

Top Stories in This Newsletter



District of the Month:
Onley ISD



Process Improvement:
Food Safety



Thinking Skills:
Poise



Training:
Custom Per Site



Hello Everyone,

School has started. We are excited to have new people, new processes, and new equipment and products. This school year will be different yet more efficient and productive compared to last year. For those able to attend the WQS Summer Conference you returned with tools that better prepare you for this year and you were able to learn about new products and services for the students, faculty, and staff we serve. Everyone is back and ready to eat the good food we will offer. Put on your chef hats and coats, and get your gloves, soap, and water ready for use. Practice safety in preparing and handling all food as well as taking care of yourself. This month, training will be coming to you and customized for your schools.

The pandemic is far from over yet there is light at the end of the tunnel. Even though we are hard at work, it may take another school year of recovery before our schools are back to normal services.

We know there will be challenges ahead. I am confident that as we all develop our poise, grace under fire, and use our creativity we will be successful. I and your leadership feel optimistic about the upcoming school year. Let's all do our part to help our students have a great year.

Welcome back,
Alfred Walker
President

District of the Month



District of the month is OLNEY ISD. Olney ISD has a new Director, Ms. Barbara Herring. Ms. Herring came in and immediately took charge of the program. She and her team are doing a great job. She joined the Olney team coming from another WQS Account. The Olney team has implemented a new brunch program after the first and second period for junior high and high school students. Breakfast sales have since quadrupled. The students say they like the meals and all is going well. Ms. Herring and her team continue to adjust resulting in a successful start at all levels. *Great Job!*



The first step in being an engaging leader is to engage with people. Be a friend, a listening ear, and encourager and then watch your following grow! Source Unknown, 2021

PROCESS IMPROVEMENT: Food Safety

Why Food Safety

The food supply in the United States is among the safest in the world. Still, when certain disease-causing bacteria or pathogens contaminate food, they can cause foodborne illness, often called “food poisoning.” The Federal government estimates that there are about 48 million cases of foodborne illness annually – the equivalent of sickening 1 in 6 Americans each year. And each year, these illnesses result in an estimated 128,000 hospitalizations and 3,000 deaths. It is important that we handle all foods safely to avoid becoming a source of food poisoning.

Consuming dangerous foodborne bacteria will usually cause illness within 1 to 3 days of eating a contaminated food. Sickness can occur as soon as 20 minutes or up to 6 weeks later. Symptoms of foodborne illness may include vomiting, diarrhea, abdominal pain, and flu-like symptoms, such as fever, headache, and body ache.

Although most healthy people will recover from a foodborne illness within a short period of time, some can develop chronic, severe, or even life-threatening health problems. In addition, some people are at a higher risk for developing foodborne illness, including pregnant women, young children, older adults, and people with weakened immune systems (such as transplant patients and individuals with diabetes).



Handling food safely is more than washing produce and throwing away expired products. Harmful foodborne pathogens multiply rapidly when foods are between 40°F and 140°F. There are other mistakes in food service that are more common than you think. Let's explore a few food safety hazards in the kitchen:

1. **Tasting food to see if it is still good.** Color and texture are unreliable indicators of safety. Throw it away if it is expired or looks or smells suspicious. Forget tasting it. There are harmful bacteria that can grow and cause food poisoning that you cannot see, taste, or smell. Use a label to indicate when the item was prepared or purchased.
2. **Placing cooked or ready-to-eat foods on a plate that held raw meat.** Never, never, never let raw meat, poultry, or seafood touch cooked meat or ready to eat foods. This can lead to cross contamination and food poisoning. Separate raw meat, poultry, seafood, and eggs from other foods in the refrigerator. Wash your hands after handling and use a separate plate. Wash your cutting boards, dishes, utensils, and counter tops with hot soapy water after preparing each item.
3. **Thawing food on the counter or in the sink.** Instead thaw in the refrigerator – it may take longer but much safer.
4. **Letting food cool before placing in the refrigerator.** Never leave food out of the refrigerator for more than two hours, if the temperature is 90°F or higher then no more than one hour. Use an appliance thermometer to ensure the temperature in the refrigerator is consistently 40° F or below and the freezer temperature is 0° F or below. If traveling with food, pack

perishable foods in a well-insulated cooler with ice or a cold pack.

5. **Eating raw dough or other foods containing uncooked eggs and flour.** Raw eggs may contain *Salmonella*, raw flour may contain *E. coli*, or it can contain other harmful bacteria that can cause people to get sick. Never eat any raw eggs, raw dough with eggs, or even raw dough without eggs.
6. **Marinating meat or seafood on the counter; using raw meat marinade on cooked food.** Never marinate meat, poultry, or seafood on the counter or use the same marinade for raw meat and cooked food. The harmful bacteria from the raw food can spread to the cooked food. Instead, marinate in the refrigerator and only reuse marinade if you bring it to a boil just before using.
7. **Undercooking meat, poultry, seafood, or eggs.** Cooked food must be heated to a high enough internal temperature to kill harmful bacteria. Do not rely on your sight, smell, or test. Use a food thermometer to determine that the appropriate temperature has been reached.

8. **Failure to wash your hands.** Many illness-causing bacteria can survive



- on your hands. Always wash your hands for at least 20 seconds with soap and warm water before and after handling food. Use gloves to avoid direct bare hand contact with ready-to-eat foods.
9. **When cooking in a microwave oven,** cover food, stir, and rotate for even cooking. If there is no turntable, rotate the dish by hand once or twice during cooking. Allow standing time and then check the internal temperature with a food thermometer.
 10. **Reusing sponges and dish towels.** These are the dirtiest tools in the kitchen and can lead to serious health risks. Use disposable paper towels to clean kitchen surfaces. If you use cloth towels, launder them daily in the hot cycle and replace them weekly.

