



The Food Services Department

Employee Handbook

Revised August 2014

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WELCOME TO PEORIA PUBLIC SCHOOLS DISTRICT 150 FOOD SERVICES DEPARTMENT

To those of you who have been with us over the past years:

Our sincere appreciation for your interest, your cooperation, and your help in developing and improving our School Food & Nutrition Program.

To new members of our staff:

We hope that you, too, will find school food service work not only interesting, but also stimulating, and that you will be ready to help us improve any part of the program. It is the many suggestions from you – and your professional growth – that will lead to a continued improvement of our school food and nutrition program. You are a part of the most challenging work in the whole world – that of feeding and establishing healthy nutrition habits of the Youth of America, our Adult Leaders of Tomorrow.

This handbook contains information most frequently asked by non-certified personnel. It does not contain all policies and procedures. Additional information can be found in the large Board Policy Book kept in each school office and the *Collective Bargaining Agreement between Peoria Federation of Support Staff – Cafeteria, Clerical, Paraprofessional and School Related Personnel/IFT-AFT/AFL-CIO Local 6099 and Board of Education of Peoria District #150*.

These District policies and procedures are the result of the cooperative effort of the Board of Education, administrators, non-certificated employees, and *Peoria Federation of Support Staff-Cafeteria, Clerical, Paraprofessional and School Related Personnel /IFT-AFT/AFL-CIO Local 6099*. The policies are continually reviewed and revised. Constructive suggestions for revisions are always welcome.

Goals and Purposes of our School Food and Nutrition Program:

The School Food and Nutrition Program is operated and sponsored by the Peoria Board of Education to:

- ✓ Serve high-quality, nutritious and attractive meals to as many children as possible.
- ✓ Serve meals at the lowest possible price so that more children can participate.
- ✓ Improve the nutrition habits of children. Many children have learned to like new and unfamiliar foods by eating them at school.
- ✓ Have student and community involvement in planning appealing and cost-conscious meals.
- ✓ Have a school nutrition program of which the school district and entire community will be proud.
- ✓ Give cheerful, friendly, personalized service to our customers.

Orientation

Illinois law mandates that a breakfast and a lunch program be provided for all needy children in the state. Our program offers lunch and breakfast to every child in the school district. For the program to be successful, every person involved must develop a positive attitude toward the type of program the school district has chosen. The nutrition program is an essential segment of education and must be treated as such.

The Food Services Department is required to provide 1/3 of the daily nutritional needs of the child being served. The serving sizes vary according to the child's age. Meals limit fat to 30% of the calories and saturated fat to 10% of the calories. The child must be offered the following five components daily:

- ✓ Protein
- ✓ Bread/enriched grains/pasta
- ✓ 1 serving each, Fruit/Vegetable
- ✓ Milk

Students enrolled in all Peoria District 150 schools have the "Offer vs. Serve" option. They may choose to take only 3 of the 5 lunch and 3 of the 4 breakfast components offered.

The Food Services Department will accommodate students by serving them in a friendly, gracious and pleasant manner, aiding them in developing healthy food habits and encouraging acceptance and appreciation of new foods.

Sale of Competitive Foods:

The Food Services Department promotes the limited sales of snacks and beverages that meet or exceed the USDA guidelines for competitive foods (foods that are not included in a school lunch or breakfast).

For more information, reference Board of Education Policy 6:50.

PERSONNEL POLICIES

The school food service profession involves a lot of teamwork. Building a good team is the primary responsibility of an “on the ball” manager.

~ School Food & Nutrition Journal

Employee Standards

Skills – Employees are expected to be able to:

- ◆ Read and write.
- ◆ Follow directions.
- ◆ Lift up to 50 pounds with help.
- ◆ Stand on cement floors 5 hours or longer.
- ◆ Have hands in water.
- ◆ Heavy lifting of 25 pounds or more is a requirement of most positions.

Employees are also expected to keep skills updated by attending inservice meetings, training classes, and learning opportunities.

