

Best Recruitment and Retention Practices



National Food Service Management Institute
The University of Mississippi

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Building the Future Through Child Nutrition

The National Food Service Management Institute (NFSMI) was authorized by Congress in 1989 and established in 1990 at The University of Mississippi in Oxford. The Institute operates under a grant agreement with the United States Department of Agriculture, Food and Nutrition Service.

PURPOSE

The purpose of NFSMI is to improve the operation of Child Nutrition Programs through research, education and training, and information dissemination. The Administrative Offices and Divisions of Technology Transfer and Education and Training are located in Oxford. The Division of Applied Research is located at The University of Southern Mississippi in Hattiesburg.

MISSION

The mission of the NFSMI is to provide information and services that promote the continuous improvement of Child Nutrition Programs.

VISION

The vision of the NFSMI is to be the leader in providing education, research, and resources to promote excellence in Child Nutrition Programs.

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Executive Summary

In the *Industry of Choice* report published by the National Restaurant Association (NRA) (Rice, 1997), the NRA recommends that foodservice operations identify, describe, and validate targeted selection procedures that are likely to increase the hiring of the *careerist* employee group. NRA also recommends foodservice operations not ignore the *undecided* and *passing-through* employee groups. These groups can become *careerists* with proper guidance.

To identify schools or school districts that have implemented practices to recruit and retain successful long-term employees, *careerist* as defined by NRA, the Applied Research Division of the National Food Service Management Institute conducted a study to identify schools or school districts nationwide that consistently recruited and retained successful long-term foodservice assistants/workers. The study also identified techniques to which they attributed success.

Four were selected for creativity and innovation in practices from the 37 names submitted by state agencies. The four selected were

- Lorigane Daacke, Mesa, Arizona;
- Carol Gilbert, Landisville, Pennsylvania;
- Fred Schaffer, Redding, California; and
- Joan Williams Carrollton, Georgia.

Each participant was asked to make a ten-minute presentation at the 2004 American School Food Service Association (ASFSA) Annual National Conference (ANC) in Indianapolis, Indiana. The session, "Recruitment and Retention Best Practices," was presented on Sunday, July 24, 2004, at 12:00 noon to approximately 55 attendees.