

## ***New Manager's Course™ PlayBook™ – Product Tour***



The *New Manager's Course™ PlayBook™* is an interactive CD-ROM-based program that helps school food service managers get on track and stay there for the entire school year. All the information you need is in one convenient place.

Stepping up to the plate to manage a school cafeteria requires making a big shift in thinking. No longer are the managers answerable for only their part of the operation. They are now responsible and accountable for the product and quality of their entire work group. Managers will learn that taking ownership of a team's performance, however, does not imply doing all the work themselves. Successful leaders achieve results through their relationships with others -- much like a baseball team.

### **Practical Information from the Start**

The *PlayBook™* supports first time and returning veteran managers in assuming their role quickly, effectively, and confidently. They'll transition rapidly from individual team member to leader as they:

- Recognize their responsibilities as cafeteria manager
- Ensure that their cafeteria is operational as quickly as possible
- Rapidly obtain the information they need to reach sound decisions
- Develop and/or maintain successful relationships with employees, vendors, faculty, staff, parents, and students
- Identify the competencies they and their team members need to learn to perform successfully, complying with Federal, State, and local regulations
- Develop teamwork that leads to high performance
- Manage their own personal resources

### **Seven Power-Packed Sections**

The *PlayBook's™* seven sections cover just about everything managers need to know:

1. **Introduction & Objectives** – sets program objectives, highlights resources & illustrates the manager's new role using a job map
2. **Getting Ready for Opening Day** – assesses the manager's readiness to lead, ensures that the manager's office and equipment are accessible and functional, identifies expectations & challenges, examines the value of professional networking and suggests people who could be included in one ... *more*

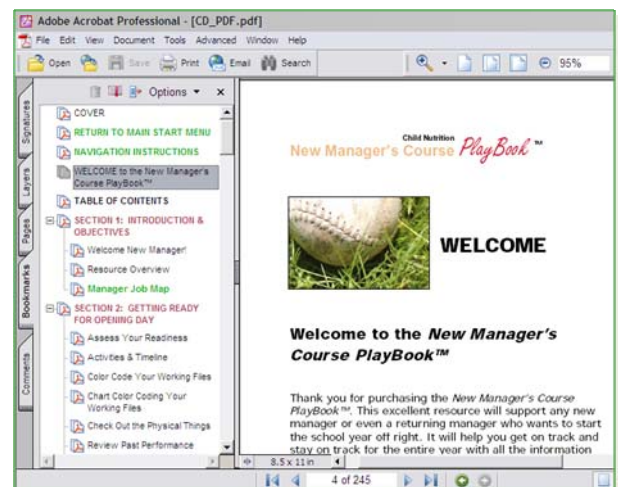
3. **Opening Pitch** – helps the manager start the season right with a vision & plan that are shared, supported & realistic. Assesses team members skills, assigns roles & schedules, plans staff development & furnishes a tool for preparing successful meetings ... *more*
4. **Managing Operations** – concentrates on the day-to-day aspects of leading an effective cafeteria, including setting up a receiving system, developing a marketing plan & promotion, forming effective relationships, identifying & meeting staffing needs, orienting new people, & managing program information & budgets ... *more*
5. **Developing Team Performance** – focuses on helping team members plan their own personal development, delegating tasks, delivering feedback, & recognizing performance ... *more*
6. **Strengthening Leadership Skills** – prompts managers in developing their own personal plans to enhance their leadership skills
7. **Training Camp** – presents a wide array of online & classroom learning opportunities. It captures all the worksheets and checklists offered in the program, and links to outside resources offered by reliable providers

The *PlayBook™* coaches them through the process of making the enormous transition from individual team player to manager. Instruction worksheets, checklists and other tools provide managers with the information and support they need to explore each of these vital leadership skills. It also provides a year 'round Training Camp offering links to websites, books, courses, audio and video programs. The CD-ROM and *PlayBook™* contain the complete course in PDF, formatted for on-screen viewing. Adobe Reader Version 8.1 is provided. The course and forms can be printed and/or saved to the manager's computer for completing the fillable forms on-screen.

## A Collaborative Effort for Accurate Information and Excellent Content

The *New Manager's Course™ PlayBook™* was created as a collaborative effort. A focus group consisting of Inspired Learning Adventures, L.C., Child Nutrition staff from Region 4 Education Service Center in Houston, Texas, and child nutrition educators and managers from Houston area school districts designed, developed, and produced this course. The school district focus group members represented Alief, Dayton, Pasadena, and Stafford. They ranged in size from small to large districts and included rural, suburban, and urban areas. The group met monthly over a period of nearly twelve months to identify course objectives, suggest content, edit scripts, and critique style.