Work Expectations – Employees are expected to:

- ◆ Be at work on time (in uniform, at their station, ready to work) and be prepared to stay until the day’s work is finished. Each employee must sign themselves in and out each day. At the end of each payroll period, employees must verify and initial the consolidated payroll sheet. Failure to complete timesheets accurately can be considered theft and may be subject to discipline.
- ◆ Give manager/director a 2-week notice when terminating employment.
- ◆ Notify manager/director and Human Resources of change of name/address/telephone number.
- ◆ Report any injury to manager immediately and report to school secretary to complete an accident report before leaving work for the day.
- ◆ When permitted to do so all food must be eaten during assigned break or lunch periods and must be eaten on campus only in designated areas. No food or supplies may be removed from buildings for personal use.
- ◆ Food and supplies may **only** be moved from site to site for cafeteria use **when instructed to do so by a food service supervisor**. (i.e. Director or Assistant Director of Food Services, Production Supervisor, High School Production Managers or Cafeteria Managers.) No food may be consumed in any production or serving area.
- ◆ Accept responsibility of job duties to which employee is assigned.
- ◆ Conduct personal business on assigned breaks or after work hours.
- ◆ Follow production, serving, and cleaning schedules.

- ◆ Use or being under the influence of alcohol or illegal drugs is not allowed on school premises or during an employee's scheduled shift. Employees should refrain from using prescription narcotics during the school day that would affect the employee's performance during working hours.
- ◆ Use language respectful to the overall school atmosphere.
- ◆ Work cooperatively with all school employees.
- ◆ Be willing to support activities that complement the total educational process of the school.
- ◆ Support manager, principal and school in all endeavors.
- ◆ Think and look for easier ways to produce a better quality of food (new ideas should be discussed with manager before implementation).
- ◆ Be proud to serve young people.

Personal Hygiene - Employees are expected to:

- ◆ Be free from offensive body odor.
- ◆ Keep hands and fingernails clean with fingernails well-trimmed. No nail polish or artificial fingernails can be worn.
- ◆ No jewelry or watches on hands or arms *during production and on serving lines, except smooth-surface* rings/bands.
- ◆ Other jewelry (not worn on hands or arms, i.e., necklaces, earrings, pins, facial jewelry, etc.) that may possibly dislodge and fall into food must also be removed. No jewelry (ex: necklaces and earrings) that dangles or could catch on equipment may be worn.
- ◆ No smoking on school district property.
- ◆ Wash hands frequently and at proper intervals.
- ◆ Wash hands again in the work area with soap and water after using the restroom
- ◆ Aprons may not be worn outside of the food service area.

Sanitation Certificate

Production Managers, Cafeteria Managers, Head Cooks and Head Bakers are required to have a State Sanitation Certification upon hire/promotion or within 3 months of hire/promotion date. All other cafeteria employees are encouraged to acquire sanitation certification. Arrangements for sanitation courses may be made through a certified instructor.

Dress Code - Employees should be wearing:

- ◆ White clothing that is clean and **in good taste**. Knee length white shorts are permitted however, sweatpants, short shorts, leggings and sleeveless shirts are not appropriate.
- ◆ White leather shoes (preferably nurses' type). Some athletic-type shoes are acceptable, but they should be white, clean and not have any color on them.
- ◆ The employer will provide two (2) aprons to Cafeteria employees during the school year. The employee is responsible for apron cleaning each day.
- ◆ A hairnet or plain white hat is required. If hair reaches the collar, a hairnet must cover the exposed hair. Beards and moustaches must also be covered.

- ◆ No earphones, ear buds or blue tooth devices may be worn while working.

Advancement

- ◆ Generally, the employee begins working as a substitute.
- ◆ Employees may be placed in permanent positions as openings occur.
- ◆ All positions are posted on the District Human Resources Website.
- ◆ Positions are filled on the basis of seniority, qualifications, experience and ability to perform the job in accordance with the current Collective Bargaining Agreement.

