

**Team Member Handbook**

2024-2025

School Nutrition Program

Brett Foster

Executive Director, School Nutrition

Lisa Burrell

School Area Supervisor

Manager and Employee Training



**Welcome to Knox County Schools**

School Nutrition Department

As team members of Knox County School Nutrition, our mission is “Pursuing Excellence in Student Nutrition-One Bite at a Time”.

The goals of the Knox County School Nutrition Department are to:

* Provide and serve nutritious, affordable meals in a pleasant environment.
* Promote health and improve eating habits through nutrition education.
* Seek community involvement to achieve the goals of the department.

The tastes and preferences of consumers nationwide and globally are changing in a very rapid manner. The way people dine has changed rapidly as well. In response to these changes, the KCSN offers an assortment of items that are consistent with the dining habits that our customers experience at home or in many of the local dining establishments.

The importance of serving a quality product cannot be stressed enough. The customers that we have in our cafeterias will accept nothing less than top quality products and fresh healthy foods. We lean toward whole grains, fresh fruits, fresh steamed vegetables and an assortment of fresh salads & veggie nibbles daily. A customer of ours should never be expected to eat a meal that falls short of the high standards that we have established.

Our customers are the students, faculties, and administrators of all our schools. It is an honor that we have been given the opportunity to serve them a delicious meal every time they choose to dine in one of our cafeterias. They deserve to be greeted with a smile, treated in a friendly manner, and made to feel welcome.

The School Nutrition Department of Knox County operates on the consumer dollars that are spent every day in our cafeterias. Because we receive no local tax revenue to fund our operation, our focus must be on meeting the needs of our customers. Our success depends on all team members working hard to reach out to new customers, retain our loyal customer base, and overcome the competition we face from brown bag lunches.

**Teamwork and a Professional Attitude**

Teamwork is the combination of helping each other automatically, without second thought, and working together as a whole. Through teamwork, we can take care of each customer to the best of our ability. Every customer is entitled to expect and receive the highest quality food and friendly service. We cannot accomplish this on an individual basis, but as a team we can.

The concept of “Team” is not limited to a certain job function or area of responsibility. An overall effort of all team members is the key to making this successful. Remember, we are all striving for the same goal, which is customer satisfaction. We establish the atmosphere of our facility, and a customer can sense and appreciate a friendly environment. Overall, be pleasant, courteous, and helpful to all our customers.

Professionalism is an attitude. You must have a sense of pride in yourself and your job. The decision to make you part of the School Nutrition team of Knox County Schools was based on our confidence in your abilities and willingness to learn, understand, and follow through on the contents of this manual. We expect you to have an active interest in your job and the success of our program, by giving us your very best and striving constantly to improve yourself in your career.

A professional takes pride in being part of an organization. Be proud to be part of the School Nutrition Department of Knox County Schools. Speak highly of your career choice and of the School Nutrition Department in your conversations with others. Those that you meet will feed off your enthusiasm whether they are a customer or a fellow team member.

The most important philosophy for a professional to follow is to treat your customers and team members with the same courtesy and respect that you would like in return.

**Overview**

Although many things will be covered within this manual, it is with great certainty that you will encounter many challenges and job requirements that are not covered explicitly in this document. This does not mean that these areas are any less important toward the goals of the School Nutrition Department or for your individual success within KCS.

**Payroll- Clocking in and Clocking Out**

It is very important that each team member is clocking him or herself in and out at the beginning and end of each day they work. It is also important that each team member check his/her hours before he/she approves time daily. Once time has been approved and it is sent to the Payroll and Benefits Specialist, that is what you will be paid. If there is a question about a team member’s time, check with manager before approving.

**Attendance**

All team members are responsible for reporting to their Team Leader when they are going to be out of work for any reason. It is the responsibility of each team member to call in for himself or herself. No one else should call in for a team member.

The Team Leader may require a physician’s certificate for any absence within the sick leave regulations. Frequent use and/or suspected misuse of sick leave by a team member are sufficient grounds for requiring a physician’s certificate stating the reason for absence.

