

# No Time To Train

## Short Lessons for School Nutrition Assistants

### Best Practices Affect Quality of Value-Added Products

#### Lesson Overview

**Lesson Participants:** School Nutrition Assistants/Technicians

**Type of Lesson:** Short face-to-face training session

**Time Needed to Conduct the Lesson and Evaluation:** 25 minutes

**Lesson Description:** This lesson describes the meaning of food quality in value-added products. Participants use an activity to identify best practices in preparation of value-added products and to describe how quality is affected by handling of the food. **It is recommended that the lesson *Identifying and Preserving Quality in Value-Added Products* should be taught before this lesson.** The lesson is designed for managers to teach school nutrition assistants/technicians.

#### Lesson Objectives:

At the end of this lesson, the participant will be able to:

1. Discuss the meaning of food quality in value-added products.
2. Describe the best practices in various steps in preparation that ensure the quality of value-added products.
3. Describe how food production errors lower the quality of value-added products.

#### Get Ready to Train

The format for the **No Time to Train** lessons includes an overview, preparation checklist, lesson at a glance with timeline for conducting the lesson, references, and an instructor's script. The manager/instructor will use the script to present the lesson to the participants. The script gives directions to the manager/instructor—**DO, SAY, ASK, LISTEN, AND ACTIVITY**—to deliver the lesson.

No special audiovisual or electronic equipment is needed to conduct the lesson. The lesson can be presented in the cafeteria, media center, or classroom.

## Preparation Checklist

**Directions:** Use the Preparation Checklist to prepare for the training session. Track your progress by checking off tasks as they are completed.

Done	Lesson Tasks
<input checked="" type="checkbox"/>	<b>Lesson Tasks</b>
	<b>Gather Materials</b>
	Materials Needed:
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>• Instructor’s Script</li> </ul>
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>• Handout 1: Quality Scorecard for Unbreaded Processed Meat Products with sample label (one for each participant)</li> </ul>
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>• Handout 2: Quality Scorecard for Breaded Processed Meat Products with sample label (one for each participant)</li> </ul>
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>• Handout 3: Quality Scorecard for Pizza with sample label (one for each participant)</li> </ul>
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>• Handout 4: Best Practices to Preserve the Quality of Value-Added Products (one for each participant)</li> </ul>
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>• Handout 5: Best Practices to Preserve the Quality of Value-Added Products with Suggested Answers (one for each participant to distribute after discussion)</li> </ul>
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>• Pencils (one for each participant)</li> </ul>
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>• Session Evaluation form (one for each participant)</li> </ul>
	<b>Prepare for Lesson</b>
	Before the Training:
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>• Make one copy of Handouts 1, 2, 3, 4, and 5 for each participant and the instructor.</li> </ul>
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>• Make one copy of Session Evaluation form for each participant.</li> </ul>
	On Training Day:
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>• Place pencils on tables (one for each participant).</li> </ul>
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>• Distribute Handouts 2, 3, and 4 to each participant. Distribute Handout 1 for the activity and Handout 5 at the end of discussion</li> </ul>
	On the Instructor’s Table:
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>• Instructor’s Script</li> </ul>
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>• Handout 1: Best Practices to Preserve the Quality of Value-Added Products</li> </ul>
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>• Handout 2: Quality Scorecard for Unbreaded Processed Meat Products with sample label</li> </ul>
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>• Handout 3: Quality Scorecard for Breaded Processed Meat Products with sample label</li> </ul>
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>• Handout 4: Quality Scorecard for Pizza with sample label</li> </ul>
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>• Handout 5: Best Practices to Preserve the Quality of Value-Added Products with Suggested Answers</li> </ul>
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>• Session Evaluation forms</li> </ul>

**Lesson at a Glance**  
(25 minutes)

<b>Time</b>	<b>Topic</b>	<b>Task</b>	<b>Materials</b>
3 minutes	Introduction and Overview Objective 1: Discuss the meaning of food quality in value-added products.	Instructor defines quality.	Instructor's Script  Handouts 1, 2, and 3: Quality Scorecards
3 minutes	Objective 2: Describe the best practices in various steps in preparation that ensure the quality of value-added products.	Instructor introduces quality scorecards, following directions, and batch cooking as a means to protecting food quality.  Participants identify potential errors that can be made in each preparation step for the product they are assigned.	Handout 4: Best Practices to Preserve the Quality of Value-Added Products
10 minutes	Objective 3: Describe how food production errors lower the quality of value-added products.	Participants discuss and summarize the product specific potential errors and their effect on quality.	Handout 5: Best Practices to Preserve the Quality of Value-Added Products with Suggested Answers
7 minutes	Wrap up and Review	Instructor asks for a volunteer to summarize the importance of how food production errors lower the quality of value-added products.	
2 minutes	Session Evaluation	Conduct a short evaluation of the lesson.	Session Evaluation form

