



# **CANTEEN MANAGER**

# **RESOURCE FOLDER**

# ASCA CANTEEN MANAGER RESOURCE FOLDER

ASCA has over 40 years' experience with assisting Canteen Staff to improve their canteens and have found a short fall of documented information on managing school canteens, therefore, we have compiled you a Canteen Resource folder.

ASCA decided to help bridge this gap by putting together the Resource Folder to contain all the documentation relevant to running your canteen. ASCA identified and documented key information critical in managing a canteen and developed templates of key policies or procedures that school canteens can tailor for their specific canteen. Also, ASCA has included sections for filing information on canteen equipment such as warranties and agreements.

The folder is designed as a 'go to' to find everything canteen related. It is obviously for use by the Canteen Manager, but perhaps more importantly, it can be used by people who are unfamiliar with the canteen eg a relieving canteen manager. A person unfamiliar with the canteen can pick up the folder and at a glance, find out how key things are done in your canteen - e.g food to prepare, food to order, which suppliers to place orders, recess and lunch times, etc.

There is also a section on setting up a canteen that can be utilised when rebuilding, refurbishing or starting fresh in a new canteen.

The folder is divided into 5 key sections:

1. Information from ASCA
2. Equipment Documentation
3. General Canteen Management
4. Financial Information
5. Suppliers

The key documents in each section are detailed on the summary page for each section.

ASCA's Resource Folder is designed to evolve with the canteen. Some sections include plastic sleeves or pockets with the current information such as your newsletter. These should be updated each term. Similarly, information relating to daily food preparation or weekly ordering may need revising each term and information re new equipment needs to be added to the folder.

When reviewing ways to provide more assistance to canteens, ASCA also identified the need for national canteen accreditation. Currently there is no national accreditation system for school canteens. To facilitate improvements in the canteen and assist with achieving consistent quality standards across canteens, ASCA developed 5 Star Canteen Accreditation. The 5 Star Canteen Accreditation is based on self-assessment of the canteen by the Canteen Manager and the school and takes approximately one term to complete. For ASCA members, there is no fee to undertake Accreditation.

As the ASCA Resource Folder contains key information relevant to a canteen, it is an important resource for the ASCA 5 Star Accreditation.

**REMEMBER TO KEEP THIS FOLDER RELEVANT & UPDATE WITH NEW INFORMATION EACH TERM & YEAR.**

## SECTION 1: ASCA INFORMATION

- Newsletters – **insert your current newsletter**
- Supplier list – **insert your state/distributor's supplier list**
- ASCA Area Manager contact details
- Cookbook order form
- Professional Development
  - ASCA 5 Star Canteen Accreditation

## SECTION 2: EQUIPMENT DOCUMENTATION

**Place relevant information here eg:**

- Equipment warranties
- Equipment agreements
- Equipment maintenance

## SECTION 3: GENERAL CANTEEN MANAGEMENT

- Government guidelines
- Establishing a canteen
- Sample Canteen Policy
- Day to day operations of the canteen
- Catering
- Sample menus
- Proformas
- Volunteers
- Marketing the canteen

## SECTION 4: FINANCIAL INFORMATION

- Profit and Loss
- Stock take
- Costing canteen catering
- Wage support
- Business plans and budgets

## SECTION 5: SUPPLIERS

- Price lists
- Product information
- Order forms

# SECTION 1: ASCA INFORMATION

Relevant information from ASCA should be placed in this section so it is always within easy reach. We suggest you keep information such as:

- Canteen News newsletters – so you can check on supplier specials for the term and other key information incorporated in the newsletters. **Remember to replace with the new newsletter each term.**
- The list of ASCA suppliers – so you can refer to this list and ascertain which ASCA supplier provides the products you are using in your canteen at the discounted ASCA price
- The ASCA Food For Thought Cookbook order form
- Updates from ASCA that you receive during the year – **remember to refresh/replace with new information when you receive it**
- ASCA Area Manager Contact Details
- Professional Development Information
- ASCA 5 Star Canteen Accreditation

**VICTORIA**

**Gary Casey**  
Mobile: 0438 547 095  
E: [garyc@asca.com.au](mailto:garyc@asca.com.au)

Melbourne Metropolitan schools west of the  
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**NEW SOUTH WALES and ACT**

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**QUEENSLAND**

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**SOUTH AUSTRALIA**

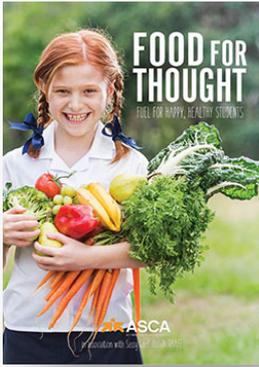
**Jane Hawkins**  
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**WESTERN AUSTRALIA**

**Jane Hawkins**  
Mobile: 0417 743 553  
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**TASMANIA**

**Kerry Danks-Guy**  
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**ASCA Ltd**

**COOKBOOK ORDER FORM**

**Tax Invoice**

ABN: 99 104 727 513

SCHOOL

ADDRESS

Contact Person: \_\_\_\_\_

Phone No: \_\_\_\_\_

**Cost of Cookbook: \$39.95** each, including GST, postage and handling.

**No. of Books:** \_\_\_\_\_ @ \$39:95 = \$ \_\_\_\_\_ **total**

I have enclosed a cheque     I have paid via EFT

**BSB:** 063-123

**Account :** 10299143

**Ref :** (School Name/Member #)

**Please fill in this order form clearly and post to:**

ASCA Ltd

PO Box 2099

Hawthorn VIC 3122

Or simply buy online at: [asca.com.au/content/cookbook-food-thought](http://asca.com.au/content/cookbook-food-thought)

**For further enquiries phone:** 1800 219 556 **or email:** [office@asca.com.au](mailto:office@asca.com.au)

This document will be a Tax Invoice, for GST purposes, once full payment is made.

