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

Strategies
Training
Action Plans
Resources

Workforce Development and Job Skills Training

https://theicn.org/star
USDA Professional Standards

Key Area: Administration

USDA Professional Standard Code: 3400 Human Resources and Staff Training
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
Learning Objective

Attendees will be able to identify strategies and resources to achieve quality customer service among internal customers (school nutrition professionals).
Customer Service Starts with YOU!

L. Janae Owens, MS, CHES
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.
Success Through Communication
School Nutrition

You Are Important!

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

You make a difference in the customer’s health and well-being.
You use standard work practices that help control costs and strive to stay within the budget.
You serve your customers with a friendly and caring attitude.
School Nutrition

You interact with students, faculty, and parents.
School Nutrition

You use new and innovative ideas to meet the needs and wants of your customers.
You listen to students’ comments with care.
You make sure the food served is safe.
Resources

Institute of Child Nutrition

Retrieved: https://theicn.docebosaas.com/learn/course/external/view/elearning/73/SchoolNutritionStaffYouAreaTeam
Testimonies from STAR Managers!
NEW! Child Nutrition Sharing Site

theicn.org/cnss
NEW! Child Nutrition Recipe Box

Child Nutrition Recipe Box
Healthy Recipes for Child Nutrition Professionals

theicn.org/cnrb

School Nutrition S.T.A.R. Program
eLearning Portal Online Training Topics from the Institute of Child Nutrition

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
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