The PlayBook is SNA Certified for 24.0 hours credit.



## More Equipment

The revised *PlayBook™* adds still more value with the following products included:

- Note Taking guide
- Downloadable and printable job map
- PDF fillable worksheets, checklists, and other tools that can be saved to a computer and/or emailed
- Trainer's Guide
- Course completion certificate template
- Updated resource links
- Adobe® Reader® 8.1



## Make the *PlayBook™* the Center of Your Manager Training



The topics included in the *PlayBook™* can be delivered in many different ways – individually for independent learners, short segments in one to two-hour workshops, a couple of topics presented together in a morning or afternoon in-service program, or several subjects brought together for a summer workshop, manager academy, or back-to-school training session. We offer a one-day train-the-trainer program that teaches your instructors how to identify your managers' learning needs, select sections from the *PlayBook™*, and add customized material that will uniquely meet your District's needs. To learn more about the train-the-trainer program, please see our website, [www.InspiredLearning.com](http://www.InspiredLearning.com). We can customize a program specifically for your team.

## See More Specifics

If you would like to review more information about the program, please see the attached brochure, Table of Contents and sample course book pages showing the PDF navigation system, PDF fillable worksheets and checklists, and the Job Map that links tasks to resources.

## Ordering Information

If you're ready to order, please see the attached Order Form – or contact Connie Maxfield at 281-370-9564 (Toll Free: 866.370.9564), or [Connie@InspiredLearning.com](mailto:Connie@InspiredLearning.com).



## Using the *PlayBook*™

The *New Manager's Course*™ *PlayBook*™ Version 2.0 CD-ROM can be used many ways. Some include:

- To accelerate application of classroom learning on the job
- As an in-service training tool
- Whenever a manager takes responsibility for a new cafeteria
- As a coaching tool
- To enhance management skills

Many learning activities in the program may be completed in one workshop consisting of several days' duration or a lesson at a time. They may be completed individually or in a group. The exercises extend, however, over the course of an entire year.

## Training Camp on Demand!

An outstanding resource section, the "Training Camp" in the *PlayBook*™ presents a wide array of online and classroom learning opportunities. It captures all the worksheets and checklists offered in the program, and links to outside resources offered by reliable providers. Revisit as often as you need to!

## More Equipment in the Bag!

These supporting products are included on the CD-ROM (in PDF format\*):

- NoteTaking guide
- Downloadable and printable job map
- Worksheets, checklists, other tools, and links to helpful learning sites and materials
- New in the Revised Edition – Trainer's Guide, certificate template, fillable checklists, and updated resource link

\*Adobe® Reader® 8.1 included

SNA & TASN Certifications 2004 24 Hours

## Working Together

*Kitchen 101*™ Version 2.0 and The *New Manager's Course*™ *PlayBook*™ Version 2.0 are customized training programs developed as collaborative efforts between Inspired Learning Adventures, L.C. and Region 4 Education Service Center in Houston, Texas. School food service staff from the Houston area districts of Aldine, Alief, Dayton, Devers, Pasadena, Stafford and Tomball contributed to the development of the courses.

In their final stages, the programs' content and formats were tested in workshops by hundreds of child nutrition professionals. The resulting courses are designed with the goal of keeping school kitchens running smoothly and retaining employees.

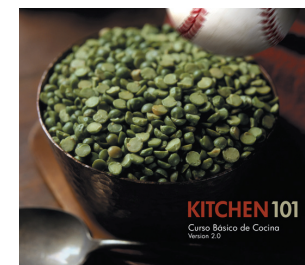
## Pricing

601-1484	<i>New Manager's Course</i> ™ <i>PlayBook</i> ™ Version 2.0 CD-ROM & Job Map	\$180
601-1025	<i>Kitchen 101</i> ™ Version 2.0 Combination Pack: CD-ROM & Instructors Guide—English	\$240
601-1026	<i>Kitchen 101</i> ™ Version 2.0 Combination Pack: CD-ROM & Instructors Guide—Spanish	\$240
601 - 1027	<i>Kitchen 101</i> ™ V2.0 CD-ROM—English & Spanish	\$200
601-1028	<i>Kitchen 101</i> ™ V2.0 Instructors Guide—English	\$50
601-1029	<i>Kitchen 101</i> ™ V2.0 Instructors Guide—Spanish	\$50

Order online and Shipping/Handling is FREE!