Report a Problem

If you think that you or a colleague has a foodborne illness, contact your Food Service Director and **healthcare provider immediately**. Also, **report** the suspected foodborne illness to FDA by contacting MedWatch, FDA's Safety Information and Adverse Event Reporting Program: by phone at **1-800-FDA-1088** or online at <http://www.fda.gov/medwatch>.

Resources:

EatrightPRO.org, 10 Common Food Safety Mistakes. February 2020. <https://www.eatright.org/homefoodsafety/safety-tips/food-poisoning/10-common-food-safety-mistakes>
FDA, <https://www.fda.gov/food/buy-store-serve-safe-food/safe-food-handling>, August 30, 2021

THINKING SKILL: Poise

There is so much power in poise. Even when you think you are ahead, think you are the winner – you still act with poise.” As stated by Maxwell. Poise means to be graceful and elegant bearing in a person. Poise is grace under fire! It means you are self-possessed and in full control of your faculties. You are balanced, grounded, and ready for action. The opposite of poise is agitation, tactlessness, confusion, imbalance, and excitedness.

Think of someone whom you consider to be poised, grace under fire. A few who come to my mind are Beyonce, Kim Kardashian and Queen Elizabeth.

To be poised means you are one who is and can deal with trials and tribulations without breaking step. This is a distinct advantage in relating to other people because it can help put them at their ease and help them to have confidence in what you are trying to do. This is a skill that comes in handy during job interviews, public speaking, managing conflict, and even playing sports.

People with poise find the best in others and considers their needs. They are rarely jealous or act self-important. They have a genuine interest in one’s well-being, they have empathy. For example, if there is a sharing of a tense experience, a poised person will listen before sharing. Chances are if you are feeling down, the act of interacting with poise and grace will build confidence and make you feel better about yourself. Connecting genuinely improves the overall mood.

The most gracious people engage others by starting natural conversations and truly being interested in what the other person has to say. Good chance, this person is confident, which leads to a natural form of poise and grace. They find the best in others and considers their needs.

Tips for Developing Poise

- 1. Keep in mind no one is perfect.** Striving for perfection is frustrating and has consequences beyond what you want to achieve. Instead, learn from your mistakes and move forward. Ask for forgiveness when you mess up verbally or by writing an apology. Don’t expect perfection of others because you will be disappointed.
- 2. Imagine yourself being confident.** Do some mental imaging if you lack confidence. Watch others who appear self-assured and note what makes them seem that way. Do they look people in the eye when having a conversation (Western culture), how do they walk, or are they dressed their best?
- 3. Avoid arrogance or snobbery.** A humble person who cares about others and gives them their time in the light can be more poised than someone who is cocky and arrogant.
- 4. Be yourself.** No one else has the combination of your values, life experiences, and personality - be you. Façade cracks when trying to be someone else, and you may end up looking pitiful.
- 5. Summon patience.** A poised person rarely loses their cool. When something happens that threatens to ruin your day, how you handle the situation determines how poised you are. You have choices when your patience is tested. Temper tantrum

No one is perfect... that's why pencils have erasers.

makes you appear weak. Instead find ways to remedy the situation. Use it as a learning experience and accept what has happened. Learn techniques that allow you to think clearly when faced with potent situations. Be patient while you master these skills.

- 6. Consider your posture - stand straight.** Maintain good posture. Slumping gives the look of sadness and little if any confidence. Standing straight says that you want to be actively engaged instead of someplace else.
- 7. Be a lifelong student.** Most who show poise are open to new knowledge. Read books, be aware of pop culture, listen to the news from multiple trusted sources, and become tech-savvy. Research new topics that interest you.
- 8. Stop talking and listen.** This is huge! People will think you are the smartest person around if you listen closely and show that you are invested in what they have to say. Nod, smile, and laugh at appropriate times. Be empathetic. Ask questions to keep the conversation going without it always being about you.
- 9. Be positive but pragmatic.** You don’t always have to be on – which can lead to appearing artificial. Avoid dwelling on the negative. Doing so will keep you down, drain you of energy, and you will lack the pose you are looking for. If you find your current company is always sour, consider taking a break and seeking out more assured ones.
- 10. Find your purpose and go for it!** Take classes and talk to people at the level where you want to be. If you are mission-minded and want to make a difference identify opportunities to volunteer. You will be more confident and poised if you follow your calling.



In summary, having poise is being comfortable in your own skin. This is not always easy, especially when you’re challenged in a professional or social environment. Rude people can provoke a reaction, but the most poised people are prepared for whatever comes their way. Review our tips and begin by practicing one today. Keep adding a tip throughout the month so that you are also thought of as being poised.

Resources:

Mayne, Debby. How to Be Poised and Gracious in All Areas of Your Life, <https://www.thespruce.com/how-to-be-poised-and-gracious-1216689>, 07/26/2021.

Maxwell, John. Poise. 08/24/2021

FOOD SERVICE...HARD AT WORK!



Figure 1. Breakfast To Go



Figure 2. Breakfast To Go



Figure 3. Food Line



Figure 4. Fruit Line

Editor: Dr. Denise Chatam Walker, Vice President, WQS



Website:
www.wqsnow.com



Contact:
832-892-4404 Office
713-490-3197 Fax



Email:
alfred@walkerqualityservices.com