



Tips and Reminders for Food Service Employees

The following tips and reminders will help you have an enjoyable and successful experience as a food service employee.

BEFORE ASSIGNMENT

BEFORE YOU ARRIVE

- Accept assignments whenever possible. The more you establish yourself in a school, the more likely you will be placed on their preferred substitute list, which will in turn earn you more assignments.
- If you can't report to your scheduled assignment, you must call ESS and the school.
- Review the school's emergency drill, lockdown, and evacuation procedures. You should request them from the school's secretary or food service manager.

WHEN YOU ARRIVE

- Be on time. Upon arrival at school, you must sign in at the designated location and/or clock in using the computer to start your assignment.
- Always report to work in clothing that is clean, neat, and well-maintained. Wear uniforms as required.
- Always wear your ESS ID Badge, as well as any other required identification provided by the school, if applicable.
- Introduce yourself to the school's secretary and principal, if they are available.

DURING ASSIGNMENT

DIRECTION

- Welcome students as they enter the lunchroom/cafeteria in a professional, caring manner. Treat them with respect.
- Speak clearly and project your voice so students can hear and understand you.
- Be confident when giving directions to students.

ACTIONS

- Do all work to the best of your ability.
- Be extremely careful when operating cafeteria equipment. Always request assistance from the food service manager.

BEHAVIOR

- Food service employees are expected to behave to the same ethical standards of all other school employees. Remain professional and keep emotional control. Never use inappropriate language, even during frustrating and stressful situations.
- Never confront or threaten a student in front of other students. Isolate the student and address the issue individually. Avoid confrontations with school administrators, teachers, co-workers, and parents.
- Food service employees are prohibited from conduct with students that includes, but is not limited to: communication and/or publications using email, text messaging, social networking sites, or any other medium that is directed and/or available to students or for public display.
- Telling inappropriate stories, gossip, or jokes; sharing personal information; socializing with students during and/or after school hours; or using inappropriate language in the school, classroom, or cafeteria is strictly prohibited.
- At no time should a food service employee have any physical contact with a student, regardless of the age group. There should be no touching of any students.
- Follow the district's and school's policies on the acceptable use of cell phones, school computers, and Internet/Intranet. Do not use your cell phone in the classroom or use the school computers for personal business.

AFTER ASSIGNMENT

- Leave the kitchen area neat and clean at the close of each school day.
- Sign out at the main office or designated location and adhere to the established sign-out procedures.

