

Beal City Public Schools

Kitchen Staff Handbook

Revised Jan 2014

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GENERAL STATEMENTS

Mission Statement

Beal City Schools, in harmony with home and community, will educate our children in a positive environment that meets individual needs and goals in order that all students successfully function in an ever-changing global society.

Purpose Statement

This Kitchen Staff Handbook has been prepared to serve as a reference for kitchen staff in their employment with the Beal City Public School District. A variety of information has been assembled. If a question or problem arises which is not covered in this handbook, the question or problem should be directed to the Food Service Director. If he/she does not have the answer, the employee should feel free to contact the Business Manager or the Superintendent.

Disclaimer Statement

This handbook is not intended to serve as a contract of employment. It is intended to address the general conditions of employment for the kitchen staff. Nothing stated in this policy alters the at-will nature of employees' employment

Because all kitchen staff employees are at will employees, the Beal City Public School district retains all management rights to hire, fire and assign such employees. Where possible, every effort will be made by the Administration to make changes prior to the beginning of the school year.

Complaints regarding the application of this handbook are to be directed to the Food Service Director within ten (10) calendar days of the incident upon which the complaint is based. If an employee is not satisfied following the discussion with his/her supervisor, the employee may contact the Superintendent. The Superintendent's determination on complaints is considered final.

Administration reserves the right to modify this handbook at any time. This handbook may only be amended by formal action of the Board of Education. Suggestions for improvement are welcomed.

Disabled Applicants and Employees

The Beal City Public Schools will consider for employment disabled applicants who can perform the essential functions of the position being applied for with reasonable accommodations as defined in the Americans with Disabilities Act (ADA) and the Michigan Handicapper's Civil Rights Act (MHCRA).

Current employees who become handicapped will remain employed by the Beal City Public Schools if they can perform the essential functions of the job with reasonable accommodations as defined in ADA and the MHCRA.

The ADA and MHCRA Compliance Officer for the Beal City Public Schools is the Superintendent.

Sexual Harassment

Harassment of staff (including those who volunteer their services) or applicants for employment is prohibited, and will not be tolerated. This includes inappropriate conduct by any person in the school environment, including other employees, Board members, parents, guests, teachers, contractors, vendors, and volunteers. It is the policy of the Board to provide a safe, positive work environment free of harassment for its staff. Board of Education policy manuals and rules regarding sexual harassment are available for review at www.neola.com/bealcity-mi, item 4362 Classified Staff.

Any employee may and should report, in writing or orally, any and all incidents of such activity. Complaints may be directed to the Superintendent of Schools or the Food Service Director as an alternate. If the complaint relates to either of these individuals, the complaint may be filed with the Board President. There will be no retaliation against an employee for making a complaint or taking part in the investigation of a complaint. All complaints will be investigated. To the extent it can, the District will keep matters confidential. Violation of the policy shall subject the offending

employee(s) to appropriate disciplinary action up to and including discharge from employment.

Equal Employment Opportunity

Beal City Public Schools shall comply with all Federal laws and regulations prohibiting discrimination and with all requirements and regulations of the U.S. Department of Education. It is the policy of the Board that no employee or candidate for employment in the district shall, on the basis of race, color, religion, national origin or ancestry, age, gender, marital status, disability, height, weight, and/or any other legally protected characteristic, be discriminated against, excluded from participation in, denied the benefits of, or otherwise be subjected to, discrimination in any program or activity for which the Board is responsible or for which it receives financial assistance from the U.S Department of Education.

Employment Notices

State and Federal labor law information is posted in the elementary staff lounge, the high school staff lounge, and the Superintendent's office.

Kitchen Classifications

All persons employed in the kitchen are subject to the conditions identified in this handbook.

1. Head Cook
2. General Kitchen Staff

ORIENTATION FOR NEW KITCHEN STAFF

Upon notification of employment, the employee will report to the Business Office and: (1) receive a copy of the Kitchen Staff Handbook (2) provide information to the payroll office, (3) provide information for personnel file.

Prior to starting work, the kitchen staff employee will have an orientation meeting with the Food Service Director. At this time the kitchen staff employee will receive information concerning: (1) physical facilities, (2) identified work schedules (hours), (3) briefing on building characteristics, personnel, and procedures, (4) briefing on the nature of work assignment and (5) answers to questions.