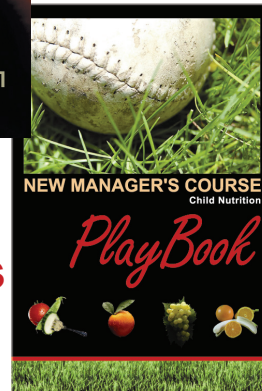
Website <http://www.region4store.com>

Shipping/Handling: 10% of total order for S/H: \$5.00 minimum/\$100 maximum.



## Kitchen 101™

Version 2.0



## New Manager's Course™

Version 2.0

**Two courses**  
to meet the needs of child nutrition employees – from their first day through becoming new managers

*Kitchen 101*™ Version 2.0 is an English/Spanish CD-ROM-based orientation program designed to meet the training needs of school food service personnel to prepare them for industrial cooking in an educational setting.

The *New Manager's Course*™ *PlayBook*™ Version 2.0 is a CD-ROM-based course designed specifically to meet the training needs of school food service managers to lead their cafeterias with skill, imagination, and confidence. This new revised version includes a Note Taking Guide, Trainer's Guide, certificate template, fillable checklists, updated resource link, and downloadable, printable job map.

Child Nutrition Services  
Region 4 Education Service Center  
7145 West Tidwell Road  
Houston TX 77092-2096  
Phone: 713.744.8162 | fax 713.744.4419  
<http://cns.escportal.net>







## Introducing Kitchen 101™ Version 2.0



*Kitchen 101™* compares working in a kitchen to playing baseball. Its three sections include:

1. **"Rules of the Game"**—introduces the rules of the child nutrition business – an overview of government regulations, typical kitchen roles, menu-planning systems, production records, and free/reduced price lunches
2. **"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
3. **"Play Ball"**—highlights the most frequently used small and large equipment, as well as basic safety and sanitation guidelines

The course includes a 25-question test created from a database of 118 items. Users may repeat the test as necessary, each time receiving a new random set of questions.

The *Kitchen 101™* CD-ROM is both PC, including Vista, and Mac compatible and can be used a number of ways. Some ideas:

- Orientation before a new substitute or employee begins work
- Job fair or recruiting tool
- In-service training tool
- Coaching tool
- Learning aid to improve language skills

2 Hours

SNA certified November 25, 2002

TASN certified December 9, 2002

### Supporting products included on the *Kitchen 101™* CD-ROM:

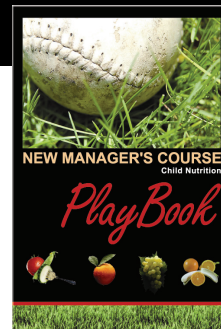
- Instructors Guides in English and Spanish – Each includes, in English, an introduction to *Kitchen 101™*, suggested uses of the program, room setup options, tips on facilitating the course, and every screen from the CD-ROM (in either English or Spanish). (Note: print copies of the Instructors Guides may also be purchased.)
- Participant Guides in English & Spanish include every screen from the CD-ROM.

## Child Nutrition NEW MANAGER'S COURSE™ Version 2.0

### Moving Up to Manager?

### You Need a *PlayBook™*!

Stepping up to the role of foodservice manager can be a heady experience. On one hand, you can feel challenged and energized. On the other hand, you can feel like you've been hit by the proverbial "bean ball"—left speechless and asking, "What happened?"



## Don't Get Caught in Left Field!

The *New Manager's Course™ PlayBook™* compares managing a kitchen to managing a baseball team. Its seven sections include:

1. **Introduction & Objectives**—sets program objectives, highlights resources & illustrates your new role using a job map
2. **Getting Ready for Opening Day**—assesses your readiness to lead, ensures your office & equipment are functional, & identifies expectations & challenges
3. **Opening Pitch**—helps you start the season right with a vision & plan that are shared, supported & realistic. Assesses team member skills, assigns roles & schedules, plans staff development & concludes with a tool for preparing successful meetings
4. **Managing Operations**—concentrates on the day-to-day aspects of leading an effective cafeteria, including setting up a receiving system, developing a marketing plan & promotion, forming productive relationships, identifying & meeting staffing needs, orienting new people, & managing program information & budgets
5. **Developing Team Performance**—focuses on helping team members plan their own personal development, delegating tasks, delivering feedback, & recognizing performance
6. **Strengthening Leadership Skills**—prompts you in developing your personal plan to enhance your leadership skills
7. **Training Camp**—is described on the reverse of this brochure