**Note to Instructor:**

Protecting food quality in value-added product menu items is a simple matter. The key is following the directions on the label or a standardized recipe developed for the specific product.

**References:**

National Food Service Management Institute. (2005). *Healthy cuisine for kids participant's manual*. University, MS: Author.

National Food Service Management Institute. (2008). *Cooking for the new generation: Storing, cooking, and holding the new generation food*. (2nd ed.). University, MS: Author.

## Instructor's Script



### DO:

Organize the participants into small groups. Give the participants **Handouts 1, 2, and 3: Quality Scorecard (s)**.



### SAY:

Today's lesson focuses on the best practices in preserving quality of value-added products. The definition of a **value-added product** is a product partially prepared during the manufacturing process so that only finishing steps of food preparation are completed in the school kitchen. The value that has been added may be in terms of saving time or it may be in terms of added seasoning, flavoring, or breading. Other terms used to describe these products are processed products or speed scratch products.

These products bring value because they

- reduce the labor needed at the kitchen level and
- ensure the consistency in quality of the product.



### ASK:

Let's look at the handouts of quality scorecards with a different food product sample label on the back of the sheet. When you purchase value-added products such as pizza, chicken patties, or grilled chicken from a restaurant, what characteristics show you it is high quality food?



### LISTEN:

Listen to responses.



### DO:

Allow participants to give answers. Possible answers include the following:

- It is served hot.
- It looks good.
- It tastes good.
- It is tender.



### SAY:

Your answers fall into the four categories that represent quality characteristics:

- Appearance,
- Texture or Consistency,
- Flavor and Seasoning, and
- Holding (Service) Temperature.

Just as we expect quality products when we eat out, our customers expect quality in the value-added products that we use in school nutrition programs. Manufacturers of processed foods are our partners in ensuring the delivery of this expected quality. Each manufacturer invests extensive resources in testing the preparation of their products under varying kitchen conditions. Their goal is to provide preparation

directions that will yield a consistently high quality, wholesome product for your customers each time it is served. Ignoring those directions almost guarantees a lesser quality product than was purchased.

Remember, the key to serving a quality product is

- buy the highest affordable quality product and
- preserve that quality through preparation, holding, and service.

Purchased value-added products generally fit into one of four categories:

1. Unbreaded processed meat products such as fully cooked beef, pork, and chicken patties
2. Breaded or battered processed meat products such as fully cooked chicken nuggets and breaded beef patties
3. Pizza
4. Other items such as fully cooked burritos and egg rolls

Assuming that high quality value-added products are purchased, the quality of the end product served to the customer rests entirely in the hands of the school nutrition assistant/technician doing preparation. The same high quality that was purchased can be maintained by simply

- following the established directions for preparation and holding,
- batch cooking the product close to serving time, and
- reducing the holding time.

Let's take a few minutes to talk about the best practices we can use to preserve the quality of the value-added products we serve in our cafeteria.



#### **ACTIVITY:**

#### **Handout 4: Best Practices to Preserve the Quality of Value-Added Products**



#### **DO:**

Distribute **Handout 4: Best Practices to Preserve the Quality of Value-Added Products**.

Assign each group **Handout 1, 2, or 3** of the three products (unbreaded processed meat product, breaded processed meat product, and pizza).

Use the quality scorecards and product labels on the back of each handout 1, 2, or 3 to complete handout 4. Direct participants to look at the preparation instructions for the value-added products on the back of the quality scorecard assigned to each group.



#### **SAY:**

Each group has been given a Quality Scorecard with a corresponding product label **for preparing a value-added product**. You also have **Handout 4: Best Practices to Preserve the Quality of Value-Added Product**. Using the quality scorecard and instructions, analyze the steps for preparing the menu products. With each step, discuss

- best practices that will preserve the quality,

No Time To Train – Short Lessons for School Nutrition Assistants  
Best Practices Affect Quality of Value-Added Products

- possible problems or errors that might lower the quality of the product, and
- those quality characteristics that could change as a result of the problems or errors.

