

# Zionsville Food Services Cafeteria Chatter

October/November 2017



Ray Cortopassi and Vivi @ ZWMS

## Add These Dates to Your Calendar

In-Service	Wednesday	November	15
E-Day	Thursday	November	16
Cook III Meeting	Thursday	November	16
Thanksgiving Break	Wed-Fri	November	22-24
In-Service	Wednesday	December	13
Winter Break	Mon-Fri	Dec/Jan	23-5

## PRODUCTION POINTS

By: Amy White

This time of year can be stressful. Here are few tips to reduce stress in the kitchen (These are great tips for your work kitchen as well.).

1. Have a plan – Planning menus in advance lays the foundation for a smooth meal. From this menu you can create shopping, prep and production lists for the big event.
2. Prepare your shopping list – it's best to list every item you need for every recipe you are preparing including the amounts needed. Then go through your pantry, fridge and freezer and see what's already on hand. Now you know what you need at the store.
3. Make a prep list – Just like at work, it's best to know what you have to do and when you need to do it. On your prep list designate days to each item. Some menu items can be made in advance like pies. You can also do partial prep days in advance like dicing onions or peeling and cubing potatoes.
4. Production – It's go time! List your order of production based on how long items need to cook, what equipment they need to be cooked in, and how long they can hold. Remember – a cooler is just an insulated box. It can keep casseroles and your turkey hot at the holidays just like it keeps your beverages cold in the summer.

## Z'WEST GUEST SERVER

On Wednesday, October 25th Amy J., Food Service Manager at Z'West, welcomed a guest server! Ray Cortopassi from Fox 59 News, along with his cameraman, joined the Z'West Café Crew and helped serve 412 reimbursable meals PLUS over 200 single entrees and a LOT of extras! The menu was General Tso's Chicken or Breaded Mozzarella Sticks with Fresh Fruits, Vegetables, Steamed Broccoli, etc. It was a FUN day for everyone and much of it was filmed!

The episode will air on Wednesday, November 15, 2017 at 6:20 am and 8:20 am.

## CASHIER'S CORNER

By Lisa Bond

### DID YOU KNOW?

ZCS Food Service Department has opportunity to serve? (October)

336 Preschoolers	6 locations
2,593 Kindergarten-4 <sup>th</sup> Grade	5 locations
2,208 5 <sup>th</sup> thru 8 <sup>th</sup> Grade	2 locations
2,001 High School students	1 locations -3 Cafes

- For the month of September we actually served an average of 2,831 lunch meals per day!
- For the month of October, we actually served an average of 2,819 lunch meals per day!
- We had 2 students who submitted the "Kids Coupon" for October from PVE and here is what they said:
  - "My son loves the cinnamon cake, strawberry yogurt, and cucumbers. Thank you for the variety."
  - "My daughter loves your grilled cheese!"
- There is a new "Kids Coupon" that expires 11/17/17!

Meal Magic:

#### Repeat Customer

- If a customer's account has been accessed previously in the same meal period, their picture will appear with the message Repeat Sale.
- If the customer has purchased a Reimbursable meal, the Repeat Sale message will appear in red.
- If the customer has purchased A la-carte items, the Repeat Sale message will appear in blue.

Sources: Meal Magic Corporation user guide/Meal Magic

## WELCOME NEW ZCS FOOD SERVICE STAFF

Chris	Cook II	ZWMS
Dawne	Cook I	SGE
Hetal	Monitor	PVE
Joe	Monitor ½	EE
Sarah	Monitor SUB	No Location
Shelley	Monitor ½	BME

### October

Judy	PVE	7
Vivi	SUB	11
Steve	HS	11
Tina	FC	15
Angela	ZWMS	17
Lisa	FSO	19
Patty	HS	23

### November

Judy	ZWMS	2
Bernie	HS	9
Diana	UE	11
Kati	PVE	12
Amy	ZWMS	15
Marianne	FC	18
Diane	SUB	30

### December

Bobbe	EE	7
Roberta	HS	8
Sheila	EE	20
Cathy	EC	22
Caroline	UE	23
Stacie	HS	31

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





## DIRECTOR'S NOTES:

Greetings to all!!!

First and foremost, let me THANK YOU for the positive contributions you make to the ZCS Food Service Department so that it can continue to be strengthened. As you might know, this year has been a bit of a challenge as related to staffing. That said, when I step aside and look at the situation, I'm reminded that perhaps there is something to be gained by the events of the year! By that I mean it's truly "forcing" us to look at things with a NEW approach. Many of you know that we've had to modify the menu and the serving arrangements at some of our locations. While that hasn't been standard practice in the past, it IS generating some thoughts/conversation...and this can be GOOD!

Look for more changes with menus, staffing, serving, etc. For example, a review is being conducted of the menu items we serve and IF we aren't serving enough to warrant the time and labor spent, then it will likely be removed or modified from the menu. It's time to focus on what we can do AND what our customers want so that we can make it a POSITIVE experience all the way around.