## **SECTION 2: EQUIPMENT DOCUMENTATION**

This section is for placing key documentation relevant to the equipment in your canteen eg:

- Warranties
- Agreements
- Maintenance

# **SECTION 3: GENERAL CANTEEN INFORMATION**

This section includes information that will assist you in establishing a canteen and the general day to day running of the canteen. In addition to providing various examples and suggestions on a broad range of areas relevant to the canteen, we have also included proformas that will assist you with running the canteen more effectively and efficiently. Some of the documents included in this section are:

- Government Guidelines
- Information on establishing a new canteen
- An example of a Canteen Policy
- Sample Menus and suggested pricing
- Proforma documents relating to what food to prepare each day and for recording the canteen daily takings
- Information on catering for the school including how to manage costs for this
- Various documents to assist you with recruiting, maintaining and managing volunteers
- Suggestions for ways to effectively promote the canteen

# GOVERNMENT GUIDELINES FOR CANTEENS

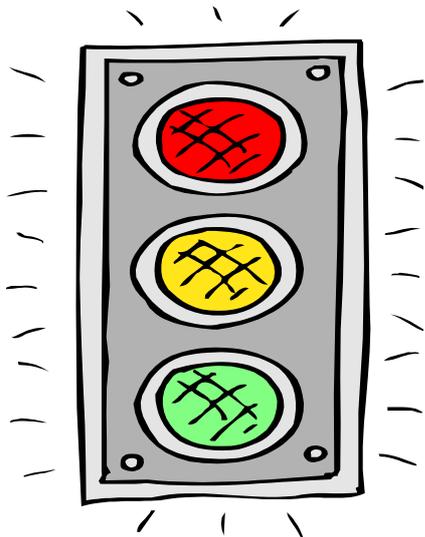
In each Australian State or Territory, there are a series of health promoting Canteen Guidelines which provide guidance on what products can and cannot be sold in school canteens, or how they are sold.

These State by State guidelines are mandatory for all Government Schools, unless local school management decides they are not practical to fully implement. This may be because of supply difficulties or financial viability concerns.

Our information is that school principals, councils and P&C associations take the issue of canteen menus very seriously. However, some schools have a philosophy of teaching children to make healthy choices, rather than mandating their choices. This requires a much broader approach to healthy eating than merely relying on canteen menus.

The guidelines are followed by some, but not all, independent and catholic schools.

All states follow a “Traffic Light” system, or a similar system, which indicate the classification of foods and drinks. For example, using the “Traffic Light” system, foods are seen to be:



**RED:** Occasional Foods

**AMBER:** Select Carefully Foods

**GREEN:** Everyday Foods

State by State strategies can be found at the following web-links. It is important that a copy of these guidelines be printed and available as a resource for canteen staff.

**QUEENSLAND: SMART CHOICES strategy**

<http://education.qld.gov.au/schools/healthy/food-drink-strategy.html>

**VICTORIA: School Canteens and Other School Food Services Policy**

<http://heas.health.vic.gov.au/schools/introduction-school-canteens-and-other-school-food-services-policy>

**NEW SOUTH WALES: FRESH TASTES strategy**

[https://www.healthykids.nsw.gov.au/downloads/file/campaignsprogram/TheNSWHealthySchoolCanteenStrategyFoodandDrinkBenchmark\\_ACCESSIBLECOLOUR.pdf](https://www.healthykids.nsw.gov.au/downloads/file/campaignsprogram/TheNSWHealthySchoolCanteenStrategyFoodandDrinkBenchmark_ACCESSIBLECOLOUR.pdf)

**CANBERRA:**

[https://www.education.act.gov.au/teaching\\_and\\_learning/food-and-drink-guidelines/the-act-public-school-food-and-drink-policy-2015](https://www.education.act.gov.au/teaching_and_learning/food-and-drink-guidelines/the-act-public-school-food-and-drink-policy-2015)

**TASMANIA:**

<https://www.education.tas.gov.au/parents-carers/parent-fact-sheets/healthy-eating-canteens/>

**SOUTH AUSTRALIA: RITE BITE strategy**

[https://www.decd.sa.gov.au/sites/g/files/net691/f/easy\\_guide\\_to\\_healthy\\_food\\_and\\_drink\\_supply\\_in\\_sa\\_schools\\_and\\_preschools.pdf](https://www.decd.sa.gov.au/sites/g/files/net691/f/easy_guide_to_healthy_food_and_drink_supply_in_sa_schools_and_preschools.pdf)

**WESTERN AUSTRALIA: HEALTHY FOOD AND DRINK strategy**

<http://det.wa.edu.au/healthyfoodanddrink/detcms/portal/>

**NORTHERN TERRITORY: Northern Territory School Canteen Guidelines 2006**

<https://education.nt.gov.au/education/policies/school-nutrition-and-healthy-eating>

If you have any questions relating to your state government guidelines, please contact your ASCA Area Manager.

# ESTABLISHING A NEW CANTEEN - WHERE TO BEGIN

Setting up a school canteen from scratch, or taking over canteen operations may seem daunting, but has many benefits for the school community. ASCA has assisted many schools in this challenge and have produced the following outline which may help you along the way. Remember we are always available if you would like further assistance.

## 1. Register your Canteen

Your school will need to register your canteen as a food premises with your local municipal council. To do this, contact the environmental health department at your local council who will be able to advise you about exactly what needs to be done. They are very likely to need to visit to inspect the premises. Your Canteen will be inspected annually by your council, so establishing contact is very important.

## 2. Develop a Canteen Policy

You will need to draw up a policy for how your canteen is to be run:

- How many days a week will it be open, and for what hours?
- Who will be responsible for managing it?
- What equipment will you need?
- Who will staff it? (how and whether students will be involved)
- Reflect your state governments **Canteen Policy or the National Canteen Guidelines**,
- How decisions will be made about what foods will you sell
- What prices you will charge and how this will be determined
- How your canteen will fit into the educational spectrum of the school, etc.

*\*A sample Canteen Policy is included in this Folder*

## 3. Train your Staff

In most states, the canteen supervisor needs to be trained as a "Food Safety Supervisor". This can be done via local TAFE colleges, adult education centres, or online at [www.got.com.au](http://www.got.com.au)

Dependant on the State you are in, Canteen Helpers (employed) should, or must, be trained as Food Handlers. Training is available as above.

Prepare a simple food safety outline that you can give to volunteer helpers to let them know what is expected of them during a day in the canteen. In Victoria, "Do Food Safely" is a free, online, one hour, food safety training program on the website of the Health Department Victoria: <http://dofoodsafely.health.vic.gov.au/>. You may run this program as a training session at school or encourage your staff to complete it at home.

## 4. Prepare your Food Safety Program

Your local council should be able to provide you with a "Template" to enable you to prepare a "food safety program" for your food premises. If you are unable to obtain this template, contact your local ASCA Area Manager and we will be able to assist you.

This is an important part of your canteens' operations. It includes the safe preparation of foods you receive and prepare, temperature controls of equipment, and a comprehensive cleaning schedule.

## 5. Plan your Menu

Once your policy is set, you can create a menu. In planning your menu, remember that in every state, [Government Policy](#) for school food services is mandatory for government schools, and recommended for all other schools.

