**Instructions:** Complete the checklist below while shadowing each manager and/or supervisor at your site, then respond to the reflection questions.

|  |  |  |  |
| --- | --- | --- | --- |
| **Manager Shadowing Checklist** | | | |
| Site: | Old Bonhomme Elementary school | | |
| Manager / supervisor name: | Sue Blumm | | |
| Manager / supervisor job title: | Director of dinning service | | |
| Area/Topic | Did you observe management involvement in any of the following activities? | | |
|  | **Yes** | **No** | **Describe what you observed.** |
| **Kitchen Safety** |  |  |  |
| Check fire extinguishers |  | X | Did not see that |
| Maintain aisles/exits | X |  | Keep it clear, carts out of the way |
| Knife handling | X |  | Had a special place to hold  Use the right one for different job |
| Wet floors | X |  | Dry it right away  Does not walk away from it |
| Proper lifting | X |  | She doses use a proper poster when she left boxes and use the carts to move things around the kitchen |
| Trip hazards | X |  | She warns me when doing in an out new place  There are a mat next to the skink that will prevent from slipping o |
| Proper footwear | X |  | Covered toes comfortable shoes |
| Other |  |  |  |
| **HACCP** |  |  |  |
| Checking temperature logs | X |  | She checks temperature all the time. She has an extra monitor with extra internal thermometer in the fridge and freezer. She also checks the logs |
| Proper receiving | X |  | She makes sure to be on site to receive any order. And she would check order. |
| Proper thawing | X |  | She would get out food of the freezer and put them in the refrigerator the day before.  Defrost food under running water if needed the lst minutes |
| Cross-contamination | X |  | She used different counter for different food item. She used color coded cutting bord. |
| Proper glove usage | X |  | Only in certain food like when we did a fruit salad.  Not most of the time |
| Proper storage | X |  |  |
| Proper cooling |  | X | Did not need to cool food |
| Proper service of food | X |  | Milk and meat are hold in the cooler till the last minutes when serving breakfast and lunch bags  While dry bags and fruit placed earlier in the lunch bags. |
| Other |  |  |  |
| **Human Resources** |  |  |  |
| Effective communication | X |  | She tells staff clearly wat need to be done. She updates other staff member with information, storage, and problems even if they are not at the site through e mails and phone. |
| Monitoring policies and procedures | X |  | She is monitoring everything |
| Orientation or training |  | X |  |
| Employee coaching or counseling |  | X |  |
| Scheduling issues |  | X |  |
| Recriting/  Interviewing/hiring |  | X |  |
| Payroll | X |  | I saw the program that they use for the payroll for employees by Compass company |
| Other |  |  |  |
| **Purchasing** |  |  |  |
| Inventory | X |  | I did shadow her doing the inventory of one location. She did check all the food she have in the refrigerator, freezer, and storage in the kitchen. She writes all this detailed information and gather other location information for other employee then they inter all there to the system.  The system in the computer have the way to make the value of the items used or left. |
| Ordering | X |  | She placed an order of milk by calling the company.  She also orders produce like fruit and vegetable to include in the breakfast and lunch bags. |
| Processing invoices for payment |  |  |  |
| Receiving | X |  | Received milk and orders few times. She need to be in the site to receive the order. |
| Storage | X |  | She checks expiration dates all the time. She rotates use of food items by following the FIFO proses. Keep it clean, accessible, and organized. |
| Other | X |  | Problem solving when they call for the electricity is going down for fixing something. She decided to have a generator or moving the food out to another freezer. She ended have a generator for the freezer during the time the electricity going to be down. |
| **Food Production** |  |  |  |
| Menu planning | X |  | She goes over menu every week and adjust according to the food available and what she manages trough COVID -19 issue. |
| Catering planning | X |  |  |
| Special day in café planning |  | X |  |
| Monitor hot production | X |  | Cooked crust and egg in the oven. |
| Monitor cold production | X |  | Defrosting deserts  Monitoring the frozen desert served in the hot weather |
| Monitor line set up |  | X |  |
| Other |  |  |  |
| **Budget/Financial** |  |  |  |
| Cash handling procedures |  | X |  |
| Cashier audit |  | X |  |
| Weekly financial reporting | X |  | I did see her going through the system weekly financial report. it has all the payroll, invoices, and other details. |
| Tracking of free/reduced meals |  | X |  |
| Other |  |  |  |
| **Meetings** |  |  |  |
| Supervisor (e.g. client, principal, superintendent, etc.) |  | X |  |
| Customers (e.g. Wellness Committees, PTO’s, focus groups, etc. |  | X |  |
| Vendors |  | X |  |
| Other (please describe) |  |  |  |

Reflection questions:

1. What is this person’s management style (i.e. democratic, autocratic, laissez-faire, etc.?) How do you know?
   1. Does this style resonate with you? Why/why not?

My preceptor has a strategic management style, which is hands-on all the time. She knows what needed at each location. She also involves the details of the need in each location. She is very informative to others around her. She updates everyone needs to know what is going on. She like finding solutions. This style was good for me as an intern because I would not need to ask every think she just tells me. I liked that because is less chance for me to make a mistake. Everything is explained to me in a clear detailed way.

1. Describe the manner in which this person communicates with others.
   1. Is this the way you would have chosen? Why/why not?

She is very nice to everyone at the same time, clear on what she wants to be done, and how she wants things done. She talks to employees that are working with her on-site, and she e-mail of call other employees that work in other locations if needed. She is great at coaching and leading.

1. Provide any additional thoughts or insight you learned through this experience.

I learned that it is the best way to lead is to be on-site hand-on work. Being nice to everyone creates a friendly work environment. A caring leader can get things done the way wanted to be done by keeping everyone happy. I learned some of the financial programs and processes in foodservice management in the school system. It is very systematic if it is under a big company like Compass. All the paper and the financing are in their system, which makes it easier than creating theses system. On the other hand, when using big food service companies, we need to be very specific about the way the company wants the work to be done.