

CALHOUN COUNTY 2023



FOOD SERVICE EMPLOYEE HANDBOOK

Calhoun County Schools is an equal opportunity educator and employer.

CALHOUN COUNTY SCHOOLS
FOOD SERVICE EMPLOYEE WORK RULES

The information in this handbook has been prepared as a guide to explain the department policies and facts you should know when you accept employment; it is expected that you will comply with the regulations. There may be some questions concerning your job that this booklet does not cover. If so, your Manager/Supervisor will be happy to help you.

It is our hope that you will realize the importance of your role in the food service operation. As an employee in the Food Service Department, you are a goodwill ambassador. You are in the service business and if you have the desire and ability to serve others well, you will enjoy your work here. We expect you and the management staff to carry on your work properly and conscientiously. Be courteous and friendly to students and fellow workers.

OBJECTIVES OF THE FOOD SERVICE DEPARTMENT

1. To provide balanced, attractively served, well-prepared meals with good variety.
2. To give good, courteous and friendly service.
3. To meet high sanitary standards.
4. To be receptive to students' ideas and suggestions.
5. To strive for improvement.
6. To provide the best possible working conditions.

To accomplish these objectives requires that each person do his/her part. No matter how small each job may seem, it is an important part of the overall operation. We hope you become a partner in our efforts to serve our students in an efficient and attractive manner.

All employees are expected to perform the tasks assigned to them by their Managers/Supervisors in accordance with work standards established by administrators and to develop work and personal habits that contribute to the performance of work and do not involve the school in loss of time, money, property or reputation.

IN ADDITION, AS AN EMPLOYEE IN THE FOOD SERVICE DEPARTMENT, WE EXPECT YOU TO:

1. Have an active interest in your job and in the success of the operation.
2. Give your job your best effort.
3. Be on time and to notify us a minimum of two hours in advance if it is impossible for you to report for work.
5. Strive to improve yourself in your job.
6. Cooperate in a friendly and "team spirit" way with the other employees and your Manager/Supervisor.
7. Learn your job and do it well.
8. Be pleasant, polite and courteous at all times.
9. Have a sense of pride in your employment with Food Service.
10. Use your initiative, make improvement suggestions and work quietly and skillfully.
11. Take problems concerning your work to your Manager/Supervisor. It is his/her job to help you solve them.
12. Help where needed as requested.
13. Refrain from visiting with other employees or friends.
14. Know, understand and follow the rules in this handbook.

WHO AND WHEN TO CALL WHEN PROBLEMS OCCUR

The following information is to assist you in determining who and when to call if you have a problem performing your normal duties. Following this policy will 1) ensure that the proper person is notified and 2) ensure that you are making contact with the Manager who is best able to assist you.

Upon reporting for work, please check to see that you have everything available that you will need during your shift — this includes items such as recipes, equipment, printouts, change orders, keys, and the like. Any missing component should be addressed immediately. If you are not able to resolve the problem, you may call your Manager/Supervisor or, in his or her absence, the person in charge of your area. You should do so before 11 p.m. or after 5 a.m. only. Do not call staff members other than your Manager/Supervisor. If the above situation occurs during a weekend, you should call the Manager/Supervisor.

My Supervisor's number is: **229-792-8375** or **229-310-9387**.

OVERTIME

Overtime is never authorized without prior approved of your Manager/Supervisor.

RESIGNATION

A employee may resign by presenting his/her resignation in writing to the Supervisor. To resign in good standing, an employee must give her/his Manager/Supervisor at least ten school work days notice.

PERSONAL APPEARANCE AND SANITATION

Employees should be in good health when reporting to work. Your personal appearance is also important. The following are required:

1. Clean, unwrinkled uniform.
2. A clean and neat personal appearance. Practice good personal hygiene and hair control. All workers are to wear hair restraints when preparing and line-serving food. Table-servers must have their hair pulled back into a pony tail and/or over the shirt collar at all times, and are required to wear hair nets.
3. Keep fingernails clean and well trimmed. Avoid using all kinds, types and shades of nail polish. Press-on nails are not allowed.
4. Wash hands with soap and water before returning to work after using the toilet, coughing, sneezing, blowing your nose, touching your face or running your fingers through your hair, etc.
5. Report colds, illness, skin infections to your supervisor. Sores, cuts and abrasions on your hands, arms, face or neck must be covered with a bandage and gloves must be worn if you handle food products.
6. Handle all foods with proper utensils; do this in the food preparation area, too.
7. Do not lick your fingers and do not put fingers in food for tasting.
8. Keep your work area clean and neat at all times.
9. No excessive jewelry, including bracelets, may be worn. Piercings of any kind must be small and acceptable to the Manager of the area in which you are working.
10. The use of tobacco products is prohibited.
11. Strong perfume or body odor is not allowed in food production and serving area.

HEALTH AND SAFETY TRAINING

To the Food Service Department, health and safety training is more than explaining why you should wash your hands after you sneeze or telling you the importance of keeping food at the proper temperature. Health and safety training is about providing information that can be applied to your work life and beyond.

The Food Service Department is committed to educating its employees on the importance and relevance of safety. We strive to provide and maintain work areas that meet, or exceed, health and safety standards required by the state and federal law. To that end, the Food Service Department required training and assessments in specific areas pertaining to health and safety.

