

NORTH FLORIDA EDUCATIONAL INSTITUTE

nutrition
the right balance of real foods



**Child Nutrition
Employee Handbook**

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North Florida Educational Institute

Food Service

Refer to school calendar for employee work dates.

Foods and beverages available in the school should be those, which contribute, both to the nutritional needs of the child and to the development of desirable food habits.

The school breakfast / lunch are a regular part of each school program, offering nutritional and educational opportunities for the student as a functional, positive experience in his/her school day.

The school has the responsibility of providing a good school breakfast / lunch environment and of guiding its students in the development of desirable food habits.

Teachers can and do play an important part in the development and operation of the school breakfast / lunch program as an integral part of the entire school program. Students will often reflect the opinions of the adults they are around. As adults, we need to be diligent about vocalizing and demonstrating food acceptance.

Child nutrition staff can and do play an important role in the preparation of foods and in establishing an atmosphere of friendliness and acceptance of every student, faculty, staff member and guest encountered. Members should believe in and promote the school program. They should be fully familiar with the school breakfast / lunch program and how it works.

Every child nutrition staff member should be working toward producing a visually appealing, aromatic and tasty food and will without hesitation assist other team members in daily operation regardless of particular daily assignments. Always offer to help when your tasks are finished or as time allows.

INTRODUCTION

The Food and Nutrition Department operates under an agreement with the Florida National School Lunch Program for the school and lunch breakfast programs. Under this agreement, we comply with all state and federal guidelines and strive to provide a food service program second to none. Part of our success in the school food service operation is dependent on:

- 1. Quality food**
- 2. Good service**
- 3. A sound financial status**
- 4. A pleasant relationship with all school personnel and patrons.**

Another very essential part of our department's success is YOU - the food service employee. You have a very important role in the total educational program for students. Your food service supervisor and his/her entire staff are dedicated to promoting your growth as a professional child nutrition staff member.

Take pride in your job and the work you do, present yourself in a professional manner, and serve with Eagle Pride!

GENERAL JOB REQUIREMENTS

Excellence in food quality and service is our goal. To be an active team member, you will need to adhere to the following:

- Arrive at work on time.
- Be physically able to carry out the job requirements.
- Be clean and neat at all times.
- Follow all standards for safety and sanitation.
- Exhibit a positive role model to students.
- Be able to read, write, and follow written instructions.
- Commit to referring to the Food Production Record for instructions and products to prepare.
- Be adaptable to working around and with children.
- Demonstrate a professional attitude at all times.
- Be willing to work harmoniously with other workers, teachers, and students.
- Be willing to accept your share of the responsibility in all parts of the Child Nutrition Program.
- Do not allow personal likes and dislike of food influence children.
- Personal opinions and feelings regarding politics and religion are not to be discussed with other employees.
- Personal problems are not to be discussed with other employees.
- Understand the purpose of the Child Nutrition Program and work for the betterment of the program at all times.
- Conform to all local, state, and federal requirements relating to the operation of the Child Nutrition Program.
- Be familiar with all policies and practice in this handbook.
- Other duties as assigned.

SAFETY PRECAUTIONS KITCHEN / CAFETERIA

Orderly housekeeping is the basis of a smooth and safe operation of any cafeteria. "A place for everything and everything in its place" is an adage, old and true.

THE FOLLOWING PRECAUTIONS ARE REQUIRED:

- **Walk! Never run! Rushing is hazardous, especially when carrying hot foods, dishes or glassware.**
- **Wear low-heeled skid proof shoes with closed toe and heel. Keep shoelaces tied.**
- **Keep water, grease and food cleaned up from the floor.**
- **Keep work area neat and clean; wipe up spills immediately.**
- **Keep mops, brooms, boxes, and other articles from passageways so workers will not stumble over them.**
- **Workers should not stand on boxes, chairs, etc., unless especially designed for the job. Safety ladders are to be used.**
- **Hot water faucets should be turned on and off cautiously.**
- **Remove lids from steaming kettles carefully.**
- **Use caution when working near hot surfaces.**
- **Use potholders in moving hot pans and have a place ready to put them before removing from stove. Keep potholders dry. Turn off fires before removing pans.**
- **Cracked enamel should be discarded; it is dangerous.**
- **Do not use straight pins to fasten clothing; they may fall in the food.**
- **Be familiar with the operation and use of any machinery or equipment in the cafeteria. Clean only after the power is off. Report repairs needed as soon as possible.**
- **Do not taste food that appears spoiled and when tasting to determine quality or doneness use a single service spoon and discard.**
- **Label all stored items and leftovers. Store chemicals in an area away from food items.**
- **Do not pour boiling liquids into glass jars.**