You may also consider factors such as:

- Seasonal variations in the availability and appeal of various foods
- Environmental considerations such as the amount of packaging required
- The type and amount of preparation required for various foods, in view of your facilities and the 'person-power' you have available
- Affordability of foods and ingredients
- Variety and appeal to students of various ages and ethnic backgrounds

## 6. Menu Pricing, Ordering and Inventory

Once **you** decide on the foods you wish to serve, you will need to work out a profit margin which meets your school's financial agenda, as defined in your Canteen Policy (see above). It is critical that you operate your canteen as a “business”, and menu pricing needs to factor in wages, long service entitlements, utilities – gas, water and electricity, phone, canteen registrations, etc. **Keeping prices low “because it is a canteen” is a formula for failure.** We also recommend you review the prices of the food offered in shops surrounding your school. We don't suggest you match their prices but reviewing them will provide you with a greater understanding of the prices charged for similar food items.

You will also need to plan:

- How and where you will store your stock according to the storage requirements of each item
- How you will ensure products are used within their use-by dates
- What systems you will use to keep track of how much you have on hand
- When and how much you need to re-order.

## 7. Make contact with your ASCA Suppliers

Your ASCA canteen suppliers have been chosen as they are market leaders and their products are popular with students. They meet all criteria for selling quality, reliable, registered products to your canteen at a competitive price and provide schools with a high level of service. They are very keen to help you get things happening, and many are happy to assist with free equipment should sales warrant.

## 8. Develop Systems

Develop Systems, procedures and timetables to ensure readiness for sales periods of breakfast (if relevant), recess and lunch.

## 9. Keep in Contact

Keep in contact with ASCA, via your local area manager, the 1800 help desk (1800 219 556), via the ASCA Newsletters and E-News and be sure to attend ASCA functions, expos or workshops – you will find them very helpful and they are great for networking with your fellow Canteen Managers.

**We have a wealth of experience behind us – feel free to use it!**

# BASIC CANTEEN EQUIPMENT LIST GUIDE

## **Fundamentals**

- Air-conditioning (and heating)
- Phone
- Computer/tablet
- Fire Extinguisher
- Fire Blanket
- First Aid Kit
- Large rubbish bin with hands free lid
- Sturdy Lunch (laundry) baskets
- Clock
- Fabric aprons (no pockets)
- Hand trolley

## **Canteen Equipment**

- Microwave oven
- Steamer
- Stools and chairs
- Instant boiling water unit
- Large capacity food processor
- School owned pie warmer
- 2 x ovens (1 x combi oven)
- Fridge
- Freezers
- Kettle/coffee machine

## **Equipment - General**

- Thermometer – probe style
- Stainless Sandwich Cutter
- Selection of stainless knives
- Butter spreaders x 2
- Stainless tongs x 6
- Stainless grater
- Cutlery –knives, forks, spoons
- Vegetable peelers x 3
- Can opener
- Measuring cups
- Measuring spoons
- Measuring jug
- Large plastic chopping boards x 4 (Colour Coded)
- Assorted saucepans and pots x 6
- Baking / muffin trays x 6

## **Equipment – General cont'd**

- Crockery, plates and bowls
- Mugs x 6
- Glasses x 6
- Lettuce storage container
- Plastic storage containers x 10
- Wooden spoons x 4

## **Cleaning Equipment**

- Bucket
- Dustpan and brush
- Broom
- Garbage bags
- Dish cloths x 10 (washable)
- Nail brush
- Scourers
- Bleach
- Anti-Bacterial Hand wash
- Jiff
- Detergent
- Kitchen spray
- Spray bottles x 3
- Tea towels x 20

## **Incidentals**

- Pin board and pins
- Straws
- Gladwrap and baking paper
- Alfoil
- Paper bags
- Freezer bags
- Latex food handling gloves
- 2 lever arch binders
- 20 plastic pockets
- Permanent markers
- Ruler
- Clear contact
- biros
- Scissors
- White board and pens
- Tissues
- Fly swat

**SECONDARY COLLEGE**  
**JOB DESCRIPTION FOR CANTEEN MANAGER**

**POSITION TITLE:** Canteen Manager

**OPERATING DAYS AND TIMES:** Monday to Friday – (insert relevant days)  
School Holidays – (insert relevant information)

**JOB DESCRIPTION:**

It is the responsibility of the Canteen Manager to run the canteen efficiently, and profitably within the guidelines of the School Council/Canteen Policy.

The Canteen Manager has the delegated authority to manage the day-to-day operation of the school canteen, under the guidance of School Council/Principal/Business Manager/Senior School Assistant/P&C Committee, using established routines, methods and procedures.

The Canteen Manager must ensure that safe and appropriate practices are followed in relation to hygiene, health laws and regulations.

The Canteen, through the School/School Council/P&C Committee is a member of ASCA.

The Canteen will operate each day that students are at school, or as agreed in the School Canteen Policy.

The Canteen Manager must show a commitment to the success and wellbeing of \_\_\_\_\_, its students, staff and the wider community.

**JOB REQUIREMENTS:**

**1. Menu**

- (a) Promote an interesting, varied and innovative menu within the Canteen Guidelines.
- (b) Promote the School Canteen Menu through the school newsletter.

**2. Food Handling and Hygiene**

- (a) Be thoroughly aware of current Food Handling and Hygiene Laws.
- (b) Ensure the submission of a “Food Safety Program” with the (Local) Council Environmental Health Department, and updating of such as required.
- (c) Ensure that all daily monitoring and records are maintained (as per Food Safety Program) for inspection purposes.
- (d) Keep abreast of current food handling requirements, attending appropriate training or Personal Development courses as required or recommended by the school or Law.

- (e) Work toward the ongoing improvement of service, facilities and Safe Food Handling.
- (f) Seek professional assistance if required.

### **3. Interpersonal and Communication Skills**

- (a) Facilitate a happy, supportive and productive canteen environment, where canteen staff and or volunteers feel valued and welcome.
- (b) Relate in a warm and professional manner with students, staff and parents.
- (c) Liaise effectively with: Principal/Business Manager/Canteen Committee, P&C Committee, Senior School Assistant, Local Council, and suppliers.

### **4. People Management**

- (a) Ensure all staff, volunteers and visitors to the canteen are briefed on appropriate canteen procedures and guidelines.
- (b) Ensure a safe work environment and work practices are followed at all times.
- (c) Delegate tasks effectively.
- (d) Supervise staff in a warm and professional manner.

