

WQS News

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Happy holidays from our family to yours!

Happy Holidays, Everyone! It's been another busy year for all of our schools and food service operations. It's been wonderful to connect as we continue to move beyond the pandemic-mode.

We have received questions regarding holiday shutdown procedures and how to prepare for the start of 2023. Please make sure to review the Holiday Shutdown checklist provided by our consultants and follow the plan accordingly. We must always keep service to our students and colleagues in mind as we consider this process.

I want to thank everyone for your services this school year. Finally, most important, have a wonderful holiday season and best wishes for a happy and healthy 2023!

~Alfred Walker, President

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Find ways this holiday season to give back. Donate to a holiday gift drive, volunteer, or support a cause. Also, extend gratitude to colleagues. You can express immediate appreciation to colleagues by sending a note of gratitude. Appreciation fosters connection.



Driving Success in School Food Service

School foodservice operations is tough - you will face challenges. We also have a unique opportunity to compete aggressively with off campus food operations. We know from experience that too many schools' fail to maximize their food service successes. Why? Because foodservice is different from other school operations. Competition from off-campus food sources have mandated that we become better at what we do. Below are a few steps towards having a successful school foodservice operation.

- 1. COMMIT** – All must be committed – from cashiers and cooks to food service directors and superintendents. Without a commitment from all levels, the foodservice area will fail.
- 2. REALIZE YOUR TEAM'S POTENTIAL** – Kitchen work is some of the hardest and most labor-intensive work within a school -- preparing raw food for human consumption. Cashiers need to be sales oriented, well groomed, and highly customer centric. Your foodservice area has some of the greatest potential for growth and gross margins. Make this area where people want to come. Get the WHO right then you can move forward with a winning strategy.
- 3. BE AN OPEN BOOK** – Provide your foodservice staff with a copy of the budget so they can measure their success. Show each worker where their efforts are reflected in the budget. Coach your team what it takes to be successful.
- 4. PROVIDE A STAKE IN THE OUTCOME** – Ensure your team members know what to do, in other words, they know the rules of the game, what is needed to win, provide them with the tools to do their best job, and an incentive to perform at the highest level. Reinforce your team's strength by adding a reward and recognition program to celebrate successes.
- 5. CONSISTENCY** – Choose products and brands that can deliver food quality consistency to our students. "If you are going to serve a great hot dog, make it the same great hot dog every time." Regardless of what products you deliver, make it consistent.



6. FOCUS ON BUILDING MORE VOLUME – Too many set up their foodservice operation and then allowing their volumes to plateau quickly. This happens as you stop thinking about growing sales and focus on the wrong things. Continuously brainstorm on how to capture more meals served. Volume cures a lot of ills.

7. FOCUS ON KPIS - Every foodservice operation should have key performance indicators (KPIs) that are critical to its overall success. Number of students served, ala cart sales, profit and cash flow, number of complaints, are a few KPIs that make sense. Be sure to provide some meaningful KPIs to your staff so they are "playing within the sandbox."

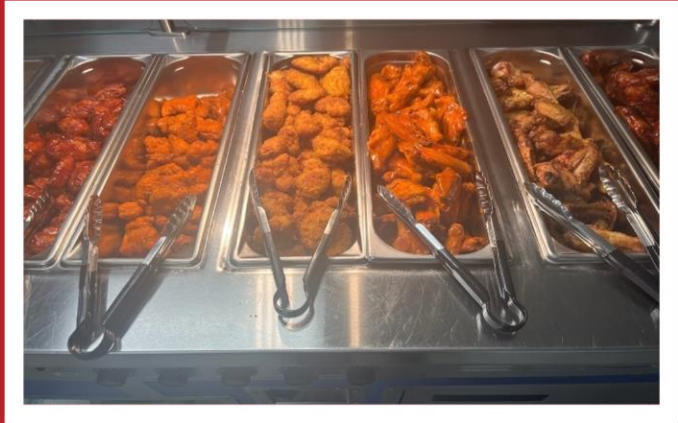
8. MARKETING –Constantly market your foodservice program by going beyond the four walls of the cafeteria. Create an internal Customer Success team and get them involved in the marketing process. As more students start coming into the cafeteria, some will begin to purchase other products and come more often. Everyone benefits.