TO AVOID SERIOUS CUTS

- Use sharp knives carefully, and place them in the space provided when not in use. Sharp knives should not be placed in dishwasher.
- Handle open cans with care. Never open cans with a knife.
- Broken glass should not be placed in wastebasket, but should be placed in a separate container for disposal.
- Do not drop knives or other cutting blades in the pot sink. Lay them on the ledge for washing.

GENERAL PRECAUTIONS:

- . Do not lift heavy weights without help.
- . Follow safe lifting procedures, such as:
 - Avoid lifting in a way, which twists your body or puts undue strain on your back.
 - Don't try to lift heavy loads by yourself -- get help!!
 - Squat to pick up awkward objects; don't bend from the waist.
 - Let your legs do most of the work, not your back.

FOOD SERVICE SANITATION BASICS

Know that the **DANGER ZONE** for food temperature is between 41 and 140 degrees. To cool food, know which food needs to be cooled in the freezer, in the cooler, or an ice bath. Whatever method you use to cool food it must be done as rapidly as possible and you must see for yourself that the thermometer reading is 41 degrees or lower before accepting it as being cooled and safe for reheating.

- Frozen food needing to be thawed is thawed only in the cooler, so schedule accordingly.
- Items to be thawed must be placed on trays or in pans in the cooler on the bottom shelf.
- Keep food stored at least 6" off the floor.
- Plastic serving gloves are to be used during food preparation and on serving lines when food is served by hand and be changed as often as necessary.
- After cutting or handling meat, wash and sanitize the tools and the work surface before handling any other food with those tools or on that surface.
- Each food service manager is required to have completed the Food Service Manager's Sanitation Course and is the one to ask should you be in doubt about any aspect of this handbook.

. An approved hand wash will consist of applying soap to the hands and washing vigorously with as much hot water as you can tolerate. Wash all the way to the elbow. It shall also consist of using a clean sanitized nailbrush beneath each nail to assure all germs are removed. Rinse hands and arms well and dry with a single use paper towel. Note: Hand wash should last a minimum of 20seconds.

. All potentially hazardous food items will be cooked to the minimum requirements as set forth in the Florida Food Code:

- o Poultry 165 degrees
- o Ground beef and Pork 155 degrees
- o Fish and seafood 145 degrees
- o Eggs to be held for service 155 degree

. Any food being served or being held for service that falls into the danger zone below 140 degrees will be reheated to 165 degrees to render it safe for service.

HACCP

You are required to familiarize yourself with the HACCP temperature log and all beginning, as well as final cooking temperatures along with the times will be recorded on the temperature log.

- . HACCP requires that the following actions take place before beginning any recipe:
 - o **SANITATION INSTRUCTIONS:** Food prep areas, equipment, and utensils, to be used in recipe will be washed and sanitized prior to beginning the preparation and cooking.

 - o **GETTING READY:** Assemble all ingredients, utensils, etc. to be used in recipe within easy reach of prep area so that food safety can be managed more effectively as well as better control of contamination and crosscontamination.

 - o **PERSONAL HYGIENE:** Wash hands thoroughly before handling food, after handling contaminated food or objects, and before switching to another step where there is an opportunity for contamination. This applies as well to before and after glove use.

 - o **BEGINNING TEMPERATURES:** temperatures of all refrigeration will be checked daily.
- The temperature of all refrigeration will be checked daily using an internal thermometer and recorded on the log provided. The manager is to be notified if the temperature is out range.
- Along with recording the temperature of the unit you will take one or two random temperatures of product within the unit. If a marked difference in temperature occurs notify management.
- When checking in a purveyor or receiving commodities you are required to make some random temperature checks and reject any product in the danger zone.

PERSONAL CLEANLINESS - HEALTH HYGIENE

Hands carry germs - they must be washed with soap and warm water.

