</b>	<b>Salary Locator: Classified Schedule</b>

#### **SUMMARY:**

To perform routine manual work necessary for serving and preparation of nutritious and attractive meals in the school food service program.

#### **QUALIFICATIONS:**

- 1) High School Diploma or General Education Degree (GED) supplemented by any experience in demonstrating ability to safely prepare and serve food items and ability to fulfill the physical requirements of the work; or an equivalent combination of education, training, and experience.
- 2) Experience and proficiency in quantity food service functions are preferred.
- 3) Satisfactory criminal background check

\*Reasonable accommodations may be made to enable individuals with disabilities, who are otherwise qualified, to perform the essential functions.

**KNOWLEDGE, SKILLS, COMPETENCIES AND ABILITIES:** To perform the job successfully, an individual should demonstrate the competencies:

- (1) Ability to read and interpret documents such as policies and procedure manuals. Follow directions and apply common sense understanding to carry out instructions furnished in written, oral or diagram form.
- (2) To perform this job successfully, an individual should have knowledge of current Human Resources leave system and Skyward inventory system (if applicable).
- (3) Ability to utilize technology
- (4) Ability to assume assigned responsibilities, work harmoniously with students and fellow workers and provide friendly service to participants of the school food service program.
- (5) Ability to work efficiently and effectively at a fast pace
- (6) Ability to work and communicate in a noisy environment
- (7) Ability to stand for long periods of time
- (8) Ability to learn to operate basic food service equipment and machinery
- (9) Ability to follow instructions and to demonstrate skill in performance of routine non-technical duties involving preparation, clean-up and serving of food
- (10) Basic math skills necessary for preparing recipes, conducting inventory of food and non-food items and handling monies
- (11) Good communication skills necessary for reading labels and recipes and conversing with students and adults
- (12) Willing to participate in trainings to pursue completion of Putnam County School District's Food Service Course of Study

#### **PERFORMANCE RESPONSIBILITIES:**

- (1) Serve as a role model for students, dressing and grooming professionally, demonstrating the importance and relevance of learning, accepting responsibility, and demonstrating pride in your position.
- (2) Follow established safety rules and regulations and maintain a safe and clean working environment.
- (3) Prepares food according to standardized recipes and established food preparation procedures
- (4) Plans food production for the scheduled days by preparing the designated food items ahead of time
- (5) Plans and implements an acceptable placement of steam-table pans on the cafeteria line prior to service time
- (6) Transfer supplies and equipment between storage, work, serving, and cleaning areas in an appropriate manner

- (7) Stores food in designated areas, utilizing knowledge of temperature requirements and food spoilage guidelines
- (8) Stores food in refrigerators after covering, labeling, and dating; properly discards outdated food items
- (9) Courteously serves food with accuracy and speed while adhering to portion control, safety and appearance standards
- (10) Maintains kitchen work areas, equipment, and utensils in clean and orderly condition
- (11) Sweeps and mops floors
- (12) Washes tables, walls, and equipment as directed
- (13) Washes pots and pans according to established procedures
- (14) Scrapes food from dirty dishes and washes them in dishwasher following established procedures
- (15) Inspects cleaned dishes for cleanliness, chips, cracks, etc., and stores in the appropriate location
- (16) Accepts payment for food, using cash register or other means as directed by cafeteria manager
- (17) Follows trash separation and proper disposal procedures
- (18) Report needed supplies and equipment malfunction to cafeteria manager
- (19) Follows established sanitary techniques while preparing and serving food and while handling clean utensils
- (20) Attends in-service training sessions to develop and improve knowledge and skills
- (21) Performs job activities in a timely efficient manner and displays a willingness to work beyond the end of the contract work time as the infrequent need arises
- (22) Accepts changes readily
- (23) Adheres to uniform and personal hygiene requirements
- (24) Prepares and serves banquet and special function meals as required
- (25) Maintains proper boundaries with students at all times, assuring respect for the ethical and legal duties in the staff-student relationship and the essential duty to serve as a role model
- (26) Provides a good role model in appearance, demeanor, dress and behavior for the students served
- (27) Models non-discriminatory practices in all activities
- (28) Performs related duties as assigned by the Cafeteria Manager and/or the Director of Food Services in accordance with school/division policies and practices

**PHYSICAL REQUIREMENTS:**

Duties are typically performed in areas related to the cafeteria and kitchen. Work is typically performed walking or standing. Physical stamina is required to tolerate continuous standing, walking, bending, stooping, reaching, grasping, kneeling, and lifting of objects weighing up to approximately 45 pounds is required. The ability to withstand temperature variances common to Food Service facilities is required. Vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities. Food service workers are in daily contact with teachers, students, administration, the general public and other work related personnel. The ability to coordinate and prioritize work activity, handle complaints, express a service-oriented attitude, communicate effectively and work with limited supervision.

