ANNUAL NATIONAL CONFERENCE

SHAPING TOMORROW GETHER

JULY 14-16, 2024 | BOSTON, MASS.

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Rethinking the Daily Flow of All Your Kitchens

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Bringing Productivity, CONSISTENCY and Strength to each day. The Franchise Effect









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What's 4 Lunch- Founder/Owner



Affiliation or Financial Disclosures

Christie White- Founder/Owner of What's 4 Lunch, LLC

Shenae Rowe- Food & Nutrition Director, Warrick County School Corp







Warrick County School Corp

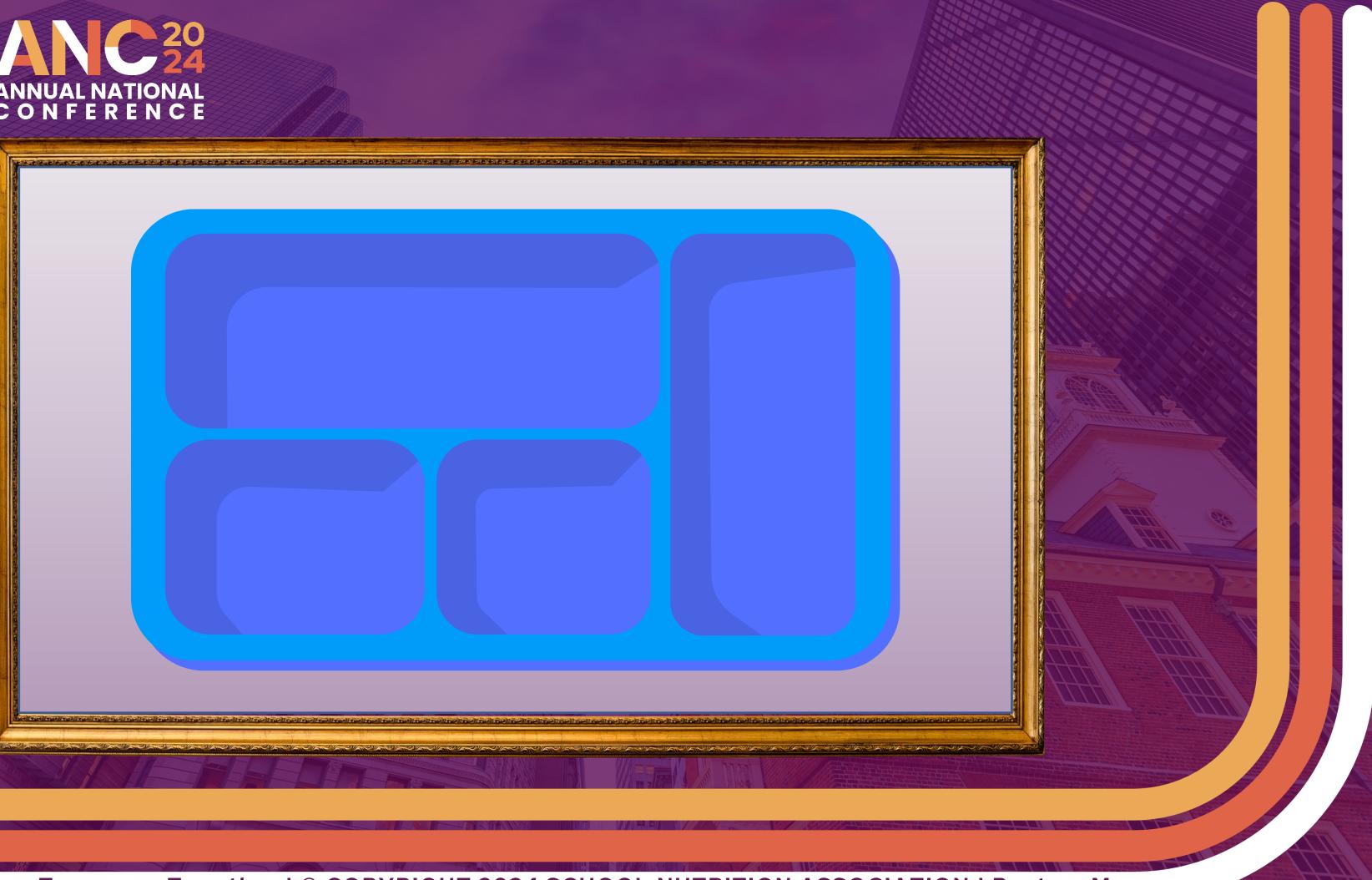
10,000 +16 Kitchens 2000+ Breakfast / 7000+ Lunch (Daily) 39% F/R \$7.8 Million 150 Employees Employee Turnover Rate: 2021-22: 34%

2022-23: 24% 2023-24: 14%

Farm To School, After School Snack, SUN Meals, SUN Meals To-Go, Little Chefs Program











Why Are You Avoiding A New Picture?