RESPONSIBILITIES

Health Department Guidelines

1. All hair must be in a hair net at all times. On occasion a hat is also acceptable.
2. No fake fingernails.
3. No polish on fingernails.
4. Fingernails must be clipped short.
5. No jewelry (with the exception of a wedding ring with no stones).
6. No open toed shoes.
7. Attire must be clean.
8. Personal hygiene must be maintained.

Haccp (Hazard Analysis Critical Control Point)

All employees must abide by the safety rules of Beal City Public Schools Haccp plan. These guidelines will be explained at time of employment and reviewed at a minimum of once a year.

Training

A mandatory training will be conducted by the Food Service Director prior to the start of every school year.

Personal Conduct

An employee of Beal City Public Schools is required to perform assigned duties conscientiously, to conduct himself/herself in a manner that reflects pride in Beal City Public Schools, to respect the administrative authority of those directing the work and to observe the spirit, as well as the letter, of the school policy governing conduct. It is the employee's responsibility to familiarize himself/herself with the Beal City Board of Education policy manual and rules found at www.neola.com/bealcity-mi, item 4000 Classified Staff.

Dress

Food Service Workers will be provided with uniform shirts to be worn while on duty. Appropriate attire (clean, no holes, etc.) and grooming are expected at all times.

Safety

Safety is paramount at all times and under all conditions. The school system attempts to maintain safe working conditions and encourages employees to be constantly alert to hazardous situations and to promptly report all unsafe conditions to their supervisor or to the business office.

Reporting on Suspected Child Abuse

While kitchen staff employees are not required to report suspected child abuse directly to DSS under the Child Protection Act, MCLA 722.521 et seq., he/she should report concerns to the building administrator/supervisor. Furthermore, an individual who reports suspected child abuse in good faith, is immune from liability.

COMPENSATION INFORMATION

Kitchen Staff Wage Schedule

A kitchen staff employee will routinely be considered for a pay increase at the beginning of the school year. Pay increases shall be determined by the

Board of Education with input from Administration. Beginning wage for permanent kitchen staff employees ranges from \$8.44 to \$8.64 per hour.

Pay Periods

Paychecks shall be electronically transferred to the banking institute of the employee's choice by 4:30 p.m. on the day prior to the pay date. Paychecks will be issued every other Friday.

Work hours/Breaks

The work year will be based upon the official school calendar. Scheduled work hours, and specific assignments are established by the Food Service Director, subject to final approval by the Superintendent. No hours may be worked outside of the established schedule without the prior written approval of the employee's supervisor. The work calendar for kitchen staff employees includes those days students are in attendance and any additional professional development/meeting days as determined by the Food Service Director. When students are in session for a half day, breakfast only will be served.

Kitchen staff employees are entitled to a fifteen-minute break for every four consecutive hours worked. Kitchen staff employees are entitled to one half hour paid lunch/dinner if working six or more consecutive hours.

Punctuality

Punctuality and regular attendance are expected of everyone and are important for satisfactory performance. Employees are not allowed to punch in before, or work beyond their normal hours without approval from their supervisor. Time card minutes will be rounded to the nearest quarter hour. If a kitchen staff employee is unable to report for work, the immediate supervisor should be notified as soon as possible, in accordance with the procedure established. In the event the absence is for three (3) consecutive days without notification to the supervisor, the kitchen staff employee will be considered to have abandoned his/her position.

Overtime

Non-exempt employees covered by the employee handbook will be paid overtime at a rate of one and one-half for any time **worked** over 40 hours per week. Leave time and holiday pay will not be considered when determining over time hours. Overtime must be specifically authorized in writing (whenever feasible) by a supervisor before the hours are worked. The pay period begins at 12:00 a.m. Sunday and ends at 11:59 p.m. Saturday.

Attending Conferences

Kitchen staff employees will be paid for the hours of the conference attendance according to the conference agenda. Travel time will be excluded.

Payroll Deductions

Federal and State income taxes will be deducted from payroll checks in accordance with the number of exemptions claimed on the W-4 withholding certificates. Social Security tax and retirement will be deducted as required by law. The Board of Education also makes it possible for kitchen staff, through payroll deductions, to contribute to United Way, 403 (b) investments, and other voluntary deductions.