**Medium Work:** Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently and/or up to 10 pounds of force as needed to move objects.

**TERMS OF EMPLOYMENT:**

Salary and benefits shall be paid consistent with the District's approved compensation plan.  
Length of the work year and hours of employment shall be those established by the District.

**EVALUATION:**

Performance of this job will be evaluated in accordance with provisions of the PCSD Board's policy on evaluation of personnel.

**BOARD APPROVAL:**

February 2004  
Amended: May 20, 2014

## **PROFESSIONAL EXPECTATIONS**

- Has integrity and is ethical.
- Sets high expectations for self and others.
- Demonstrates professionalism in the workplace and in the community.
- Values diversity, treating others with respect and dignity.
- Takes pride in their work.
- Gives credit where credit is due.
- Is sensitive to the total District's needs.
- Participates in professional development to upgrade skills and knowledge.

## **TRAINING PROGRAMS**

Food service personnel are encouraged to attend the training programs offered during the school year for the development of skills and to enhance job performance.

Successful completion and application of knowledge gained from training programs may result in a salary supplement under the negotiated agreement and may result in being upgraded. Information on the training will be given out at the beginning of each school year.

## **GENERAL CONDUCT OF PERSONNEL**

- Food service personnel shall not accept any personal gifts or gratuities or make individual purchases from vendors or companies serving the school.
- No food, salvaged plate waste included or other items belonging to the food service department may be taken from the premises for personal use.
- Report promptly for work and clock in and out at scheduled time.
- Daily attendance is mandatory unless prior arrangements have been made with the manager. Verbal arrangements must be made by phone or in person (No text or emails)
- Failure of personnel to notify manager of anticipated absence from duty at the earliest time possible may result in disciplinary action.
- An employee willfully absent from duty without notifying the food service manager may be subject to disciplinary action. If an employee on leave fails to return to duty at the termination of the leave, she/he may be subject to disciplinary action.
- The telephone in the school food service department is a business phone and should not be used for personal calls except in emergencies. Employees cannot be called from their job to talk on the phone except for emergencies. Personal cell phones are not to be used while working, only on break time or in cases of an emergency (Should be kept in vehicle, purse or locker)
- Personnel are requested to have no visitors while on duty. This includes any of their own children attending school.
- Appointments that will interfere with working hours are to be avoided where possible.
- Smoking is not permitted on school board property.
- A good attitude toward one's job and toward all other personnel is necessary. All must work as part of a team.
- Personnel must accept directions and suggestions for improvement of work. They must be willing to assist others and do whatever job is assigned and assume responsibilities assigned by the manager.
- "Gossip" cannot be tolerated.
- All complaints should be brought to the manager for discussion, explanation and any necessary correction.

- Socializing on the job should be kept to a minimum. Too much “visiting” interferes with the quality and quantity of work produced.
- Personnel should practice good personal hygiene and grooming at all times. This includes:
  - A daily bath
  - Daily use of deodorant
  - Daily brushing of teeth
  - Daily brushing of fingernails and hands
  - Regular shampooing of hair
  - Daily change of underwear and hose
  - Clean clothes and apron
  - Clean, polished shoes
  - Washing of hands with soap and warm water:
    - ☛ *Immediately before handling food*
    - ☛ *After returning from the toilet*
    - ☛ *After using handkerchief or tissue*
    - ☛ *After touching hair or face*
    - ☛ *After handling money*
- Fingernails of all food service personnel involved in food service operations shall be kept moderately short, clean and free from polish. Artificial nails are not acceptable for food service personnel involved in food service operations.
- Gloves should be worn on serving line and whenever ready to eat food may be touched in preparation areas.
- Hair shall be clean and restrained. Hair shorter than the bottom of the ears may be restrained by a hair net or cap. Hair longer than the bottom of the ears must be restrained by a hair net or worn up so that it is covered by a cap. The whole top portion of the head must be covered by a hair net, cap or both, at all times while in the kitchen area, excluding the office.
- Make-up should be used with discretion.
- The use of tobacco or alcohol in any form while on duty is **NOT** permitted.
- During preparation or serving, employees should not eat or have beverage glasses sitting on preparation tables, serving lines or cashier stations. Bottled water or thermal cups are acceptable.
- Report to the manager:
  - Materials or supplies needed
  - Discrepancies in deliveries (such as short weights, inferior or damaged goods)
  - Malfunction of equipment
  - Any condition in need of correction
  - Any accident - **IMMEDIATELY!**