"It will be too much work! I am already over my head!"

"I am already short staffed...

What if they get mad?"

"I don't have the time."

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"My Managers make most of those decisions."





What Is It Costing Your Program?

Lack of Efficiency with Current Staff Over Hiring

Worn Out Menu

Inconsistent Recipes

Increased Parent Complaints

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Reduced Staff Confidence

Stagnant or Decreased Participation



Take the "Franchise" Approach

Every kitchen runs under program directives, NOT every kitchen runs as it's own program.

Proper Use of Equipment

 Proper processes for a commercial kitchen
 Standardize proper cooking processes in recipes
 Batch Cook- Fresh Is Best Rethink Daily "Jobs"/Roles

 Is every task covered?
 Is rotating really helping or is it just the "norm"

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Adopt the Whiteboard

 Accountabilty
 Consistency
 Right People/Right Seat
 True Use of Production Reports in Daily Production
 TEAMWORK



The Impact of School Nutrition at a Glance



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- School Nutrition is the largest chain account/franchise we have.
- Think about how some of the most successful franchises have stood the test of time.
 - Nearly 20,650 Subway Locations
 - 15,966 Starbucks
 - 13,500 McDonald's locations in the US
 - Almost 3,100 Chick-fil-A locations in the US

Close to 100,000 public school/nonprofit run NSLP!

Data May 2023



The Franchise Approach

Stream Line Every Kitchen to Look the SAME. CONSISTENCY!

- EACH kitchen should run under PROGRAM DIRECTIVES and EXPECTATIONS *NOT EVERY kitchen running as its OWN PROGRAM.
- This is incredibly important for program consistency with regard to recipes, production and food presentation. QUALITY CONTROL
- Creates accountability and improved efficiency for staff.



The Franchise Approach

Creating consistency is crucial in running a program with quality. Creating consistency is crucial for utilizing employees time in most efficient way Creating consistency is crucial in moving your program forward and growing Creating consistency is crucial for quality food at every location

*Don't assume this is already happening



for **Cooking in a Commercial Kitchen** It is the perfect recipe for...

Consistency with Menu Items- (Franchise Approach)

- Recipe Development
- Better Purchasing Decisions

Efficiency and Improved Quality- DAILY (aka Batch Cooking)







Convection Air

Movement of the air (by fans) that draws moisture out, browns and crisps food. The air cooks what it can touch

The Art of Convection Air: Unleashing the Magic

1. The Dance of the Fans: Mastering the Speed

2. Breaking the Spell of Parchment Paper: The Pitfalls of Uneven Baking, Uncrisp Delights, and Diminished Quality

3. A Crowded Pan: A Surefire Recipe for Lengthened Cook Time and Compromised Quality





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Steam is a DRY gas. It cooks what it can touch. Do NOT cover! Fastest transfer rate of energy - OUCH!

• You can overload your steamer - More is NOT better.

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T cover! OUCH! is NOT better.





