



Keller ISD

Child Nutrition Services

Annual Report

May 9, 2005



The Beginning

- Developed Goals with the district
- Leadership Training
 - Statewide Leadership Conference for Chartwells
- Cafeteria Managers
 - Customer Service
 - Safety
 - Quality Assurance
 - Coaching & Counseling
 - Culinary Presentation
 - Teambuilding

Corporate Support and Resources



- Opening team to support new schools start up
- Regional support team regular visits
Marketing, Dietician, Chef, RVP, RD and other Food Service Directors
- Turn key marketing programs and training materials.
- Be a Star employee recognition program

Child Nutrition Services 2004-2005 Accomplishments



- **Standard Operating Procedures**
- Standardized all aspects of the Food Service Department
- Made sure all schools were using consistent menus and recipes.
- Reviewed products to insure best price and quality
- Emphasized reduction in inventories to insure best returns on client assets
- Developed spreadsheet to track Chartwells accounting verses Districts accounting
- Moved all documents that pertain to employees accessible through district server.
- Reorganized the supervision and reporting for the department

CNS 2004-2005 Accomplishments



- **Safety and Sanitation**

- Held safety meetings monthly
- Created a Safety Audit Trail (HACCP) by requiring the use of:
 - Hot/Cold Food Temperature Logs
 - Freezer/Refrigerator Logs
- Held a National accredited Serv-Safe class for all assistant managers
- Worked closely with district Risk Management department in order to get health and safety related issues resolved

- **Training**

- Food 101 & Culinary Innovations
- Culinary Classes at Keller High School
- Profiles Implementation
- Diversity workshop
- Regular cafeteria manager staff meetings

Child Nutrition Services 2004-2005 Accomplishments



Menu management

- Did a physical inventory of commodities that are stored offsite
- Utilizing recipes for USDA government commodities to reduce purchased food
- Expanded menu variety and options
- Added new point of sale concepts
- Increase speed of service by offering self serve formats

2004-2005 Program Overview



Measurements:

How do we know the programs are working?

- Increased participation in all areas of the food service program.
- Increase in students getting a balanced meal including Ala Carte purchases.
- Principal surveys. Highest rating in Chartwells region.
- Student feedback from council meetings has been very favorable through product sampling
- Cost controls put in place to decrease expenses.
- Staff cross training at all campuses to be more efficient at all positions.
- Reengineering of cooking processes to produce low fat options

2005-2006 Operational Objectives



- Provided input for new kitchen layouts to better utilize production due to new USDA standards in nutrition and save district dollars from hiring a kitchen consultant.
- Implement new profiles in all Middle schools during the month of May in order that the [employees will be familiar with them at the beginning of the year
- Increase Breakfast and Lunch participation
- Introduce more food based ala carte items and reduce snack foods
- Install Point of Sales system (pending)
- Develop new cash handling system with more accountability including audits
- Formalize catering program
- Improve employee recognition program
- Continue with employee training programs
- Increase labor efficiency
- Continue to reduce plate waste through proper utilization of “Offer vs. Serve”
- Continue working with student YAC groups to ensure satisfaction
- Increase communication with principals
- Develop strategy to have better coverage with school supervision
- Develop communication vehicle for Community involvement
- POS (Point of Sale) POS (Point of Sale)
- Developed specifications for POS RFP, which went out in March and will be reviewed in May