

Subject: *Kitchen 101™* Product Tour

Dear Child Nutrition Leader:

Thank you for your interest in *Kitchen 101™*, the award winning bilingual English/Spanish child nutrition employee orientation program we created in partnership with Region 4 Education Service Center in Houston, Texas.



We designed the *Kitchen 101™ Product Tour* to provide you the same level of understanding about the program you would gain from an individual on-site presentation – without the time and disruption of the presentation! This quick, convenient, and thorough guide walks you through the learning program in five minutes or less, including its:

- Objectives – the behaviors your employees will actually be able to *demonstrate on the job* after completing it
- Design features –
  - quality and accuracy of information
  - design team members - experienced CN leaders and designers
  - field testing – with over 400 people
  - comprehensiveness – a link reveals the entire table of contents
  - ease of use
  - unique individual testing
  - immediately available certificate printing
  - SNA accreditation – and dual accreditation where possible
  - full bilingual capability
  - flexible delivery options
  - multiple uses
  - cost-effectiveness

Also included are our contact information and a simple-to-use order form. If you'd like to read more information about *Kitchen 101™* or our other products, please visit [www.MaxfieldProductivity.com](http://www.MaxfieldProductivity.com)

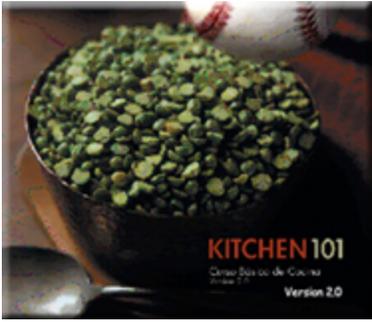
We all know that an effective employee orientation leads to higher productivity. If your campus doesn't offer one or you are still doing it the hard way, we invite you to take the *Kitchen 101™ Product Tour* with us and see how much easier and more successful your operation can be.

Sincerely,  
Connie Maxfield, M.S.  
President

CONNIE MAXFIELD, M.S.  
PRESIDENT

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# Kitchen 101™ Version 2.0

## Train Your Team to Win!

As child nutrition directors, managers, and trainers, you know how important it is to ensure that employees perform their duties professionally and productively. Make sure they start with a solid grounding in the fundamentals! *Kitchen 101™* is a comprehensive, bilingual, accredited CD orientation program that delivers accurate information at a bargain cost to ensure that your rookie employees hit the ground *running* and veterans benefit from a refresher on the basics.

### The Kitchen 101™ Course

*Kitchen 101™* provides new and experienced employees alike the essential information they need to work in a cafeteria while providing great customer service to students and others. On completing the course, they should be able to:

- Follow the basic rules of Child Nutrition Programs
- Arrive at their cafeteria dressed properly and ready to work
- Manage their time at work effectively
- Follow basic safety and sanitation guidelines
- Select the best equipment to accomplish specific tasks
- Seek out information from their supervisor
- Work cooperatively with others as part of a team
- Apply high standards of customer service toward students, staff, and visitors

### Here Are the Stats!

**Makes foreign concepts familiar** – *Kitchen 101™* compares working in a school cafeteria to playing baseball. It uses that familiar metaphor to simplify learning unfamiliar concepts and terms quickly.

**Accurate information** – *Kitchen 101™* was created as a team effort among child nutrition specialists at Region 4 Education Service Center in Houston, Texas, a focus group it called of child nutrition directors, managers, and trainers from urban and rural school districts, and instructional designers from Inspired Learning Adventures, L.C. The team worked together to specify objectives, content, professional terminology, examples, art, and test items.

### *Kitchen 101™* Design Team Members

- Inspired Learning Adventures, L.C.
- Greater Houston Independent School Districts
- Aldine ISD
- Alief ISD
- Dayton ISD
- Devers ISD
- Pasadena ISD
- Stafford ISD
- Tomball ISD
- Region 4 Education Service Center – Houston, Texas
- Child Nutrition

<b><i>Kitchen 101™</i> – THE STATS!</b>
Makes foreign concepts familiar
Accurate information
Field tested
Comprehensive
Easy to use
Documents mastery
Provides a certificate
Offers accreditation
Bilingual
Flexible delivery options
Multiple uses
Cost-effective
<b><i>The Kitchen 101™ Instructor Guide Table of Contents is included in this document.</i></b>

**Field tested** – We field tested the program with over 400 participants – some English speaking, some solely Spanish speaking, and others bilingual. Over 25% had never used a computer, yet all successfully completed the course (and learned a little bit about using computers!).

