



## 2019.2020 DIVISION IMPROVEMENT PLAN

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Division Name: Food Service  
Director: Sheerynne Iverson (Associate Director)  
Date of School Board Approval:

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### GOAL ONE

#### Goal: Customer Service

To provide all customers with a pleasant dining experience.

#### Objective:

Ensure that food service customers receive a quality product and prompt meal service.

#### Strategies:

- Evaluate and update all food service equipment in need of replacement due to age and efficiency.
- Upgrade point of service technology and cafeteria manager computers to ensure efficiency in meal service.

#### Evaluation:

- Compare work order requests due to equipment issues.
- Conduct on-site reviews to determine the efficiency of meal service.

#### Professional Development Aligned with this Objective:

n/a

*Objective:*

Ensure that the students enrolled at DeSoto Secondary School have a pleasant dining experience.

*Strategies:*

Purchase and install a serving line at DeSoto Secondary School to better accommodate the students enrolled.

*Evaluation:*

Food Service staff will conduct on-site reviews at DeSoto Secondary School to ensure that customers' needs are being met.

*Professional Development Aligned with this Objective:*

n/a

*Budget:*

Evidence-based Program(s)/Material(s)			
Description of Resources	Funding Source	Available Amount	
			Total:

Technology			
Description of Resources	Funding Source	Available Amount	
Point of Service Touchscreens (15) & Computers (5)	Food Service Fund Balance	23,462.00	
Food Service Equipment	Food Service Fund Balance	170,040.30	
Serving Line - DSS	Food Service Fund Balance	27,848.19	
			Total:\$ 221,350.49

Professional Development			
Description of Resources	Funding Source	Available Amount	
			Total:

Other			
Description of Resources	Funding Source	Available Amount	
			Total:

**Final Total: \$221,350.49**

## GOAL TWO

### Goal: Professional Development

To cultivate a sense of ownership among Food Service staff through training opportunities.

#### *Objective:*

Instill among food service staff members a sense of professionalism and ownership through district training opportunities and professional development.

#### *Strategies:*

- Monthly meetings with cafeteria managers and assistant managers will review department issues. Attendees are expected to share the information with cafeteria staff. All school site issues and/or concerns are to be discussed at these meetings.
- All Food Service staff members attend mandatory in-service meetings where Federal, State, and District policies are reviewed.
- Online professional development opportunities offered on-site utilizing the computers at the school kitchens.

#### *Evaluation:*

- The Food Service Department will conduct formal and informal site reviews at each cafeteria to ensure that Federal, State, and District expectations are met.
- Several surveys will be conducted throughout the school year to ensure that all concerns are addressed.

#### *Professional Development Aligned with this Objective:*

- Monthly Manager and Assistant Manager Meetings throughout the school year.
- “What’s on Your Playlist” Food Service in-service meeting held on August 7, 2019. Interactive modules covering topics: Civil Rights; Ethics; Production Records; Meal Patterns; Proper Chemical Usage; Communication; Inventory Procedures; Proper Food Temperature.
- Department in-service training on September 25, 2019, to be conducted by the Florida Department of Agriculture; topics are “Communicate with Confidence” and “Team Building.”
- Online professional development offered through the Florida Department of Agriculture, School Nutrition Association, and Institute of Child Nutrition.

*Budget: there is no cost associated with this goal*

Evidence-based Program(s)/Material(s)			
Description of Resources	Funding Source	Available Amount	
			Total:
Technology			
Description of Resources	Funding Source	Available Amount	
Wireless Access Points			
			Total:
Professional Development			
Description of Resources	Funding Source	Available Amount	
			Total:
Other			
Description of Resources	Funding Source	Available Amount	
			Total:
			Final Total:

## GOAL THREE

### **Goal: Customer Participation/Satisfaction**

Increase customer participation at lunch service by 5% through consistently preparing and serving quality food items.

#### *Objective:*

Ensure that customers are receiving a healthy, visually appealing meal that meets customer expectations and Federal dietary guidelines.

#### *Strategies:*

Utilize the "Cuisine Team," a selection of foodservice employees that meet to create, review, and update recipes and food selections.

#### *Evaluation:*

- Survey customers for feedback on menu selections and promotions.
- Review and compare past food sales with new and/or updated food items.

#### *Professional Development Aligned with this Objective:*

n/a

#### *Objective:*

Provide customers a pleasant and aesthetic atmosphere while dining at the school cafeterias.

#### *Strategies:*

Update the school cafeteria serving areas with signage, decorations, and different food presentations.

#### *Evaluation:*

Survey customers to garner feedback on their impressions of food presentation and meal service experience due to the atmosphere of serving lines.

#### *Professional Development Aligned with this Objective:*

n/a

*Budget:* (No current budget items included for this goal.)

Evidence-based Program(s)/Material(s)			
Description of Resources	Funding Source	Available Amount	
			Total:
Technology			
Description of Resources	Funding Source	Available Amount	
		\$50,000	
			Total:
Professional Development			
Description of Resources	Funding Source	Available Amount	
			Total:
Other			
Description of Resources	Funding Source	Available Amount	
			Total:
			Final Total:

**FINAL BUDGET** (Insert Rows as Needed)

Evidence-based Program(s)/Material(s)			
Goal	Description of Resources	Funding Source	Available Amount
-	-	-	-
			Total:
Technology			
Goal	Description of Resources	Funding Source	Available Amount
Customer Service	Point of Service Touchscreens (15) & Computers (5)	Food Service Fund Balance	23,462.00
	Food Service Equipment	Food Service Fund Balance	170,040.30
	Serving Line - DSS	Food Service Fund Balance	27,848.19
			Total:\$221,350.49
Professional Development			
Goal	Description of Resources	Funding Source	Available Amount
			Total:
Other			
Goal	Description of Resources	Funding Source	Available Amount
-	-	-	-
			Total: \$0
			Final Total:\$221,350.49



## **IMPLEMENTATION EVALUATION**

Describe plans for ongoing and final evaluation on the extent of successful implementation of the division improvement plan and other division improvement efforts.

- Associate Director will review the work orders submitted by the cafeteria managers to determine future equipment needs.
- Registration information will be reviewed to ensure that staff is participating in on-line training opportunities.
- Conduct formal and in-formal on-site reviews at all school kitchens throughout the school year to assist with any challenges or areas in need of improvement.
- Food Service Nutrition Specialist will review the preparation of recipes created or updated by the Cuisine Team at each school site to ensure that there is uniformity in the production process.
- Associate Director and Nutrition Specialist will review the production records to determine the popularity of each item to determine if a change is needed.
- Student feedback will be attained to assure those daily selections meet student interest.