Since members of our department are handling food products, a team member absent due to illness may be required to provide a doctor’s release to return to work. For all other policies, please review the KCS Board Policies booklet that is available at all schools or visit our website at [www.knoxschools.org](http://www.knoxschools.org).

**Sick Days**

Sick days are sick days. They are not to be used for any other reason.

**School Delays**

In the event of inclement weather delays, all team members report to work at their regularly scheduled time.

We feed students at their regular lunch time, so we have the same amount of work to do as a regularly scheduled day.

**Punctuality**

It is very **important** for each team member of the School Nutrition Department to arrive at his/her facility in a punctual manner. Each team member must arrive at work ready to work. This does not mean come to work, fix your hair or make-up and visit everyone when your shift has started.

**Work Schedule/Responsibilities**

Every team member is required to work his/her contracted hours each day. The Team Leader may adjust the schedule occasionally due to work load or special functions. Team members may be asked to come in a little earlier or work a little later at times due to being short staffed or if an emergency arises.

**Reasons for Termination**

Knox County Schools has established policies and procedures for justifiable termination and the process of recommendation for termination. Please see the KCS Board Policies booklet for any clarification that might be needed.

A probationary period is defined as the first ninety (90) days of employment after being placed on regular status for a new team member or for a team member that has been rehired following a break in service. Once a team member reaches 90 days of employment, a performance evaluation will be conducted to either recommend or not recommend the team member for continued employment with Knox County Schools.

**Clarification on Breaks**

All team members are required to take a thirty (30) minute lunch period without pay. It is not a requirement by law that any other breaks be given to team members. No additional break time is allowed for smokers than for non-smoking team members.

**Clarification on Meals**

Breakfast: Only the team members who come in and work breakfast can eat breakfast free. This should only be for 5-10 minutes.

Lunch is a benefit. Lunch must be chosen from the options made available to the students. A regular student lunch consists of one entrée. We do not prepare food for team member lunches that is not on the menu that day. A la carte items are not part of an employee lunch. A la carte items may be purchased, but it must be consumed on-site. No food is to be carried out of the kitchen/cafeteria. Every team member should have a pin number that is to be used when he/she eats a meal or purchases a la carte items.

We do not feed drivers/delivery persons.

We do **not** accept any free items from truck drivers/vendors.

If vendors offer anything, tell them politely that we are not to accept anything free from vendors.

**Smoking**

Smoking is not allowed in any form at any time inside any school building or anywhere on school property. There are NO exceptions. This is covered in board policy G-211. For the purposes of this policy, “Smoking” will mean all use of tobacco (including all “smokeless” and chewing tobacco products), cigars, cigarettes, pipes, imitation tobacco products, and electronic cigarettes. Team members are prohibited from possessing tobacco products on school property that are visible to others.

**Cell Phones**

Personal cell phones and smart watches **are not permitted in the workplace**. There will always be some type of emergency that will occur; therefore, team members are to use the work phone. Team members need to tell their contacts they can be reached on the school phone and give them the number where they can be contacted. Personal cell phones and smart watches are only to be used during breaks. If there is a recurring issue with you using your cell phone or smart watch, you may be asked to leave it in your car.

**MP3 Players, iPod and Ear Buds**

MP3 players, IPod and Ear Buds raise safety and sanitary concerns; therefore, they are not permitted in the workplace.

**Language in the workplace**

Foul language or sexual innuendos are not acceptable and will not be tolerated in the workplace.

**Gift/ Rebate Cards**

Under no circumstances is anyone who works for Knox County School Nutrition Department allowed to accept any Gift/Rebate Cards from delivery drivers or vendors. This includes all Central Office Staff, School Area Supervisors, and all site-based staff (managers, assistant managers, site managers, manager trainees, site manager trainees, drivers/stockperson, and workers).

**Knox County School Nutrition team members are professionals, and we must project that image to our customers.**

**Appearance**

We are representatives of Knox County Schools in the eyes of our customers and community. Our workplace should maintain a professional appearance and atmosphere.

