

Service Scorecard

Food Services Department

Director: Judy Bedard

SERVICE STANDARDS	Customer	Prior Annual Data			Current Annual Growth Target			Future Annual Growth Targets			
		06/07 Annual	07/08 Annual	08/09 Annual	09/10 Target	% to 09/10 Target	09/10 Actual Annual	10/11 Target	11/12 Target	12/13 Target	Ultimate Target
The Food Service communication system allows Food Service employees to access their Outlook accounts, offering additional training opportunities and setting standards for response (particularly in the event of an emergency) and communication within the sites. (Tech Services)	Employees and Site Administrators	N/A	N/A	N/A				90%	95%	99%	99%
Every school site receives the number of meals requested at call in to, ensure every student who ordered a meal has access to a high quality, fresh , nutritious meal that meets all the standards established by the State of California and USDA. (Survey)	Students	N/A	N/A	N/A			48%	85%	90%	95%	95%
The Meal Application Process is clear and understandable. (Survey)	Principals; Students and Families	N/A	N/A	N/A			44%				
Once a completed application is received by the Food Service Office, it is processed and in the POS System within 24 hours. (Survey)	Principals; Students and Families	N/A	N/A	N/A			32%	85%	90%	95%	95%
All substitute and open positions staff are filled. (HR)	All Stakeholders							60%	70%	85%	85%

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I am satisfied with the customer service response time of 24 hours or less provided by the Food Services Department central office. (Survey)	All Stakeholders	N/A	N/A	N/A			37%	80%	85%	90%	90%
BUDGET											
Budget to Actual (OVER) UNDER											
Run regular (monthly, bi-monthly) department budget reports to monitor progress											
Self Funding											
CUSTOMER SERVICE (survey)											
Reliability											
Assurance											
Tangibles											
Empathy											
Responsiveness											
OVERALL RATER AVERAGE											
PEOPLE											
Employee attendance											
Employee performance evaluation											
Employee retention											
Employees sufficiently trained (survey)											
Employees are informed of and understand expectations. (survey)											
Employee overall satisfaction (survey)											
PRIMARY DISTRICT MISSION											

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SUPPORTING STUDENT ACHIEVEMENT (survey)											