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Child Nutrition

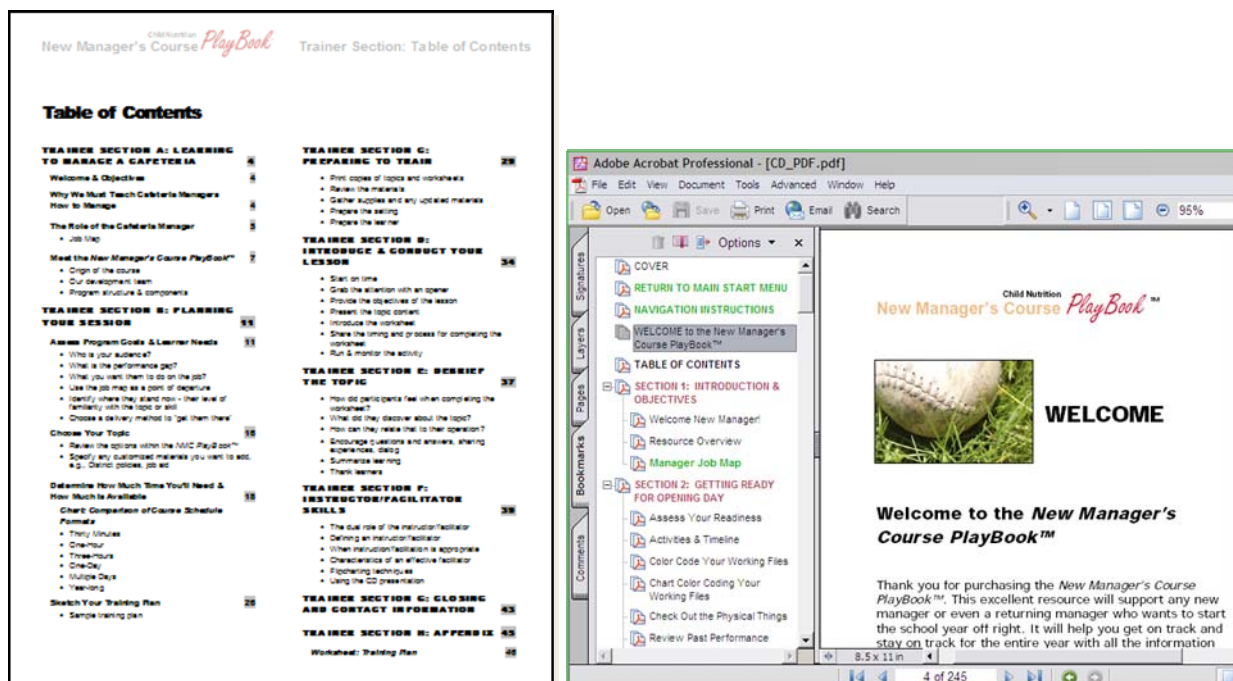
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# New Manager's Course™ PlayBook™ – Thumbnails from Course Manual

The thumbnails below represent text pages showing the PlayBook's™ PDF navigation system, PDF fillable worksheets and checklists, and the PDF- linked job map. Please contact us at [Connie@InspiredLearning.com](mailto:Connie@InspiredLearning.com) for a full explanation of the Course and tools.

Sample page showing interactive Table of Contents and PDF navigation system:



PDF fillable worksheets and checklists:

**Worksheet**  
**What Competencies Do I Need to Learn?**  
 Instructions: Use this worksheet to identify your strengths and developmental areas.

NAME: \_\_\_\_\_  
 DATE: \_\_\_\_\_

Category/Competency	Skill Level			Explanatory
	Proficient	Developing	Needs Improvement	
<b>Administration</b>				
<b>Organization</b>				
Complete all school, state, and local licensing, and policies				
<ul style="list-style-type: none"> <li>1. Develop a plan</li> <li>2. Address all of the program goals set by the school, state, and local licensing</li> <li>3. Monitor and ensure compliance with federal, state, and local regulations</li> </ul>				
Manage all financial information, including all employee salaries, policies, and regulations				
<ul style="list-style-type: none"> <li>1. Develop the organizational framework to achieve goals</li> <li>2. Monitor the organizational framework to ensure compliance with all school, state, and local licensing</li> <li>3. Develop operational information according to requirements and approved methods</li> <li>4. Organize program information and other data to ensure compliance with all school, state, and local licensing</li> <li>5. Organize program information to ensure compliance with all school, state, and local licensing</li> </ul>				
<b>Personnel Management</b>				
Complete all school, state, and local licensing, and policies				
<ul style="list-style-type: none"> <li>1. Develop a plan</li> <li>2. Address all of the program goals set by the school, state, and local licensing</li> <li>3. Monitor and ensure compliance with federal, state, and local regulations</li> </ul>				



