

School Food Service Department

Email Procedures from Central Office to Schools

FY 2012-2013

Each team will be responsible for creating emails by topic.

The topic category must be listed in the email *subject* exactly as is shown below.

The topics are as follows:

General Information – Topics that may be of interest to the manager, staff or school administration to be shared. Subject would read “General Information” followed by the topic.

Example - General Information - Benefits

Action Required by (DATE) – Topics that require some action from the manager and/or staff and it is not an emergency, “Action Required by (DATE)” should be in the Subject with the title of the action that is required.

Example – Action Required by January 2, 2013 – Cookie Day Orders

Immediate Action Required – Topics that require some action from the managers and/or staff in an emergency and action needs to be taken the same day, “Immediate Action Required” should be in the Subject with the title of the action that is required.

Example – Immediate Action Required – Peanut Butter Recall

Alert – To be used for communications when services are down or when there is an emergency not requiring action, “Alert” should be in the Subject with the title of the alert.

Example – Alert – SharePoint is currently down

- If action is required for a specific day, add to manager’s calendar so it appears on their daily agenda on the correct day. This will not include regularly scheduled events such as the weekly market order or printing of daily reports, etc.
- “Action Required” items must be communicated through both email and the manager’s calendar.
- Manager’s Calendar should only be used for items that are district-wide or by level. Each team will be responsible for posting items in the SFS Managers Reminders Calendar and sending the email.
- All emails will need to have a 2nd party check prior to sending. Make sure to carefully review the subject line for the appropriate category.

The School District of Palm Beach County, Florida