- When should hands be washed?
- When reporting to the job and before any food or utensils are handled.
- After handling objects which are not clean, such as handkerchiefs, money, garbage cans, etc.
- After using restroom.
- After coughing, sneezing or blowing nose.
- After touching hair, ears, nostrils, and face.

Other Hygiene Issues

- A daily bath and use of deodorant are essential to personal cleanliness.
- Do not chew gum in the kitchen or the serving line.
- Employees who have a sore throat but no fever should not work on the serving line but can be assigned other duties not involved with food.
- Employees should not be on duty when they have a fever or with an open sore on hands or forearms that cannot be covered.
- Hairnets and caps must be worn during preparation, serving time, and storage of food items. All hair must be placed in a hairnet or pulled back and restrained by a cap. Men's beards must be clean, shaved close, and neat in appearance.
- Jewelry, watches or other sources of personal decoration that are ornate or dangling, are dangerous in the kitchen environment. For safety reasons, the only type of jewelry worn must be confined to a smooth wedding band and/or a medical ID necklace (or bracelet)

AVOID THESE BAD HABITS:

- Scratching the head or fingering ears.
- Hands around the face and mouth
- Smoothing and patting hair or straightening hair net.
- Picking teeth.
- Leaning or sitting on surface where food is placed.

FOOD SERVICES POLICIES

EMPLOYMENT

Application for work must be completed and returned to the Main Office. Any employee must fulfill the needs of the particular position and/or assignment to the manager's satisfaction. Any employee will be considered an employee "at will" (meaning no signed contract guaranteeing continued employment).

STANDARDS OF CONDUCT

All employees are expected to work together in a cooperative spirit to serve the best interests of NFEI and to be courteous to students, one another, and the public. Employees are expected to observe the following standards of conduct:

- Recognize and respect the rights of students, parents, other employees, and members of the community.
- Maintain confidentiality in all matters relating to students and coworkers.
- Report to work according to the assigned schedule.
- Notify their immediate supervisor in advance or as early as possible in the event that they must be absent or late. Unauthorized absences, chronic absenteeism, tardiness, and failure to follow procedures for reporting an absence may be cause for disciplinary action.
- Know and comply with department and school policies and procedures.
- Express concerns, complaints, or criticism through appropriate channels.
- Observe all safety rules and regulations and report injuries or unsafe conditions to a supervisor immediately.
- Use district time, funds, and property for authorized district business and activities only.

All employees should perform their duties in accordance with state and federal law, school policies and procedures, and ethical standards. Violation of policies, regulations, or guidelines may result in disciplinary action, including termination.

CONDITIONS OF EMPLOYMENT

Child nutrition employees may be assigned, transferred, promoted, or dismissed under the supervision of the Food Service Supervisor. The Supervisor makes assignments and transfers only after careful consideration.

EMPLOYEE ASSIGNMENT

All employees are subject to job assignment by the manager. Employees may be rotated and assigned within the kitchen as deemed necessary by the manager.

All employees are employed to do general food service preparation, cleaning, and serving. The manager may assign and rotate, as deemed necessary for the particular operation.

LINE OF AUTHORITY

Food service employees are directly responsible to the manager who is responsible for the food service operation at each individual school site.

The manager is responsible to the building head of school in coordinating the breakfast/lunch program with the school program. The manager is responsible to the supervisor for any part of their job that deals with each employee, the menu, working hours, equipment, purchasing, and general operations of the kitchen. The manager has full authority in scheduling assignments and job schedules based on the job description for each position.

HOURS OF WORK

The Food Service Supervisor sets the number of hours. The manager may schedule the individual employee's hours of work after consulting the supervisor with any questions.

DISMISSAL

Failure on the part of any employee to comply with the policies outlined in this handbook or any other stated form may justify reason for dismissal.

An employee found guilty of taking food or other property out of the cafeteria will be dismissed immediately.

RESIGNATION

If an employee wishes to leave the school, he/she should give a standard two-week notice. This will give the manager an opportunity to fill the position. If this consideration is shown, the employee will be in a position to be considered for re-employment in the future.

REASSIGNMENTS AND TRANSFERS

All personnel are subject to assignment and reassignment by the Head of School or Child Nutrition Supervisor when the head of school or supervisor determines that the assignment or reassignment is in the best interest of the school. Reassignment is a transfer to another position, department, or facility that does not necessitate a change in the employment contract. Employees who object to a reassignment may follow the school process for employee complaints as outlined in this handbook.