### **5. Stock Control**

- (a) Be responsible for the economical ordering and checking of stock deliveries, as per the delivery docket.
- (b) Ensure all incoming orders are monitored as per your Food Safety Program, and that stock is stored and rotated appropriately.
- (c) Undertake a stock take of goods at designated intervals.

### **6. Organisation Skills**

- (a) Establish effective procedures for the canteen's operation.
- (b) Maintain accurate and complete records.
- (c) Provide reports to the school canteen subcommittee/ council as required.

### **7. Finance**

- (a) Ensure that the collection of monies is undertaken within established internal control guidelines.
- (b) Prepare monies for banking.
- (c) Liaise closely with the school's Business Manager / Bursar.
- (d) Prepare invoices for payment.

# SAMPLE CANTEEN POLICY

## Statement of Purpose

- The school will operate a canteen that contributes to the overall development of the school community by providing an enjoyable, nutritious and attractive selection of food and drink, via a creative, regularly changing menu.
- The canteen will function as an efficient business enterprise.

## Canteen Guidelines

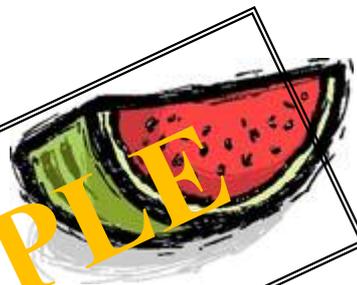
- The Canteen will operate on x, y, z days and will be open at a,b,c times.
- The canteen will maintain links and/or network with relevant associations, e.g. ASCA, and state canteen associations.
- The canteen menu will be guided by the relevant State or National Canteen Guidelines.
- The canteen will operate as an integral part of the school and as such will illustrate and complement relevant classroom programs and reflect our multicultural diversity.
- The canteen will be marketed to parents via the school newsletter and to students by relevant promotional avenues where possible.
- The canteen will be a service to the school community and encourage courtesy and consideration among all persons using canteen facilities.
- The canteen will comply with the current state Food Hygiene Regulations and Training.
- The canteen manager will be encouraged to attend Professional Development training sessions eg ASCA 5 Star Canteen Accreditation.
- The canteen manager shall be employed in accordance with the current legal requirements pertaining to minimum conditions, or a salary negotiated and approved under an enterprise agreement (minimum award conditions must apply, including superannuation). An employment agreement and job description document for roles and responsibilities of the canteen manager should be provided.

## SAMPLE CANTEEN POLICY

- The canteen manager will be given an annual performance review by the Business Manager/Bursor/canteen committee/school council representative, P&C Committee or other relevant personnel as applicable to your school.
- The canteen manager may create a Canteen Committee to assist with day to day operational matters and menu planning. The Canteen Committee, if formed, will function as long as the Canteen manager considers necessary- Committee members must be able to demonstrate commitment to the objectives of the canteen as described in this policy.
- A successful school canteen requires specific management skills in addition to knowledge of key business practices, including but not limited to record keeping, stock control, marketing, pricing menu items, and controlling waste.

**Sample Primary School**  
**NOTE PRICING IS NOT CURRENT**

**SUMMER CANTEEN MENU**  
**(Terms 1 and 4)**



**SAMPLE**

The canteen is open Monday, Wednesday and Friday for Lunch Orders and for over the counter sales at recess and lunchtime.

Please use a large clean bag with your child's name and grade on it. Money should be securely wrapped inside it because the food goes into the bag. Bags cost 10 cents each. **Please total your order carefully.**

**Bags can be purchased through the Canteen – 50 bags for \$4.00**

☺ The smiley face indicates that these choices are Green – Everyday Menu choices.

Example of order:

Student Name:

Class:

Ham and Salad Sandwich:	\$4.40
Juice Box:	\$1.50
Bag (if not provided)	<u>\$0.10</u>
<b>Total</b>	<b>\$6.00</b>

**“Built to Order”**

**Sensational Summer Sandwiches and Rolls:  
Available every day.**

Please choose fillings listed only, and total carefully.

**1: Your Base:**

☺ Sandwich with margarine – wholemeal	\$2.00
☺ Bread roll with margarine – wholemeal	\$2.30
☺ Wrap	\$3.00

(Multigrain or white bread available by request)

**2: Add on your fillings:**

☺ Salad (lettuce, carrot, cucumber and tomato)	\$1.20		
Cheese	\$0.50	☺ Tomato/Lettuce	\$0.30
☺ Chicken	\$1.60	Ham	\$1.20
☺ Tuna	\$1.00	☺ Roast Beef	\$1.20
☺ Egg	\$1.00	Mayonnaise	\$0.20
Chutney	\$0.20	Pickles	\$0.20
☺ Beetroot	\$0.40		

**3: Write your order clearly on your paper lunch bag, and carefully total your order.**

**Mondays Menu**

Steamed Dim Sims	\$0.80
☺ Fruit Salad Tub – small	\$3.00
Chicken Wedges (4) and Salad Tub	\$5.00
Party Pies (low fat)	\$1.00

**Wednesdays Menu**

Nuggets (4) and Salad Tub	\$5.00
☺ Beefy Burgers:	\$3.50
Flame grilled burger with lettuce, cheese, tomato, and beetroot & Sauce	
☺ Fried Rice	\$3.50

**Fridays Menu**

☺ Corn on the Cob	\$0.80
Pizza – Margherita or Hawaiian	\$3.50
Chicken Strip, Cheese and Lettuce Roll	

whole	\$5.00
half	\$2.50

**Cool and Fresh Summer Snacks:**

☺Watermelon Wedges (Small)	\$0.50
☺Hard Boiled Eggs	\$0.60
☺Gogurt Tubes	\$1.00
☺Vegetable Sticks (small ziplock bag of 3-5 carrot & celery sticks)	\$1.00
☺Cheese & Vegetable Sticks	\$1.50
Dip Tubs for combing with Vegie Sticks	\$1.00
☺Piece Fresh Fruit (seasonal choice)	\$1.00
☺Fruit nibble bags (seasonal choices –small ziplock bag)	\$2.20
Jelly and fruit cups (Small Cup)	\$1.70
☺Fruit and Yoghurt cups (Small Cup)	\$1.70



**Snacks:**

Red Rock Chips	\$1.50
Pop Corn	\$1.50
Gingerbread Man	\$1.30
Anzac Cookies	\$1.00
School Straps	\$0.60
Tiny Teddies	\$1.00
Small Muffins	\$1.50

## Really Cool Drinks:

Juice Boxes – Orange, apple, Orange & Mango, Apple & Blackcurrant	\$1.50
Juice – Orange, Apple, Apple & Blackcurrant	\$1.70
☺Water	\$1.50
☺Plain Milk – 300ml	\$1.80
☺Milk (Chocolate or Strawberry 300 ml)	\$2.50
Flavoured Water – Berry, Lemonade, Troppo	\$2.20
☺Up and Go – Banana, Choc Ice, Vanilla Ice	\$1.60

## Frozen Treats:

☺Frozen Pineapple rings	\$0.60
☺Bag of Frozen Grapes	\$1.00
Frozen Juice Sticks	\$0.60
☺Frozen Yoghurt	\$1.80
Paddle Pops	\$1.20

# 'STUNNING SECONDARY SCHOOL'

## SUMMER CANTEEN MENU

**SAMPLE**

**NOTE PRICING IS NOT CURRENT**



The canteen is open Monday to Friday for Lunch Orders and for over the counter sales at recess and lunchtime.