Discipline

An employee not performing his/her duties satisfactorily shall be notified by the District of the reason(s) for his/her deficiencies. The District shall also notify the UNION that action is pending. The employee shall be given an opportunity to respond either verbally or in writing prior to disciplinary action. If the employee's performance conduct is not remediable, he/she may be dismissed. Discipline shall generally be progressive in nature (verbal reprimand, written reprimand, suspension, dismissal), except upon the commission of serious misconduct.

The following are examples of serious misconduct, including, but not limited to: theft, insubordination, physical violence in the workplace, sexual misconduct in the workplace, possession of firearms, weapons, illegal drugs, or alcohol in the workplace, or being convicted of a felony. No employee shall be confronted or disciplined in the presence of other employees, students, or the public. Reference the current Collective Bargaining Agreement for more information.

Attendance

Each employee is expected to report to work each day that a meal is served and additional days as designated by the manager for cleaning purposes and training. Please refer to *Collective Bargaining Agreement Local 6099 and the Board of Education of Peoria District #150* for exceptions.

The manager should be informed of absence by telephone as soon as possible. Reporting an absence by text is not acceptable. Employee should also inform the manager when they will be back to work. Each employee is responsible for entering their time off into the Skyward computer system. A doctor's note may be requested for any absence due to illness and is required after ten (10) days absent or when deemed necessary.

Guidelines for PreK – Grade 8 Manager Absence

If a cafeteria manager is going to be absent from work they must:

1. Inform their building principal/school office.
2. Make arrangements for one of their staff or a substitute manager to cover their position.

3. Contact the Food Service office at 672-6713 as soon as possible and leave a message. Make every effort to speak with a staff member in person when calling before 4 pm.
4. Inform Gabi Klein @ 256-9184 before 6:30 PM or 1st thing in the morning as early as 6:00 AM. If you are unable to reach Gabi, please call Robyn Ekstam @ 253-4017.
5. Inform your Production Kitchen Manager (phone message or email).
6. Enter time off into Skyward.

Requests for leave without pay must be made in writing at least two weeks in advance of the planned absence date. The Request for Leave without Pay form must be submitted to the Food Service Office for approval.

The goal of these guidelines is to ensure that service to the students in your building is not affected by your absence.

Wages

- ◆ Will be designated annually by the Board of Education after contract negotiations.
- ◆ Employees will be paid for attending in-service meetings.
- ◆ Permanent employees temporarily assigned to another position will remain at their same wage rate until they have worked more than 5 working days in that position; replacement will assume that position's rate of pay thereafter.

Visitors

Visitors are not permitted in the kitchen or cafeteria. Employees are not permitted to bring children to the job site during work hours.

Telephone Use

Employees are not permitted to make or receive personal phone calls or texts outside of assigned breaks and lunch except in an emergency. **Personal cell phones are to be turned off during working hours.** No earphones, ear buds or blue tooth devices may be worn while working.

Adults

No persons other than those engaged in preparing and serving the meals are to be in the kitchen during the serving period per Health Department regulations. All adults are to go through the serving line to get food and pay at the cash register. Adults are to receive the same serving sizes as students.

Custodial Services

School custodians are responsible for cleaning the dining room floor as they do the rest of the building, dispose of refuse adequately, and other duties as assigned by their supervisor.

Lunch Time and Break

Breaks are to be taken as work load permits and are not cumulative.

- ◆ Less than 5-1/2 hours – 30 minute lunch, no breaks.
- ◆ 5-1/2 – 6-1/2 hours – 30 minute lunch, 10 minute break.
- ◆ 7 hours – 30 minute lunch, 15 minute break.
- ◆ 8 hours – 30 minute lunch, two 10 minute breaks.

Bathroom trips are to be done during break/lunch times. All personnel are to be ready at their stations when students arrive. Inappropriate use of breaks could result in disciplinary action up to and including discharge.

JOB DESCRIPTIONS

CAFETERIA MANAGER

Position Goal

The Cafeteria Manager is responsible for the smooth, efficient operation of the kitchen and lunchroom areas. They must be punctual, cooperative, resourceful, pleasant, and consistent in attendance.

