

A stylized graphic of an apple is positioned on the left side of the cover. The top part of the apple is green, representing the leaves, and the main body is red. A brown stem with a small leaf is visible at the top of the red section. The background is black.

Pursuing Excellence in Student Nutrition

**Team Leader Manual
2019-2020**

School Nutrition Program

*Brett Foster
Executive Director, School Nutrition*

*Lisa Burrell
School Area Supervisor
Manager & Employee Training*

**ONE
BITE**

at a

Time.

KNOX COUNTY SCHOOL NUTRITION

Welcome to Knox County Schools Department of Food Services

As Team Members of Knox County School Food Service our mission is “Pursuing Excellence in Student Nutrition-One Bite at a Time”.

The goal of the Knox County School Food Service Department is to:

- Provide and serve nutritious affordable meals in a pleasant environment.
- Promote health and improve eating habits through nutrition education.
- Seek community involvement to achieve the goals of the department.

The tastes and preferences of consumers nationwide and globally are changing in a very rapid manner. The way people dine has changed rapidly as well. In response to these changes, the KCSFS is offering an assortment of items that are consistent with the dining habits that our customers experience at home or in many of the local dining establishments.

The importance of serving a quality product cannot be stressed enough. The customers that we have in our food service facilities will accept nothing less than top quality products and fresh healthy foods. We are leaning toward whole grains, fresh fruits, fresh steamed vegetables and an assortment of fresh salads & veggie nibbles daily. The days of serving “mystery meat” casseroles in Knox County have passed. A customer of ours should never be expected to eat a meal that falls short of the high standards that we have established.

Our customers are the students, faculties, and administrators of all our schools. It is an honor that we have been given the opportunity to serve them a delicious meal every time they choose to dine in one of our food production facilities. They deserve to be greeted with a smile, treated in a friendly manner, and made to feel welcome.

The Food Service Department of Knox County operates on the consumer dollars that are spent every day in our cafeterias. Because we receive no local tax revenue to fund our operations, our focus has to be on meeting the needs of our customers. Our success depends on all Team Members working hard to reach out to new customers, retain our loyal customer base, and overcome the competition we face from brown bag lunches.

Remember to Listen to the Voice of our Customer and the Rest Will Come Easy...

I Am Your Customer's Voice

You often accuse me of carrying a chip on my shoulder, but I suspect this is because you do not entirely understand me. Is it normal to expect satisfaction for one's money spent?

Ignore my wants and I will cease to exist. Satisfy those wants and I will become increasingly loyal. Add to this satisfaction any little extra personal attention and friendly touches, and I will become a walking advertisement for your food service establishment.

When I criticize your food or service, which I will certainly do whenever I am displeased and to anyone who will listen to me, take heed. I am not dreaming up displeasure, the source of it lies in something you have failed to do to make my eating experience as enjoyable as I had anticipated. You must find that source and eliminate it or you will lose me and my friends as well.

I insist on the right to dine leisurely or in haste according to my mood, schedule, or other circumstances. I refuse to be rushed and I abhor waiting. This is an important privilege that my money buys from you. If I am not spending big money with you this time, just remember that if you treat me right I will be back later with a larger appetite, more money to spend, and probably with many my friends.

I am more sophisticated these days than I was just a few years ago. I have grown accustomed to better things, and my needs are more complex. I am perfectly willing to spend more money with you, and I have more money to spend, but I insist on quality to match your prices.

I am, above all, a human being. I am sensitive, especially when I am spending money. I cannot stand being snubbed, ignored or looked down upon. I am proud. My ego needs the nourishment of a friendly personal greeting from you. It is important to me that you recognize my own importance to you, and that you appreciate my business. Of course, I am a bit of a showoff, too, but do not condemn me for it. Just smile and indulge my whims as best as you can. Remember that while you are serving me in the literal sense, my money is figuratively feeding you.

Whatever my personal habits may be, you can be sure of this: I am a real nut on cleanliness in the places where I eat. Where food is concerned, I demand the strictest sanitation measures. I want my meals handled and served by the neatest of people and with the cleanest utensils. If I detect such signs of carelessness, dirty fingernails, filthy floors, or unattractive food, you will not see me again.

