

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 apple is partially cut off by the top and right edges of the page.

# Pursuing Excellence in Student Nutrition

Team Member  
Handbook  
2019-2020

*School Nutrition Program*

*Brett Foster*

*Executive Director, School Nutrition*

*Lisa Burrell*

*School Area Supervisor*

*Manager and 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.

## **Payroll- 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. Once you've approved your time and it's sent in to Teresa Cox, that is what you will be paid. If you have a question with your time check, with manager before approving.

## **Attendance**

You are responsible for reporting to your Team Leader when you are going to be out sick. It is your responsibility to call in for yourself.

The Team Leader may require a physician's certificate for any absence within the sick leave regulations. Frequent use and/or suspected misuse of sick leave by a 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](http://www.knoxschools.org).

Team Members are not permitted to request time off within the first two weeks or the last two weeks of the school year. Team Members are not paid for holidays if they are absent the day before the holiday or the day after the holiday break.

## **Sick Days**

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

## **School Delays**

In the event of inclement weather delays, all Team Members report to work at their regularly scheduled time.

We feed students at their regular lunch time, so we have the same amount of work to do as a regularly scheduled day.

## **Punctuality**

It is very **important** for each Team Member of the Food Services Department to arrive at their facility in a punctual manner. You must arrive at work ready to work. This does not mean come to work, fix your hair or make-up and visit everyone when your shift has started.

## **Work Schedule/Responsibilities**

Every Team Member is required to work their contracted hours each day. Your Team Leader may adjust your schedule occasionally due to work load or special functions. You may be asked to come in a little earlier or work a little later at times due to being short staffed or if an emergency arises.

## **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 after being placed on regular status 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.

## **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.

## **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.

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.

## **Smoking**

Smoking is not allowed anywhere on Knox County School property regardless of Principal's approval. 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 Members of our facility be properly attired and practice good personal hygiene.

## **Uniforms**

Knox County School Food Service gives Team Members 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 uniforms (tops and pants), and /or nonskid shoes. One cannot stress the importance of a clean and neatly pressed uniform. A Team Member must take the necessary care to present themselves in a professional manner. It is understandable for a Team Member's uniform to become soiled through the course of a workday, but it is unacceptable for any Team Member 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 checked 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 there is a recurring issue with you using your cell phone, you may be asked to leave it in your car.

## **MP3 Players, iPods and Ear Buds**

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

## **Language in the work place**

Foul language or sexual innuendo are not acceptable and will not be tolerated in the work place.

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

**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, sweatpants, 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.

### **Fingernails**

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.

### **Software Security Policy**

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](mailto: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:



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**

Although many things have been covered 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.

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

Brett Foster  
Executive Director, School Nutrition

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