An employee with the required qualifications for a position may request a transfer to another campus. A written request for transfer must be completed and signed by the employee and the employee's supervisor. Requests for transfer during the school year will be considered only when the change will not adversely affect students and after a replacement has been found. All transfer requests will be coordinated by the Child Nutrition Director and the Head of School.

WORKLOAD AND WORK SCHEDULES

Cafeteria employees are employed at will and receive notification of the required duty days, holidays, and hours of work for their position on an annual basis. Cafeteria employees are not exempt from overtime and are not authorized to work in excess of their assigned schedule without prior approval from their supervisor.

PERFORMANCE EVALUATION

Policy DN series

Evaluation of an employee's job performance is a continuous process that focuses on improvement. Performance evaluation is based on an employee's assigned job duties and other job-related criteria. All employees will participate in the evaluation process with their assigned supervisor at least annually. Written evaluations will be completed on forms approved by the school. Reports, correspondence, and memoranda also can be used to document performance information. All employees will receive a copy of their written evaluation, participate in a performance conference with their supervisor, and have the opportunity to respond to the evaluation.

PAYMENT OF SALARY

Employees are paid either by direct deposit or check on the 15th and last day of each month in accordance with the schedule adopted by NFEI. All assigned duties, beyond the regular workday, will be paid at the employee's hourly rate unless previously arranged.

PAYROLL DEDUCTIONS

Withholding tax is deducted from all earnings based on marital status and dependents. It is the responsibility of each employee to see that the W-4 Form is complete and correct. Corrections should be made for address changes by completing a new W-4. All questions regarding deductions, adjustment, and net pay should be directed to the Payroll Department in the Main Office.

ACCIDENT REPORTING PROCEDURES

All accidents must be reported immediately to your manager/head of school. **INCIDENT FORMS ARE AVAILABLE ONLINE.** This report of injury is required even if at the time of the accident, no medical attention is necessary. It is the responsibility of the employee to notify the manager.

REPORTING ABSENCES

If an employee must be absent, he/she must notify his/her manager at the earliest possible time. The employee should remember that failure to do this makes it difficult to obtain a substitute, and puts an extra burden on the other employees. The employee must contact the manager, at home or at school. Failure to do so will be considered as a "No Call, No Show" and is subject to disciplinary action.

If an employee is to be absent for an extended period (more than three days), he/she must keep the manager aware of the date she will return to work. Failure to notify the manager of your intended date to return to work date can result in time lost from work without pay. Employees out longer than three consecutive days require a doctor's note as per absentee policy.

The day before he/she plans to return to work, the employee must call his/her manager before 1:00 p.m. This should be done so that the substitute may be notified, while he/she is still at school that he/she will not be needed the next day. If the employee does not notify the manager of plans to return, and a substitute is retained, the employee will not be allowed to clock in upon arrival on the next workday. The employee will be sent home and the substitute retained. The regular employee will be docked for that day.

PERSONAL LEAVE

All full time employees are entitled to personal leave in accordance with NFEI policies and procedures. There are two types of personal leave: nondiscretionary and discretionary.

Nondiscretionary.

Leave taken for personal or family illness, family emergency, a death in the family, or active military service is considered nondiscretionary leave. Reasons for this type of leave allow very little, if any, advance planning.

Discretionary.

Leave taken at an employee's discretion that can be scheduled in advance is considered discretionary leave. An employee wishing to take discretionary personal leave must submit a request to the head of school or supervisor two weeks in advance of the anticipated absence. The effect of the employee's absence on the educational program or department operations, as well as the availability of substitutes, will be considered by the manager or nutrition supervisor.

APPOINTMENTS

Employees need to schedule appointments after school hours or during scheduled days off or holidays whenever possible. Because we only work 180 days it is sometimes hard to cover for these absences and we want to provide our students with the best food service possible. Last minute call-ins cannot always be helped but should be kept to an absolute minimum.

USE OF TELEPHONE

The telephone in the Main Office is a business phone. Employees cannot expect to place or receive personal calls. Emergency phone calls are acceptable, however; they should be limited to emergencies only.

