

Every Employee Matters! Your Job is a Profession

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What is a professional?

- A professional is a member of a profession or any person who earns their living from a specified professional activity. The term also describes the standards of education and training that prepare members of the profession with the particular knowledge and skills necessary to perform their specific role within that profession. In addition, most professionals are subject to strict codes of conduct, enshrining rigorous ethical and moral obligations.

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7 things that define a TRUE professional

- 1. Put customer satisfaction first
- 2. Make expertise your specialty
- 3. Do more than expected
- 4. Follow exceptional guiding principles
- 5. Share your knowledge
- 6. Say thank you
- 7. Keep a smile on your face and the right attitude in your heart

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Put customer satisfaction first

- Understand and satisfy your customer's needs
 - Do what is necessary to meet these needs
 - Smile
 - Talk with your students
 - Ask them how their day is
 - Give them compliments
 - Treat them like family



Make expertise your specialty

- ▶ Become an expert in the skills and tools necessary to do your job.
 - ▶ Attend conferences
 - ▶ Become an active member of SNA & SNAAZ
 - ▶ If you are a member then take advantage of your member benefits
 - ▶ Read the magazine
 - ▶ Go to the website
 - ▶ Sign up for webinars
- ▶ Always perform to the best of your abilities.
- ▶ Keep your knowledge up to date
 - ▶ Make sure you understand the regulations and procedures

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Do more than expected

- ▶ Professionals meet or exceed expectations whenever possible.
- ▶ Teamwork is essential, we are all in it together
- ▶ Find ways to make the student's experience the best it can be

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Follow exceptional guiding principles

- ▶ Appreciate and praise those you work with
- ▶ Have high ethical and moral standards
- ▶ Follow the regulations and procedures
 - ▶ Always do the right thing
- ▶ Practice the Golden Rule
 - ▶ Treat others the way you want to be treated



Share your knowledge

- ▶ You are the Child Nutrition EXPERT
 - ▶ Make sure others know your role
 - ▶ Take ownership of what you do, it is VERY important to a successful school day

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Say THANK YOU

- ▶ Remember to say thank you
- ▶ Thank everyone who surrounds what you do
 - ▶ Students
 - ▶ Teachers
 - ▶ Principal
 - ▶ Parents
 - ▶ Co-workers
 - ▶ Manager/Director

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Keep a smile on your face and the right attitude in your heart

- ▶ We serve students
- ▶ We serve each other
- ▶ We serve our district
- ▶ We serve our community



Qualities of a true professional

- Honesty
- Punctuality
- A Spirit of Service
- Ability to Meet Deadlines

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A Good Professional ...

- ▶ Is technically competent
- ▶ Seeks to continue learning
- ▶ Seeks advice as needed
- ▶ Gives advice only when they think they are qualified to do so
- ▶ Teaches younger members of the profession

The Totem Pole

Inexperienced apprentices are allowed more freedom to carve the higher regions. Therefore the **bottom** of every **totem pole** is sometimes the best carved part of the whole **pole**. Meaning wise, the low man has a much or more meaning than other figures.

It is okay to be at “the bottom of the totem pole”





Happy customers, YOU make the difference

Without the Child Nutrition professional these students wouldn't have the same experience at school

The Star Fish Story

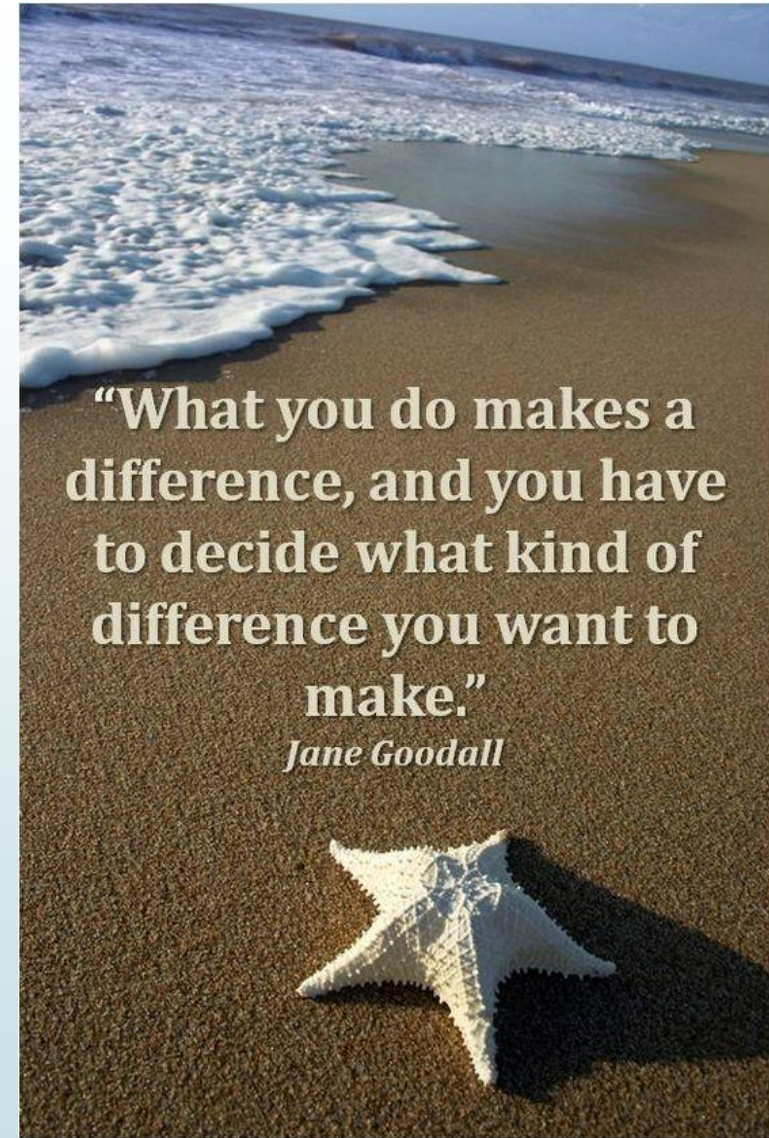
A storm had washed up thousands of starfish.

A girl picks one up and tosses it back into the ocean.

Then another and another. A man walks up to her and says, “Little girl what are you doing? You can’t save them all, it is impossible to make a difference.”

Returning another back to the water, she says, “I made a difference for that one.”

Lets each make a difference with the talents we are given.



“What you do makes a difference, and you have to decide what kind of difference you want to make.”

Jane Goodall

Every employee matters

Every employee matters, you are the EXPERTS in Child Nutrition!

Hundreds of children rely on what we do everyday don't ever take that for granted!



Professional Standards Code

- ▶ This session provides one (1) CEU
 - ▶ **Key Area:** Administration - 3000
 - ▶ **Key Topic:** Every Employee Matters! Your Job is a Profession



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