## **DRESS CODE**

The School Food Service uniform furnished by the School District is to be worn.

Skirts and culottes are to be no shorter than the top of the knee.

Personnel are to wear clean, leather shoes with slip resistant soles. No open toed, heels, or canvas or other woven fabric shoes are allowed. Shoes are purchased by the employee.

Any employee recognized by education or certification as a chef may wear the traditional check pants rather than black pants.

On "school spirit" days, the school or Food Service shirt may be worn with black uniform pants, skirt, jeans or culottes. Costumes may be worn for special occasions (Halloween, Thanksgiving, etc.).

Hosiery (socks and/or hose) must be worn. Appropriate underwear must be worn at all times.

Personnel must wear hair restraints such as hairnets to cover all hair; facial hair should be neat and groomed. Hair restraints are to be supplied by the employee.

Wearing of jewelry and makeup in moderation is allowed. No more than 1 (one) necklace 18" or shorter. No rings other than a wedding or engagement ring are to be worn. All bracelets, dangling hoop earrings, excessive earrings, nail polish, and false nails are not allowed. Visible offensive tattoos are not allowed.

Employees not having uniforms (substitutes and new employees) will wear clean, pressed pants, skirt or culottes, with top and leather shoes with closed toe, heel, and slip resistant soles.

Employees are expected to wear their nametags or badges on their uniform while on duty.

Managers will inform Food Service personnel of the approved dress code standards and determine if personnel are dressed appropriately.

## **UNIFORMS**

All food service employees who have been appointed and have worked one pay period will be provided uniforms as listed below.

New regular employees will be issued five (5) uniforms consisting of:

Women – pants or skirt with top

Men - pants with shirt

Other regular employees (after the initial issuance of uniforms) will receive three (3) uniforms each year. Uniforms will be as stated under new employees above. Uniforms are for work, not to wear in public. Uniforms are to be kept in good condition. Three (3) sets of uniforms, 3 tops and 3 bottoms, in good condition, are to be turned in when resigning, retiring, or terminated. Your paycheck may be held if not turned in.

## **FOOD HANDLING PRACTICES**

All food service personnel should develop good food handling practices.

- Work quietly and efficiently; avoid unnecessary or loud talking.
- Follow all directions carefully.
- Keep hands scrupulously clean and wear gloves.
- Have all needed materials on hand before starting.
- Work systematically.
- When possible, prepare food in small batches for freshly made food.
- Use a tray or cart to carry supplies, dishes and small utensils from one place to another.
- Keep work surfaces clean and neat at all times. After using a piece of equipment, clean it up, ready for the next person to use.
- Think ahead about the work to be done and plan for tomorrow.
- Taste with a clean spoon.
- Practice on your daily jobs the things you learn at workshops and in training classes. The slogan for all School Food Service Personnel shall be “WORK SMARTER - NOT HARDER”.

## **SANITATION/SAFETY**

Each school has a Food Safety Manual (HACCP). All Personnel should be knowledgeable of its contents.

The food service staff is responsible for all cleaning and sanitation from the serving line to the back of the kitchen.

Observe good housekeeping practices. Failure to do so results in both sanitation and safety hazards, as well as efficiency impairment.

- Follow cleaning schedule.
- Use proper tools and materials for the job.
- Wash, sanitize and properly store all smallwares and equipment after each use.
- Inspect refrigerators daily, wipe up all spills immediately and clean weekly.
- Keep all equipment in good working order with routine care. Report problems.
- Keep all cloths and towels clean and stored in protected area.
- Wash all mops after each use. Hang for drying.
- Keep floor drains clean and free of debris.
- Trash cans and garbage cans must be washed daily. Line before using.
- Food must not be served if there is any doubt whatsoever about its purity or palatability. “IF IN DOUBT, THROW IT OUT”.
- ALL REGULATIONS of the State and County Boards of Health must be adhered to for all phases of school food operation.