Cell Phone use must be limited to mid-morning and lunch breaks and emergencies only. If you carry your cell phone on your person during work hours it needs to be set to vibrate. Cell phone use is not permitted during working hours unless used to communicate with the department supervisor or in the event that the school telephone is non-operational.

Deviances from the cell phone use policy can result in written/verbal discipline and eventually privileges withdrawn completely during working hours.

MID-MORNING AND LUNCH BREAKS

Times are set by the manager.

Breaks may be scheduled as time permits at the discretion of the manager. Breaks are not to exceed 30 minutes for lunch and 15 minutes for breakfast.

Employees may eat the regular adult lunch composed of the menu items offered that day. There should be no eating except in designated areas due to health department regulations. An employee should not stand behind the steam table or in the kitchen and eat or drink during the serving period. No food or meals are to be taken out of the cafeteria.

DRUGS/ALCOHOL

NFEI is committed to maintaining a drug-free environment and will not tolerate the use of illegal drugs in the workplace. Employees who use or are under the influence of alcohol or drugs as defined by the Florida Controlled Substance Act during working hours may be dismissed.

SMOKING

Smoking including E-Cigs will not be allowed on any school campus per NFEI Policy.

SALE OF FOOD

Foods are to be sold for consumption in the cafeteria and other designated areas only. All packages taken out of the cafeteria are subject to inspection by the manager, supervisor, or head of school.

PURSES / PACKAGES IN KITCHEN

Purses should be locked in the trunk of your car, placed in a locker or in an area designated by the manager. Note: Packages taken out of the cafeteria are subject to inspection.

CAFETERIA EMPLOYEES CANNOT TAKE FOOD OUT OF THE SCHOOL. NO FOOD CAN BE PURCHASED, BROUGHT IN OR TAKEN HOME BY THE EMPLOYEE UNLESS AUTHORIZED BY THE CHILD NUTRITION SUPERVISOR. THESE ACTIONS ARE GROUNDS FOR IMMEDIATE DISMISSAL.

JURY DUTY

Employees will receive leave with pay and without loss of accumulated leave for Jury Duty. Employees must present documentation of the service and may retain any compensation they receive.

TIME CLOCK

Employees are expected to clock-in when they report for work and clock out for lunch and if they leave the premises and at the end of the day. Failure to do so could result in disciplinary action. No employee is permitted to clock in or out for anyone beside themselves. Doing so is grounds for immediate dismissal.

GUESTS OF EMPLOYEE

Employees cannot have guests while on duty. Friends, relatives, children, or grandchildren may visit during break and meal times and may eat with staff with a paid meal. Non-employees are not allowed in the kitchen except for scheduled deliveries, inspections, repairs or maintenance.

No one is permitted to eat regularly in the school cafeteria except members of the student body, faculty, and other school personnel. Parents, city officials and guests of the administration are always welcome as occasional visitors.

DRESS REQUIREMENTS

The Food Service employee is careful of his/her appearance. The employee will keep his/her appearance neat and his/her person clean. Employee uniforms consist of: red or blue scrub pants with school T-shirt / red or blue scrub top and apron or smock. Tops must be short sleeves. Uniforms must be free of lace, frills and trim to give a professional appearance. Any uniform or uniform combination must be clean and fresh daily and must conform to the following guidelines:

- Uniform should fit loosely for comfort as well as appearance. It should allow free movement without being tight for appearance, coolness and safety reasons.

- Shoes must be leather or leather-like, lace-up or non-laced with rubber grip soles and no cut-out areas. No canvas shoes are allowed.
- Any uniform should be made of a material thick enough to not show undergarments.
- A hair net or cap must be worn at all times.

DRESS VARIATIONS: Campuses that participate in the various T-shirt days (drug program, school spirit, special school-wide programs, etc.) may vary the dress requirements. (T-shirts must not be tight fitting, dingy, holey, stained, or made of a thin material.) Staff may wear jeans on Friday and on teacher / employee work days that students are not present.

APRONS/ SMOCKS

The Child Nutrition Department will provide aprons for preparation and use in the dish rooms and pot / pan washing area.

Serving aprons / smocks for persons serving the line are to be the bib apron or pull over, side tie smock provided by NFEI. Aprons / smocks should be worn on the serving line only and not in the kitchen. Aprons / smocks are the property of the kitchen and not the employee. School property may be washed and dried in the laundry facilities with other clothes and towels.