WHILST SOME FOOD WILL BE AVAILABLE FOR OVER THE COUNTER SALES – IT IS **HIGHLY RECOMMENDED LUNCH ORDERS BE UTILISED** TO GUARANTEE CHOICE AND PRIORITY SERVICE. BAGS AVAILABLE AT THE CANTEEN.

LOOK OUT FOR THE FOLLOWING WEEKS' SPECIALS IN THE SCHOOL NEWSLETTER EVERY WEDNESDAY.

# SAMPLE

## "Built to Order"

### **Sensational Summer Sandwiches and Rolls: Available every day**

Please choose fillings listed only, and total carefully.

#### **1: Your Base:**

Sandwich with margarine – white or wholemeal	\$2.20
Bread roll with margarine – white or wholemeal	\$2.50
Wrap	\$3.20
Foccacia	\$3.20

#### **2: Add on your fillings:**

Vegemite	\$0.10	Cheese	\$0.50
Chicken	\$1.70	Ham	\$1.20
Tuna	\$1.00	Roast Beef	\$1.20
Smoked Salmon	\$2.00	Mayonnaise	\$0.20
Chutney	\$0.20	Pickles	\$0.20
Tomato	\$0.30	Lettuce	\$0.30
Salad (lettuce, carrot, cucumber, and tomato)	\$1.20		
Toasted please add	\$0.50	Beetroot	\$0.30

#### **3: Write your request and total cost accordingly.**

#### **Fresh Summer Snacks:**

Vegetable sticks (bag of carrot and celery sticks)	\$1.00
Cheese and vegetable sticks (bag of cheese and veg sticks)	\$1.50
Dip Tubs with crackers	\$2.50
Piece Fresh Fruit (seasonal choices)	\$1.00
*Fresh Fruit Salad Tubs	\$3.20
Fruit nibble bags (seasonal choices)	\$2.20
*Jelly and fruit cups (small plastic cups)	\$1.70
*Fruit and Yoghurt cups (small cups)	\$2.20
Yoghurt with Coulis	\$2.20

#### **Every Day Summer Selections:**

Salad Tubs - A variety of fresh seasonal ingredients	\$3.70
Salad Tub with Boiled Egg	\$4.00
Salad Tub with Chicken strip	\$5.00
Salad Tub with Honey Soy Drumstick	\$5.00

Chilli Chicken Strips with Salad Roll	\$4.50
Hot Dogs	\$3.00
Dim Sims	\$1.00



### **“Daily” Specials**

Sushi (per roll)	\$2.50
Hot Chicken and Cheese Roll (including Sauce or Mayo)	\$4.50
Lamb Souvlaki	\$5.00
Cottage Pie	\$3.50
Pizza Slice	\$2.50
Pasta (Ham & Cheese, Macaroni, Lasagne, Spaghetti)	\$4.00
Warm Beef Wrap (with lettuce, carrot and teriyaki sauce)	\$5.00
Sausage Roll (reg)	\$2.00
Sausage Roll (lge)	\$3.00
Spaghetti Bolognaise (beef) with a dinner roll or corn cob	\$5.50
Vegetable Pasties	\$3.20
Warm Chicken Cajun Wrap (mild with lettuce and carrot)	\$5.00
Vegetable Burger (served with a dressing and lettuce)	\$4.00
Spinach and Ricotta Rolls	\$3.00
Meat Pies	\$3.20
Fish, 4 wedges & Salad	\$5.00
Chicken Crackles with rice and Dipping Sauce (tub of 5)	\$4.50
Lasagne	\$5.00
Chicken & Vegie Pies	\$3.50
Cocktail Kebabs (Chicken, Beef or Lamb)	\$2.50

**NB. We would recommend a maximum of 3 options for “Daily Special Items”. Ensure that you have one simple heat and serve option (or 2 on busy days), one easy prep item, and only one more complex item to make the best use of your precious time!**

## Really Cool Things:

### Juice Boxes –

Orange, Apple, Orange and Mango, Apple and Blackcurrant \$1.50

Juice Bottles – 500mls \$3.50

Juice Bottles – 300ml \$2.00

Mount Franklin Water \$2.50

Pump Water \$3.00

Milk (Chocolate or Strawberry) -300ml \$2.50

-600ml \$3.50

Diet Coke, Lemonade, Lemon -375ml \$3.00

Pumped Water - 450ml \$3.50

Powerade Lite \$3.50

## Frozen Treats:

Frozen Juice Sticks \$0.60

Frozen Juice Cups \$1.00

Orange, Pineapple, Apple

Assorted Streets Ice Creams

## Snacks:

Red Rock Chips \$1.50

Pop Corn \$1.50

Assorted Muffins and Slices \$3.00

Assorted slices \$1.50

# CANTEEN DAILY RUNNING SHEET

**EXAMPLE ONLY - Personalise to suit your own canteen requirements**

TIME	TO DO
8:00 – 8:30	<p><b>On arrival:</b>            Turn on equipment needed to heat/warm food eg pie warmers, dim sim steamer, etc.            Open windows, unlock cupboards and storeroom            Check Fridge/Freezer temperatures            Organise floats.            If suppliers have delivered any orders <b>check orders</b> and put away orders asap.</p>
8:30 – 9:00	<p>Count out units of bread rolls and appropriate fillings (making sure the numbers match!) eg 12 buns 12 burgers.            Prepare hot food for recess eg place items in pie warmers, steamers etc.            Begin salad prep eg wash lettuce, grate carrot, slice tomato            Collate lunch orders (or refer to orders on Flexischools system)</p>
9:00 – 9:30	<p>Prepare for recess – ensure all food for recess is being prepared, ready for sale</p>
9:30 – 10:00	<p>Prepare sandwiches and rolls for lunch orders            Wash dishes            Place sandwiches in sandwich toaster            Prepare serving areas for recess</p>
10:30 – 10:50	<b>RECESS</b>
10:50 – 11:30	<p>Clean up after recess            Wash Dishes</p>
11:30 – 12:00	<p>Make sandwiches and rolls for lunch.            Prepare Hot food on for lunch eg put into pie warmers etc.            Ensure all staff have refreshments (try to sit for 15 mins!)</p>
12:30	<p>Pack lunch baskets.</p>
12:40 – 1:30	<b>LUNCH</b>
1:30 – 2:00	<p>Tidy up canteen            Wash dishes and put away            Count takings            Restock fridges and shelves for tomorrow</p>
2:00 – 2:30	<p>Place orders with suppliers for tomorrow            Wipe and sanitise benches, mop floor.            Take takings to office            Check fridge/freezer temperature            Ensure ovens are off            Lock doors</p>