Write your findings on the handout.

Let's take 10 minutes to do this activity.



**DO:**

At the end of 10 minutes, ask each group to present their findings. Allow the other participants to add comments. Discuss how this activity could apply to the work done by school nutrition assistants/technicians. Allow 5 minutes for this discussion.

Distribute **Handout 5: Best Practices to Preserve the Quality of Value-Added Products with Suggested Answers** to the participants. Be sure to point out any best practices that were not presented by the participants.



**SAY:**

Each school nutrition assistant/technician must do their part every day to give customers the same great dining experience that we expect when we patronize a restaurant. Proper preparation and holding practices are keys to delivering processed menu products that will keep the students coming back for more!



**ASK:**

Are there any other comments or questions about best practices and potential errors when working with value-added products?



**LISTEN:**

Listen to individual responses. Answer questions to the best of your ability. If there are questions you can't answer, tell participants you will find out the answer and let them know later. If you need assistance in finding answers, please call the National Food Service Management Institute at 800-321-3054.



**DO:**

Distribute the Session Evaluation form.



**SAY:**

Thank you for participating in the lesson today. Please take a few minutes to complete the Session Evaluation form. Thank you for your input.

## Handout 1: Quality Scorecard

### Quality Scorecard for Unbreaded Processed Meat Products

**Date:** \_\_\_\_\_ **Recipe:** \_\_\_\_\_

**Prepared by:** \_\_\_\_\_

**Quality Scored by:** \_\_\_\_\_

**Directions:** When the food is ready to serve, use this Quality Scorecard 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 service line.

Quality Standard	Yes	No	NA	Comments
<b>Appearance</b> <ul style="list-style-type: none"> <li>▪ Product can be identified by color and shape.</li> <li>▪ Color and shape are uniform.</li> <li>▪ Portions are uniform in size and shape.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Texture or Consistency</b> <ul style="list-style-type: none"> <li>▪ Exterior of the product is done but not dry.</li> <li>▪ Interior of the product is tender and moist, not dried out</li> <li>▪ Degree of doneness is uniform throughout the product.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Flavor</b> <ul style="list-style-type: none"> <li>▪ Flavor is identifiable from the meat.</li> <li>▪ Added flavorings are balanced without excess salt.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Holding (Service) Temperature</b> <ul style="list-style-type: none"> <li>▪ Temperature should be appropriate for the product based on manufacturer's directions.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## Handout 1: Quality Scorecard (continued)

