Foodservice On The Frontline
How to Maximize Partnerships and Motivate People During a Pandemic

Presented by:
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Keith Lewis, Sr. Area Manager of Operations
HISD At A Glance

- Educating 209,772 students
- 27,395 employees, one of the largest employers in Houston
- 280 schools serve our students
- About 100 languages are spoken across the district
- Dual-language instruction is offered in 53 schools

Houston Independent School District
Overview of Key Driving Factors

Revenue

Kids

Regulations
Good Food Beyond The Plate
Community Partnerships
by Najah Callander, Director of Community Relations
Maximizing Our Impact

Internal Strategy

External Partner Coordination

Resource Management / Fundraising

Internal Training/Accountability

Regular Problem-solving

Asking for more!
Expanding Our Impact

160,000 families
$1.3 million impact through Houston Food Bank collaboration

20+ partners
1,400 volunteers
Media impressions
Government connections

- Houston Dynamo
- Houston Zoo
- Children’s Museum of Houston

- $50,000+ in grants
- Thousands of dollars of in-kind support

- 110,000+ books, kits, supplies
- 3,000+ computers
- Virtual learning tools

- Masks,
immunizations,
COVID 19 testing
Feeding Families By The Numbers

- 36,000 (80 – 100#) bags and 3.2 million pounds of food were provided for families in need at NRG Stadium from April 18th – May 18th
- 87,500 (30#) bags and 2.6 million pounds of food were distributed in partnership with the Houston Food Bank from March 14th – May 22nd
- 32,810 (30#) boxes and 984,300 pounds of food through distributed during The Coronavirus Food Assistance Program from June 22nd – July 13th

Total pounds of food distributed: 6,784,300
Key Strategies for Delivering Excellent Customer Service

by Keith Lewis, Sr. Area Manager of Operations
Beyond The Plate, On The Frontline.

- Reinforce Best Practices
- Emphasize Critical Compliance
- Motivate & Engage Employees
- Excellent Customer Service & Satisfaction
Reinforcing Best Practices

Community Engagement → Collaboration → Customer Satisfaction
Motivating Your Employees

Creating a “Dream Team” Atmosphere For A United Front
Engaging With Employees

‘Don’t Rush Challenge’: Cultivating A Morale of Food & Fun

Houston ISD Nutrition Services

On The Frontline

HOUSTON INDEPENDENT SCHOOL DISTRICT
Thank you!