I am your customer now, but you must prove to me over and over that I have made a wise choice in selecting your place to dine. You must also convince me repeatedly that being a regular customer is a desirable thing in the first place. I can, after all, bring lunch from home. But you must provide something superior enough to beckon me away from my own table and draw me to yours. You must provide the incentive for me to choose you above all of the alternatives.

Teamwork and a Professional Attitude

Teamwork is the combination of helping each other automatically, without second thought, and working together as a whole. Through teamwork, we can take care of each customer to the best of our ability. Every customer is entitled to expect and receive the highest quality food and friendly service. We cannot accomplish this on an individual basis, but as a team we can.

The concept of “Team” is not limited to a certain job function or area of responsibility. An overall effort of all “Team Members” is the key to making this successful. Remember, we are all striving for the same goal, which is customer satisfaction. We establish the atmosphere of our facility, and a customer can sense and appreciate a friendly environment, and they will respond positively to it. Overall, be pleasant, courteous, and helpful to all our customers.

Professionalism is an attitude. You must have a sense of pride in yourself and your job. The decision to make you part of the Food Service Team of Knox County Schools was based on our confidence in your abilities and willingness to learn, understand, and follow through on the contents of this manual. We expect you to have an active interest in your job and the success of our program, by giving us your very best and striving constantly to improve yourself in your career.

To be described as a professional is the highest accolade one can earn in any business. A true professional is one that never forgets that the customer is the most important person in our food service establishment. They treat the customer with the highest respect always. One would never think of making the customer suffer because of his or her own problems. The fact that they may be tired, broke, worried, or rushed is something that they leave at the door when they walk through it. A professional is unfailingly cheerful while exuding warmth and sincerity. A professional’s performance is consistently superior, because they take pride in their work. A professional has enough dignity to handle criticism gracefully, enough humility to play by the rules, and enough character to always see the best in others.

A professional takes pride in being part of an organization. Be proud to be part of the Food Services Department of Knox County Public Schools. Speak highly of your career choice and of the Food Service Department in your conversations with others. Those that you meet will feed off your enthusiasm whether they are a customer or a fellow team member.

The most important philosophy for a professional to follow is to treat your customers and Team Members with the same courtesy and respect that you would like in return. As managers, you set the tone & expectation of the kitchen.

Pay Roll- Clocking in and Clocking Out

It is very important that each Team Member is clocking him or herself in and out at the beginning and end of each day they work. It is also important that each Team Member check their hours before they approve their time daily. Managers and Site-Managers must approve everyone's time daily. All adjustments must be e-mailed to Teresa Cox ASAP. Teresa will not be calling schools the day of payroll with questions about employee's time.

Attendance

KCS has pre-established policies regarding attendance. You are responsible for reporting to the designated person of your cost center when you or your assistant team leader is absent. We need to know if you are taking a whole day off or a ½ day off. You must also enter your absence into the MUNIS Employee Self Service (ESS) System.

The immediate Team Supervisor may require a physician's certificate for any absence within the sick leave regulations. Frequent use and/or suspected misuse of sick days by any team member are sufficient grounds for requiring a physician's certificate stating the reason for absence.

Since members of our department are handling food products, a team member absent due to illness may be required to provide a doctor's release to return to work. For all other policies, please review the KCS Board Policies booklet that is available at all schools or visit our website at www.knoxschools.org.

Sick Days

Sick days are sick days. They are not to be used for any other reason.

Punctuality

It is very **important** for each team member of the Food Services Department to arrive at their facility in a punctual manner. It is even **more important** for the team leader of a facility to be timely. Team leaders must open & close their kitchen.

A Team Leader sets the standard for others to follow, and that standard should be set at the start of each workday.

Work Schedule

Every Team Leader is required to work 40 hours per week. A Team Leader must use discretion as to the work schedule that is fulfilled on a weekly basis. Factors to consider include the amount and time of serving periods, delivery schedules, and any additional programs that may affect the daily business functions of the individual cost center.

Overtime

Team Leaders are “Fair Labor Standards” exempt employees, and therefore do not qualify for overtime compensation for any work that exceeds 40 hours per week. Any other arrangements must be made through the approval of the Director of Food Services.

