
Subject: **QUALITY CONTROL: FOOD PRODUCTS AND CUSTOMER SERVICE**

PURPOSE

Serving high quality, healthy and nutritious food is a priority of the Department of Food and Nutrition. The purpose of this procedure is to provide guidelines to operate high quality school food service programs and to outline the corrective action steps to be taken if a problem is discovered with the quality of a product received or served to a customer. In all situations, problems that occur with an item must be immediately reported to the appropriate administrators.

PROCEDURE

Quality Control Focus Areas

A. Receiving Deliveries

All food items should be inspected upon delivery for quality, temperature, and compliance with items listed on delivery invoice. The “Use-By Date”, “Sell-By Date”, or “Best if Used by Date” is also to be checked, when applicable, for a product. If a product is not of good quality, or it is delivered on or after the “Use-By Date”, “Sell-By Date”, or “Best if Used by Date”, the product must be refused.

B. Storage

Food storage must be organized to facilitate using food in the order that it was received, first in first out (FIFO). Ensure all storage units are at proper temperature. Food must not be stored in a unit that is not maintaining proper temperature.

C. Inventory

- Keep inventory to a minimum. Order enough for ONE week only.
- Ensure that all food items in inventory (dry, refrigerated and frozen) are marked with receipt date (Month/Day/Year), expiration dates are circled and products are within freshness dates.
- FIFO must be used to rotate stock properly and any items with an expired date MUST be immediately discarded and documented per [Food and Nutrition Procedure C-10](#).



Subject: **QUALITY CONTROL: FOOD PRODUCTS AND CUSTOMER SERVICE**

Important Dates to Know

- Delivery Date: date product was brought to the school by the vendor (must write Month/Day/Year on each case/container).
- Manufacture/Pack Date: date product was made at the factory (appears on cases).
- Julian Calendar Date: date product was manufactured at the factory (appears on cases/cartons). Example: 16017 was made on January 17, 2016.
- Use-By Date, Sell-By Date, and Best if Used by Date: latest date product can be served (appears on cases, packages) in M-DCPSs, discard if past that date.
- Expiration Date: date product is unacceptable to serve and must be discarded.
- Thawed Date: date that frozen product is placed in refrigerator for defrosting.
- Cooked/Prepared Date: date written on leftovers indicating when that menu item was made.

D. Sanitation and Safety

- Follow all Food and Nutrition Hazard Analysis Critical Control Points Procedures H-1 through H-21.

E. Pest Control

- Ensure the kitchen facility, including the cafeteria, is free of any pests.
- Ensure that the food service area is receiving integrated pest control management service monthly.
- Ensure that there are no pest entry points in the kitchen or cafeteria.

Subject: **QUALITY CONTROL: FOOD PRODUCTS AND CUSTOMER SERVICE**

F. Food Preparation and Serving

Once a product is in the cafeteria kitchen, freezer, refrigerator and/or storeroom there is always a chance that the quality of the item can change. Before using any product, the food item is to be examined to ensure that the product does not have any of the following:

- Use-By Date, Sell-By Date, and Best if Used by Date that has passed.
- Bulging or leaking cans or jars
- Opened, torn or dirty packaging
- Foreign objects present (metal, glass, rocks, hair, etc.)
- Mold, wilting or other observation of abnormal color or texture
- Unusual smell or off odors
- Evidence of pest infestation
- Any other evidence that suggests that an item is unsafe or of poor quality

Corrective Action Steps

If the quality of a food item is observed to be unacceptable, the following must be immediately accomplished by food service manager/satellite assistant:

- Contact the Department of Food and Nutrition's Food and Menu Management staff and the region supervisor for directions on what to do with the item.
- If there are any additional cases of the item, they should be checked to determine if they are acceptable to use.
- Take a picture of the item.
- Set the product aside in the original case it came in, if possible, and mark it "DO NOT USE".

Subject: **QUALITY CONTROL: FOOD PRODUCTS AND CUSTOMER SERVICE**

G. Communication

Effective communication, both verbal and written, is essential in the management of a high-quality food service program.

- Important information is disseminated via emails, and therefore emails must be read at least three (3) times daily to be current.
- Food service staff must immediately inform managers, satellite assistants and assistant managers of any food quality concerns or customer complaints.
- Managers and satellite assistants must inform principals and respective Department of Food and Nutrition administrators of relevant issues that occur.

H. Customer Service

Interaction with Students

- Provide a welcoming environment for students of all ages & needs.
- Treat every student with kindness and respect.

Handling Customer Complaints

If a customer brings an unsatisfactory food item to a food service employee:

- Listen sympathetically and apologize.
- Offer a substitute menu item to satisfy the customer.
- Take the returned item immediately to the food service manager/satellite assistant.
- Promptly investigate to determine if other products should be removed from the serving lines.
- Inform Food and Menu Management staff and respective region supervisor, and immediately implement other Corrective Action Steps stated in Section F.

FOOD AND NUTRITION PROCEDURES

Miami-Dade County Public Schools



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All food service staff are to be trained to visually inspect food and menu items during preparation and service. At no time shall any item not of quality appearance or condition be served. These items are to be discarded.

I. Administrative Inspections

Administrative Inspections shall be conducted by Department of Food and Nutrition administrators, whenever needed. These thorough inspections encompass many aspects of the food service operation including:

- Gather Incident Details
- Conduct Staff Meeting
- Check Inventory
- Temperature Control
- Department of Health Inspections
- Sanitation and Safety
- Equipment and Facility Concerns
- Pest Control Service Reports
- Invoices
- Communication

For Action By: Principals, Food Service Administrators, Food Service Managers, Satellite Assistants and All Food Service Employees

Refer Questions to: Department of Food and Nutrition

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