

Zionsville Food Service Cafeteria Chatter

December 2018/January 2019



Add These Dates to Your Calendar

In-Service – Cookie Walk	Wednesday	December	12
Special Presentation	Thursday	December	13
Winter Break	Mon – Fri	December	24- Jan 4
Special Presentation	Tuesday	January	15
No Pay-Pay Day	Friday	January	18
No School – MLK Day	Monday	January	21
In-Service	Wednesday	January	23
In-Service	Wednesday	February	13
Special Presentation	Thursday	February	14
No School – President's Day	Monday	February	18
No School – Teacher Work Day	Tuesday	February	19
In-Service – Bake Off	Wednesday	March	13
Special Presentation	Tuesday	March	19
E-Day (ZMS & ZWMS)	Thursday	March	21
Spring Break	Fri – Fri	March	29-April 5
Last Student Day	Tuesday	May	28

CASHIER'S CORNER:

By: Lisa Bond

As I have conducted the On-site review this year I have had the opportunity to observe some Great Customer Service and here are a few observations:

- **Identify and anticipate needs.** Asking if they need condiments if you do not see any selected on the tray.
- **Make use of their first name and thanking them for their purchases.**
- **Make the customer feel important** by remembering an event/activity they are engaged in and asking how it is going and acknowledging birthdays! 🎂
- **Help the customers understand our system,** "What makes a meal", and if they purchase extra how that affects their account.
- **Provide menu item access:** Having all the items on the menu readily available to the student, they can make their choice and get thru the line timely.
- **Promote the power of "Yes"** if they forget to grab a straw or some type of condiment they need to get after they have come thru.

We never know what a student has experienced before they see us in the café so it is worthwhile to give them a smile and great customer service

PRODUCTION POINTS: WEIGHT VS MEASURE

By: Amy White

Tips for serving when short-handed:

1. Pre-boat/Cup items for self-service
 - a. This will allow you to walk away briefly to take care of other needs such as removing food from ovens, refilling items on the line, tending to more than one serving line at a time.
 - b. Best practice: boat/cup the amount of food needed for the meal period approximately 15-20 minutes prior to student arrival for first line. Cover items with the plastic bags for sheet trays and hold in hot or cold pass-through. After each line replenish those items, restock line, wipe line down and head to dish room or whatever task is needing done, you are ready for the next group.
 - c. You will be surprised how quickly students get through the line when it's grab and go instead of waiting to be served.
2. Bulk up the serving line
 - a. Ensure that there is more than enough food on the serving line at the start of each meal period to avoid having to re-stock during service.



December

Chrissy	SUB	3
Linda	WMS	6
Bobbe	EE	7
Roberta	HS	8
Sheila	EE	20
Cathy	SUB	22
Caroline	SUB	23
Stacie	HS	31

January

Cathie	ZMS	13
Cheryl	BME	13
Peggy	EE	14
Barb	SUB	17
Nancy	SGE	18
Deb	ZMS	19
Anne	BME	27
Kiandra	SUB	28

February

Patricia	EE	26
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Jennifer	UE	Cook I
Kristin	PVE	Monitor
Amy	ZWMS	Cook I

If we missed your birthday, please accept our apologies and know that we wish you a very happy birthday.

DIRECTOR'S NOTES

By: Jan Swander

What fun it's been to visit some of the schools lately, even if only for a brief time. I admire and truthfully envy the opportunity you have to connect with the kids and to get to know them on a daily basis. It's very obvious that there are some very strong connections out there and I hope you know the impact you are having. As you've heard many times, from many sources, YOU CAN AND DO make a difference in the lives of ZCS students! The BEST part is that "our" kids will go out and ideally positively impact others and so it goes!

As you know, we are preparing for a review by our division at the Indiana Department of Education and while they will review things such as: meal assistance applications, production records, menus, food quotes, a la carte sales, revenue, meal service, etc., one thing that isn't measured by any formal means are the relationships! Whether it's the relationship between co-workers or students, let's all strive to make THIS a most positively noteworthy aspect of our own operations; doing so will add value to each and every one of us and make a difference!

Thanks for packing integrity and compassion in your tool kit of many traits, which all together make up a most noteworthy work ethic and contribution.

Best of the upcoming holidays to you and your families AND here's to a fabulous new year that awaits!

