

Year in Review for School Food Service Managers – FY13 - SAMPLE

This form has been created as a communication tool between you and the School Food Service Central Office regarding areas in which you believe you exhibited behaviors which would warrant receiving a strength rating on your yearend evaluation. Listing items on this sheet does not guarantee a strength rating on the evaluation and receiving a strength rating is not dependent upon having items listed. This is your opportunity to share your accomplishments during the year. Since your evaluation team is not at your school each day, there may be many items for which they are not aware.

Manager's Name: Miss Wanda Full

Date: 3/4/2013

1. Ways in which you attempted to improve your program and what were the results.
Crossed trained all employees so all areas can be covered when there is absenteeism. This created coverage so the program could function without a lapse. Also opened an additional breakfast point of service to increase breakfast participation and did some morning announcements. This resulted in a 20% increase in breakfast sales.
2. Opportunities in which I participated to improve my professional skills as relates to my job duties
Became a certified member of the School Nutrition Association and attended the Region VI Seminar. Also attended a Corporate Care Works workshop on Stress Management.
3. List times when I stepped outside my comfort zone to go above and beyond.
Organized and conducted an OrganWise Guys assembly and was a member of the A+ committee to assist with determining who would receive the extra money. Also worked with my administration this year to improve their acceptance of the Overdrawn Account Policy.
4. Areas in which I have improved my strengths and/or worked on improving my deficiencies
This year I was able to submit my production records on time and accurately. I also attended a Corporate Care Works workshop on Time Management.
5. List areas in which you took independent action throughout the year.
Worked with employees on the importance of customer service through workshops. Held 5 minute meetings with employees' every day before the start of meal service to review the menu for the day and review any last minute changes.
6. List situations that were out of the ordinary and what you did to resolve the issue.
We had a boil water order for a week where we had to implement the boil water procedures required for the safety of the children. Power was out and we had to call neighboring schools to get cold food items for lunch service.
7. Ways in which you adapted to change this year.
Trained staff on the new Offer vs. Serve requirements and monitored their performance for compliance. Retrain one cashier who did not understand the extra fruit or vegetable requirement. Have a new principal this year. Met with him to introduce myself and my staff and to review the services that we provide.

8. List times you worked with employees, school staff, or parents to address difficult situations and what was the outcome.
A parent believed that their student was refused lunch. After reviewing the students account I contacted the parent and explained to their satisfaction that the student was trying to purchase an ice-cream instead of a reimbursable meal.

9. List any ideas or suggestions that were shared with the Central Office for improvements to program functionality.
I met with my Field Specialist and recommended that the Daily Update process be revised to easily find information. The central office implemented the new email process.

10. List any additional items that you would like to communicate regarding your job performance this year.
I received the non-instructional employee of the year award from my school. I received an OrganWise award for presenting the OrganWise assembly. I organized an adopt-a-family project for Christmas at my school. I participated in the school's safety committee. I increased my breakfast participation by 20% by marketing in the school newsletter the new Snack Pack and by requesting additional registers for remote sales capability.

...and that is why I am Miss Wanda Full!