<div style="text-align: center; border: 1px solid black; padding: 5px;"><b>Nutrition Facts</b></div> <p><b>Serving Size:</b> 3oz (84g) <b>Servings Per Container:</b> 160</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;"><b>Amount per Serving</b></td> <td style="width: 40%; text-align: right;"><b>Calories from Fat 60</b></td> </tr> <tr> <td>Calories 120</td> <td></td> </tr> <tr> <td></td> <td style="text-align: right;"><b>% Daily Value *</b></td> </tr> <tr> <td><b>Total Fat:</b> 7g</td> <td></td> </tr> <tr> <td style="padding-left: 20px;">Saturated Fat: 2g</td> <td style="text-align: right;">10%</td> </tr> <tr> <td><b>Cholesterol:</b> 80mg</td> <td style="text-align: right;">27%</td> </tr> <tr> <td><b>Sodium:</b> 490mg</td> <td style="text-align: right;">20%</td> </tr> <tr> <td><b>Total Carbohydrate:</b> 0g</td> <td style="text-align: right;">0%</td> </tr> <tr> <td><b>Protein:</b> 27g</td> <td style="text-align: right;">30%</td> </tr> </table> <p><b>Iron:</b> 2% Not a significant source of dietary fiber, sugar, vitamin A, vitamin C and Calcium.</p> <p><small>* Percent Daily Values are based on 2,000 calorie diet.</small></p>	<b>Amount per Serving</b>	<b>Calories from Fat 60</b>	Calories 120			<b>% Daily Value *</b>	<b>Total Fat:</b> 7g		Saturated Fat: 2g	10%	<b>Cholesterol:</b> 80mg	27%	<b>Sodium:</b> 490mg	20%	<b>Total Carbohydrate:</b> 0g	0%	<b>Protein:</b> 27g	30%	<div style="text-align: center;"> <p><b>FULLY COOKED BONELESS, SKINLESS CHICKEN DARK MEAT</b></p> <h1 style="margin: 0;">CHICKEN FAJITA STRIPS</h1> </div> <p><b>INGREDIENTS</b> Chicken dark meat, water, seasoning [salt, spices, dehydrated garlic, dehydrated onion, sugar, chili powder (chili pepper, cumin, oregano, salt, garlic powder), lemon juice powder (corn syrup solids, lemon juice, lemon oil), modified corn starch, natural flavor (from partially hydrogenated soybean and cottonseed oil)], modified food starch, and sodium phosphates.</p> <p><b>PREPARATION/COOKING INSTRUCTIONS</b> Preheat conventional oven to 400 °F; convection oven to 350 °F. Do not thaw product prior to cooking. Place frozen chicken fajita strips in a single layer on sheet pan. Heat product to an internal temperature of 165 °F for 15 seconds. Doneness is determined by temperature not appearance. Times and temperatures are critical to product quality.</p> <p>Conventional oven heat 25-30 minutes at 400 °F Convection oven heat 15-20 minutes at 350 °F</p> <p>When preparing meat and poultry products, prevent cross contamination by keeping the product separate from other foods; sanitize work surfaces, utensils, and hands before and after touching the chicken fajita strips.</p>
<b>Amount per Serving</b>	<b>Calories from Fat 60</b>																		
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<div style="text-align: center; border-bottom: 1px solid black; padding-bottom: 5px;">CN</div> <div style="text-align: right; border-bottom: 1px solid black; padding-bottom: 5px;">XXXXXX</div> <p>One lb AP yields 1.00 lb cooked chicken fajita strips and provides about 8.88 1.8 oz servings of chicken fajita strips. 1.80 oz chicken fajita strips provide 1.00 oz meat/meat alternate equivalent for Child Nutrition Meal Pattern Requirements. (Use of this logo and statement authorized by the Food and Nutrition Service, USDA XX-XX**)</p> <div style="text-align: center; border-top: 1px solid black; padding-top: 5px;">CN</div>		<p><b>KEEP FROZEN</b></p> <p><b>78674</b></p> <p>3/10 LBS NET WT. 30 LBS</p>	
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130 Quality Drive Albertville, AL 35950

NOTE: Label for illustration purposes only.



## Handout 2: Quality Scorecard

### Quality Scorecard for Breaded Processed Meat Products

**Date:** \_\_\_\_\_ **Recipe:** \_\_\_\_\_

**Prepared by:** \_\_\_\_\_

**Quality Scored by:** \_\_\_\_\_

**Directions:** When the food is ready to serve, use this Quality Scorecard 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 service line.

Quality Standard	Yes	No	NA	Comments
<b>Appearance</b> <ul style="list-style-type: none"> <li>▪ Breading is golden brown.</li> <li>▪ Breading is on the food, not crumbling off.</li> <li>▪ Portions are uniform in size and shape.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Texture or Consistency</b> <ul style="list-style-type: none"> <li>▪ Breading is crisp, not soggy.</li> <li>▪ Interior of the product is tender and moist, not dried out.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Flavor</b> <ul style="list-style-type: none"> <li>▪ Flavor is of the meat product, not of grease.</li> <li>▪ Flavor is fresh, no rancid or burned grease flavor.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Holding (Service) Temperature</b> <ul style="list-style-type: none"> <li>▪ Temperature should be appropriate for the product based on manufacturer's directions.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	