# CANTEEN DAILY TAKINGS

DATE: \_\_\_\_\_

## CASH TAKINGS

### Notes:

\$100 \_\_\_\_\_

\$50 \_\_\_\_\_

\$20 \_\_\_\_\_

\$10 \_\_\_\_\_

\$5 \_\_\_\_\_

### Coins:

\$2 \_\_\_\_\_

\$1 \_\_\_\_\_

50c \_\_\_\_\_

20c \_\_\_\_\_

10c \_\_\_\_\_

5c \_\_\_\_\_

TOTAL: \$ \_\_\_\_\_

TOTAL: \$ \_\_\_\_\_

Cash Total: \$ \_\_\_\_\_

EFTPOS Total: \$ \_\_\_\_\_

Online Orders Total: \$ \_\_\_\_\_

**DAILY TOTAL \$ \_\_\_\_\_**

**Staff Signature 1:** \_\_\_\_\_

**Staff Signature 2:** \_\_\_\_\_

# CANTEEN DAILY TAKINGS

## **Costs to be Credited to Canteen Account**

(to ensure these items don't negatively impact the canteen's profitability):

1: **Catering for:** (specify) \_\_\_\_\_ = \$ \_\_\_\_\_

2: **Staff Tea, Coffee, Milk, supplies:** = \$ \_\_\_\_\_

3: **Other:** = \$ \_\_\_\_\_

(Specify e.g. kids with no lunch/welfare or prizes etc.)

## **Invoices (signed and accepted for payment):**

1: \_\_\_\_\_ \$ \_\_\_\_\_

2: \_\_\_\_\_ \$ \_\_\_\_\_

4: \_\_\_\_\_ \$ \_\_\_\_\_

5: \_\_\_\_\_ \$ \_\_\_\_\_

6: \_\_\_\_\_ \$ \_\_\_\_\_

# CANTEEN CATERING

Does your canteen cater for general meetings, staff gatherings or PD days? One way to help boost your profits and save the school money at the same time, as well as increase your points in the loyalty program and raise the canteen's profile within the school is to cater for school functions. As long as you can be given a couple of days' notice before a function so you have time to plan, you are likely to find that catering for these functions is not too difficult.



It's not uncommon for schools to forget to utilise the canteen for in house functions and to obtain food from outside sources. This means money going out of the school. Remember to remind relevant personnel eg your principal, the office, staff and P&C committee that you are available to cater for functions; they just need to give you some notice.

**Why not market yourself outside the canteen?** Offer take home dinners for the teachers if pre-ordered eg Family and/or single serves of Lasagne or Quiche?

## Keeping Track of Costs

Remember you need to run your canteen as a business. Whilst an occasional, simple platter of sandwiches may not be an issue, frequent, catering can significantly impact your canteen's Profit and Loss figures if not handled correctly by yourself and your Business Manager/Bursar/Senior school Assistant (particularly as preparation for catering can become complex and labour intensive).

Similarly, stock provided by the canteen for school functions eg – staff tea, coffee and milk for camp catering, fetes and fundraisers - also negatively impacts your canteen's profit and loss. If you are providing food & services to other faculties within or outside the school, it is **important these costs and services are detailed and charged to the department concerned. Providing goods and services to other departments for 'free', will impact your Canteen Profit & Loss, and may result in your Canteen showing a financial loss.**



It is important you advise your Business Manager/Bursar/Senior School Assistant every time you provide food and services to another department. They will create a transfer of costs to the correct department which ensures you are paid for the work you do, and that the canteen Profit & Loss figures produced are a true and accurate reflection of your work!

## Costing Your Catering

### ***For simple catering;***

Eg a platter of sandwiches or cakes, costing can be as easy as using your canteen menu.  
10 rounds of sandwiches @ "\$X" per round = \$total.

### ***For 'fancier' Catering***

Eg Catering that's more detailed being more complex in style, involving extra paid hours. A sample pro forma is attached that you might like to discuss with your Business Manager/Bursar. The Pro Forma can also be a way of initiating discussions regarding how catering costs are handled at your school.

**Cost of goods** (provide separate invoices where possible) , should include all receipted and invoiced purchases, as well as a cost for incidentals – such as margarine, condiments, doilies, serviettes, glad wrap, plastic cutlery etc.

**Cost of Wages:** Your total labour hours including shopping, preparation, delivery and clean up times needs to be included in your calculations.

**% Profit on cost of goods.** This figure is decided by the school.

## “Real World’ Catering Costs

A quick scan of internet catering sites reveals just how much catering costs are out there in the real world. (August 2012)

Some Examples. How do your prices compare?

- Executive Point Sandwiches: \$6 -\$7.50 per round
- Club Sandwiches: \$7 – \$8.50 per round
- 1/2 cut filled wraps - \$3.50 - \$4 per 1/2 wrap
- Mini filled Bagels or rolls - \$4.50 - \$5 each
- Traditional Fruit Platter (with yoghurt dip) - \$55 to serve 10
- Pastry platters (party pies, pastries, fillos etc) - \$12 per serve
- Sandwiches & fruit - \$15 per head - Includes 1.5 rounds of sandwiches & 3 pieces of cut up fruit each.
- Roast veg pizza, chicken patties in rolls with coleslaw, sweet slice & fruit , \$18 per head
- Morning teas \$4.50 to \$9.00 per head – ranging from scones with jam & cream, to adding a savoury or a sandwich portion.