FRINGE BENEFITS

Retirement

As per state law, a percentage amount of the kitchen staff employee wages as determined by MPSERS will be paid by the school district into the Michigan Public School Employees Retirement System. The percentage amount may be revised by MPSERS on October 1st of each year. Employees hired on or after January 1, 1990 will be required to have a percentage deducted from their wages each pay period according to state law.

If an employee retires from the district after 10 consecutive years of employment, they shall receive upon retirement, 4% of their current salary in a one time lump sum payment.

LEAVE TIME

Sick leave and personal leave are credited in advance on July 1 each fiscal year in anticipation of the employee completing the entire work year. Partial years of service as a result of a mid-year hire or termination, or other reasons will result in a pro-ration of the annually awarded sick, and personal leave days. Any unearned leave time that has been used will be deducted from any remaining pay checks(s). Scheduling of leave days of all types is subject to supervisory approval.

For purposes of this section, the term “day” shall be defined as the number of hours the employee is regularly scheduled to work per day.

Willsub is to be used to track leave time/absences. The employee is responsible for entering all leave time used into the Willsub system. If leave time needs to be entered after the fact, the employee should contact their supervisor or the Business Manager.

Sick Leave

Kitchen staff employees will be credited with a maximum of 10 sick leave days per year. Those days will be credited to the employee at the beginning of the school year. Sick leave can be accumulated to a maximum of 180 days.

Sick leave may be used in accordance with the schedule specified herein for personal or family illness. For all absences, the kitchen staff employee is required to notify his/her immediate supervisor upon first knowledge of the necessity to be absent.

The district may require verification from physicians or others as it relates to absences where over-utilization or misuse is suspected, or when other conditions warrant.

Before returning to work after surgery, injury, or serious illness a physician's release to work will be required.

Sick leave may be used as follows:

Personal Illness –The primary purpose of the sick leave allowance is to cover the absence of the employee from the school because of personal illness or disability sufficiently severe that it shall make his/her presence in school inadvisable. After five (5) consecutive days of absence, the Food Service Worker must have a certificate signed by a doctor in order to receive additional sick pay.

Family Illness – The food service worker may use a maximum of ten days of sick leave for illness in the immediate family. These ten days are cumulative on an annual basis and are not on a per illness basis. Immediate family shall be defined as spouse, children, step-children, parents, mother-in-law and father-in-law and grandparents and grandchildren. Use of sick leave for others outside those listed in this paragraph may be approved at the discretion of the superintendent.

The Food Service Director, at his/her discretion, may request a doctor clearance for a kitchen staff employee to return to work following an illness.

Sick Leave Incentive Program

Unused sick days are paid at 50% of teachers' sub rate times the number of unused days up to a maximum of 100 days; 10 years of service as an employee of the Beal City Public Schools are necessary in order to qualify.

Bereavement Leave

Bereavement leave may be taken if there is a death of a member of the immediate family. The kitchen staff employee may take a maximum of the following number of days per death:

- Husband, wife, mother, father, brother, sister, children, grandchildren or other family members listed below who reside in the employee's home – 5 days.
- Father-in-law, Mother-in-law, brother-in-law, sister-in-law – 3 days.
- Grandparents – 2 days.

Additional non-paid days may be taken upon approval of the Food Service Director.

Vacation Leave

Vacation leave will follow the school calendar as listed in the teacher's contract. Vacation leave will be unpaid.

Holiday Leave

Kitchen staff employees will receive the following three (3) paid holidays:

- Thanksgiving Day
- Christmas Day
- New Years Day

If the holiday should fall on a Saturday or Sunday, the food service worker will receive the holiday pay on the day before or after the holiday as determined by the Food Service Director. To receive holiday pay the employee must work their last day scheduled before the holiday and the first scheduled day after the holiday. An exception may be made in the event of short term leave at the discretion of the Food Service Director.

Unscheduled days off

If a scheduled work day is cancelled for any reason, employees can not use leave time to make up those lost hours.

Personal Leave

Personal Leave will be credited to the employee at the beginning of the school year. Kitchen staff employees will be credited with 3 personnel days per year. At no time will an employee have more than 8 days of personal leave credited. If the award of 3 personal days at the beginning of the fiscal year will cause the personal leave bank to exceed 8, all personal days beyond 8 will be moved to sick leave.

Whenever possible, personal leave should be requested at least one week in advance. Approval of personal leave is at the discretion of the Food Service Director.