COOKIE WALK

Wednesday December 13 2:00 – 3:00 pm

It's never too early to formulate a plan to REDUCE stress and worry around the holidays. A cookie walk is the perfect way to save time and energy baking in the kitchen. Bring 1 - 3 dozen cookies along with your recipe to the December In-Service. Your cookies will be added to the cookie table and at the end of the meeting you will be invited to come up and select 3 dozen assorted cookies of your choice to take home with you. Voilà, much of your holiday baking done in the bare minimum of time.

INFORMATIONAL MEETING

Administrative Review

Thursday, December 13

2 – 3 pm

ESC Board Room

Learn more about our department operations and what to expect from the upcoming review.

Presented by the Food Service Office

REFERRAL PAYOUT

WOO HOO.....the ZCS Food Service Department is eager to pay its first \$250 referral bonus to a staff member!!!! Congratulations Lynda, SGE Monitor!

Could YOU be the next one to receive this great bonus?

“The new year stands before us, like a chapter in a book, waiting to be written. We can help write that story by setting goals.”

~Melody Beattie

VOLUNTEERS NEEDED

We are looking for approximately four open minded people to assist with a special project re: uniforms! You may be attending a few meetings which won't exceed a total of 3 hours of time paid. To be considered for this activity, please submit your name to Kathy Beanblossom and depending on the numbers volunteering, a drawing may be needed

YOUR INPUT MATTERS

Each employee should have received an email from Dr. Robison with a link for a school calendar survey for the years 2020 to 2023. Log into the following link and cast your vote as to your preference of three calendar options!

<http://www.surveymonkey.com/r/cal2021>

Survey closes this Sunday, 12-9-2018.

" I hope that in this year to come, you make mistakes. Because if you are making mistakes, then you are making new things, trying new things, learning, living, pushing yourself, changing yourself, changing your world. You're doing things you've never done before, and more importantly, you're doing something."
~Neil Gaiman

STRIKES FOR SPECIAL OLYMPICS UPDATE

Big thanks to Tammy, PVE Cook III, for leading the 2018 *Strikes for Special Olympics* participation by the ZCS Food Service Department! A great time was had by all AND the department was represented by participants: Tammy and her husband John; Mary, EE Cook III and her husband Jerry; Marlene, HS Café Manager and her husband Allen and FSO Manager Amy and her husband Jeff. "Cheerleaders" of sorts were Steve, HS Monitor; Eva, FSO Admin Asst. and Jan, FSD. A total of \$512 was raised by participants and in part by others within the department.

Tammy's enthusiasm has already led her to create ideas for 2019, one of which will be early promotion of the event! It may be that the department collects items for a Silent Auction basket to help raise money too! What fun that could be as perhaps a basket theme of "Kitchen Tools" is created. Be thinking of ideas AND mark your calendars for Saturday, November 23, 2019!

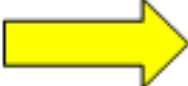

SIDE NOTE: Might ANYONE be interested in the opportunity to be "Freezin' For A Reason"? This is the Polar Plunge, another event which helps raise money for the 16,000 Indiana Special Olympic athletes and will be held on March 2, 2019 at Eagle Creek Reservoir. Now don't be TOO hasty in your reply of "NO WAY"!

So you don't want to dive in, how about being a volunteer OR a spectator??? Learn more about this opportunity by visiting <http://soindiana.org/polar-plunge/>

IF you want to organize our department's involvement, please reach out to Jan who will help support the cause in one way or another! (How's that for a hesitant commitment?)

LOOKING FOR SOME EXTRA  THIS HOLIDAY SEASON?
KNOW SOMEONE RESPONSIBLE WHO LOVES KIDS?
REFER THEM TO APPLY ONLINE, CONTACT JAN SWANDER AND MENTION YOUR NAME!!

IF THEY ARE HIRED AND COMPLETE 90 DAYS OF EMPLOYMENT...

 **YOU WILL RECEIVE A \$250 BONUS!!** 

SEE JAN SWANDER FOR QUESTIONS AND DETAILS
317-733-4804



MOVING UP THE KITCHEN LADDER

More hours More Money More Knowledge More Skills
What more do you want to know?

Becoming a Cook III is a great way to gain cooking skills in a commercial kitchen. With the added hours and pay, it's a lucrative move as well. Think you are up for the challenge? Why not give it a try? You can "Test the Waters" so to speak and see what you think of the position. Contact Amy White to learn more about what a Cook III does or Jan Swander to find out what opportunities are available within the district.

This institution is an equal opportunity provider.

This is a publication by and for the ZCS Food Service staff. If you would like to submit an article or idea for the next publication, please contact Amy W. 317.873.1232 x11620 or awhite@zcs.k12.in.us