

# Strategies for Achieving Quality Customer Service Among School Nutrition Staff

## S.T.A.R. Webinar

September 26, 2019



School Nutrition **S.T.A.R.** Program





# School Nutrition **S.T.A.R.** Program

**S**trategies

**T**rainning

**A**ction Plans

**R**esources

*Workforce Development and Job Skills Training*

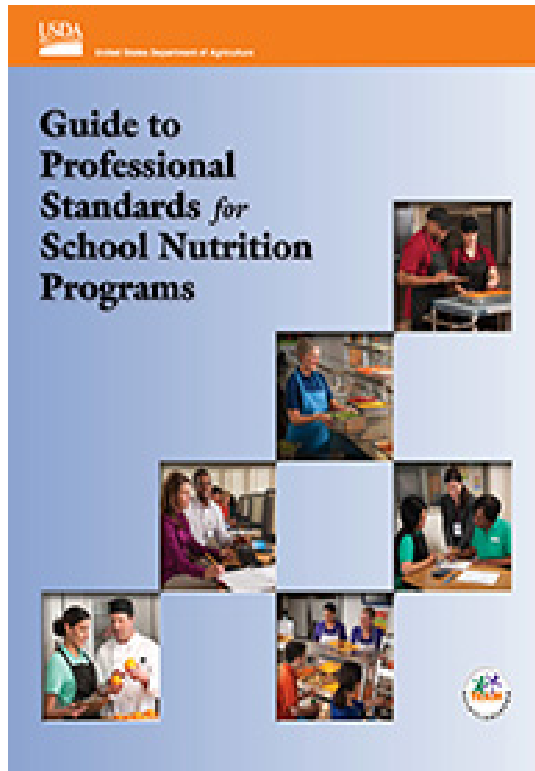
<https://theicn.org/star>



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# USDA Professional Standards



**Key Area: Administration**

**USDA Professional Standard Code:  
3400 Human Resources and Staff  
Training**



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# Panelists

- **L. Janae Owens, MS, CHES**  
Education and Training Specialist  
Institute of Child Nutrition  
Oxford, MS
- **Lora Gilbert, MS, RD, SNS, FADA**  
Sr. Director of Food & Nutrition Services  
Orange County Public Schools  
Orlando, FL
- **Spencer E. Taylor, MS, RDN, LDN**  
Executive Director of Nutrition Services  
Metro Nashville Public Schools  
Nashville, TN



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# Learning Objective

Attendees will be able to identify strategies and resources to achieve quality customer service among internal customers (school nutrition professionals).



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# Customer Service Starts with YOU!

L. Janae Owens, MS, CHES



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# What is Customer Service?

Customer Service – a combination of the product, price, presentation, support, information, and delivery.

- Internal Customers - school nutrition staff that drive the school nutrition program.
- External Customers - every person the school nutrition program serves or has the potential to serve.



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# Success Through Communication



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You make a  
difference in  
the customer's  
health and well-  
being.



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You use standard work practices that help control costs and strive to stay within the budget.



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You serve your  
customers with a  
friendly and  
caring attitude.



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You use new and innovative ideas to meet the needs and wants of your customers.



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You listen to  
students'  
comments  
with care.



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# School Nutrition



You make  
sure the food  
served is safe.



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# Resources

## Institute of Child Nutrition

Retrieved:

<https://theicn.docebosaas.com/learn/course/external/view/elearning/73/SchoolNutritionStaffYouAreaTeam>



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# Testimonies from STAR Managers!



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# NEW! Child Nutrition Sharing Site



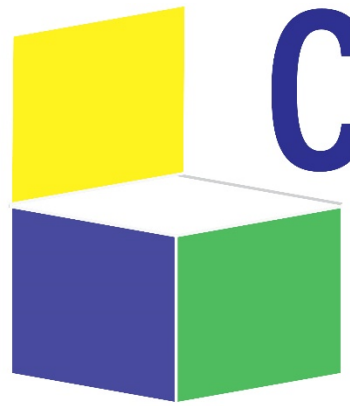
[theicn.org/cnss](http://theicn.org/cnss)



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NEW! Child Nutrition Recipe Box



# Child Nutrition Recipe Box

[theicn.org/cnrb](http://theicn.org/cnrb)

Healthy Recipes for Child Nutrition Professionals



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# eLearning Portal Online Training Topics from the Institute of Child Nutrition

[www.theicn.org/elearning](http://www.theicn.org/elearning)

## New Courses

- Introduction to HACCP for School Nutrition Programs
- Basic Culinary Math: Operations with Decimals
- Basic Culinary Math: Operations with Whole Numbers
- S.T.A.R. Webinar Course Series



For a complete list of ICN eLearning Portal courses, visit [theicn.org/elearning](http://theicn.org/elearning)

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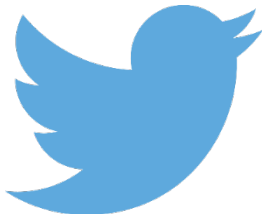


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