

Urban Central Region Management Project: Portioning Perfection In-service

Morgan Garlock and Ashley Marsh

April 2014

PROJECT PURPOSE

The purpose of the project was to help the nutrition educator teach the required monthly in-service to all of the foodservice employees in the Urban Central Region (UCR). This includes Intermountain Medical Center, The Orthopedic Specialty Hospital, Alta View, Lake Park Corporate Office, Riverton, and LDS Hospital. The main objective of the in-service was to enable employees to be able to articulate the need for portion control and desire to implement it in production and service.

A related subproject was to create make-up materials for employees who were unable to attend the scheduled in-service meetings. All employees in the UCR are required to attend the in-service or complete the make-up work to receive the highest ratings on their performance evaluations.

PROCEDURES

1. Participated in secret shopper activity during lunchtime to discover compliance with department policy regarding what to do with specific customer requests.
2. Observed portioning on tray line and in the cafeteria to determine education needs. Also asked employees about the portioning techniques used.
3. Read over the current portioning instructions on the tray line.
4. Created lesson plan based on the assigned topic of portion control.
5. Incorporated various learning activities including: a demonstration, two illustrations, a video clip, example/non-example, and role play.
6. Developed a PowerPoint presentation based on objectives of the in-service.
7. Gathered and portioned turkey plates from tray line as well as rice and utensils for the demonstration.
8. Completed 13 presentations at the six different locations in the UCR.
9. Created a second PowerPoint presentation outlining specifics from our presentation for those who were unable to attend.
10. Wrote a quiz based on the make-up PowerPoint for employees to complete if they did not go to the in-service.

FINDINGS

We presented the in-service to foodservice employees for groups ranging from 3-30 individuals. Employees in attendance included everyone in foodservice from the dishwashers to the diet techs to the chefs to the managers to the regional food and nutrition director. The objectives were met because employees demonstrated increased understanding of the benefits of portion control. They were able to articulate the application of these principles for their particular facilities.

We were able to discover some of the primary concerns of employees at the various facilities, and we helped them find possible solutions. Some of these concerns included:

- Customer dishonesty regarding portion sizes and prices.
- Difficulty in consistency in serving cafeteria items such as ice cream, French fries, and chicken tenders.
- Difficulty ensuring consistency in portion size between employees on the service line.

We found that an in-service was necessary to address these concerns. Though most employees knew the basics of portion control, they benefited from further discussion of the topic. Portion control was a pertinent, needed topic to cover.

CONCLUSIONS

We learned how to create an effective in-service through preparation. The preparation played a critical role in creating a relevant and interactive presentation. It was vital to incorporate the participants throughout the lesson in order to maintain interest and check level of understanding. Based on our experience, we recommend allowing employees to voice their views and concerns. It is essential to address those concerns as opposed to simply moving on in the presentation. We found that as we listened to the employees, we were able to make sure that we were teaching to their needs in their positions.

We learned the importance of knowing our audience in order to focus the presentation on what the group really needed to hear. For instance, when we learned that the dishwashers were at the in-service, we focused more on the food waste aspect to incorporate them into the lesson. At some other presentations we did not know the positions of the participants. This made it difficult to know how to best apply the material to those in attendance. From this experience, we learned the importance of knowing each employee by name and position.

We learned some of the benefits of holding in-services. They are not only a good way to teach relevant topics but also an opportunity for employees to gather as a team. The in-service can promote unity between the various areas of the kitchen and cafeteria. It also provides a communication channel for the dietitian to keep everyone on the same page with changes, policies, and events within the organization.

SUPPORTING MATERIALS

Appendix A...Lesson Plan

Appendix B...PowerPoint Presentation

Appendix C...Make-up PowerPoint Presentation

Appendix D...Make-up Quiz

*See email attachments