Manager’s Corner

Quality Score Cards

PROJECT COORDINATOR
Theresa Stretch, MS, RDN, CP-FS

EXECUTIVE DIRECTOR
Aleshia Hall-Campbell, PhD, MPH

Key Area: 2 Operations
Code: 2230 Maintaining Food Quality and Appearance
2019
Institute of Child Nutrition
The University of Mississippi

The Institute of Child Nutrition was authorized by Congress in 1989 and established in 1990 at the University of Mississippi in Oxford and is operated in collaboration with The University of Southern Mississippi in Hattiesburg. The Institute operates under a grant agreement with the United States Department of Agriculture, Food and Nutrition Service.

PURPOSE
Improve the operation of child nutrition programs through research, education and training, and information dissemination.

VISION
Lead the nation in providing research, education, and resources to promote excellence in child nutrition programs.

MISSION
Provide relevant research-based information and services that advance the continuous improvement of child nutrition programs.

This project has been funded at least in part with Federal funds from the U.S. Department of Agriculture, Food and Nutrition Service through an agreement with the Institute of Child Nutrition at the University of Mississippi. The contents of this publication do not necessarily reflect the views or policies of the U.S. Department of Agriculture, nor does mention of trade names, commercial products, or organizations imply endorsement by the U.S. government.

The University of Mississippi is an EEO/AA/Title VI/Title IX/Section 504/ADA/ADEA Employer.

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability.

To file a complaint of discrimination, write USDA, Director, Office of Civil Rights; Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, DC 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer.

© 2019, Institute of Child Nutrition, the University of Mississippi, School of Applied Sciences

Except as provided below, you may freely use the text and information contained in this document for non-profit or educational use with no cost to the participant for the training providing the following credit is included. These materials may not be incorporated into other websites or textbooks and may not be sold.

Suggested Reference Citation:

The photographs and images in this document may be owned by third parties and used by the University of Mississippi under a licensing agreement. The University cannot, therefore, grant permission to use these images.

For more information, please contact helpdesk@theicn.org.

November 22, 2019
Table of Contents

Professional Standards ........................................................................................................... 1
Introduction .......................................................................................................................... 1
Lesson Overview .................................................................................................................. 2
Questions for Staff ............................................................................................................... 2
Activity: Evaluate Blueberry Muffins .................................................................................. 4
References ........................................................................................................................... 6
Manager’s Corner: Quality Score Cards

Professional Standards

SERVING FOOD – 2200

Employee will be able to correctly and efficiently serve food portions to meet all USDA school meal pattern requirements and encourage healthy food selections including those for special diets.

2230 – Maintaining Food Quality and Appearance
Serve food to maintain quality and appearance standards.

Introduction

Manager’s Corner: Quality Score Cards is designed to empower managers to use in training their staff. Each lesson is roughly 15 minutes. This lesson plan contains:

- Learning objective
- Statement explaining the importance of the topic
- List of materials
- Instructions on how to present the information
- Questions to ask staff
- An activity to strengthen or refresh the knowledge of the staff
Manager’s Corner: Quality Score Cards

Instructions for lesson:
- Review the lesson objective and background information.
- Review why it is important.
- Ask staff the questions.
- Facilitate the activity outlined.
- Provide time for staff to ask questions.

Objective: Identify standards for a quality product using a quality score card.

Background information: Quality is achieved by the actions taken during every step of the preparation and service process. Before you can achieve quality in the preparation and service of meals, you must determine the standards of quality within your operation. Quality score cards provide quality standards you should aim to meet when determining how the finished food item should look and taste.

Why it is important: Quality standards and product evaluation are important aspects of food and nutrition and customer service. Food quality standards are the characteristics of food that are acceptable to consumers. This includes factors such as appearance (size, shape, and color), texture or consistency, and flavor and seasoning. It is important to have district-wide quality standards identified in advance.

Questions for Staff

- What are some ways to evaluate the quality meals?
  Answer: Some ways to evaluate the quality of meals include reviewing the finished product for appearance, tasting the food item properly for flavor before serving, and utilizing a quality score card.

- Are some quality standards more important than others?
  Answer: It is difficult to identify which quality standards are more important than the other. Program compliance, work, and food safety standards should never be compromised under any circumstances.
• **When is it appropriate to deviate from a quality standard?**

**Answer:** On rare occasions, deviations from quality standards may occur in an operation. Standard operating procedures and staff training are essential elements of ensuring quality standards are maintained in the operation. It is important to identify the quality standard and what would allow a substandard product to be served.

• **What are some characteristics of a quality product for a whole grain blueberry muffin?**

**Answer:** Things to consider when evaluating the quality of a blueberry muffin include:

- Appearance: Color is evenly light to golden brown.
- Aroma: So pleasant the students cannot wait to see the food item to which it belongs.
- Texture: Crumb is moist but not dry.
- Taste: No one flavor is overpowering.
- Temperature: Hot-holding temperature complies with food safety standards. This characteristic may not be necessary for a blueberry muffin, but it is a characteristic to consider.
- Overall acceptability: Received high acceptance rating during student taste testing.

**Please note:** The answers provided are only examples and are not an inclusive list of possible responses.
Activity: Evaluate Blueberry Muffins

Activity materials included in this document:
- Quality Score Card for Quick Breads

Materials provided by the school nutrition operation:
- Copies of handouts
- Pens/Pencils
- A variety of blueberry muffin samples
- Small plates, forks, and napkins
- Serving utensils

Activity Instructions:
- Print the handouts.
- Distribute handouts and pens/pencils.
- Display of blueberry muffins.
- Ask the staff to sample and evaluate the muffins using the Quality Score Card for Quick Breads.
- Ask the staff to share their reasons for how they evaluated the muffins.
- Discuss the staff responses.
- Encourage the staff to dispose of the muffins in an appropriate manner.
Quality Score Card for Quick Breads

Using quality score cards is an excellent way to evaluate food products for quality. Consider assigning the employee responsible for preparing the menu item the task to score the finished product. One tool to help assure quality standards is a quality score card. A quality score card identifies characteristics of a product.

Date: ___________  Name of Menu Item: ____________________________________________

Proudly Prepared by _____________________________________________________________

Quality Scored by _____________________________________________________________

Directions: When the food is ready to serve, use this Quality Score Card to evaluate the quality. Mark YES when the food meets the standard and NO when it does not. Mark NA (Not Applicable) when a specific quality standard does not apply to the food being evaluated. Use the COMMENTS section to explain why a food does not meet a standard.

Remember, if a food does not meet the quality standards, it should not be placed on the serving line.

<table>
<thead>
<tr>
<th>QUALITY STANDARD</th>
<th>YES</th>
<th>NO</th>
<th>NA</th>
<th>COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>APPEARANCE</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Color is evenly light to golden brown.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>Sides are even and straight.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>Muffins have slightly rounded tops with no cracks.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>Muffins have rough, pebbled tops.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>Biscuits have level tops with no bumps.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td><strong>TEXTURE OR CONSISTENCY</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Crust is tender.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>Crumb is moist but not doughy.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>Texture is even without large holes or tunnels.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>Bread breaks easily without crumbling.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td><strong>FLAVOR AND SEASONING</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bread is fresh tasting.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>Bread is free from foreign flavors such as rancid fat or sour taste.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>Flavor is light and pleasing.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td><strong>SERVICE TEMPERATURE</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>60 °F–120 °F</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
</tbody>
</table>
References