**Job Map, which is PDF linked to resources within task-related topics listed in the *PlayBook's*<sup>TM</sup> Resources section:**

<b>A</b>	<b>Assess New Situation</b>	Hold an expectations meeting with your supervisor	Evaluate equipment & physical facilities	Examine customer demographics & preferences	Review school rules, policies & procedures	Review results of established partnerships	Review previous goals, participation, schedules, food quality & records	Evaluate effectiveness of past practices	Assess employee skills & developmental needs	Identify changes needed		
<b>B</b>	<b>Set &amp; Maintain Direction</b>	Develop a vision & theme for the year	Set goals, action plan, timeline, & calendar, including resulting paperwork	Review school calendar to maximize sales opportunities	Plan activities throughout the year with students	Review USDA resources	Identify other professionals to test ideas	Get the school involved in the program	Communicate vision, goals & plan to get team, vendor & customer support	Assign roles & schedule tasks, adjusting as needed	Plan staff development	Create plan & proceed for safety meetings
		Coach team members' performance to achieve the vision & goals	Assess team progress regularly	Make mid-course corrections								
<b>C</b>	<b>Manage Vendor Relationships</b>	Identify bid & special products	Establish security procedures	Establish delivery rules, days & times	Develop ordering process for each vendor	Develop a receiving system – inspection, verification, placement, rotation, shortages, damages	Provide an ordering & delivery calendar to staff	Obtain contact information, meet delivery staff, & introduce to head cook or receiving personnel	Educate delivery vendor about ordering & receiving systems	Place orders	Participate in first delivery	Manage inventory
		Assess satisfaction & report results	Make changes as needed									
<b>D</b>	<b>Manage Faculty &amp; Staff Relationships</b>	Introduce self to principal & staff & provide a program flyer, including menus & cost	Ask to learn the 'loan' or 'peanut butter sandwich' procedure	Request an appointment for a more in-depth meeting with your principal to discuss expectations & program goals	Provide guidelines while simultaneously asking, "How can we help you?"	Introduce Pre-K and Kindergarten students to the cafeteria (tours)	Meet with teachers & staff to provide program information, outline procedures & obtain feedback	Offer to provide catering & food for field trips & school events	Ask how menu changes are shared	Remind staff that withholding food may not be used as a disciplinary tool	Identify special teacher meals	Partner with faculty provide nutrition education
		Assess quality & customer satisfaction	Make changes as needed									
<b>E</b>	<b>Manage Parent Relationships</b>	Prepare packets of information about the program	Provide information/ be a resource about nutrition	Greet students & their families	Address special dietary needs	Communicate & enforce school rules about cafeteria, outside food & receiving money	Establish a nutrition advisory council					
<b>F</b>	<b>Manage Operations</b>	Narrow down and focus on the essentials of cafeteria performance	Identify staffing needs	Post jobs	Interview & select candidates	Orient new team members	Manage program information (files, marketing, calendars, flyers, signage, website, newspaper)	Manage budgets	Implement policies & procedures	Manage employee leave issues	Identify key issues & relationships relevant to achieving goals	Seek information about program issues & processes from customers
		Organize data to uncover issues, root causes & trends	Create & examine options, set decision making criteria & select option	Anticipate issues surrounding change	Adjust processes to support change	Communicate & inspire team to embrace change	Commit to & carry out strategy while monitoring results	Support & guide team in navigating change	Manage self to lead change	Make difficult decisions timely	Maintain program & staff confidentiality	
<b>Develop</b>		Make connection between program & resources	Provide consequence procedures	Meet one-on-one with team members to	Coach employees for high performance	Provide time & access to training &	Provide on-the-job training	Discuss learning gained from completed	Deliver feedback that is timely, specific &	Identify & provide developmental	Inspire employees through effective	Promote qualified individuals to fill vac