# VOLUNTEERS – HOW TO RECRUIT THEM

Besides being a big help, Volunteers make it easier to run the canteen at a profit. Sourcing volunteers however, often isn't easy. Here are some tried and true suggestions:

## Orientation

This is the perfect time to approach parents about volunteering in the canteen – they're new and enthusiastic about the school and are often open to the idea of helping out the school. Some suggested ways of raising the need for volunteers with parents:

- Make sure you are part of the school team on Orientation nights. Standing up and spending a few minutes letting the parents know about the canteen is a great approach. It's a good idea to tell them a bit about the canteen - what days you are open, some of the food you offer and how the canteen only operates because of the generous parents who volunteer their time to help out at the canteen. Circulate some forms for volunteers to fill in.
- If standing up and speaking for a few minutes is too daunting, still attend Orientation night and instead of standing up to talk, hand out a basic letter about the canteen and how important having volunteers is to the canteen, along with a form for them to fill in to volunteer for the canteen.
- Follow up with a phone call (around December) to anyone who has said they'd like to volunteer. Make a reminder call to them again at the start of term.

## Through the School

- Enquire about volunteers through other departments of the school where volunteers are used.
- Speak to the Junior level co-ordinator (or whoever is dealing with the new families in the school) and ask them if they know any parents who may like to come and help – use a personal approach. A phone call is often well received.
- Put a segment in the school newsletter thanking the great volunteers who help out each term and reminding parents how important volunteers are, and asking for volunteers for the canteen.
- Promote the canteen in the school website and ask for parent volunteers.

## Keeping your Volunteers Coming Back

A volunteer's first day in the canteen can make a big impact on whether they come back again or not. It is important they feel welcome. This may be the first time they've volunteered, and the canteen may appear daunting. Time invested in making them feel welcome and valued is time well spent and will pay you back handsomely.

We suggest you start the year with a getting to know each other morning / afternoon tea. Ask your volunteers to bring a friend – it can make them feel more relaxed and you might just get another volunteer!

### Remember to:

- Welcome them with a warm smile
- Introduce them to the canteen and school staff on their first day, show them round the canteen and run through policy and procedures
- Show them where the basic items are. Assure them that they won't be left on their own and 'thrown in the deep end'
- Try and make orientation and getting to know the Canteen fun
- Try and ease the pressure by asking things in a light way eg `now I'm going to ask you questions, see how much you've absorbed` to make them feel relaxed
- A welcome letter sent to new volunteers before their first day is also helpful. Some schools have produced a little "canteen information booklet" to give out to volunteers each year, which volunteers appreciate receiving.

## Managing Volunteers in the Canteen

- Keep volunteer workload and responsibilities reasonable.
- Explain duties clearly – repeating duty instructions to them the first few times also helps.
- Information about allergies i.e. importance in preparation areas and show/point out children's photos/names.
- Be clear about what you want them to do now, and then what you want them to do afterwards. Ideally, give them a list of jobs to do to help set the pace.
- As much as possible, give volunteer's roles suitable to their skills, knowledge and interest; e.g. a volunteer may not feel comfortable with customer service, but prefer food preparation.
- It's a good idea to give them direction in regard to school times, e.g. "recess is in 15 mins. We need to wash the dishes first".
- Identify where things are e.g. where sandwiches are made, have a sign up that specifies what goes in the sandwiches.
- We suggest you give volunteers:
  - Preparation guide of what food needs to be prepared for the day (refer example earlier in this section).
  - A recount at recess of what sandwiches/food is left and let them know how many to make again.
  - A list of staff members in the canteen as well as Principal and BM and where practical, note what each person likes for lunch (saves repeatedly asking)
  - Keep volunteers informed of canteen changes such as new menu items or policy changes.

## Managing Volunteers in the Canteen cont'd

- Remember additional volunteer assistance may be required for special events such as sporting events or special menu days
- Ensure the confidentiality of their personal details, and do not allow your canteen to become the school “gossip den”.

## Building Relationships with your Volunteers

Work on building relationships with your Volunteers and remember to make their time in the canteen fun – we all like doing things that we enjoy:

- Where possible it helps to include the volunteers and to make life pleasant and fun e.g. “Come on Loretta when you finish that we might let you eat!”
- It’s a good idea to keep a private address book and write down some notes about the volunteers e.g. personal incidents, events, when their birthday is etc. It’s good to review this at beginning of each term so you can ask about that holiday, child operation etc! Volunteers, like everyone else, love it when people take an interest in their life.
- Volunteers are happy to be acknowledged, greeted with a smile and their family circumstances remembered kindly. They are happy with a tea or coffee and a light lunch of a sandwich. They do not need to be given copious ‘rewards’ of left-over food, today’s bread, ‘freebies’ etc for either themselves or their children. They do appreciate a friendly reminder phone call and understanding when they are unavailable but can perhaps fill in some other time.
- And don’t forget the simple things. Showing your volunteers where the tea and coffee is and having a bickie on hand. Asking your helpers what they would like for lunch today, is always a lovely ‘thank you’.

## Thanking your volunteers

Remember each year to thank and reward your wonderful volunteers. Some suggestions for ways to thank your helpers:

- A warm thank you after every session
- A personal card, with a simple note inside – i.e. “Thanks so much for your wonderful support of our canteen – we just couldn’t do it without you!”
- Acknowledgement in the school newsletter
- A helper’s morning tea
- A helper’s night out (helpers will happily pay their own way if it is made clear!)
- A special note or recognition to those volunteers who you may not be seeing again is always appreciated.
  - When one of our Area Managers (who was a Canteen Manager in her previous life) was managing her canteen, she presented all ‘outgoing’ volunteers with a ‘Golden Sandwich’ award, i.e. a certificate with a silly picture but with sincere wording. These were printed on ‘gold’ paper and rolled, scroll like, tied with ribbon. What a great idea!

# MARKETING THE CANTEEN TO STUDENTS

## It begins with the food

People “eat with their eyes”. Food that looks good, sells itself – fast! Spending time (and money) displaying food so it looks its best, more than pays for itself.

Some simple suggestions:

- Stand in front of your counter & look at it
  - See what you see (and can't see) and what grabs your attention – does anything?
  - What could you display better?
- Cut sandwiches diagonally so students can see ingredients.
  - Display the cut sandwich on a clean fresh tray or in a cold hold display unit.
- If it can't be seen, it's difficult to sell it.