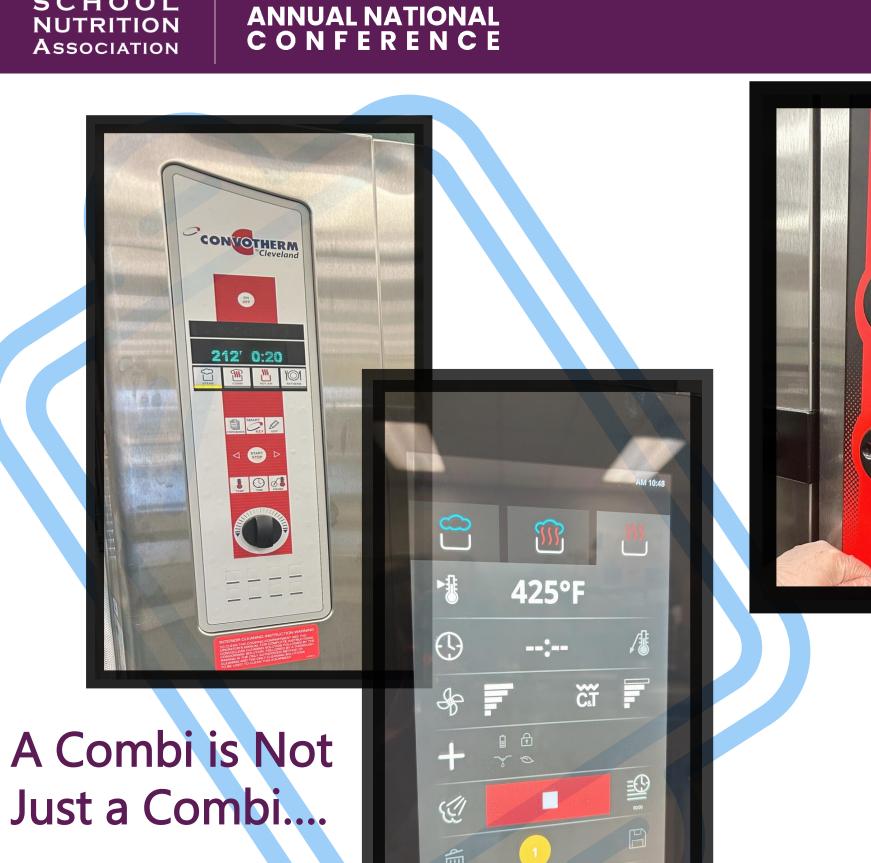


NOOOO...











TEMPERATURE

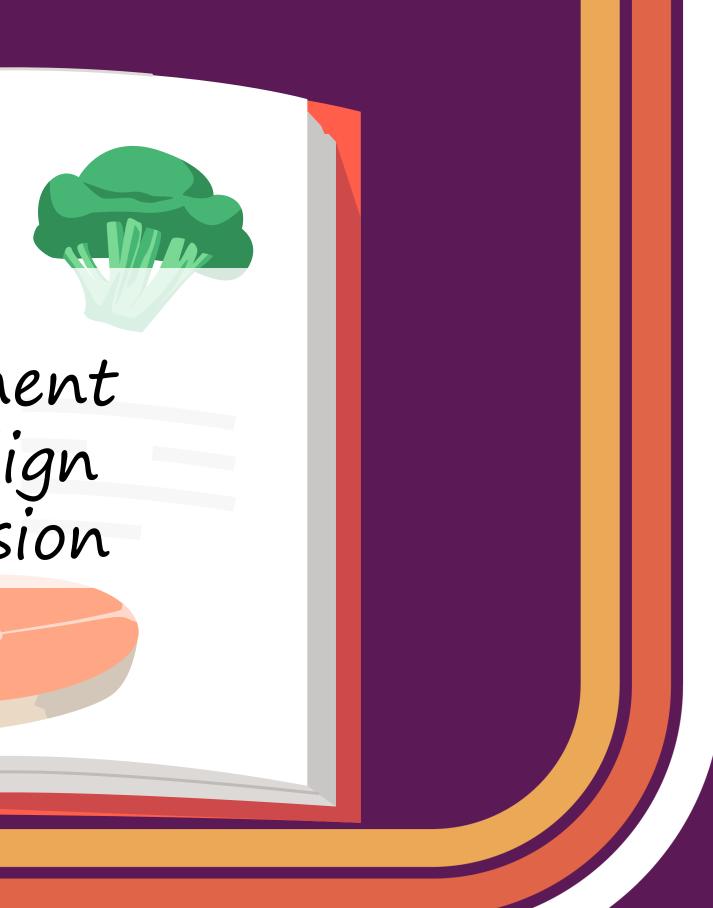
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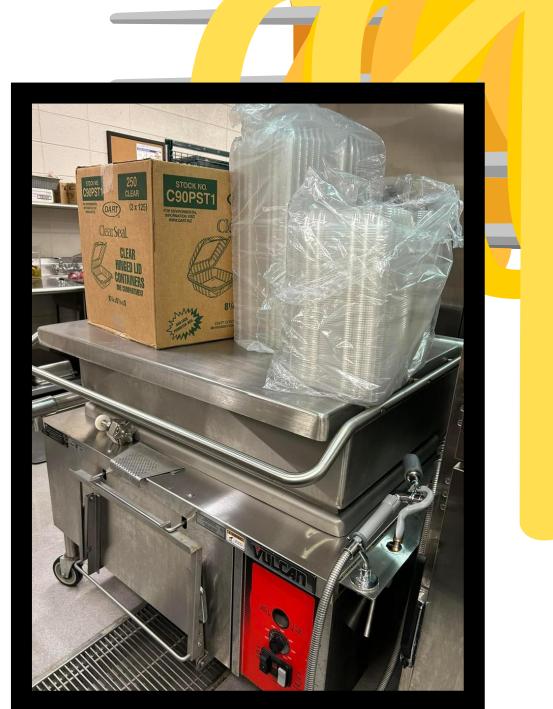
Combi Cookbooks: A potent sales instrument that may not always align with your program's vision







Efficiency is using ALL of your equipment!







NOT THAT!!!