## Handout 2: Quality Scorecard (continued)

<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;"><b>Nutrition Facts</b></p> <p><b>Serving size:</b> 1 patty (74.0 g) <b>Servings Per Container:</b> xx</p> <hr/> <p><b>Amount per Serving</b> Calories 180 <span style="float: right;">Calories from Fat 99</span></p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;"></th> <th style="text-align: right;">% Daily Value *</th> </tr> </thead> <tbody> <tr> <td><b>Total Fat:</b> 7g</td> <td style="text-align: right;"><b>17%</b></td> </tr> <tr> <td style="padding-left: 20px;">Saturated Fat: 2g</td> <td style="text-align: right;"><b>12%</b></td> </tr> <tr> <td style="padding-left: 20px;">Polyunsaturated Fat: 2.5g</td> <td></td> </tr> <tr> <td style="padding-left: 20px;">Monounsaturated Fat: 5.0g</td> <td></td> </tr> <tr> <td><b>Cholesterol:</b> 25mg</td> <td style="text-align: right;"><b>8%</b></td> </tr> <tr> <td><b>Sodium:</b> 298mg</td> <td style="text-align: right;"><b>13%</b></td> </tr> <tr> <td><b>Total Carbohydrate:</b> 12.0g</td> <td style="text-align: right;"><b>4%</b></td> </tr> <tr> <td style="padding-left: 20px;">Dietary Fiber: 1.0g</td> <td></td> </tr> <tr> <td style="padding-left: 20px;">Sugars: 1.0g</td> <td></td> </tr> <tr> <td><b>Protein:</b> 10g</td> <td style="text-align: right;"><b>30%</b></td> </tr> </tbody> </table> <p style="font-size: small;">* Percent Daily Values are based on 2,000 calorie diet.</p> </div>		% Daily Value *	<b>Total Fat:</b> 7g	<b>17%</b>	Saturated Fat: 2g	<b>12%</b>	Polyunsaturated Fat: 2.5g		Monounsaturated Fat: 5.0g		<b>Cholesterol:</b> 25mg	<b>8%</b>	<b>Sodium:</b> 298mg	<b>13%</b>	<b>Total Carbohydrate:</b> 12.0g	<b>4%</b>	Dietary Fiber: 1.0g		Sugars: 1.0g		<b>Protein:</b> 10g	<b>30%</b>	<div style="text-align: center;"> <h3 style="margin: 0;">BREADED WHITE CHICKEN PATTIES</h3> <p style="margin: 5px 0 0 0;">FULLY COOKED <span style="float: right;">HEAT AND SERVE</span></p> <p><b>INGREDIENTS:</b> White chicken, enriched wheat flour (niacin, reduced iron, thiamine mononitrate, riboflavin), water, dried whole eggs, enriched yellow corn flour (niacin, reduced iron, thiamine mononitrate, riboflavin), salt, sodium phosphate, soybean oil, modified food starch, spices, nonfat dry milk, leavening (sodium bicarbonate, sodium aluminum phosphate, sodium acid pyrophosphate), dextrose, enriched yellow corn meal (niacin, reduced iron, thiamine mononitrate, riboflavin), mono and diglycerides, dried whey, sugar, dried yeast, sodium alginate, natural flavor. Fried in vegetable oil.</p> <p><b>HEATING INSTRUCTIONS:</b></p> <table style="width: 100%; border-collapse: collapse; border-top: 1px solid black; border-bottom: 1px solid black;"> <thead> <tr> <th style="width: 33%;"></th> <th style="width: 33%; text-align: center;">Deep Fat Fry 350 °F</th> <th style="width: 33%; text-align: center;">Conventional Oven 400 °F</th> <th style="width: 33%; text-align: center;">Convection Oven 375 °F</th> </tr> </thead> <tbody> <tr> <td style="text-align: left;">Frozen</td> <td style="text-align: center;">3-½ minutes</td> <td style="text-align: center;">12-15 minutes</td> <td style="text-align: center;">8-10 minutes</td> </tr> </tbody> </table> <p style="font-size: small;">Cooking recommendations should be used as a guide only. Variations in time and temperature may be required for variations in quantities heated. Cook until internal temperature reaches 165 °F for 15 seconds.</p> </div>		Deep Fat Fry 350 °F	Conventional Oven 400 °F	Convection Oven 375 °F	Frozen	3-½ minutes	12-15 minutes	8-10 minutes
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CN XXXXXX

This 3.00 oz fully cooked, breaded white chicken patty provides 2.00 oz equivalent meat/meat alternate and ¼ serving bread alternate for the Child Nutrition Meal Pattern Requirements. (Use of this logo and statement authorized by the Food and Nutrition Service, USDA XX-XX\*\*).


CN



**KEEP FROZEN**

**10821**

NET WT.  
11.25 LBS.



130 Quality Drive Albertville, AL 35950

NOTE: Label for illustration purposes only.