Reasons for Termination

Knox County Public Schools has established policies and procedures for justifiable termination and the process of recommendation for termination. Please see the KCS Board Policies booklet for any clarification that might be needed.

A probationary period is defined as the first (90) ninety days of employment for a new team member or for a team member that has been rehired following a break in service. Under county guidelines, a team member within their probationary period can be terminated without reason.

Personnel/Team Member Issues

You are the Team Leader in your establishment. Your team members look to you for guidance and to resolve problems as they arise. It is better to address an issue when it is brought to your attention, instead of waiting until it becomes a bigger problem.

When an issue arises that you are not comfortable with or you are not sure how to handle, call your School Area Supervisor before taking any disciplinary action.

Make sure your team members know that foul language or sexual innuendo is not acceptable in the work place.

Documentation is very important! When you call with a complaint on one of your team members, you will be asked if you have any documentation. It is difficult to take any action without documentation.

Chain of Command

Remember to follow the Chain of Command when you need help, have questions or have issues that need addressed. Your School Area Supervisor is your first point of contact. They will answer your questions and/or get the problem resolved. If your School Area Supervisor cannot resolve the issue, he/she will contact the Senior Field Coordinator. If the School Area Supervisor and Senior Field Coordinator cannot resolve the issue, the Director of School Nutrition will be contacted.

Clarification on Breaks

School Board policy states: All team members covered by the Wage and Hour Law must have a thirty (30) minute lunch period without pay. It is not a requirement by law that any breaks be given to team members. As previously instructed, no one is to smoke on campus and no additional break time is allowed for smokers than for non-smoking team members. If all employees take their lunch break at the same time and leave the premises, a manager or assistant manager needs to stay on the school premises in case of an emergency.

Clarification on Meals

Breakfast: Only the team members who come in and work breakfast can eat breakfast free. This should only be for 5-10 minutes.

Lunch is a benefit. You must choose your lunch from the options made available to the students. A regular student lunch consists of one entrée. We do not prepare food for team member lunches that is not on the menu that day.

A la carte items are not part of an employee lunch. You may purchase an a la carte item if you choose but if you do not eat it all you will have to toss it or reheat it the next day. No food is to be carried out of the kitchen/cafeteria. Every team member should have a pin number that is to be used when they eat a meal. Send Jim the name and employee number if you have a new member join your team and he can add them to your POS.

We do not feed drivers/delivery persons.

We do **not** accept any free items from truck drivers/vendors.

If they offer you anything tell them politely that we are not to accept anything free from vendors.

Maintenance may have one reimbursable meal if they are working on our equipment.

Smoking

Smoking is not allowed anywhere on Knox County School property. If a Team Leader feels that they must smoke, it can be done only during their duty-free lunch time off campus. For the purposes of this policy, "Smoking" will mean all use of tobacco (including all smokeless and chewing tobacco products), cigarettes, cigars and pipes. Team members are prohibited from possessing tobacco products on school property that are visible to others.

Appearance

We are representatives of Knox County Schools in the eyes of our customers and community. Our work place should maintain a professional appearance and atmosphere.

It is very important that the Team Leaders of our facility be properly attired and practice good personal hygiene.

Uniforms

Knox County School Food Service gives Team Leaders a \$125.00 uniform allowance each year. This \$125.00 allowance is to be spent at the place of business that was awarded the annual bid. This money is to be spent on a combination of uniforms (tops and pants), and/ or nonskid shoes. One cannot stress the importance of a clean and neatly pressed uniform. Team Leaders must take the necessary care to present themselves in a professional manner. It is understandable for a Team Leader's uniform to become soiled through the course of a workday, but it is unacceptable for any Team Leader to arrive to work in a dirty uniform. An employee that resigns before the end of the 90-day probation period must return all items purchased before the last check can be issued. Uniform allowance may be adjusted according to date of hire.

Cell Phones

Personal cell phones and smart watches **are not permitted in the workplace.** There will always be some type of emergency that will occur; therefore, team members are to use the work phone. Team members need to tell their contacts they can be reached on the school phone and give them the number where they can be contacted. Personal cell phones and smart watches are only to be used during breaks. If you have a recurring problem with a member of your team texting or using a cell phone you may ask them to lock it in their car.

Manager may use cell phone for business or emergency. Not to be used for personal use.