**Comprehensive** – Its three sections include:

- **“Rules of the Game”** – Introduces the rules of the child nutrition program – an overview of government regulations, typical kitchen roles, production records, and free-reduced price lunches
- **“You As a Player”** – outlines responsibilities of each employee as a “player” – show up on time, dressed appropriately, ready to support the team and develop skills
- **“Play Ball”** – highlights the most frequently used small and large equipment, as well as basic safety and sanitation guidelines



For your review, the *Kitchen 101™* Instructor Guide Table of Contents is included here.

**Easy to use** – Participants may use the course simply by inserting the CD into the CD drawer of a PC or Mac. The program self-loads. Sections and resources are shown at the top of the screen. A key to move to the next or previous screen is at the bottom.



**Documents mastery** – The course includes a test which randomly selects 25 questions from a database of 118 possible items. Users may review responses and repeat the test as necessary, each time receiving a new random set of questions.



**Provides a certificate** – The program will print a certificate, if requested, for each successful completion of the course and test.

**Offers accreditation** – *Kitchen 101™* is dually certified by the School Nutrition Association and the Texas Association for School Nutrition for two hours under Key Area 1 or General Electives. We are happy to apply for certification with your State's child nutrition association or other certifying body.

**Bilingual – English and Spanish** – Users may complete the entire program in English or Spanish, or may move back and forth



between languages simply by pressing a toggle at the bottom of the screen. The test may be taken in English or Spanish and the certificate printed in either language as well with no additional effort.



The Instructor Guide is also loaded on the CD in English and Spanish, as well as a Participant Guide for the occasional employee who really would benefit from a written copy of each screen. With one product you can meet the needs of one or both types of users.

**Flexible Delivery Options** – *Kitchen 101™* may be delivered in a number of ways, depending upon your campus's requirements, your cafeteria's needs, available facilities, resources (such as time and staffing), and equipment:

- **Single user** – an individual employee may load the CD and work through a section or the entire course. The simple loading instructions are included right in the CD-insert.
- **Multiple users** – a campus may install the CD on a server, thus allowing multiple users to complete the course in a lab or on their individual computers. The license included on the CD provides for use by ten individuals on a server at any given time. We ask that you purchase additional licenses (CDs) for each ten who would be using it on a server at the same time. For most districts, two or three is sufficient.
- **Instructor led** – an instructor, such as a manager, may project the course using projection equipment, onto a screen and teach the course content to an individual or group of participants.

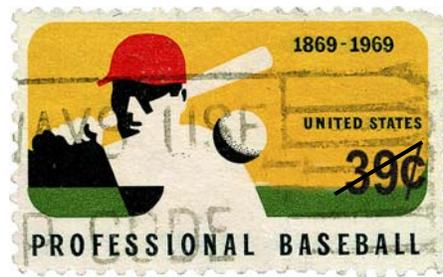
Total time needed to deliver the course requires about 90 minutes. Another 20 or so is needed to complete the test. Many districts use it as the basis of orientation, supplement it with local information such as health department rules and uniforms, and offer a cafeteria tour to make a morning of it.

**Multiple uses** - You may use *Kitchen 101™* to accomplish various goals:

- Between the time new substitutes or employees are hired and their first day on the job so that they can "hit the ground running"
- As a means of providing background job information at an employee recruitment fair
- As part of in-service training programs to "get everyone on the same page"
- As a coaching tool to help an employee upgrade performance
- As a learning aid to develop language skills in order to communicate with employees of different native languages
- As a language learning tool for those trying to master English in a place where it really matters—on the job!
- As a refresher course on the basics for those who may have forgotten about some aspects of them or have chosen to ignore them

## **Kitchen 101™** Version 2.0

**Cost-effective** – At a total cost of \$240 for the complete learning program, including a printed and bound copy of the Instructor Guide, in either English or Spanish, PDF versions of both Instructor and Participant Guides, *Kitchen 101™* is a bargain. Many school districts using the program today average less than the cost of a 39-cent postage stamp to train each new employee.



### **Questions?**

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### **Ordering Information**

Please see the Order Form included in this document.

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