

Food Service Assistant...you are important Participant Handout

3 Objectives:

- 1. Understand how important you are in achieving program goals.**
- 2. Sharpen your communication skills.**
- 3. Sharpen your team-building skills.**

Lesson 1: You Make It Happen: You are “key” to the success of the Program

What is one way you help develop the healthy food habits of the students we serve?

Poll Question #1

You have four roles:

- 1. Interpersonal**
- 2. Informational**
- 3. Making Decisions**

What changes to your Food Service Operations took place last Spring, due to the COVID 19 Pandemic?

- 4. Technical**

Lesson 2: Communicate for Success

What are some different ways you communicate with coworkers, students, teachers, parents, and other members of the school staff?

- 1. We Communicate verbally with the words you choose.**

Are the words that you say the only way you communicate? What are some other methods?

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2. We Communicate orally with how you say things; your tone.

3. We Communicate visually through body language.

What can your body language communicate in a conversation?

What can your serving line communicate to your customers?

4. We Communicate by Listening.

What are some different responses you might see while talking to someone?

Poll Question #2

Lesson 3: Work as a Team

Why work as a team?

1. Divides the work and doubles the success.

2. Gives members a strong sense of self-worth and a feeling of belonging.

3. Helps FSAs see their tasks as a link in the chain of serving students healthy meals.

4. Promotes shared responsibility.

Conflict will Occur!

Does the outcome of conflict need to be “I win and You lose?”

What are some different outcomes of conflict?

1. Lose/Lose

2. Lose/Win

3. Win/Lose

4. Win/Win Compromise

5. Win/Win Collaborate

Think about a time that you've been part of a successful team...where was that team? Did you have successful conflict resolution? What other characteristics did the team have? How did it make you feel?

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Poll Question #3

Successful Teams have the following characteristics:

- **Communication Skills**
- **Interpersonal Skills**
- **Strong Work Ethic**
- **Positive Attitudes**
- **Common Goals/Mission**

Conclusion:

In summary, The Food Service Assistant is the “heart” of the School Nutrition Program. Preparing safe, quality food and being inviting to students so that meal time is enjoyable is critical in students making healthy food choices and developing healthy food habits that will last a lifetime. Having good interpersonal skills and knowledge of the program is fundamental in providing successful operations and stepping-up to the many changes we encounter. Working as a team lightens the workload and makes the work place a positive and motivating environment where we work together to prepare children for the future.