MP3 Players, iPod and Ear Buds

MP3 players, iPod and Ear Buds raise safety and sanitary concerns; therefore, they are not permitted in the work place.

Knox County School Nutrition Team Members are professionals and we must project that image to our customers.

Dress Code Policy 2019-2020

Our 2019-2020 Dress Code Policy outlines expectations of proper dress at work on a day to day basis. Employees should note that their appearance matters and positively reflects our food service operation when coming in contact with customers, parents, visitors, school staff and the general public. You can find an expanded copy of the dress code policy in the Team Leader Manual as well as the Team Member Handbook. Disciplinary actions could occur if an employee disregards the dress code policy.

Appearance

All employees are to wear neat and clean uniforms daily. No holes, rips or tears in shirts or pants. Sagging pants are not allowed and you must wear a belt when necessary. No sleeveless shirts, tank tops, sweat pants, capris or shorts are allowed. Jeans are only allowed to be worn on Friday.

Personal Hygiene

Shower before coming to work and use deodorant/antiperspirant. No strong perfumes, colognes or scented lotions are allowed.

Hair

Hair should be sprayed with hair spray so that hair does not move. Tennessee Environmental Health Regulations state that if the hair moves, you must wear a hair restraint. Aside from hair spray, a clean ball cap, a hair covering, or hair net are acceptable measures to restrain hair.

Facial Hair

You must maintain a clean-shaven appearance. Team members with beards must wear a protective hair restraint to prevent the contamination of food or food contact surfaces.

Finger Nails

Nails must be clean, neatly clipped and free from dirt or debris. Team members that use nail polish or have acrylic nails are to wear gloves when preparing food. Nails must only be 1/8 inch from fingertips.

Jewelry

Jewelry is limited to 1 smooth wedding band, 1 close fitting watch without a safety chain, small pierced earrings (stud or small 1-inch hoops) and a necklace not longer than 18 inches in length.

Facial Piercings

Facial piercings raise food safety concerns; therefore, they are not acceptable in the workplace. Consideration is given for religious beliefs.

Tongue Piercings

Tongue piercings raise food safety concerns therefore they are not acceptable in the work place.

Shoes

Shoes must have backs on them and be tread safe/skid proof for liability purposes. Any other shoe is not acceptable in the workplace.

Kitchen Procedures Overview

Because the success of our operation depends so much on the quality of food that we serve, the kitchen should be the primary focus of a Team Leader's daily efforts. A Team Leader's schedule should be designed around the time that must be spent in the kitchen overseeing production, assuring quality, preparing for service, and monitoring cleanliness. Our premier facilities are led by Team Leaders that spend more time in their kitchens than behind their desks.

Offer vs Serve and Reimbursable Meal Patterns

Offer versus serve is a provision designed for schools participating in the National School Lunch Program and School Breakfast Program to reduce waste and food cost without jeopardizing the integrity of meals served.

OVS at Breakfast

At breakfast, schools must offer students all required food components in at least the minimum required amounts. The components at breakfast are: grains (with optional meats/meat alternates allowed); juice/fruit/vegetable; milk. Under OVS, a student must be offered at least four food items and must select at least three food items. Students are required to take a minimum of ½ cup of fruit or vegetable for OVS.

OVS at Lunch

At lunch, schools must offer students all five required food components in at least the minimum required amounts. The components at lunch are: meats/meat alternates; grains; fruit; vegetables; and fluid milk. Under OVS, a student must take at least three components in the required serving sizes. Students are required to take a minimum of ½ cup of fruit or vegetable for OVS.

Food Buying Guide and Productions Records

You will be introduced to the Food Buying Guide and Production Sheets. All Team Leaders should know how to use the Food Buying Guide and you can access the guide by visiting the website: <https://www.fns.usda.gov/tn/food-buying-guide-school-meal-programs>. The Food Buying is used to figure how many servings you should get per pound, per can or per case of a given food item. The Food Buying Guide provides the information you put on your production records. This is how you figure the amount of food that needs to be ordered per number of servings you are planning to feed.

Production sheets should be completed far enough in advance that all orders can be placed for the following week. Do not leave the production sheet blank until the end of the day and then fill in both sides. This is not acceptable. The production records are your estimated total of each food choice you are going to serve each day. Although the production record is an estimate please take into consideration the other menu choices being served so your count will be more accurate. When a Team Leader is out of work the person filling in should be able to get their production records and place all upcoming orders.