## Handout 3: Quality Scorecard

### Quality Scorecard for Pizza

**Date:** \_\_\_\_\_ **Recipe:** \_\_\_\_\_

**Prepared by:** \_\_\_\_\_

**Quality Scored by:** \_\_\_\_\_

**Directions:** When the food is ready to serve, use this Quality Scorecard 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 service line.

Quality Standard	Yes	No	NA	Comments
<b>Appearance</b> <ul style="list-style-type: none"> <li>▪ Cheese is melted, but not brown.</li> <li>▪ Crust is a light golden brown.</li> <li>▪ Topping is evenly distributed.</li> <li>▪ No collection of fat is visible.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Texture or Consistency</b> <ul style="list-style-type: none"> <li>▪ Crust is tender, but not soggy.</li> <li>▪ Cheese is melted, but not rough or stringy.</li> <li>▪ There is an appropriate ratio of meat, cheese and sauce.</li> <li>▪ Slices or pieces hold their shape.</li> <li>▪ Pizza is tender to the bite.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Flavor</b> <ul style="list-style-type: none"> <li>▪ Flavors are a tasty blend without excess salt.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Holding (Service) Temperature</b> <ul style="list-style-type: none"> <li>▪ Temperature should be appropriate for the product based on manufacturer's directions.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

### Handout 3: Quality Scorecard (continued)

<p style="text-align: center;"><b>Nutrition Facts</b></p> <p>Serving size 1 slice: 4.8 oz(s) Servings per container: 96</p> <hr/> <p><b>Amount per Serving</b> Calories 290 <span style="float: right;">Calories from Fat 109</span></p> <p style="text-align: right;"><b>% Daily Value *</b></p> <p><b>Total Fat:</b> 11g Saturated Fat: 3g Trans Fat 0g</p> <p><b>Cholesterol:</b> 15mg</p> <p><b>Sodium:</b> 600mg</p> <p><b>Total Carbohydrate:</b> 31g Dietary Fiber: 3 g Sugars: 5 g Protein: 17g</p> <hr/> <p><b>Vitamin A:</b> 355mg <span style="float: right;">8%</span> <b>Vitamin C:</b> 0mg <span style="float: right;">0%</span> <b>Calcium:</b> 245mg <span style="float: right;">24%</span> <b>Iron:</b> 2.8% <span style="float: right;">15%</span></p> <p><small>* Percent Daily Values are based on 2,000 calorie diet.</small></p>	<h2 style="margin: 0;">Sonya's<sup>®</sup> Smart Pizza<sup>™</sup></h2> <p style="margin: 0;"><b>COOK BEFORE EATING</b></p> <p><b>INGREDIENTS:</b> Water, white whole wheat flour, enriched flour, defatted soy flour, yeast, contains 2% or less: soybean oil, isolated soy protein, sugar, leavening, salt, natural &amp; artificial flavor, cornstarch, dough conditioner; <i>Topping Blend:</i> Low moisture part-skim mozzarella cheese, mozzarella cheese substitute <i>Sauce:</i> Tomatoes, modified food starch, contains 2% of less of: sugar, dextrose, salt, spices, onion, dehydrated Romano cheese, garlic powder, paprika, citric acid, beet powder, reduced fat pepperoni.</p> <p>Contains milk, soy and wheat.</p> <p><b>COOKING INSTRUCTIONS</b></p> <hr/> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Convection Oven</td> <td style="width: 50%;">Conventional Oven</td> </tr> <tr> <td>Low fan, 350 °F for 13-16 minutes</td> <td>400 °F for 17-20 minutes</td> </tr> </table> <hr/> <p>Place 16 frozen pizzas in 18" x 26" x 1/2" parchment lined sheet pans. Cook until internal temperature of pizza reaches 165 °F for 15 seconds. Rotate pans one half turn to prevent cheese from burning.</p>	Convection Oven	Conventional Oven	Low fan, 350 °F for 13-16 minutes	400 °F for 17-20 minutes
Convection Oven	Conventional Oven				
Low fan, 350 °F for 13-16 minutes	400 °F for 17-20 minutes				

<p style="margin: 0;">CN</p> <p style="margin: 0;">XXXXXX</p> <p style="margin: 0;">One 4.48 oz serving provides 2.00 oz of equivalent meat/meat alternate, 2 servings of bread alternate, 1/8 cup vegetable for the Child Nutrition Meal Pattern Requirements. (Use of this logo and statement authorized by the Food and Nutrition Service USDA XX-XX**).</p> <p style="margin: 0;">CN</p>		<p style="margin: 0;"><b>KEEP FROZEN</b></p> <p style="margin: 0;"><b>78925</b></p> <p style="margin: 0;">NET WT. 96/4.48 oz case</p>	
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130 Quality Drive, Albertville, AL 35950

NOTE: Label for illustration purposes only.

