

I Boldly Declare that in 3-5 Years the SUHSD Nutrition Services Program will be known as a place.....

- Where the students are so happy with the food & friendliness that they treat the Food & Nutrition staff like Rock or Sport Stars & beg for their autographs.
- Where the program is doing such a good job of meeting peoples Food & Nutrition needs that we have more money coming in than we can possibly spend and the business manager has to give it to other departments that might be hurting (with a written and dated acknowledgement to Food & Nutrition Services of course)
- Where participation grows by 10% each and every year, despite what is happening with enrollment, the economy, the state budget or meal times.
- Where our systems are professional, up to industry standards, documented and accessible, easily implemented and able to be modified to virtually any school in the country.
- Where the food is more nutritious than what the majority of people get anywhere else, tastes like it came from a trendy & thriving restaurant, is so colorful that it makes a rainbow look dull, and has more variety than an episode of Seinfeld.
- Where the staff greets every student, staff member, and breathing human being with eye contact, a smile, and talks to you. And, every single customer is given a sincere “thank you” no matter the customer’s behavior. Where employees feel so appreciated that they are sad on Fridays and excited on Sunday nights (O.k, so we’ve gone from vision to dreaming!). Where employees feel they have the best training, best supervisors and best place to work on earth.
- Where students forget that they are in a school, or more specifically, a “cafeteria”, because the atmosphere is more like a casual restaurant or coffee shop. Ultra clean, lots of colors & pictures, and no mops or large grey uncovered trash cans in the dining area. Where the feeling is comfortable, and people don’t want to leave.
- Where the Supervisors understand that they set the tone, and that they are there to help bring out the best in others, rather than to be a friend or the “boss”. Where they realize being a supervisor can be richly rewarding, and is an opportunity to improve the lives of other people as well as their own.
- Where employees work together like a well-oiled “A” team of professionals. Where communications are courteous & respectful yet honest, direct and effective. Where we understand that feedback between individuals should be about and taken as performance matters (Good or corrective), not the worth of the person.
- Where the Sixty Minutes Television News Program comes to do a special segment on quality in America, and wants to use our program as the epitome of it’s example of excellence.

Some people may scoff at the above. However, when we put our vision in writing, sometimes it has a way of eventually happening. If not exactly, at least in part. That of course should mean progress and improvement. As usual, everything costs money. However, a wise person (I’m not sure who) once said, “When the intention is clear, the method to achieve it will appear”. One thing is certain. If we can’t “see” things getting better, they likely will stay the same or get worse.