Accumulated personal leave will be paid out upon leaving the district if the employee notifies the district of their intent to leave the District two weeks prior to their last day worked. If two weeks notice is not given, the employee forfeits all accumulated personal leave. In the event of termination the employee forfeits all accumulated leave.

Family Medical Leave Act

Information regarding possible benefits for eligible employees under the Family Medical Leave Act (FMLA) is available in district policies and administrative guidelines, available for review at www.neola.com/bealcity-mi, item 4430.01. Employees are required to use all accrued paid sick leave to substitute for the family leave described in this policy. The employee will have the option to use paid vacation or personal leave to substitute for the unpaid family leave described in this policy. Paid leave and unpaid leave run concurrently with family medical leave.

Unpaid Leave (Other Than Family Medical Leave Act)

Requests for unpaid days off and extended unpaid leaves of absences must be submitted in writing to the Superintendent, with a copy to the employee's supervisor. All unpaid leave must be approved by the Food Service Director and the Superintendent. All accumulated paid leave time must be utilized before unpaid leave will be granted. Unpaid leave not qualifying for The Family and Medical Leave Act of 1993 will result in loss of cash in lieu benefits, or the payment by the employee of monthly insurance premiums for any time while on unpaid leave.

Jury Duty

The school administration considers jury duty to be a civic and community responsibility. When a kitchen staff employee receives a call for jury duty, he/she should immediately notify the Food Service Director. When serving as a member of a jury the kitchen staff employee will receive his/her regular pay and will submit any jury duty pay received to the school district. It is not necessary to submit payment from the court for mileage. Employees are expected to report to work if not impaneled for the day. If released during the day, the employee must contact their supervisor to receive directions as to whether to report. If excused by the supervisor, the employee will receive pay for the balance of the day.

DISCIPLINARY PROVISIONS

Disciplinary measures may be taken by either the Superintendent or the Food Service Director subject to prior approval of the Superintendent.

Disciplinary measures may consist of:

- verbal warning (1st offense)
- written warning (2nd offense)
- suspension (3rd offense)
- termination (4th offense)

While disciplinary measures for employee misconduct will generally follow this progression, disciplinary measures may be accelerated depending on the nature and severity of the misconduct.

PERSONNEL INFORMATION

Background Check

New employees are required to submit to a criminal background check before officially starting work.

In addition, each employee of the district is required to self-report to their employer and the Michigan Department of Education when they have been arraigned / charged with certain identified crimes. The report must be made within three business days of the arraignment or the employee will be guilty of an additional crime. The crimes are listed in MCL 380.1535a.

Personnel File

A personnel file will be developed for all kitchen staff employees and will be kept in the Superintendent's Office. All records that are generated in connection with employment with the Beal City Public Schools, except pay records and medical records, will be maintained in the kitchen staff employee's personnel file. The information gathered is considered privileged information and will be treated confidentially in accordance with Board Policy. Kitchen staff employees may review the contents of their personnel file with proper notice.

Evaluation

It is the responsibility of the Food Service Director to evaluate kitchen staff employees in his/her building at a minimum of once per year or as many times as necessary to ensure continued satisfactory performance. See attached for Evaluation form.

LAYOFF AND RECALLS

Seniority

The central office shall maintain a list of kitchen staff employees and their date of hire in order to have an up to date seniority list. However, seniority will not be used as a factor in layoff, recall and reduction of hours unless the employees in question have equal evaluations and job performance.

Layoff and Recall/Reduction of Hours

If there are conditions making it necessary for a general reduction in the number of kitchen staff employees employed by the School, the School will retain, if possible after a complete review of personnel files, those kitchen staff employees, by position, having the best employee evaluation, job performance, and skill level. If those factors are equal then years of service to the district (seniority) will be used. A recall list will be maintained for a period not to exceed one (1) year. Thereafter, a laid-off employee would lose his/her right to recall. In recalling kitchen staff employees, the School will consider by position those kitchen staff employees with the best employee evaluation, job performance, and skill level in relation to the open position. During the year, as any kitchen staff positions occur, all laid-off kitchen staff employees will be notified by mail at their current address on file at the business office.