**SAFETY** - is a result of doing the job right. Accidents can often be avoided by following proper work procedures.

The Union and the Board agree that careful observance of safe working practices and written Board safety rules is a primary responsibility of all employees. In an effort to curtail accidents that could occur in the kitchen, shoes with slip resistant soles are therefore required to be worn by employees.

- Use the proper equipment and use it in the recommended way.
- Wipe up spills immediately.
- Store knife blades and other sharp edges so they will not come in contact with a careless hand.
- Pay strict attention to what you are doing.
- Keep cleaning supplies away from food preparation at all times. Be sure they are properly labeled.
- Walk carefully. Running or rushing is hazardous and creates an atmosphere of confusion.
- Avoid loud talking.
- Get help for heavy or awkward loads. **Use back supports for lifting.**
- Apply first aid promptly for minor injuries.
- Locate and learn to use safety equipment, including fire extinguishers.
- Report any hazards observed on the job.
- Regardless of how minor the accident, the employee **must report it immediately** to the manager who will make the necessary documentation.

### **TIPS FOR TOPS IN SERVING**

- Before serving time:
  - Know the menu, names of dishes and ingredients so that you can intelligently answer questions.
  - Know proper portion to be served and which serving tool is to be used.
  - Check counter area for readiness.
- Place food carefully and neatly on plate or in dish
- Keep servings of uniform size.
- When serving foods browned on top (macaroni and cheese, etc.) see that each portion retains its topping.
- Keep serving pans neat and full.
- See that hot food is hot and cold food is cold. Record temperature frequently.
- Keep clean counter cloths always at hand.
- Keep serving counter neat and free of spills.
- Fresh containers of food should be brought to the counter before supply is exhausted. Do not refill any food containers at the counter.
- Use tongs or plastic gloves for serving, not bare hands.
- Keep conversations to a minimum and as quiet as possible during serving time.
- Each succeeding line must have fresh pans of food, clean counters and food displayed as attractively as at the beginning of the first line.
- Be alert for comments or criticisms as to taste, appearance, or size of servings. Report comments to the manager at break or after the serving period is finished.
- Assist new employees who may need help in learning the job assigned.
- Be pleasant - in voice, in facial expression and in appearance. Wear a smile.
- Do not serve food you would not eat.



## **WORKING CONDITIONS**

Employee Work Day:

Definitions:

- Full Time employee: Four (4) or more hours per day and a minimum of twenty (20) hours per week.
- Part-Time employee: Less than full time (4 hours).

The work day is as assigned by the manager.

The employee who works overtime without proper permission from the manager will not be paid for the extra time.

Employees who are scheduled to work four (4) hours shall be granted a fifteen (15) minute break.

Employees will receive a thirty (30) minute, non-paid break for lunch, where the lunch is at no cost and is scheduled daily.

## **EMPLOYEE WORK YEAR**

The minimum length of regular, full-time employee's work year shall be established by the School Board. The usual contract year for employees will be as follows: SFS General Assistants 187 days (181 days + 6 paid holidays); SFS Assistant Managers 201 days (195 days + 6 paid holidays); SFS Managers 202 days (196 days + 6 paid holidays); SFS Managers, Summer 237 days (231 days + 6 paid holidays).

### **PROBATIONARY STATUS** *(Per the Classified Bargaining Unit Contract, Article 10, Section F)*

- A. Any new employees will serve a 90-day probationary period during which he/she may be terminated with or without progressive discipline.
- B. Upon successful completion of the 90-day probationary period, the employee will be awarded annual contract status.

### **ANNUAL STATUS** *(Per the Classified Bargaining Unit Contract, Article 10, Section F)*

- A. Any employee who has been working less than three (3) successive years in the district without a break in service including the 90-day probationary status.
- B. Non-renewal of annual probationary employees for the ensuing fiscal year shall not be considered termination.

### **CONTINUED EMPLOYMENT STATUS** *(Per the Classified Bargaining Unit Contract, Article 10, Section G)*

- A. Any employee that has successfully completed three (3) successive years of service in the district including the 90-day probationary period.
- B. Continuous employment status will be effective at the beginning of the school fiscal year following the completion of all requirements, unless the Superintendent terminates the employee for just cause or in the case of a reduction of force.

