

NEWPORT INDEPENDENT SCHOOLS FOOD SERVICE

Employee Handbook



Revised 2017

Welcome

Welcome to the Newport Independent School Food Service Department. You are a valuable member of our team and each Food Service employee contributes significantly to the effectiveness of the Food Service Program. We urge you to recognize your tremendous contribution. Our department expects a commitment to the service of nutritious, attractive and tasty meals to our customers (students, teachers and parents).

Food Service's Values

- Customer service is our highest priority.
- We care, hire, train and retain the best employees.
- We serve high quality, nutritious food that meets or exceeds federally mandated guidelines
- Individual accountability is important.
- We comply with Health Department Standards.
- We are a nutrition education resource.
- Financial stability is our goal.



Attendance

Every employee is important in his/her role in the kitchen. If an employee is absent or late, another employee must share in the added duties and responsibilities. As a condition of continued employment, employees are expected to be at work for each day that they are scheduled to work and to be on time at the start of each work day.

Frequent or continual absenteeism, tardiness, early dismissal or failure to notify your manager will result in meeting with the Superintendent and Food Service Director. Any employee who is scheduled to work and fails to report on a scheduled work day without notifying the appropriate person shall be considered to have voluntarily abandoned and terminated his/her position. All appointments (doctors, personal, or with your children's teachers) need to be scheduled after work.

If you need to miss work, the correct procedure is to call your manager the night before (if possible); or call her at home before she leaves to go to work; or call her at work by 6:30 a.m. (using her office extension

number. You will be supplied with your manager's contact information on the first day of work.

You must also log into AESOP (www.aesopeducation.com), and enter your absence and reason for such on the AESOP website or you may create your absence over the phone (1-800-942-3767). If you have not already been trained on how to do this, please contact the Food Service Director and she will direct you to the appropriate person for training.

One's attendance record is an important consideration in matters such as promotions, transfers, demotions and re-hiring. Regular and punctual attendance is expected of everyone.

Meal Policy and Breaks

All Food Service employees may eat lunch without charge (taking a normal size meal). Full-time employees are entitled to a 30-minute non-paid lunch break. Therefore, the thirty minutes is not included in your work day. In addition to a 30-minute lunch break,

each full-time employee is also entitled to one (1) 10-minute work break during his/her workday. Employees working a 4-hour work period are entitled to one (1) 10-minute work break during his/her workday.

No food is to be taken out of the school or taken home for any reason – this could be cause for immediate dismissal.

60 Day Probationary Period

All new employees are under a 60-day probationary period. If the new employee does not fulfill his/her time at work to the manager's/director's satisfaction, the director will recommend his/her dismissal to the Superintendent.

Payroll/Time Cards

Time cards are to be stamped upon arrival and at the end of each day of your shift. Each card holds one (1) week of time logged in. Extra Pay (duties such as super snacks) is stamped on the back of the time card.

Pay periods are bi-monthly (15th & 31st of each month). All paychecks are set up for Direct Deposit with your bank. Your first paycheck may be a paper paycheck.

Smoking

Smoking is permitted during your designate breaks; however, it must be done off campus. There is no tobacco usage anywhere on campus. Use of any tobacco product and/or alternative nicotine product, or vapor product as defined in KRS 438.305 is prohibited twenty-four (24) hours a day, seven (7) days a week, inside Board-owned buildings or vehicles, on school-owned property, and during school-related student trips.

Accidents/Injuries

Report all injuries/accidents immediately to your manager - even if they seem to be minor. The manager will, in turn, report the incident to the front office and the Director of Food Service. **All** injuries – no matter how minor – require an Accident/Injury report be filled out and filed. Accident/Injury

Reports are available in the front office at each school. It is required that you submit an Accident/Injury Report, even if you are seemingly unhurt. If necessary, get medical assistance immediately at the Business Health Facility in Edgewood, KY. Your Manager has the address and phone number. Failing to report an injury on the same day that it occurs, may result in the injured employee losing Workers' Compensation benefits.

Telephones

The cafeteria office phone is a business phone and needs to be kept open. Please limit personal telephone calls to those of a necessary nature.

Cell Phones

The use of cell phones is prohibited during work hours. This includes texting and checking voice mail. Cell phones must be kept in a locker or in your purse. You may use cell phones on your break. If any employee found using a cell phone during work hours, will receive a written reprimand. This rule also applies to managers. Managers set an example for those working in their cafeterias and they are expected to adhere to the same "no cell phone usage" rule.