## Handout 4: Best Practices to Preserve the Quality of Value-Added Products

The list of steps needed in the preparation of any of the assigned products is represented in the left column. In the right column, list the possible best practices, possible problems, and effects on quality that could be made during each step.

Steps in Preparation	Best Practices	Possible Problems	Effect on Quality
1. Read and follow directions on product label or standardized recipe.			
2. Thaw the frozen food as directed prior to panning or allow food to remain frozen.			
3. Preheat oven to temperature indicated on the product label or in standardized recipe.			
4. Pan the food item.			

## Handout 4: Best Practices to Preserve the Quality of Value-Added Products (continued)

The list of steps needed in the preparation of any of the assigned products is represented in the left column. In the right column, list the possible best practices, possible problems, and effects on quality that could be made during each step.

Steps in Preparation	Best Practices	Possible Problems	Effect on Quality
5. Heat the food item.			
6. Take the temperature of the food item using the recommendation on the product label or standardized recipe.			
7. Transfer the food to a steam table pan as appropriate.			
8. Hold food.			

## Handout 5: Best Practices to Preserve the Quality of Value-Added Products with Suggested Answers

The best practices, possible problems, and effects on quality during preparation of value-added products might include:

Steps in Preparation	Best Practices	Possible Preparation Errors	Effect on Quality
1. Read and follow directions on product label or standardized recipe.	Always use product-specific label procedures or a standardized recipe for preparation and holding direction.	Not following directions of product label or standardized recipe.	<ul style="list-style-type: none"> <li>• Product over or under cooked</li> <li>• Product never reaches required temperature - not wholesome</li> </ul>
2. Thaw the frozen food as directed prior to panning or allow food to remain frozen.	Follow directions precisely. Never thaw frozen value-added products before preparation unless specifically directed to do so.	Thawing the food when it should be panned frozen or panning frozen food when it should be slacked out.	<ul style="list-style-type: none"> <li>• Thawed product could become soggy.</li> <li>• Breading could stick or come off meat.</li> <li>• Prescribed cooking time becomes invalid - may overcook.</li> </ul>
3. Preheat oven to temperature indicated on product label or standardized recipe.	Check the oven temperature three times: <ul style="list-style-type: none"> <li>• On the recipe</li> <li>• On the oven dial</li> <li>• With an oven thermometer</li> </ul>	<ul style="list-style-type: none"> <li>• Setting the wrong oven temperature</li> <li>• Not checking the temperature of the oven with an oven thermometer</li> <li>• Not turning on the oven early enough for it to reach full temperature before beginning heating process of foods</li> </ul>	<ul style="list-style-type: none"> <li>• Overcooked product</li> <li>• Undercooked product</li> <li>• Poor appearance by over-browning while undercooking</li> </ul>
4. Pan the food item.	<ul style="list-style-type: none"> <li>• Use the proper pan.</li> <li>• Pan as needed or store panned foods under proper conditions until time to heat.</li> <li>• Pan foods in a single layer unless directed otherwise.</li> <li>• Allow adequate space between pieces for crisping and browning of products as appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>• Too many pieces of the food item placed in the pan, not allowing for even heating</li> </ul>	<ul style="list-style-type: none"> <li>• Uneven browning of product</li> <li>• Uneven heating of product</li> <li>• Products stick together and may lose breading</li> </ul>
5. Heat the food item.	Pay close attention to: <ul style="list-style-type: none"> <li>• Positioning pans in the oven for proper heat circulation</li> <li>• The actual oven temperature</li> </ul>	<ul style="list-style-type: none"> <li>• Not setting the kitchen timer and forgetting to check on the product</li> <li>• Opening the oven door too often</li> </ul>	<ul style="list-style-type: none"> <li>• Burned food</li> <li>• Undercooked food</li> <li>• Food that does not reach the required internal temperature</li> </ul>