Knowledge and Critical Skills

- ❑ Have Food Sanitation Certificate or document successful completion of sanitation class with sanitation certificate applied for.
- ❑ Have good personnel management skills.
- ❑ Be able to read, write, and have basic math and computer skills.
- ❑ Heavy lifting of 25 pounds or more a requirement of most positions.

Performance Responsibilities

- ❑ Accountable to the Building Principal, Director of Food & Nutrition and Health Dept. in operating the lunch program.
- ❑ Refer problems and complaints concerning students to Building Principal.
- ❑ Attend workshops and meetings when scheduled.
- ❑ Follow Guidelines for Manager Absence as noted in this handbook.
- ❑ Train a Lunchroom Assistant/Helper to assume the duties of Cafeteria Manager when absent.
- ❑ Call substitutes when needed.
- ❑ Plans schedules and work assignments.
- ❑ Trains, supervises and evaluates staff according to established procedures.
- ❑ Report any injuries to the school office.
- ❑ Orders all supplies and equipment according to established procedure.
- ❑ Assumes responsibility for receipt, storage, handling, preparation and serving food according to established standards.
- ❑ Assumes safety and sanitation practices in all phases of the operation meet established standards.
- ❑ Promote District Wellness Policy.
- ❑ Involve students, staff and community in school food service activities.
- ❑ Prepare/audit all daily and monthly reports as required.
- ❑ Keep an accurate record of student accounts, distribute payor balance notices, and assist in the collection of outstanding Food Service accounts.
- ❑ Keep and maintain all necessary records.
- ❑ Check deliveries.
- ❑ Check cafeteria equipment.
- ❑ Check and document temperatures on food, refrigerator, and cooler.
- ❑ Make sure meal counts are supplied to the high school.
- ❑ Count and enter money into computer.

- ❑ Oversee preparation of food.
- ❑ Oversee preparation of washing equipment for table sanitation.
- ❑ Serve and make sure all meals are accounted for.
- ❑ Arrange for someone to pick up/deliver extra food from high school to elementary school if necessary.
- ❑ Pack all leftover food to be returned to high school.
- ❑ Fill out and return production sheets with temperatures recorded and amount of food sent back.
- ❑ Oversee inventorying and ordering of supplies, equipment, and food.
- ❑ Make sure all required daily and monthly computer reports are run and filed.
- ❑ Maintain an accurate record of employee time.
- ❑ Complete and forward timesheets to the Food Service Office.
- ❑ Perform such duties as assigned by the Director of Food and Nutrition Services and/or designee.
- ❑ Make daily money deposits and forward copies of receipts to Food Service Office per Banking Procedures Guidelines

Money Collection and Banking Procedures

1. Payments are to be entered into students accounts daily.
2. A bank deposit ticket is to be completed each day even if no money is collected. Record each check separately including the check number and amount. The deposit ticket should also include the date, total amount of checks, total amount of coins, total amount of currency, and initials of person who completed the deposit ticket.
3. All money collected in amounts over \$10.00 must be taken to your assigned bank daily. Lesser amounts can be accumulated IF your principal agrees and there is someplace in your building to secure it from theft. Once the accumulation reaches \$10.00, you must go to the bank.
4. Deposits must be made at least weekly and on the last day of the month no matter how much money you have collected.
5. Under no circumstance should you take any money home with you.
6. Review and print the Pay and Purchase Summary daily. Provide a brief written explanation for any discrepancies between the amount recorded on the deposit ticket and the total listed in the payments column.
7. Attach the deposit ticket to the Pay and Purchase Summary and send both to the Food Service Office weekly on Friday and also on the last day of the month.

Hours

Daily hours to be determined by Director of Food & Nutrition Services.

HEAD COOK / HEAD BAKER

Position Goal

Under the supervision of the high school manager, prepares a wide variety of entrees and other hot foods. Must be able to give direction to co-workers and be able to take over for production manager in their absence as far as giving direction to co-workers and ordering food. Also must be able to plan ahead in food preparation. It is very important to maintain a good attitude, be prompt and on the job every day, and maintain open communication with your manager and co-workers.