PRACTICES AND PROCEDURES

Job Postings

Whenever a vacancy arises, the Food Service Director will notify the Central Office who will then post the position for not less than five (5) work days. The posting shall be placed in the offices of the principals and Central

Office. The posted kitchen staff position notice will contain (1) job title, (2) hours to be worked, (3) main duties (4) contact person, (5) date of posting.

Kitchen staff employees may apply for an open kitchen staff position. Both internal and external candidates will be considered for the position. It is the expectation of the Board of Education that the best qualified candidates be selected to fill vacancies. Work experience related to the position, attendance, punctuality, interpersonal skills, relationships with others, work performance and other matters will be taken into consideration. Recommendations for hire are made by the Food Service Director and the Superintendent to the Board of Education. The Board has final approval for any employee hired.

An employee may occupy more than one position within the district, provided schedules do not conflict or create an overtime payment requirement.

Injury on the Job

If a kitchen staff employee is injured in the course of employment at Beal City Public Schools, he/she must verbally notify the supervisor during the work shift in which the injury occurred and fill out an accident report form as soon as possible. Failure to report the injury within two (2) working days of the accident may absolve the district of any responsibility. Accident report forms may be obtained from the business office.

Employee Termination of Employment

A minimum of two (2) weeks written notice is required for termination of employment by the employee. Earlier written notice is helpful whenever possible.

Beal City Public Schools Kitchen Staff Handbook Certification

I have received a copy of the Beal City Public Schools Kitchen Staff Handbook.

I understand that I have the responsibility to read and review the handbook and familiarize myself with its contents.

I understand that this handbook is provided to me at the time of my employment as a Beal City Public Schools Kitchen Staff.

I am to maintain the handbook in good order and repair. I will return said handbook at the end of my employment.

I will direct all questions regarding the content of the handbook to the Food Service Director for clarification.

Food Service Worker (please print)

Food Service Worker Signature

Date

Food Service Director (please print)

Food Service Director Signature

Date

FOOD AND NUTRITION SERVICES STAFF EVALUATION

Beal City Public School District

Name: Last, First, M.I.

School or Department

Job Title

Period of Report

Date from: _____

Date to: _____

School Year: _____

Evaluation Type

Annual

Probationary

Other _____

GENERAL CRITERIA: *The following 14 criteria are viewed and analyzed by the evaluator based on the employee's job classification. The evaluator will check the appropriate rating box under each of the criteria using the italicized definition as a guide. The evaluator will provide comments for ratings of "unsatisfactory" or "needs improvement." The last column of each question is worth 7 pts., next column is 5 pts., next column is 3 pt., and the first column is 2 pts.*

1. DEPENDABILITY/RELIABILITY: *Is dependable and trustworthy; Independent worker who requires minimal supervision; Consistently follows through with job responsibilities in a timely fashion. Makes sound decisions. Maintains equipment/district property properly; Consider the extent to which the employee can be depended on to do the job. To what extent is supervision required?*

Work needs close and regular supervision. Rarely able to work independently. Cannot be depended on to complete work within assigned time. Unsatisfactory.

Sometimes able to work independently, but work needs more than minimal supervision. More than occasionally, work not done on time or within allotted shift. Needs improvement.

Consistently dependable. Performs all duties with minimal supervision. Work completed on time consistently.

Highly dependable. Attends to every detail without supervision. All work completed on time.

Comments:

2. FLEXIBILITY/ADAPTABILITY: *Makes adjustments and changes easily to work assignments and unforeseen circumstances; Readily accepts new or changing conditions; Works effectively in a variety of situations; Works well under stressful conditions. Are changes readily accepted and adjusted to?*

Has difficulty making adjustments to different conditions. Unsatisfactory.

Sometimes has difficulty making adjustments to different conditions. Needs improvement.

Accepts new or different conditions; adjusts quickly, cooperative.

Highly flexible; can be used effectively in different conditions.

Comments:

3. INITIATIVE: *Recognizes opportunities to take action appropriately; Self-starter; Has new ideas and makes suggestions for positive change; Willing to take on new challenges. Are practical suggestions made frequently? Is the employee a self-starter? Are acquired skills shared with others?*

Negative and/or not interested in job. Not a self-starter and does not do more than the basic requirements of the job. Unsatisfactory.

Occasionally lacks optimism and/or lacks interest in some job elements. Occasionally willing to take on a new challenge. Needs improvement.

Consistently positive and shows high level interest in job. Sets goals and completes them.

