

## Department Rules

Subject: Department Priorities

Revised: 01/08/2020

Our three highest priorities are (1) Food safety and sanitation, (2) program accuracy, and (3) quality food with exceptional service. To help us achieve these priorities, the Child Nutrition Department has developed and implemented the following rules.

### Procedure for Implementation:

1. Food Safety and Sanitation (first priority)
  - a. A registered ServSafe certified employee is ALWAYS assigned to each school kitchen to monitor daily operations and implement correct food safety practices.
  - b. Employees must ALWAYS wash hands thoroughly before handling food, serving food, returning from a break or janitorial task, and at any other applicable time.
  - c. Hand gloves must ALWAYS be worn when preparing, cooking, or serving food.
  - d. Personal food or drinks may NEVER be consumed at the food preparation table, on the serving line, or located at the point-of-sale station (this applies to both open and closed containers).
  - e. To restrict hair, employees must ALWAYS wear a hair net when working around food in the kitchen area. Hats are not an acceptable substitute for a hair net in the kitchen.
  - f. The approved serving hat and apron (with SLC district logo) shall be kept clean and worn by ALL employees during meal service to market our program. (Exception: Approval may be given by the director or a Field Supervisor for an employee to use a hair net in place of the approved serving hat when individual circumstances make it necessary).
2. Program Accuracy at the Point-of-Sale Terminal (second priority)
  - a. Employees must be department certified by a trained manager or department specialist before they are allowed to run a point-of-sale terminal on their own.
  - b. A department certified employee must be positioned at the point-of-sale to monitor every meal and accurately record each sale at time of service.
  - c. Reimbursable meals must be accurately recorded at the point-of-sale; adhering to an accurate portion size serving of each standardized menu component.
  - d. Adult meals, second student meals, and single menu components sold must be accurately recorded at the point-of-sale; adhering to the same portion size servings of the standardized menu components.
  - e. To prevent unauthorized sales, entry key pads must be covered or moved away from the customer's reach whenever the serving line is stopped.
  - f. The Auto Sale function must NEVER be utilized at the point-of-sale during breakfast or lunch service. (Exception: Emergency approval to utilize the auto sale function may be given by the director or a Field Supervisor for an employee to serve food and account for meals when operating a slow moving line that has only one key pad).
3. Quality Food and Exceptional Service (third priority)
  - a. DO NOT DENY SERVICE OR TAKE MEALS AWAY FROM STUDENTS AT THE POINT-OF-SALE (per district policy G-6).
  - b. Create a safe and positive environment for all students.

- c. Always exercise sensitivity and confidentiality when serving students, and never subject a student to embarrassment or ridicule.
- d. Provide adequate portions of each menu component throughout the entire meal service period. Maintain a salad bar that is full, fresh, and inviting to customers.
- e. Keep hot food items hot, and cold food items cold. Batch cook when possible. To maintain food quality, do not pre-plate food before the customer arrives.
- f. Disposable trays are to be utilized in elementary schools ONLY during an emergency situation or for a customer who leaves the cafeteria to eat.
- g. Plan for and prepare meals according to the published menus at each school site. Schools must get pre-approval from the department dietitian before altering a menu.
- h. The kitchen manager must work with their school principal to maintain a standard serving schedule for breakfast and lunch. To help minimize delays, one employee must be scheduled to begin work at least ½ hour before breakfast is served.
  - i. If the employee is 10 minutes late, the manager must immediately contact their POD manager or Field Supervisor to find help.
  - ii. In the emergency when no help is available, the manager must adapt by providing only self-serve cold items for breakfast so that they can properly manage the point-of-sale terminal.
4. Each employee will receive a copy of the department rules during new hire orientation. A current copy of the rules, including updates and revisions, will be posted on the department website.
5. Kitchen managers and department supervisors shall monitor employees and ensure compliance to all district and department policies, procedures, and rules.
6. Failure to follow the procedures as specified herein may result in disciplinary action, which may include termination of employment.