Knowledge and Critical Skills

- Have Food Sanitation Certificate or document successful completion of sanitation class with sanitation certificate applied for.
- Be able to read, write, and have basic math skills.
- Knowledge and skill in methods of quantity food preparation.
- Knowledge and skill in use and care of required kitchen equipment.
- Physical condition necessary to maintain a rigorous work schedule.

Performance Responsibilities

- Prepare and cook a wide variety of foods such as entrees, vegetables and soups, etc.
- Operate kitchen equipment including ovens, steam kettles, electric mixers, slicers and steamers.
- Plan and organize daily work in accordance with weekly menu.
- Clean and care for assigned area.
- Help assistant cook/baker with records of food used in daily meal preparation.
- Perform such duties as assigned by the Director of Food and Nutrition Services and/or their representative.

Assistant Cook/Assistant Bakers

In the absence of the Head Cook/Head Baker the Assistant Cook/Assistant Baker assumes the above responsibilities.

Hours

Daily hours to be determined by Director of Food & Nutrition Services.

GENERAL HELP and/or LUNCHROOM ASSISTANT/HELPER

Position Goal

Employees assigned as General Help and/or Lunchroom Assistant/Helpers work with the Production Kitchen and/or Cafeteria Manager to keep the kitchen and lunchroom areas running smoothly.

Knowledge and Critical Skills

They must be punctual, cooperative, resourceful, pleasant, and responsible. The employee must be able to handle groups of students well.

Performance Responsibilities

- Accountable directly to the Production Kitchen Manager or Cafeteria Manager.
- Work with Manager and Principal on student discipline.
- Supervise students during lunch sessions.
- Prepare/serve a wide variety of foods.
- Clean and cares for assigned area.
- Abide by dress code as described herein.
- Attend scheduled meetings.
- Call Cafeteria Manager if unable to report to work. A two (2) hour notice or the agreed upon procedure from your immediate supervisor is expected.
- Serve lunches from steamtable.
- Supervise students indoors and outdoors.
- Wash tables and seats with sanitizing solution after each lunch session.
- Wash, rinse and sanitize dishes and trays. Stack and put them away.
- Clean other cafeteria equipment (steamtable, countertops, stove, sinks, etc.).
- Perform such other duties as assigned by the Production Kitchen or Cafeteria Manager.

Hours

Daily hours to be determined by Director of Food & Nutrition Services.

LUNCH BUS/VAN HELPER – Transportation Department

Performance Responsibilities

- ❑ Help load/unload totes onto bus/van. Handle with care to prevent spillage!
- ❑ Deliver food to appropriate schools, being careful to double-check school name on each item delivered.
- ❑ Help in lunch program at assigned lay-over school as requested by Cafeteria Manager. This includes, but is not limited to, selling milk and supervising students.
- ❑ Pick up and return totes promptly to high school.

At the direction of the Cafeteria Manager, Transportation layover staff may provide lunch program assistance with such duties as:

- Handling of food totes and storeroom stock.
- Assisting with selling milk.
- Table wiping.
- Playground and lunchroom supervision.
- Serving of food in an emergency situation (clean apron, gloves, and hair restraint must be worn).
- Washing pans.
- Cleaning totes.
- General kitchen cleaning duties.

STUDENT WORKER – Voluntary Position

Each school decides whether to use student helpers. The Building Principal and/or Cafeteria Manager will choose suitable students to help in the lunchroom. The students report to the Cafeteria Manager each day for directions.

Work done by students should be voluntary.-The school must have on file a “Letter of Permission”, signed by parent or guardian, for the student to work.

RECEIPT OF 2014 CAFETERIA EMPLOYEE HANDBOOK

“I acknowledge receipt of this handbook, and agree to comply with the policies and procedures as stated in it. I further agree that I will read the handbook and alert my supervisor if I do not understand any of its contents.”

Date: _____

Employee’s Signature: _____

Employee Printed Name: _____

Complete and return this page to your immediate supervisor to be filed in your personnel record.

Failure to follow the procedures set forth in this handbook could result in discipline.