Exceptionally positive; interest in job leads to exceptionally creative and innovative performance. Takes appropriate action.

Comments:

4. ATTENDANCE/PUNCTUALITY: *Regularly in attendance and consistently on time; provides supervisor sufficient notice if absent. Is the employee on the job when scheduled?*

Frequently absent or late. Not prepared to work Unsatisfactory.

Attendance, punctuality, and/ or dependability could improve. Needs improvement.

Displays good habits; on time and at work when scheduled.

Displays excellent habits; on time and prepared to get the day started.

Comments:

5. SAFETY/SANITATION: *Keeps a clean and orderly work area. Adheres to safe work practices. Identifies and corrects unsafe conditions. Utilizes HACCP protocol and standard sanitation procedures in all facets of job performance. Is informed and can appropriately utilize MSDS if needed. Consider awareness of safe and sanitary practices and conditions in the work setting. Are possible hazards recognized quickly? Are appropriate steps taken to correct them? Are established safety and sanitation procedures followed?*

- | | | | |
|---|---|--|--|
| <input type="checkbox"/> Does not adhere to safe work practices and/or use of nonstandard sanitation practices jeopardizes customer health. Unsatisfactory. | <input type="checkbox"/> Occasionally exhibits unsafe work practices or/and fails to follow HACCP and standard sanitation practices. Needs improvement. | <input type="checkbox"/> Keeps a safe and orderly work area and adheres to safe work practices. Identifies and corrects unsafe conditions. Utilizes HACCP protocol and standard sanitation procedures. | <input type="checkbox"/> Extremely organized; enhances work environment for self and coworkers. Proactively promotes safety and sanitation through consistent vigilance and methodical performance of job. |
|---|---|--|--|

Comments:

6. COMMUNICATION: *Exchanges information appropriately; Tactful and considerate; Good listening skills; speaks and writes in a clear and understandable manner; Effectively deals with problems with parents, students and others. Consider the appropriateness, timeliness, professionalism, and clarity of communications. Is good judgment used when choosing (or not) to communicate? Communicates with supervisor when necessary? Do communications nurture positive work relationships?*

- | | | | |
|--|--|--|---|
| <input type="checkbox"/> Use of inappropriate communication skills seriously affects job function. Does not communicate in a clear and understandable manner orally or in writing. Unsatisfactory. | <input type="checkbox"/> Occasional use of inappropriate communication skills hamper job function. Does not consistently communicate in a clear and understandable manner orally or in writing. Needs improvement. | <input type="checkbox"/> Consistently uses appropriate communication skills. Generally communicates in a clear and understandable manner both orally and in writing. | <input type="checkbox"/> Exceptional use of communication skills enhances job function. Communicates in a clear and understandable manner both orally and in writing. |
|--|--|--|---|

Comments:

7. QUANTITY OF WORK PRODUCTION: *Consistently accomplishes required amount of work. Good utilization of time; organizes tasks efficiently and effectively Consider the volume of work done under everyday conditions. Is the work normally completed in the time allowed? Are time and materials used wisely?*

- | | | | |
|---|--|---|---|
| <input type="checkbox"/> Produces an unacceptable level of work. Unable to complete job assignments within scheduled shift. Unsatisfactory. | <input type="checkbox"/> Produces below what can and should be done within normal shift assignment. Needs improvement. | <input type="checkbox"/> Produces at expected levels. Work assignments are completed within assigned shift, and work pace is within normal range. | <input type="checkbox"/> Produces above standard volume of work within assigned shift. Extremely high output. |
|---|--|---|---|

Comments:

8. QUALITY OF WORK: *Does thorough, accurate, neat and professional work; Produces high quality product; Has high standards and work ethic; Makes minimal errors. Consider the accuracy, thoroughness, consistency, and neatness of work. Is the work approached systematically? Is appropriate attention given to details?*

- | | | | |
|--|--|---|---|
| <input type="checkbox"/> Many errors and assignments not complete. Unsatisfactory. | <input type="checkbox"/> Some errors and some assignments not complete. Needs improvement. | <input type="checkbox"/> Work is thorough, accurate and complete. | <input type="checkbox"/> Work is exceptionally accurate and complete. |
|--|--|---|---|

Comments:

9. SELF-IMPROVEMENT: *Enhances job performance by participating in learning opportunities; Open to suggestions and makes changes as necessary; Self-reflects; Interested in work and in increasing knowledge and improving skills. Is the staff member open to change and learning new ways of doing things? Is appropriate attention given when suggestions for improvement are made? Is the employee striving for improvement?*

- | | | | |
|--|---|---|---|
| <input type="checkbox"/> Very resistant to change and defensive when suggestions provided. Unsatisfactory. | <input type="checkbox"/> Occasionally resistant to change and does not listen when suggestions for improvement are made. Needs improvement. | <input type="checkbox"/> Strives for improvement on regular basis. Generally open to suggestions for improvement. | <input type="checkbox"/> Exceptional efforts at self-improvement. Seeks suggestions for improvement and quickly implements suggestions. |
|--|---|---|---|

Comments:

10. WORK KNOWLEDGE AND SKILLS: *Understands all aspects of the job; Possesses knowledge and skills necessary to perform job; Pays attention to details; Understands technical job processes; Uses food service industry standard sanitation techniques, knows and uses departmental standards, routinely applies job knowledge when using processing equipment, computers, and kitchen/service facilities. Consider knowledge and understanding of the job. Are the correct methods or techniques used? Is the knowledge routinely applied on the job?*

- Lacks considerable understanding of the principles, concepts and requirements of the job. Unsatisfactory.
- Lacks some understanding of the principles, concepts and requirements of the job. Needs improvement.
- Generally understands the principles, concepts and requirements of the job.
- Thoroughly understands the principles, concepts and requirements of the job.

Comments:

11. CUSTOMER SERVICE SKILLS: *Positive attitude in meeting the needs of customers; communicates with customers in an appropriate manner; Friendly and helpful; Handles sensitive issues appropriately. Are students and adult customers treated with respect? Is a service orientation shown?*

- This criterion is not applicable to this employee's job classification.
- Frequently fails to make an effort to meet customer needs. Often does not treat customers with courtesy and respect. Unsatisfactory.
- Occasionally does not practice appropriate customer service skills. Occasionally does not treat customers with courtesy and respect. Needs improvement.
- Meets expectations of customers on regular basis. Consistently treats customers with courtesy and respect.
- Actively seeks to understand and satisfy customer needs. Treats customers with courtesy, respect and engages customers to build rapport.

Comments:

12. TEAMWORK: *Works cooperatively with others; Uses tact and diplomacy; Develops good working relationships; Promotes good staff morale; Puts team needs above individual needs; Works positively in solving problems. Consider relationships within the work environment. Are efforts made to build positive work relationships?*

- Exhibits unwillingness to work effectively in a team setting. Unsatisfactory.
- Sometimes has difficulty participating as a team member. Needs improvement.
- Works cooperatively with all team members.
- Seeks opportunities to collaborate with others as well as working collaboratively with others.

Comments:

13. CONFORMANCE WITH STANDARDS: *Adheres to Federal, State, District, building and department policies/regulations and standards. Understands the need for and maintains confidentiality; Consider compliance with site operations manual and USDA regulations. Are FNS departmental standards and specifications followed?*

- Fails to comply with policies and/or standards. Unsatisfactory.
- Sometimes has difficulty complying with policies and/or standards. Needs improvement.
- Consistently adheres to all policies and standards.
- Promotes expectations and standards.

Comments:

14. UNIFORM COMPLIANCE: *Adheres to uniform standards. Is the employee in uniform? Is the uniform appropriately maintained?*

- Never in uniform. Uniform is not maintained. Unsatisfactory.
- Frequently not in uniform. Uniform is frequently not maintained. Needs improvement.
- Occasionally not in uniform. Occasionally uniform is not maintained.
- Consistently in well maintained uniform and ready for work.

Comments:

STRENGTHS/ACCOMPLISHMENTS:

AREAS OF FOCUS / CONCERNS:

PERFORMANCE OBJECTIVES / GOALS:

Check here if additional information is attached and was presented to the employee at the time of evaluation. ___ (number) additional pages attached.

Overall performance rating:

Evaluator Signature _____	Date _____
Evaluator Printed Name _____	
Superintendent Signature _____	Date _____

A written response may be made by the employee within 10 working days of receipt of the evaluation. The response will be attached to the official evaluation form. Employee signature does not signify agreement with evaluation.

Employee Signature _____	Date _____
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