SAFETY PROCEDURES

We wish to maintain good safety, and we hope that you will help us. You should watch for temporarily unsafe conditions such as greasy and wet floors. Be careful while using the equipment and be sure you understand thoroughly how each piece operates before you use it. If you become injured, notify your Supervisor or Manager who will advise you on proper treatment/procedures to follow.

The following safety rules apply to minimize the number of accidents on the job:

1. Be careful. Use common sense. Most accidents are caused by unsafe acts and unsafe conditions. Don't think that you will be the exception to the rule.
2. If glass or china is broken near the food, feel personally responsible for seeing that none of the food is used which might be contaminated. Inform your Manager/Supervisor of the accident so that he/she can make the final decision.
3. Report any injury, however slight, to your Manager/Supervisor — he/she will take the necessary steps to see that you get the proper treatment. All injuries will be treated at the Health Service. If an injury occurs at night or weekends, contact your Manager/Supervisor or the Manager on duty.
4. Do not run in any food service area.
5. Concentrate on your work — do not disturb others.

6. Keep your work area clean and neat. Pick up small particles of food, utensils, silverware, etc., which have been dropped. Then wash hands.
7. Use a dry hot pad or mitt to pick up hot pans.
8. Personal audio and/or video devices are not permitted.
9. Use proper equipment when cleaning fryers.
10. Before moving a push cart of any size into a walk-in cooler or freezer, make a visual inspection of the area to ensure that the floor is not ice/ water covered, no electrical cords are hanging loose and that all boxes/ crates/pans/buckets in the area will not be disturbed by the materials you are moving in.
11. When pushing hot carts up ramps, make sure the cart doors are facing (uphill) away from you; don't push double hot carts on ramps if you are alone. Note the ramp angles and pay special attention to them.
12. When transporting carts on elevators, back into the elevator with the cart. It works best to pull the cart into the elevator from an angled position vs. straight on to minimize the chances of the wheels falling into the opening between the elevator and the shaft. In addition, be aware of load capacities of elevators around campus if you are transporting food or supplies. Overloads have occurred, causing automatic braking systems to deploy.
13. Know the location of fire extinguishers, alarm pull stations and the Heart Station® Rescue Case closest to your work area.

UNIFORMS AND EQUIPMENT

Uniforms are supplied by the Food Service Department and maintained by the individual.

The complete uniform will be worn at all times or the employee will not be allowed to work.

Wear sensible shoes — closed toes and heels. No clogs or sandals are allowed. Rubber or crepe soles are recommended.

No shorts, skirts, bib overalls, cut-offs, patched, worn, faded or "holey" jeans, pants, or sweat pants are allowed.

LOCKERS

Whenever possible, a locker is provided; however, you may have to share the

Keep your locker lock at all time for your own protection. No personal belonging should be stored in the production Kitchen or serving areas.

REASONS FOR DISCIPLINARY ACTION AND/OR DISMISSAL

Violation of one or more of the following is (are) just cause for progressive disciplinary action and/or immediate dismissal from employment:

1. Any minus in the TIP book.
2. Unsatisfactory work.
3. Failure to comply with a proper order or request of/by a supervisor.
4. Horseplay.
5. Disruptive demonstrations.
6. Theft and/or property damage.
7. Punching the time card of another employee or other card punching violations.
8. Unexcused absences: first=written warning; second=dismissal.
9. Tardiness: first=oral warning; second=written warning; third=dismissal.
10. Lacking complete uniform: first=written warning; second=dismissal.
11. Eating/drinking while on duty.
12. Chewing gum while on duty.
13. Studying or having visitors while on duty.
14. Falsification: providing Supervisors or others false, misleading or incomplete information.
15. Keys: possession, making or causing to be made any key to operate locks or locking mechanisms without proper authorization or using or giving to another a key for which there has been no proper authorization.

GENERAL INSTRUCTIONS

No personal phone calls during working hours unless there is an emergency.

Cell and other personal calls may be made during break and meal periods.

Cell phones may not be carried while you are working.

Be cooperative and pleasant with your fellow workers and carry your share of the work load.

Since our work load fluctuates at times, we may need to change work assignments and work hours to meet the need of related work as required. Please help us in this area. Smile, it's contagious!

CALHOUN COUNTY SCHOOLS

CENTRAL OFFICE PERSONNEL

**10877 DICKEY STREET
MORGAN, GA 39866
(229) 310-1533**

NAME

TITLE

Michael Ward
Pamela Quimbley
Gwendolyn Gray
Priscilla Johnson
Demetria Kegler
Jeffery Causey
Mary Hilton
Sharon Stringer
Tammy Merritt

Superintendent
Testing Coordinator/Title 1 Director
Accounts Payable
Food Service Administrator
Payroll Coordinator/Human Resources
Technology
Curriculum / Technology Supervisor
Superintendent Secretary
Data Collection Specialist/TKES &LKES

CALHOUN COUNTY FOOD SERVICE HANDBOOK

I certify that I have read and fully understand the rules, regulations, policies and procedures listed in the Food Service Employee Handbook.

Signature of Employee

Date

Signature of Manager/Supervisor

Date

This page is part of the Food Service Employee Handbook. After signing it, remove and return it to your Manager/Supervisor.