Exception to this rule: A cell phone may be used to take work-related photos to be sent to the Manager or Food Service Director.

Safety and Sanitation Rules and Regulations

State and Health Department rules are:

- Clean aprons and gloves must be worn daily.
- Aprons and/or gloves are not to be worn outside the kitchen/cafeteria area. If you go to the restroom or outside for any reason with your apron and/or gloves on, they must be removed and replaced with a clean apron and/or gloves upon returning to the kitchen/cafeteria.
- All hair must be worn in a hair net, or a visor must be used at all times

while in the kitchen and cafeteria areas.

- No perfume, nail polish, acrylic nails or embellishments may be worn in the kitchen.
- Hands need to be washed, as needed, and fingernails must be clean and short. (Gloves must be worn while preparing food and while on the food line at all times.)
- A sample meal is to be maintained for a period of 3 days after it has been served. This is for the protection of the District against food-borne illness claims. Any suspected food-borne illness should be reported to the Food Service Director immediately.
- **No** students (or staff) are to be in the kitchen or behind the serving counter for any reason. This is a safety issue and is in accordance with the Kentucky Food Establishment Act and State Retail Food Code section 32(4).

Dress Code

Food Service employees are to wear red shirts and long pants (khaki, black or dark denim – no faded denim).

1. Food Service employees are to dress in clean shirts, pants and use visors or other appropriate hair restraints to prevent contamination of food.
2. It is the responsibility of staff persons to ensure that clothes and shoes are appropriate for the job; clean, free of rips or holes, and in good condition.
3. Staff members shall supply their own shoes and pants. Four red shirts will be provided to each staff member.
4. Employees must wear sturdy, closed-toe, low-heeled shoes which prevents slips, falls, trips, burns, and cuts. Shoes must fit properly, be secured to the foot and have non-slip soles. (No flip-flops)

5. Limit the amount of jewelry worn on fingers and forearms, to plain wedding band, medical bracelet or plain watch band. No earrings, necklaces or facial piercings are allowed. Jewelry can hide food particles and germs that can cause people to become sick.

6. All Food Service Staff should always wear a clean apron each day while involved in food preparation. Aprons should always be taken off when leaving a kitchen area.

7. Be sure to scrub underneath fingernails. Keep fingernails short (no longer than 1/8" beyond end of finger.) Do not wear fingernail polish or fake fingernails.

8. Employees must eat, drink or use any form of tobacco in designated areas only.

9. Employees may drink from clean closed beverage containers with a handle or straw. The container must be stored in a separate place away from food, utensils and equipment.

10. Wash hands twice after: using restroom, after eating, after blowing your nose, and after a smoking break. This should be done before returning to the kitchen.

Behavior at Work

Never:

1. Raise your voice
2. Use inappropriate language
3. Argue
4. Discipline an employee around our customers.

Managers will handle all problems with students or employees. Please be discrete when bringing problems to the manager's attention.

Quality Control

Every food item will be assessed for taste, appearance, quality and safety. The manager and cook will taste-test food served daily. All food, the amounts rejected and the reason it was rejected will be recorded on the production record. Temperatures are to be re-corded on all hot **and** cold food every 30

minutes on the line during serving times. Everyone will be issued a thermometer for such tasks.

Assignments

It is the prerogative of the District to transfer or reassign Food Service personnel to another location when such action serves the best interest of the District.

Each employee will be evaluated yearly on knowledge and proper completion of each duty as it is carried out.

Any violation of any of the stated rules will result in:

- *First offense – a verbal reminder along with a written statement.*
- *Second offense – a written statement placed in personnel file with possible loss of rehiring.*
- *Third offense – suspension or immediate dismissal by the Superintendent or designee.*

Please detach the **Employee Handbook Agreement**, which states that you have read, understood and agree to follow the rules contained within this handbook. The attached agreement must be returned to the District Food Service Director within one week of hire or one week after the first day of the new school year, whichever applies.



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Employee Handbook Agreement

I have read the attached handbook for all Food Service Employees. I hereby attest that I understand and agree to abide by the rules and regulations contained in said handbook, and understand the penalties associated with violating the clauses herein.

Employee Signature _____

School _____

Date: ____ / ____ / ____

This form must be returned to the District Food Service Director within one week of hire or one week after the first day of the new school year, whichever applies.

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