Choices

Federal regulations require that students are provided a selection of foods and types of milk from which they may make choices. This is done to provide variety in the meal participation.

Menus

It is of utmost importance that the menu be followed. Each day and throughout the entire service period, ALL menu items must be on the serving line for students to choose. If you are not receiving what you ordered or vendor is sending you replacements that have not been approved, your School Area Supervisor needs to know ASAP. This is very important since the nutritional analysis has been figured per week. You will be held accountable for not following the menu if you are replacing menu items at your own discretion.

Example: You will see on some cycle menus that we offer chicken patty one day and chicken nuggets the next. You cannot substitute one for the other without prior authorized

Food Preparation

Fresh Fruits--All Schools

There is nothing more appealing to the eye than the colors of a rainbow lined up on a tray with fresh fruits. This is how Knox County's Food Service Director **EXPECTS** your fruit to be presented on the serving line. Use a variety and as much fresh fruit as possible daily. We are leaning toward fresh fruits, but you may want to add some canned fruit if the fruit is out of season. Always check the commodity list for canned and frozen fruits. All fruits are served in ½ cup servings. Make sure your team members are giving full servings and using the proper serving utensil.

Salads & Fresh Vegetables--All Schools

Fresh vegetables like celery and carrot sticks (veggie nibbles) and side salads in some form or fashion will be on the menu daily. We encourage the students to eat more vegetables so it is good to have a variety of fresh veggies and salads daily. All the vegetables are served in ½ cup servings. Take time to go through the salad recipes. Feel free to ask any questions and/or offer any suggestions that come to mind.

When the menu calls for fresh steamed broccoli or cauliflower, you are to order fresh broccoli or cauliflower. Check recipe in Meals Plus for the cooking instructions on these fresh steamed vegetables.

Entrée Choices

All entrée choices are to be prepared according to the recipe in Meals Plus. Avoid overcooking or overproducing.

Service and Plate Presentation

Due to the uniqueness of our operation, service and the presentation of products go hand in hand. It is necessary that we present food in a neat and attractive manner, and serve it in a friendly manner.

At KCS, we serve our food in a variety of containers and present the product with a selection of fresh toppings and condiments. There are differences in production and service based on the customer base of a specific facility.

A la Carte Items

Please make sure you are only selling a la carte items that are on the approved list.

When ordering make sure the cookies are no more than 1oz and the chips you purchase are between .875 oz. & 1.25oz. Chips should be either Baked or Reduced Fat.

Negative Balance Collections

Team Leaders need to contact parents or guardians of students that have been excessively late in payment of lunch monies. Please ensure that you are up to date on existing policies regarding collection and the practice of negative balance collection.

Procedure for Collecting Negative Balances

1. Parents will receive a generated phone call through the school district's automated phone system when a student has a charge of any amount. Generated calls are made Tuesday and Thursday of every school week as long as there is a negative balance.
2. Managers will use the letter in the Meals Plus database to send home with students that have negative balances of more than \$25.00. Letters should go home on a bi-monthly basis as long as there is a negative balance. Letters should be folded and placed in an envelope in a manner in which others are not able to directly see the letter. Managers should send letters in pre-addressed envelopes to Central Office for mailing.
3. Managers may request assistance from the Principal/ Assistant Principal at their individual school when charges cannot be collected by any other means.
4. All negatives balances must be paid in full by June 30th. If a parent/guardian does not pay all outstanding negative balances by June 30th, Knox County Schools general fund will pay all negative balances.

Additional Service Positions

Cashier

Team Leaders must show competency in the handling of money and the processing of transactions. Team Leaders must be able to perform prepayments at the POS terminal, and show an adequate knowledge of the processes associated with student accounts. Team Leaders should also balance drawer and perform any other cashier specific duties. CEP schools must use the clickers and put amount of lunches served on the daily cashier's report. The numbers on your daily cashier's report should match your day end print out.

Expediter / Server

The Team Leader must show an in-depth knowledge of all the products, a familiarity with the serving and expediting process, and a sense of urgency to greet and serve the next customer. Service must be presented with a smile.

