

FOOD AND NUTRITION PROCEDURES

Miami-Dade County Public Schools



Subject: **EMPLOYEE TRAINING PROGRAMS AT FOOD AND NUTRITION**

PURPOSE

The purpose of this procedure is to provide information for employee training programs offered at the Department of Food and Nutrition.

PROCEDURE

The Department of Food and Nutrition offers the following employee training programs for newly hired and current district food service personnel:

COURSE TITLE: New Employee Orientation (NEO) (Including Cashier Training)

- **Course Description:** A comprehensive training required for newly hired employees prior to working in M-DCPS food service. This class is designed to get employees acclimated to their new working environment. Topics include customer service, safety and sanitation, HACCP as well as uniform standards and hygiene. This Orientation provides information on groundwork required for their first day as a food service employee. Class includes required Civil Rights Compliance and Food Protection Practices Training. Additionally, Point-of-Sale training is included. Class is a five (5) hour mandatory for newly hired food service employees.
- **Minimum Qualifications:** Newly hired P/T M-DCPS Food and Nutrition employee.
- **Registration:** Automatic once hired as a school food service employee.

COURSE TITLE: Food Service 2.0

- **Course Description:** A supplementary training for recently hired and current employees that can benefit from a refresher of basic food service principles in Miami-Dade County Public Schools. This is an in-depth look at the food service operation within M-DCPS cafeterias. Topics include preparation of recipes, kitchens tours, Health Department Inspection Guidelines, teamwork, sanitation, and the importance of customer service and time management. Class is a four (4) hour session.
- **Minimum Qualifications:** Currently a P/T M-DCPS Food and Nutrition employee.
- **Registration:** Food Service Manager or Food and Nutrition Supervisor will e-mail the Food and Nutrition Human Resources office to request training for employee. E-mail request must include name, employee number, school name and location number. Food Service Manager or Food and Nutrition Supervisor will receive a confirmation of

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the date and time employee is scheduled to attend training.

COURSE TITLE: Point-of-Sale Training (POS/Cashier)

- Course Description: Class that provides employee a hands-on, 2-hour training in the operation of the Fastrak POS register at Food and Nutrition. The goal of the training is to explain the responsibilities of a cashier using the register. Items reviewed: description of what constitutes a reimbursable meal, Offer vs Serve, how to process a student or an adult, ways to avoid overt identification, etc. Sample exercises on the various types of transactions are provided, with a final exercise review at the end.
- Minimum Qualifications:
 - Basic English language skills
 - Currently a P/T or F/T M-DCPS Food and Nutrition employee
 - Some knowledge of POS operation preferred
 - Certificate will be provided upon successful completion of the training
- Registration: Food Service Manager or Food and Nutrition Supervisor will e-mail the Help Desk Ms. Caridad Pando at c8pando@dadeschools.net) requesting the training for employees. E-mail request must include name, employee number, school name and location number. Food Service Manager or Food and Nutrition Supervisor will receive a reply email confirming the date and time employee is scheduled to attend training.

COURSE TITLE: Food Production (previously known as Cooks and Bakers)

- Course Description: Students will learn the principles of quantity food preparation through “hands-on” experience, at the Food and Nutrition Test Kitchen, while under supervision of a Food and Nutrition Administrator in actual work situations. Students will be assigned tasks to perform while working in the Test Kitchen. Course is approximately 8 weeks, one day per week onsite at Food and Nutrition.
- Minimum Qualifications:
 - Currently a P/T or F/T M-DCPS Food and Nutrition employee.
 - Valid High School Diploma or GED equivalent
 - Valid Florida Driver’s license is required
- Registration: Food Service Manager or Food and Nutrition Supervisor will e-mail request to Food and Menu Management via email to ddrummond@dadeschools.net. E-mail request must include name, employee number, school name and location number. Food Service Manager or Food and Nutrition Supervisor will receive a reply email confirming the date and time employee is scheduled to attend training.

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COURSE TITLE: Food Ordering Training

- Course Description: Class that provides employees with an overview of the various functions of the TrakNow system: ordering (food, paper goods and supplies) menu forecasting, receiving, inventory, transfers, etc. Approximate time of the overview – 2 hours, at Food and Nutrition.
- Minimum Qualifications:
 - Basic English language skills
 - Currently a P/T or F/T M-DCPS Food and Nutrition employee
- Registration: Food Service Manager or Food and Nutrition Supervisor will e-mail the Help Desk Ms. Caridad Pando at c8pando@dadeschools.net) requesting the training for employees. E-mail request must include name, employee number, school name and location number. Food Service Manager or Food and Nutrition Supervisor will receive a reply email confirming the date and time employee is scheduled to attend training.

COURSE TITLE: Food Service Manager Training Program

- Course Description: A comprehensive training program designed to prepare student interns for the position of School Food Service Manager. The content includes, but is not limited to, application of the principles of food service management; on-the-job training at assigned school sites; classroom instruction, assignments, and projects. Practical daily experience and hands-on activities are conducted under the direction of selected training Food Service Managers, with additional skill development provided at alternate training locations. Training sessions are approximately 16 weeks.
- Minimum Qualifications:
 - Valid High School Diploma or GED equivalent
 - Three (3) years of food service experience (excludes catering)
 - Valid Florida Driver's license is required
 - Must have the ability to read, write and understand written instructions and communicate effectively
- Registration: Interested employees may submit an application packet during the application period (designated deadline dates and program session information are posted through district internal emails). All eligible applicants must participate in the interview process.

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COURSE TITLE: TrakNow Training

- **Course Description:** A two-day course on-site at Food and Nutrition that provides Food Service Managers/Satellite Assistants with an in-depth hands-on, training in the operation of TrakNow: menu planning, ordering, receiving, production records, inventory, paper goods usage, transfers, etc. The training also includes two days of follow-up support at the employee's assigned school.
- **Minimum Qualifications:** Currently an M-DCPS Food Service Manager, Assistant Manager and Satellite Assistant.

For Action By: Food Service Managers, Satellite Assistants and All Food Service Employees

Refer Questions to: Department of Food and Nutrition

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