



FOOD SERVICE DIRECTOR BEST PRACTICES

Food Service Directors play an integral role in resident care and the overall success of their facility. Use the information below to assess proficiencies in the areas of nutrition, food service, personnel management, sanitation and food safety, and business operations.

NUTRITION

DATA COLLECTION AND EDUCATION

- ✓ **Identify resident-specific nutritional needs**
Examples:
 - Diabetes
 - Difficulty chewing
- ✓ **Identify resident-specific food preferences and intolerances**
Examples:
 - Lactose intolerant
 - Kosher
- ✓ **Develop diverse eating options**
Examples:
 - Incorporate cultural meals based on resident population
 - Always available menu
- ✓ **Utilize educational materials to teach basic nutrition information**
Examples:
 - International Dysphagia Diet Standardization Initiative (IDDSI)
 - Carbohydrate counting

FOOD SERVICE

STANDARDIZED RECIPES

- ✓ **Utilize standardized recipes to control cost, increase efficiency, and maintain food quality**
Examples:
 - Menu Wizard+ Multiple Portion Recipes

PREPARATION

- ✓ **Develop menus focused on resident satisfaction**
Examples:
 - Taco Tuesday
 - Lighter meals for lunches
- ✓ **Develop standards and procedures for food preparation to include portion sizes, temperature, and diet texture modifications**
Examples:
 - Menu Wizard+ Diet Extensions
 - Menu Wizard+ Production Summary Worksheet with Temperature

PRODUCTION AND DISTRIBUTION

- ✓ **Create and monitor food production and delivery procedures**
Examples:
 - Timely delivery of meal trays to optimize food temperature and quality
 - Test tray evaluations at least monthly
- ✓ **Menu forecasting and scheduling labor**
Examples:
 - Scheduling more labor or longer shifts on days with more advance preparation or scratch cooking
- ✓ **Manage efficiency**
Examples:
 - Cost of labor and raw food
 - Using Menu Wizard+ Labor Lean menu
 - Incorporating Markon RSS for prep time and labor savings
- ✓ **Supervise meal service for accuracy, presentation, and quality**
Examples:
 - Required supplements
 - Using testing card to verify IDDSI texture
- ✓ **Update to meet current nutritional guidelines**
Examples:
 - Dietary Guidelines for Americans 2020-2025
 - Sesame added to top 9 allergens per FDA
- ✓ **Implement menu changes to maintain resident satisfaction**
Examples:
 - Participating in resident council meetings

PERSONNEL MANAGEMENT

DEFINE NEEDS AND JOB DUTIES

✓ Create job descriptions and requirements

Examples:

- What level of work experience or education is required?
- How many FTEs are required for scratch preparation versus speed-scratch?
- Interview, hire, and fire per organization's policies and procedures

TRAINING AND PROFESSIONAL GROWTH

✓ Provide and keep record of staff education and trainings

Examples:

- Handwashing training
- Disaster preparedness
- CDM/CFPP credential

CREATE AND IMPLEMENT EFFECTIVE METHODS OF COMMUNICATION

✓ Prepare, communicate, and maintain work schedules and assignments based on department needs

Examples:

- Extra hours for special event
- Multiple methods for communicating work schedule – post written work schedule in kitchen in addition to verbally discussing during team meeting

✓ Maintain professionalism with communication to non-department personnel

Examples:

- State surveys
- Care conferences involving health professionals and resident family members

SANITATION AND FOOD SAFETY

COMPLIANCE WITH SAFETY AND SANITATION REGULATIONS

- ✓ **Actively control risks and hazards throughout the flow of food using federal guidelines**

Examples:

- Personal hygiene education and training
- Create a daily, weekly, and monthly cleaning schedule

- ✓ **Promote and maintain a good food safety culture**

Examples:

- Scheduling pest control services
- Equipment maintenance

ACTIVELY MANAGE FLOW OF FOOD FROM PROCUREMENT TO SERVICE

- ✓ **Procure raw food, non-food, and chemicals from approved sources**

Examples:

- Markon 5-Star food safety
- Shellfish tags

- ✓ **Protect food in all phases of handling to prevent foodborne illness**

Examples:

- Inspect food at point of delivery for signs of improper storage temperatures
- Avoid cross-contamination

- ✓ **Monitor proper safe food packaging, labeling, dating, and storage practices**

Examples:

- First In, First Out (FIFO)
- Date marking on TCS Foods

- ✓ **Safe handling and storage of chemicals and cleaning agents**

Examples:

- Store chemicals in separate area away from food
- Use original containers

UTILIZE HACCP GUIDELINES DURING FOOD PREPARATION

- ✓ **Identify and monitor preparation of TCS Foods to prevent foodborne illness**

Examples:

- Raw poultry
- Cut tomatoes

- ✓ **Implement standard operating procedures (SOP) for TCS Foods**

Examples:

- Cook chicken to internal temperature of 165 degrees F for 1 second

- ✓ **Prepare an emergency/disaster plan to ensure a safe food supply is on site**

Examples:

- 3-7 day disaster menu including therapeutic diets
- Point person for working with government officials

- ✓ **Establish corrective actions and document when critical limits are exceeded**

Examples:

- Temperature logs

BUSINESS OPERATIONS

BUDGET MANAGEMENT

- ✓ **Develop annual budget to include per resident day (PRD) for raw food and supplements (if applicable), equipment, supplies, and labor**

Examples:

- Refer to “Don’t Bust your Budget” training

- ✓ **Factor inflation into annual budget**

Examples:

- Consumer price index
- Budget will drive what is on your menu

IMPLEMENT COST EFFECTIVE PROCEDURES

- ✓ **Establish business practices that save money in areas of inventory control, purchasing, and operations**

Examples:

- Cycle menu
- Shopping list
- Standardized recipes
- Portion sizes

References

- CBDM Scope of Practice 3.2022
- CDM Credentialing Exam Detailed Content Outline 2020
- CBDM Professional Standards of Practice
- 2017 & 2019 FDA Food Code