Cook

Team Leaders must produce products **during** the serving period. All food items are not to be prepared prior to the serving period. Products that are produced progressively are of higher quality, retain a better eye appeal, and have a better flavor profile. The Team Leader is required to be competent in the cook's position to better enable them to properly run their facility.

Back of the House Duties--Inventory, Ordering, and Organization

Freezer Organization

Freezer must be **clean and organized**. Products are to be rotated on a first-in, first-out basis. Food products must be a minimum of 6" off of the floor.

Commodities do not have to be stored separately from purchased products. However, you must record them separately on inventory; therefore, it will be beneficial to denote which items are USDA as you receive them.

Storeroom Organization

Storeroom must be **clean and organized**. Products are to be rotated on a first-in, first-out basis. Food products must be a minimum of 6" off of the floor.

When possible, if space permits, remove any #10 cans, gallon containers and solid units from boxes. The less cardboard you have in your stock room and storage areas the better.

Commodities do not have to be stored separately from purchased products. However, you must record them separately on inventory; therefore, it will be beneficial to denote which items are USDA as you receive them.

Inventory Process

Team Leader must have a full understanding of our inventory process. You must be able to enter inventory items on the computer and make inventory adjustments. You never want to run out of a menu item but at the same time you do not want to carry a lot of extra food on your inventory. Before placing orders walk through your stockroom, cooler and freezer and see what you have on hand. This will help with keeping your inventory down.

******Make sure you are carrying all items in your kitchen on your inventory. Any items that are in the kitchen, regardless if you ordered them or not, must be listed on your inventory. If this is the case, add the item to the inventory and make a note to Inventory Specialist.**

******Make sure you record any food that must be tossed on a loss form. If you are receiving product that is bad you need to contact your School Area Supervisor.**

Item Transfers

Team Leaders must successfully complete the process of transferring goods from one center to another by inputting data on the computer. Transfers will be entered using the Meal Plus software system. Print a copy of this transfer for your records and inventory purposes.

Invoices

The original copies of all invoices you sign are to be filed in the Blue Binder then sent to Central Office. One copy must also be kept for your records.

******It is very important that you send your invoices to Central Office every time you have a mail truck going out. Do not hold them for weeks at a time.**

Ordering Cycle

Team Leaders must have a complete understanding of our ordering cycle, why there is a lapse between the times an order is placed, it is delivered, and the items are utilized. Team Leaders should be able to analyze products on hand, forecast sales, and place order needed to fill the unit's requirements.

*****If you are not sure how much to order, look back on productions records and see how much you served the last time you had that menu item. Check what the item is up against (what else is being served) and order accordingly.**

Placing Order in the Computer

Team Leaders must feel comfortable placing orders and entering purchase requests through our computer system. Major food items are to be placed with Sysco. Follow order schedule provided for your school.

Do not order anything that is not approved to be served at your school's grade levels.

No Selling Food or Non-Food items to any cafeteria or school personnel!!!

The only items we sell in the cafeteria are what goes through the serving line and consumed in the cafeteria. Do not order, allow others to order, or purchase items for personal use through one of the Schools Nutrition Program vendors.

Vendor Ordering and Transactions

Team Leaders must place an order with all current Knox County Food Services vendors including produce, beverage, bread, and snack vendors. Team Leaders need to have a printout posted or handy of what orders are due on what days.

Team Leaders need to have the username, password, and PO # for each vendor written down with any specific instructions that might apply to your site/school.

This is IMPORTANT & NECESSARY if someone is filling in for you. It is difficult and time consuming trying to find names, passwords, and PO numbers or make phone calls to get this information to place an order.

It is very important to have your orders turned in on time.

Commodities (USDA)

Sysco foods will deliver your commodities at the same time they deliver your weekly grocery order(s). The Commodities will be listed all together on the last invoice of your order. Separate the USDA invoice from Sysco Food Invoice and send the original USDA copy to Central Office in Blue Binder. Make sure you highlight USDA on the invoice since the two invoices look the same. It is very IMPORTANT to check every item that comes through your back door. Do NOT sign an invoice if you have not checked your delivery. When you sign the invoice you are stating that you received those items and therefore you are responsible for them.