9. CLEANLINESS & SERVICE – A clean food service area is key to your long-term success. This includes the cafeteria, kitchen, bathrooms, and entrances. Students, staff, and parents want to purchase food in a clean environment where they know the food is prepared in the safest manner. Ensure display cases are spotless and the appearance of the food is always fresh looking.

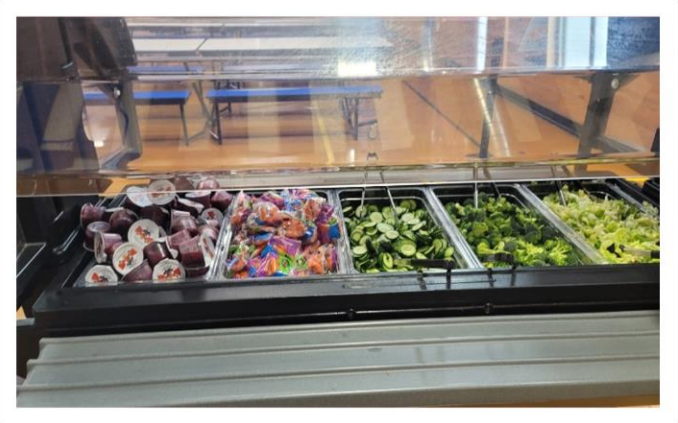
In summary, make a commitment, coach your team, provide a reward system, create quality products, build sales, execute, market the program, and repeat the process every day.



CityScape Schools Wing Bar – Merry Christmas!



Wing Bar



Fresh Veggie Bar



Nursery ISD Meal



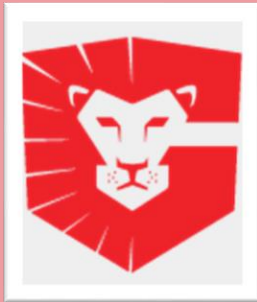
Greenville ISD Holiday Donut Board



Mildred Hawkins, Bay City ISD Food Service Director



Greenville ISD District of the Month



Greenville ISD

Greenville ISD is the School Food Service Operations for the month. Ms. Sherrie Osten, Director of Child Nutrition and her team have received this recognition because of their great food programs, outstanding catering, and impressive teamwork. Way to go, Greenville ISD!



Mildred Hawkins

congratulations on your retirement after many years of service as the Food Service Director of Bay City ISD. Enjoy your family, start a new hobby, and create wonderful memories.

Holiday Traveling with Personal Internet-Enabled Devices - Know the Risks

Your smartphone, tablet, or other mobile devices are computers and susceptible to risks with online transactions. When shopping, banking, or sharing personal information online, take the same precautions with your smartphone or other device that you do with your personal computer — and then some. Also take precautions for the physical security of your device given they are mobile.

1. **Do not use public Wi-Fi networks.** Avoid using open Wi-Fi networks, such as airport, coffee shops and other public places to conduct personal business, bank, or shop online. Open Wi-Fi networks present an opportunity for attackers to intercept sensitive information that you would use to complete an online transaction.

If you must check your bank balance or make an online purchase while traveling, turn off your device's Wi-Fi connection and use your mobile device's cellular data internet connection instead to avoid making the transaction over an unsecure Wi-Fi network. Even better add a virtual private network "VPN" for a protected network connection by visiting your app store or cellular carrier.

2. **Turn off Bluetooth when not in use.** Bluetooth-enabled accessories such as earpieces for hands-free talking are nice. When these devices are not in use, turn off the Bluetooth setting on your phone. Cyber criminals have the capability to pair with your phone's open Bluetooth connection when you are not using it and steal personal information.
3. **Take caution when charging.** Avoid connecting your mobile device to any computer or charging station that you do not control, such as a charging station at an airport terminal or a shared computer at a library. Connecting a mobile device to a computer using a USB cable can allow software running on that computer to interact with the phone in ways that a user may not anticipate. As a result, a malicious computer could gain access to your sensitive data or install new software.
4. **Don't fall victim to phishing scams.** If you are in the shopping mode, an email or text that appears to be from a legitimate retailer might be difficult to resist. If the deal looks too good to be true, or the link in the email or attachment to the text seems suspicious, do not click on it!
5. **What to do if your accounts are compromised.** If you notice that one of your online accounts has been hacked, call the bank, store, or credit card company that owns your account. Report fraud in a timely manner to minimize the impact and lessens your personal liability. Change your account passwords for any online services associated with your mobile device using a different computer that you control. If you are the victim of identity theft visit <https://www.idtheft.gov/> for more information.