## Handout 5: Best Practices to Preserve the Quality of Value-Added Products with Suggested Answers (continued)

The best practices, possible problems, and effects on quality during preparation of value-added products might include:

Steps in Preparation	Best Practices	Possible Preparation Errors	Effect on Quality
	<ul style="list-style-type: none"> <li>• Time</li> <li>• Internal temperature of the product</li> </ul>	<ul style="list-style-type: none"> <li>and lowering the temperature which distorts the necessary cooking time</li> <li>• Not checking the oven temperature with an oven thermometer</li> </ul>	<ul style="list-style-type: none"> <li>in the prescribed time</li> <li>• Food that is not ready when the serving line opens</li> </ul>
6. Take the temperature of the food item using the recommendation on product label or standardized recipe.	<ul style="list-style-type: none"> <li>• Check the accuracy of the thermometer and calibrate as necessary.</li> <li>• Check the temperature of the food immediately after removing from the oven.</li> <li>• Ensure that the product reaches the required temperature for the required amount of time.</li> </ul>	<ul style="list-style-type: none"> <li>• Not following the directions on product label or standardized recipe</li> <li>• Not taking the temperature</li> <li>• Using a non-calibrated thermometer</li> </ul>	<ul style="list-style-type: none"> <li>• Food is served at too low a temperature and customers complain.</li> <li>• Food is not wholesome due to not reaching required internal temperature.</li> </ul>
7. Transfer the food to a steam table pan as appropriate.	Present all foods on the steam table in the most attractive manner. Taking a few minutes to transfer a product from the cooking pan to the serving pan is time well spent. Don't forget to add an appropriate garnish to each pan of cooked food.	<ul style="list-style-type: none"> <li>• Serving food on the steam table from a sheet pan (with the exception of pizza); food such as beef patties dry and cool more rapidly when served from a sheet pan.</li> <li>• Serving from the sheet pan where the product was cooked is not as attractive as serving from a steam table pan.</li> </ul>	<ul style="list-style-type: none"> <li>• Food cools before it is served.</li> <li>• Food on cooking pan is not attractive and appetizing.</li> <li>• Food dries out before being served.</li> </ul>
8. Hold food.	<ul style="list-style-type: none"> <li>• Hold all hot foods at 135 °F or above.</li> <li>• Always batch cook as appropriate to reduce holding time and preserve quality.</li> </ul>	<ul style="list-style-type: none"> <li>• Food is not maintained at the appropriate temperature.</li> <li>• Food that should be batch cooked is not and is held too long.</li> </ul>	<ul style="list-style-type: none"> <li>• Food is not wholesome due to not reaching required internal temperature.</li> <li>• Food dries out or becomes soggy from extended holding period.</li> </ul>





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## Session Evaluation

**Instructions:**

*Completely fill in the circle of your answer. Use a #2 pencil.*

Please select only one response for each statement. Do not fold or crease this sheet.

Title of Meeting: _____	
Session Topic: _____	Trainer's Code: _____
Date: _____	Time Slot: _____ Location: _____ Length of Event (hrs/min): _____

**Attendee Status:**

- |  |   |  |
|--|---|--|
| <input type="radio"/> District director  | <input type="radio"/> Major city director       | <input type="radio"/> Private consultant/trainer |
| <input type="radio"/> State agency staff | <input type="radio"/> Site-level manager        | <input type="radio"/> Foodservice assistant      |
| <input type="radio"/> Educator           | <input type="radio"/> Other (please list) _____ |  |

Reaction to this Session					
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Please read the following statements related to the session. Rate your level of agreement by using the scale 5 (Strongly Agree) to 1 (Strongly Disagree).					
1. The session objectives were clearly presented.	⑤	④	③	②	①
2. The session objectives were achieved.	⑤	④	③	②	①
3. I can apply what I learned in this session to my job.	⑤	④	③	②	①
4. Attending the session increased my skill on the topic.	⑤	④	③	②	①
5. Attending the session increased my knowledge on the topic.	⑤	④	③	②	①
6. I would recommend this session to others.	⑤	④	③	②	①
7. Overall, the session met or exceeded my expectations.	⑤	④	③	②	①

Comments about this Session
<p><b>The information I found MOST useful was:</b></p> <hr/> <hr/> <hr/>
<p><b>Please share any additional comments:</b></p> <hr/> <hr/> <hr/>

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