It is very important that the team members of our facility be properly attired and practice good personal hygiene.

**Uniforms**

Knox County School Nutrition gives team members a $125.00 uniform allowance each year. This $125.00 allowance is to be spent at the place of business that was awarded the annual bid. This money is to be spent on uniforms (tops and pants), and /or nonskid shoes. One cannot stress the importance of a clean and neatly pressed uniform. A team member must take the necessary care to present themselves in a professional manner. It is understandable for a team member’s uniform to become soiled through the course of a workday, but it is unacceptable for any team member to arrive to work in a dirty uniform. A team member who resigns before the end of the 90-day probation period must return all items purchased before the last check will be issued. Uniform allowance may be adjusted according to date of hire.

**Dress Code Policy 2024-2025**

**Our 2024-2025 Dress Code Policy outlines expectations of proper dress at work on a day-to-day basis. Team members should note that their appearance matters and reflects our operation when encountering customers, parents, visitors, school staff and the general public. Disciplinary actions could occur if a team member disregards the dress code policy.**

**Appearance**

All employees are to wear neat and clean uniforms daily. There are to be no holes, rips or tears in shirts or pants. Sagging pants are not allowed, and you must wear a belt when necessary. No sleeveless shirts, tank tops, sweatpants, capris, or shorts are allowed. Jeans are only allowed to be worn on Fridays.

**Personal Hygiene**

Team members should shower before coming to work and use deodorant/antiperspirant. No strong perfumes, colognes, or scented lotions are allowed.

**Hair**

Hair should be sprayed with hair spray so that hair does not move. Tennessee Environmental Health Regulations state that if the hair moves, you must wear a hair restraint. Aside from hair spray, a clean ball cap, a hair covering, or hair net are acceptable measures to restrain hair.

**Facial Hair**

You must maintain a clean-shaven appearance. Team members with beards must wear a protective hair restraint to prevent the contamination of food or food contact surfaces.

**Fingernails**

Nails must be clean, neatly clipped, and free from dirt or debris. Gloves must be used by all team members when preparing ready-to-eat foods; however, team members who use nail polish or have acrylic nails are to wear gloves when preparing any food. Nails must only be 1/8 inch from fingertips.

**Jewelry**

Jewelry is limited to 1 smooth wedding band, 1 close fitting watch without a safety chain, small pierced earrings (stud or small 1-inch hoops), and a necklace not longer than 18 inches in length.

**Shoes**

Shoes must have backs on them and be tread safe/skid proof for liability purposes. Any other shoe is not acceptable in the workplace.

**Face Coverings (when applicable)**

When applicable, all employees must wear a clean face covering daily. It must cover your nose, mouth, and fit securely under your chin. Upon guidance from Health Department, requirement of a face covering is subject to chang

**Software Security Policy for Cashiers**

All team members are **required** to use a unique password when using Titan software. This password should not be shared with anyone. All team members have an account in Titan. If a team member is assigned a cashier account, that team member is then responsible for any activity that happens on the cashier account they are assigned. Creating a unique password for the account assigned to you will ensure the safety and security of your account.

* All accounts have a default password, which will be supplied by James Cannon.
* If an employee forgets their password, email cafesupport@knoxschools.org. It will be reset to the default password.
* Do not let another team member use your account.

Follow these instructions for changing a password:

1. Log into portal.titank12.com.
2. In the top right corner click your name and click profile.
3. Click password found under profile to the left.
4. Enter your new password in the New Password field and the Confirm New Password field.
5. Click save. Your account is now secure.

**Updated/Additional Information Added to Manuals**

All revisions to Knox County School Nutrition Manuals must be approved by Brett Foster, Executive Director of School Nutrition. When revisions are made to manuals, an e-mail will be sent to everyone at Central Office, School Area Supervisors, and all cafeterias as soon as information is completely entered.

Lisa Burrell

School Area Supervisor

Manager & Employee Training

School Nutrition Program

(865) 256-0056

Brett Foster

Executive Director, School Nutrition

This institution is an equal opportunity provider.