Last week I was able to attend the Indiana School Nutrition Association's Annual Conference on Thursday and Friday and was reminded of an expectation that we need to put in writing! What DOES a positive ZCS cafeteria customer interaction look like? How are we making that happen? I've said it before and will say again, working in a service industry requires that we provide positive experiences with the service we provide, if not, WHY would our customers choose to eat with us (and as a result, WHY would we have a job?). Each of you have the ability to reach out and make a truly memorable and positive experience for a student; don't let the opportunity go to waste! In fact, if you think about it, each day we ALL have the ability to make truly memorable moments for all whom we encounter, I encourage you to do this very thing!

-Jan Swander

## TWAS THE NIGHT OF THANKSGIVING

C. J. Beaman

'Twas the night of Thanksgiving, but I just couldn't sleep,  
I tried counting backwards, I tried counting sheep.  
The leftovers beckoned - the dark meat and white,  
But I fought off the temptation with all of my might.

I tossed and I turned with sweet anticipation,  
As the thought of a snack became infatuation.  
So I raced to the kitchen, flung open the door  
And gazed at the fridge, full of goodies galore.

I gobbled up turkey and buttered potatoes,  
Pickles and carrots, beans and tomatoes.  
I felt myself swelling so plump and so round,  
'Til all of a sudden, I rose off the ground.

I crashed through the ceiling, floating into the sky  
With a mouthful of pudding and a handful of pie.  
But I managed to yell as I soared past the trees...  
Happy eating to all! Pass the cranberries, please!

May your stuffing be tasty, may your turkey be plump,  
May your potatoes & gravy have nary a lump,  
May your yams be delicious, may your pies take the prize,  
May your Thanksgiving dinner stay off of your thighs.

HAVE A WONDERFUL THANKSGIVING!

This is a jewel from the Internet. Enjoy the holiday, the shopping and the extra-long weekend!! Jan

## 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 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.

## HAPPY ANNIVERSARY!

**August:** Marlene (HS), Nancy (SGE), Cathie (ZMS), Nancy (E. Café), Patty (HS), Diana (UE), Sharron (PVE), Kathy (UE), Windy (HS), Deb (ZMS), Bernie (HS), Alisha (E. Café), Val (PVE), Sue (BME), Anne (ZMS), Janet (PVE), Kristin (ZWM), Pam (SGE), Cheryl (UE), Maggie (ZWM), Frances (SGE), Jody (SGE)

**September:** Tina (Food Ct.), Lisa (PVE), Jenny (SUB), Marie (HS), Vivi (SUB), Mamta (UE), Cathy (E. Café), Rosalie (SUB)

**October:** CynGay (ZMS), Amy (FSO), Judy (PVE), Jennifer (HS), Kati (PVE)

**November:** Cheryl (BME), Carla (BME), Peggy (EE), Pam (SUB), Iriny (PVE)

**December:** Charisse (E. Café)

" Few men during their lifetime come anywhere near exhausting the resources dwelling within them. There are deep wells of strength that are never used."

~Richard Byrd

## INDIANA SCHOOL NUTRITION ASSOCIATION (ISNA) OPPORTUNITIES

So far this school year, recognition goes to Marlene, ZCS Food Service Manager (HS) for attending both the Indiana School Nutrition Association's Regional Fall Training in September AND one day of their Annual State Conference in November.

In 2016, there were 4 ISNA Annual State Conference Attendees with ZCS Food Service Managers, Kathy (UE), Nancy (SGE), Cheryl (BME) and ZMS Cook II, CynGay all attending!

Great job to all who invest in themselves, their professions AND "their" customers, (the students served)!

## EMPLOYEE INJURY PROTOCOL

Listed below you will find three documents used for employee injuries. These should be printed and available in the kitchens for all to access in case of injury. They are also posted on the ZCS Employee Portal, under Employee Resources.

1. **ZCS Employee Injury Protocol** – Provides step-by-step detail of what to do should a work related injury or illness occur
2. **Witham Occupational Medicine** – Provides specific details regarding location, hours, etc. of Witham Occupational Medicine  
*Note: Visits must be authorized by a member of Human Resources prior to receiving treatment*
3. **ZCS Employee Injury Report Form** – Form an employee is required to complete and submit to Human Resources at the ESC within 24 hours of a work related injury  
*Note: Form should be completed even if the employee does not intend to seek immediate medical treatment*

**IMPORTANT:** Please report any unsafe conditions BEFORE an accident occurs!



## LOOKING FOR ADVENTURE:

To the extreme delight of the students, Bobby Banana (aka lunch monitor, Miss Caroline) made a surprise guest appearance at Union Elementary in October!

Miss Roberta (ZCHS Main Café) accepted the challenge in August to operate the Point of Sale (POS) at a different location and has recently accomplished this task @ ZWMS!

Thanks to BOTH ladies for helping to change things up a bit AND kudos to them for their adventurous spirit!!! Perhaps we can follow their lead in one way or another!

Is there anyone you would like to recognize for accepting a challenge and/or stepping out of their comfort zone? If so, pass along their name and the activity to Amy W. at the Food Service office.

## FREE EAGLE FUN ACTIVITIES

Looking for some affordable entertainment this fall/winter? With your ZCS ID badge or PROX card you get free admission for the employee and one guest at regular ZCS sporting events at home. If it is a sectionals, regional or special event, badges/PROX cards can't be used; all people have to purchase tickets to those events.

Please talk to Lisa (PVE Café) if you have any questions.

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.