SHOES/SOCKS

Well-fitting, low-heel, fully enclosed service-style shoes must be worn. The shoe should have a non-skid sole with a leather or leather-like top. Canvas shoes must not be worn.

Hose, pantyhose or socks must be worn with shoes.

INVENTORY

Inventory will be done weekly. All weekly inventory needs to be submitted to the Food Service Supervisor.

SUMMARY OF WORK HABITS

- *Report to work on time. Employees are not allowed to clock in/out or begin working earlier than 5 minutes before or after their designated shift.*
- *Work amicably and avoid unnecessary personal visiting during working hours.*
- *Follow work schedules and organize job to save time and motion.*
- *Avoid complaining to co-workers or non-NFEI employees about work issues. Doing so lowers morale.*
- *Keep workspace clean and orderly while doing the job.*
- *Understand directions before starting a job and follow them carefully. Ask if you do not know how to do something.*
- *Be willing to use recipes, know how to use them and follow them carefully.*
- *When your finish your assigned duties help other co-workers with their work. WE WORK AS A TEAM!!!!!!*
- *Do not sweep, mop, and dump trash until all work assignments are completed.*
- *Do not use hands to mix or serve foods, unless gloves are used.*
- *Clean equipment after using it.*
- *Use paper towels or hand towels for drying hands; DO NOT use dishtowels or aprons.*

- *Use carts and trays to get supplies from storerooms to save your back, steps and time.*
- *Use tasting spoon for sampling food, never the spoon used in preparation. Do not reuse spoon or fork after it has been used for tasting.*
- *Try to improve the quality of each dish each time it is prepared.*
- *Observe and try to eliminate excessive food preparation waste.*
- *Do the task you have been asked to do; if you do not have the training to do so, let your manager know as soon as possible.*
- *Keep towels in proper place, not thrown over shoulder or under arm.*
- *Sterilize anything dropped on the floor before using it again.*
- *Be willing to do the harder tasks of cleaning as well as the easier jobs.*
- *Remove food dropped on the floor immediately.*
- *Serve food with proper serving utensil. Avoid unnecessary handling of food during preparation and never serve food with hands.*
- *Never allow the thumb or fingers to touch the inside edge of dish or glass. Use handles to take hold of dishes and utensils from underneath.*

REMEMBER we are there for the kids so they come **FIRST**. Food needs to be ready on time and lines setup and ready to serve.

CHALLENGE TO THE EMPLOYEE

Certainly your previous experience in food service, either at home or with another company, will be helpful to you in our school cafeteria. You will, however, need further training in the particular methods and procedures that are expected in the North Florida Educational Institute Food Service Department.

Think of yourself at the end of the training period as capable in your assigned tasks and better for your new experiences.

A successful food service employee likes people, particularly school-age children. The employee is interested in serving people - students, staff, and fellow employees.

A successful employee takes pride in personal appearance, is in good health and is physically able to do the job.

A successful food service employee likes food, and enjoys working with it.

A successful employee is able to maintain an even disposition, even under pressure.

A successful employee is willing to do a good job and to learn as much as possible while on the job.

A successful employee appreciates the work, enjoys it, and achieves personal development and professional advancement.

Food Service Safety Agreement

North Florida Educational Institute

Date: _____

Employee Name: _____

Address: _____

Email Address: _____

Telephone Number: _____

As a concerned food service staff member of North Florida Educational Institute, I agree to take part in the food safety training. I further agree to be an extension of the school's policy concerning all aspects of both HACCP and food safety.

I fully realize the important role I play in assuring that all food that I come in contact with is prepared in compliance with the school standards.

I agree to comply with all the personal hygiene aspects that assure compliance as well as the critical time temperature elements of food safety.

I further agree to inform management if any family member or I contact any illness that could result in a food safety issue that could compromise the safety of the food served to the children.

I understand the necessity for food safety training as well as my responsibility to comply with everything I learn.

Finally, I agree to maintain all of the school food safety/HACCP documentation and to meet all of the requirements of the Florida food code and districts standard operating procedures.

In addition to this training agreement I acknowledge having received a food safety manual for food service employees and I understand my responsibilities as stated in said handbook and agree to comply with it as well as all NFEI policy.

Employee Signature

Witness Signature & Title

After reading and signing this page, tear out and return to your supervisor or manager.