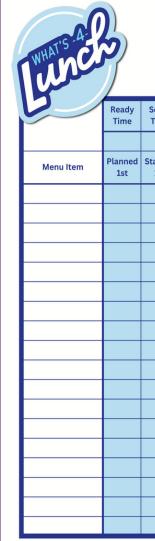




Batch Cooking 101 Batch Cooking isn't as simple as not cooking all at once.

To Properly Batch Cook You Must-Make It a program standard.

- Understand your daily goal/plan amount of hot Item served.
- Prep every pan with same amount of servings.
 - Understand your goal # for each lunch "wave".
- Remember to have starting counts and ending counts.



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Batch Cooking & Counting

Serve	Count	Ready	Serve	Count	Ready	Serve	Count	Ready	Serve	Count	Ready	Serve	Count										
Time	Time	Time	Time	Time	Time	Time	Time	Time	Time	Time	Time	Time	Time										
tarting	Ending	Planned	Starting	Ending	Planned	Starting	Ending	Planned	Starting	Ending	Planned	Starting	Ending										
1st	1st	2nd	2nd	2nd	3rd	3rd	3rd	4th	4th	4th	5th	5th	5th										
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Are you still living in lunch lady land? "This is how we have always done it?"



To Rotate or Not Rotate

If you choose to rotate - It should be the same in EVERY kitchen. - It should happen EVERY menu cycle, NOT every week

When you choose to NOT rotate You create accountability, consistency, ownership, efficiency, confidence/strength, right people, right seat





Adopt the White Board

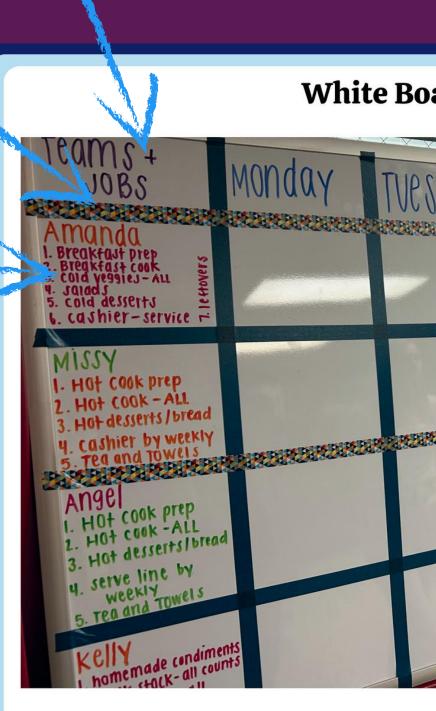
Creates True Teamwork!

Assists in understanding ALL that it takes to make a kitchen run DAILY

Assigns Production Tasks and Service Tasks

Aids in daily planning, putting production records to actual use by EVERYONE daily

Translates cases to servings- this helps In planning, decrease food loss/leftovers and efficiently batch cook



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White Board Checklist



Before You Setup Your White Board ■ Master list of job duties for each day/week . There are many little

- tasks that make each breakfast and lunch service a success!
- □ List of Employees every employee should be listed, including partial day/part-time staff. If you have subs often, include them as well.
- □ Assigning roles "Right people, Right seats!" Assigning roles creates consistency in preparation and service, as well as makes training and kitchen duties more efficient. If your staff is large enough, create "teams" responsible for like items, i.e.
- Cook Team hot entrees/hot veggies/breads/hot desserts
- Cold Team cold entrees/fruits & veggies/cold desserts
- Line Set Up 1 to 2 people

Setting Up Your White Board:

List each employee - group employees on the same "team" together. List of duties - each employee should have a list of main duties based on their assigned role for maximum efficiency.

Someone from the cook team could be responsible for batch cooking during service.

Someone from the cold team could be responsible for setting up salad bars.

- Add items to be prepped for each day with quantities using your menu and planned production from your production records.. Convert these into SERVINGS, not cases, to ensure there is an adequate quantity prepped.
- Stay 2-3 days ahead on the white board schedule so employees can prep and plan ahead.
- Use an initial or checkoff system as employees complete their tasks for the day. This communicates to the team what has been accomplished and holds everyone accountable.







Franchise Approach

Every kitchen should be running under guidelines/protocols/directives, <u>NOT</u> every kitchen as it's own program.

Commercial Kitchen

- Understand proper processes •
- Increase efficiency, improve quality and better purchasing.
 - Effective batch cooking

Rethink Daily Structure of the Kitchen

Just because It's always been that way doesn't mean It has to stay

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Adopting the Whiteboard

• Understand every job in the kitchen.

• Understand exactly how every employee is utilized daily.

• Effectively put productions records to use.

• Plan. Plan. Plan.









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Christie White What's 4 Lunch- Founder/Owner



THANK YOU!

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