DOD Produce

You will receive produce every Monday with the exception of in-service days and holidays. When we are off for these occasions, the produce is delivered on the first day back unless otherwise notified. It is very IMPORTANT to check all produce. You need to open the cases of fruits and vegetables to make sure you are receiving fresh quality products. Do not sign an invoice if you have not checked your delivery. When you sign the invoice you are stating that you received those items and therefore you are responsible for them. The same thing applies with DOD as does for USDA. After checking your produce, please send an email to Kelli Hanna (kelli.hanna@knoxschools.org) to confirm delivery of order. Make sure you keep a copy of your DOD invoice for your records and then send the original to Central Office in your Blue Binder. Whoever separates the mail will make sure Kelli gets these invoices.

Additional Back of the House Training

Team Leaders must have a firm grasp of every area in back of the house and be able to display a strong knowledge of the Meals Plus program.

Front of the House Duties--Customer Transactions, Point of Sale, and Banking

Customer Transactions

Team Leaders must have a firm grasp of the Meals Plus program in regard to customer information, free / reduced / paid status, and customer accounts including prepayments and customer transaction lists.

Customer Information

Team Leaders must exhibit a working knowledge of the Meals Plus customer information screen.

Free / Reduced / Paid Status

Team Leaders should completely understand the process involved with the receiving of Free / Reduced applications, the grace period offered, and the subsequent approval or decline procedure. Team Leaders must be able to recognize the eligibility of a student both on the customer information tab and the eligibility tab within the Meals Plus program. You should have information to share with customers about the Pre-pay system at www.K12PaymentCenter.com.

All parent(s) and/or guardian(s) are encouraged to apply for free and reduced meal benefits for the breakfast and lunch program online. This is a very simple process and their child or children will be approved usually within a day or two.

Customer Accounts

Team Leaders must be adept at customer account transactions. They must be able to process prepayments in the computer both in the form of cash account balances and lunch credits, refund customer balances, and perform transaction reversals. Team Leaders must perform cash, check, and charge transactions. They must also know the guidelines for accepting checks and NSF checks that have been returned to the Food Service Department.

Point of Sale

Team Leaders must have a thorough knowledge of our POS system including cashier details.

Meals Plus Reference Guide

Checks, Cashier Drawers and Preparing Deposit

At the end of breakfast, the cashier counts their startup fund and sets aside. Then each cashier counts checks and cash received. The cashier then places money in a plastic zip lock with register number on it. Cashiers then take monies to the office for manager to count and enter. Once money from breakfast sales is entered, the manager will move forward with printing meal summary.

At the end of lunch, the startup fund is counted and set aside. The cashiers then count their money but leave it in the drawer. They take their drawer, which has their number on it to the manager who recounts, enters and prints lunch Meal Summary for each cashier/register. Once all Meal Summaries have been run, it is time to do the Daily Deposit.

The Daily Deposit is listed directly below the Meal Summary tab. You get checks and enter money the same way you do when doing the Meal Summary. The only difference is that you are entering the total sales for the entire day. You will then hit the continue button and on the next screen print and close.

Make sure you are printing the check report. This is used to verify each check. Compare the student's ID number or name, the check amount and the number on the check with the printed report. Everything should match completely.

Also at the end of each day the Item Summary needs to be printed to account for all A La Carte and extra entrée items sold. The number of items sold need to match the number of items prepared.

Perform Bulk Entries

Team Leaders must be able to perform bulk entries including any special programs, employee meals, or any additional revenue earned. This goes for CEP schools as well.

Cashier Details

Team Leaders must perform the addition of a new cashier's password. Never work under or let your employees work under someone else's password.

Bank Deposits

The handling of revenue is an important segment of a Team Leader's responsibilities. The New Team Leader is required to fully comprehend all the tasks associated with collection of revenue, bank deposit transactions, and the production of business reports. **Deposit is to be made every day.** Use preprinted deposit slip with school name and cost center #.