Evaluation of employees on continuous status will be a minimum of once per year.

### **TRANSFERS**

Employees may request transfers based on availability of a position or in response to advertised vacancies.

### **DISCIPLINE**

Discipline of an employee shall only be for just cause. Discipline may be imposed only for a violation of an expressed rule, an expressed order, and/or expectation of management, which should be known to the employee. Disciplinary action will be progressive and may take one or more of the following forms:

- Verbal reprimand with notification of action placed in site file.
- Written reprimand with notification of action.
- Dismissal.

### **RESIGNATION**

Employee shall give two (2) weeks written notice.

### **EVALUATION**

Employees shall be evaluated by their manager at least once per year. The evaluation shall be placed in the employee's personnel file.

### **TIME SHEET**

Each employee is required to sign in and out on the time sheet daily. No employee shall sign out for another employee.

### **MISCELLANEOUS**

All work related problems are to be discussed with the manager not with fellow employees. Each employee is directly responsible to the manager.

## **MEMBERSHIP IN THE SCHOOL FOOD SERVICE ASSOCIATIONS, YOUR PROFESSIONAL ASSOCIATIONS**

### **WHAT IT CAN MEAN TO YOU:**

**LEGISLATIVE SUPPORT:** Work in Tallahassee and Washington, D.C. is done by professional lobbyists to represent vital interests and member concerns. Our local legislative committee represents us at action meetings in our state capital.

**FELLOWSHIP AND SUPPORT:** Opportunities to meet new people on local, state, and national levels and group sharing of problems and success.

**EDUCATION:** Sponsors our regional, state and national conferences so we can continually up-date our skills and knowledge.

**CONTRIBUTIONS:** To various child-related charities and through our scholarship programs, helps deserving students and employees pursue higher education.

**SELF-IMAGE:** Help to grow as a professional in food service and become a better person.

**TRAINING:** Through workshops and local chapter meetings planned and conducted by specialists in their field.

**RESOURCES:** Exclusive journals for school food service, menus with recipes, promotional products and materials for use in schools.

### **WHY PROFESSIONAL (ASFSA CERTIFICATION)?**

**PROFESSIONAL DEVELOPMENT:** Certification gives us a sense of pride in improving our knowledge and skills.

**PROMOTIONS:** Although certification is not required for advancement, individuals who take an interest in their chosen profession and are constantly striving to improve their skills are usually the best candidates for advancement.

**DUTY DAYS FOR EMPLOYEES  
2017-2018  
SCHOOL FOOD SERVICE CALENDAR**



**Managers (202 days)**

180	School Year	8/10/17 – 5/25/18
6	Paid Holidays	9/4/17, 11/10/17, 1/15/18, 2/19/18, 3/30/18, 5/28/18
3	Planning Days	1/8/18, 1/9/18, 3/16/18
1	In-Service Day	10/17/17
6	Before School	8/2/17 – 8/9/17
<u>6</u>	After School	5/29/18 – 6/6/18
Total	202	

**Managers (237 days)**

180	School Year	8/10/17 – 5/25/18
6	Paid Holidays	9/4/17, 11/10/17, 1/15/18, 2/19/18, 3/30/18, 5/28/18
3	Planning Days	1/8/18, 1/9/18, 3/16/18
1	In-Service Day	10/17/17
24	Before School	7/5/17 – 8/9/17
<u>23</u>	After School	5/29/18 – 6/29/18
Total	237	

**Assistant Managers (201 days)**

180	School Year	8/10/17 – 5/25/18
6	Paid Holidays	9/4/17, 11/10/17, 1/15/18, 2/19/18, 3/30/18, 5/28/18
3	Planning Days	1/8/18, 1/9/18, 3/16/18
1	In-Service Day	10/17/17
6	Before School	8/2/17 – 8/9/17
<u>5</u>	After School	5/29/18 – 6/5/18
Total	201	

**Workers/Assistants (187 days)**

180	School Year	8/10/17 – 5/25/18
6	Paid Holidays	9/4/17, 11/10/17, 11/24/17, 1/15/18, 2/19/18, 3/30/18
<u>1</u>	In-Service Day	10/17/17
Total	187	