Software Security Policy for Managers

Cafeteria managers are responsible for ensuring that their employees that run a cash register are assigned a cashier account and are using a unique password. All cafeterias are assigned 1 manager account, 4 cashier accounts and 1 sub account. The manager account has access to elevated rights within the Meals Plus software. This is not a cashier account and should never be used by a cashier. It is the cafeteria manager's responsibility to change the password to the manager account and to ensure any employee operating a cash register changes their password. Ensuring that each employee operating a cash register is assigned a cashier account from 1 through 4 and is using a unique password will allow the manager to easily identify any discrepancies in the operation of the cash register. This also will allow for more control in day end shortages by knowing which employee was operating which cash register.

Cafeteria managers will need to maintain a list of cashier accounts, the password associated with the account, and the name of the employee assigned to the account. The next page will be an Account Assignment form. Print this form out and keep a record of employee account assignments and their passwords. Do not display or keep this form where it is easily visible. Keep this in a secure drawer or file cabinet. Once filled out and completed, send a copy to your School Area Supervisor.

Instructions for changing a password:

1. From the point of sale screen, click Utilities>Change Password.
2. This screen will be displayed:



3. Enter your old password, the default password is "CNP".
4. Enter your new password.
5. Confirm your new password by entering your new password again.
6. Click save. Your account is now secure.

Helpful reminders and tips:

- Any Meals Plus password can be reset by emailing a request to cafesupport@knoxschools.org.
- Do not allow cashiers to borrow or trade accounts. This ruins the integrity of a secure password.
- Only one employee should be assigned to a cashier account.
- There are 4 cashier accounts. If additional accounts are needed, email cafesupport@knoxschools.org.

Manager Account

Employee Name	Employee ID	Password	Date

Sign X _____

Cashier Account 1

Employee Name	Employee ID	Password	Date

Sign X _____

Cashier Account 2

Employee Name	Employee ID	Password	Date

Sign X _____

Cashier Account 3

Employee Name	Employee ID	Password	Date

Sign X _____

Cashier Account 4

Employee Name	Employee ID	Password	Date

Sign X _____

Cashier Account Sub

Employee Name	Employee ID	Password	Date

Software Security Policy for Cashiers

All employees are required to use a unique password when using Meals Plus software. Do not share this password with anyone, except for your cafeteria manger. Each cafeteria will have 1 manager account, 4 cashier accounts, and 1 sub account. Employees are assigned a cashier account if running a cash register. Once an employee is assigned a cashier account, that employee is then responsible for any activity that happens on the cashier account they are assigned. Creating a unique password for the account assigned to you will ensure the safety and security of your account.

- All accounts have the default password “CNP”, no quotes.
- If an employee forgets their password, email cafesupport@knoxschools.org. It will be reset to “CNP”.
- Cafeteria managers will keep a copy of all cashier accounts employees are assigned to and the password associated with each account.
- Do not let another employee use your account.

Follow these instructions for changing a password:

1. From the point of sale screen, click Utilities>Change Password.
2. This screen will be displayed:



The screenshot shows a 'Change Password' dialog box with a title bar containing the text 'Change Password' and standard window control icons. The dialog contains three text input fields: 'Old Password', 'New Password', and 'Confirm Password'. Below these fields are two buttons: 'Save' and 'Close'.

3. Enter your old password, the default password is “CNP”.
4. Enter your new password.
5. Confirm your new password by entering your new password again.
6. Click save. Your account is now secure.

Gift/ Rebate Cards

Under no circumstances is anyone who works for Knox County School Nutrition Department allowed to accept any Gift/Rebate Cards from delivery drivers or vendors. This includes all Central Office Staff, School Area Supervisors, Managers and Employees.

Updated/Additional Information Added to Manuals

All revisions to Knox County School Nutrition Manuals must be approved by Brett Foster, Executive Director of School Nutrition. When revision are made to manuals, an e-mail will be sent to everyone at Central Office, School Area Supervisors and all cafeterias as soon as information is completely entered.

Overview

There are many things that have been covered in your Team Leader's Manual. It is with great certainty that you will encounter many challenges and job requirements that were not covered explicitly in this document. This does not mean that these areas are any less important toward the goals of the Food Services Department or for your individual success within KCS.

If you have any questions or concerns that may arise at any time please feel free to contact any one of the leaders of the department.

Lisa Burrell
School Area Supervisor
Manager & Employee Training
School Nutrition Program
(865) 256-0056

Brett Foster
Executive Director, School Nutrition

This institution is an equal opportunity provider.