## Use eye-catching signs as much as possible

- The signs don't need to be expensive or highly professional, they just need to catch the students' attention – e.g. daily specials can be highlighted on a simple-coloured board with the word “**Look**” drawn in thick text. Make the **o**'s look like eyes!
- If any of your volunteers do scrapbooking – perhaps they'd like to make the signs.
- Put signs or signage in the same place every day. Pick a place where the board will really stand out. If you place the sign in the same place every day, students will look at it start to look for the sign.
- On cold mornings – put up a big sign promoting yummy tummy warmers – hot chocolate, toasted sandwiches, hot rolls.
- The same for hot weather – promote cooling food and drinks – frozen OJ, bags of fruit, Salad, Greek yoghurt with coulis or fruit, slushies etc.
- Involving students in the canteen will lead to increased patronage of the canteen e.g. run a competition for the best recipe/idea.
- Ask year 11/12 Art Students to do signs for the canteen – they usually design some fantastic signs.

## PREPARING YOUR CANTEEN ROSTER

It is important that an easy to read canteen roster is created each term, and distributed to all volunteers before the end of the preceding term. You might like to consider the following when creating your roster:

- Check whether your volunteers want phone details printed in the roster. It makes it much easier for volunteers to arrange a swap, but confidentiality must be respected
- Think about buddying up friends.....it makes for a much more fun day for all
- Consider the “mix” of volunteers – try to blend “oldies and newies” together
- Determine how many helpers are needed on each day of the week, and fill in the roster according to the frequency helpers have agreed to
- If you are short of helpers, filling gaps with the word ‘VACANCY’ often results in helpers offering to fill spaces
- Follow up your roster with **weekly roster** in the school newsletter if possible

### SAMPLE ROSTER - PERFECT PRIMARY SCHOOL CANTEEN ROSTER TERM 4 2012

Monday 8 <sup>th</sup> October	Jill Jones, Pam Peters.
Tuesday 9 <sup>th</sup>	Mary Mc Donald, Milly Mathers
Wednesday 10 <sup>th</sup>	Sally Sweet, Susan Simpson
Thursday 11 <sup>th</sup>	Lyn Lawlor, Leanne Latham, Lucy Lu
Friday 12 <sup>th</sup>	Julia Johnson, Jen James, Judith Jenkins

Monday 22 <sup>nd</sup>	Jill Jones, Pam Peters.
Tuesday 23 <sup>rd</sup>	Mary Mc Donald, Milly Mathers
Wednesday 24 <sup>th</sup>	Sally Sweet, Susan Simpson
Thursday 25 <sup>th</sup>	Lyn Lawlor, Leanne Latham, Lucy Lu
Friday 26 <sup>th</sup>	Julia Johnson, Jen James, <b>VACANCY</b>

Monday 29 <sup>th</sup>	Jill Jones, Pam Peters.
Tuesday 30 <sup>th</sup>	<b>VACANCY</b> , Milly Mathers
Wednesday 31 <sup>st</sup>	Sally Sweet, Susan Simpson
Thursday 1 <sup>st</sup> November	Lyn Lawlor, Leanne Latham, Lucy Lu
Friday 2 <sup>nd</sup>	Julia Johnson, Jen James, Judith Jenkins

Monday 5 <sup>th</sup>	Jill Jones, Pam Peters.
Tuesday 6 <sup>th</sup>	MELBOURNE CUP DAY
Wednesday 7 <sup>th</sup>	Mary Mc Donald, Milly Mathers
Thursday 8 <sup>th</sup>	Lyn Lawlor, Leanne Latham, Lucy Lu
Friday 9 <sup>th</sup>	Julia Johnson, Jen James, Judith Jenkins

Monday 12 <sup>th</sup>	Jill Jones, Pam Peters.
Tuesday 13 <sup>th</sup>	Mary Mc Donald, Milly Mathers
Wednesday 14 <sup>th</sup>	Sally Sweet, <b>VACANCY</b>
Thursday 15 <sup>th</sup>	Lyn Lawlor, Leanne Latham, Lucy Lu
Friday 16 <sup>th</sup>	Julia Johnson, Jen James, Judith Jenkins

## CANTEEN HELPERS – USEFUL INFORMATION

Thank you so much for volunteering to help in our school canteen. Your help will be very much appreciated by our Manager, and by all our lovely students.

Canteen Duty is a fun day, and not too taxing we hope!

It is important for all our volunteers to understand however, that as a Food Service Premises, we all have some basic standards to meet, as part of the schools Food Safety obligations. Our manager \_\_\_\_\_ has qualified as a Food Safety Supervisor, so please feel free to discuss any concerns you may have with her and this guide should not worry you.

### **Canteen Hours**

Canteen Duty hours are:                      **From**                      XX:XX                      **To**                      XX:XX

Please try to organise a swap with one of the other parents if you are rostered on to a session that you know you will be unable to attend.

### **What to Wear**

- Clean, neat and tidy clothing and personal presentation is important
- An apron must be worn for your day in the canteen (make sure you remove it when leaving the canteen for any reason – especially toilet breaks!)
- Comfortable, closed toe shoes, preferably with non-slip soles (knives and slips are an issue)
- Long hair should be tied back, or protected by a hair covering, and should not contain hair pins or clips
- Please leave all your lovely jewellery at home!! Sleepers and a wedding band only if possible
- If you have false nails, or wear nail polish, **you must wear gloves at all times**

### **Hand Washing**

Should be frequent, and thorough, using the appropriate hand washing sink.

1. Rinse hands with warm water
2. Lather hands and wrists with soap and remember to wash in between the fingers
3. Rinse well with warm running water
4. Dry hands with disposable paper towel, or an air dryer.

**We recommend the use of food handling gloves when handling any unwrapped foods**

## **When to wash hands**

- Before starting work
- After using the toilet
- After blowing your nose, coughing or sneezing into your hands
- Before and after breaks
- Between working with different types of foods
- After touching your hair, nose, mouth or body
- After cleaning tasks
- After handling garbage
- When changing gloves

## **Cuts and Sores**

Should be covered with a blue, food handlers Band-Aid, AND disposable gloves.

## **Illness**

It is important that you do not come to canteen duty if you have an illness that might lead to food becoming contaminated. Please, if you have a cold or flu, or are suffering the symptoms of Gastroenteritis, let us know as soon as possible so that we can organise a replacement.

## **Miscellaneous**

- Please store your personal belongings – bags, phones etc. away from food preparation areas. We have an allocated area for these.
- Do not sample or taste foods as you go, or lick utensils!!
- Do not sit or stand on food preparation surfaces
- No smoking on school premises
- **Please note – due to food safety regulations, toddlers are not able to accompany you to canteen duty**
- Please let your manager know if you suspect there has been an incident that might have caused contamination of food

## **Cleaning**

As we are a food premises, our canteen must be kept in pristine condition. There is a cleaning schedule which must be followed for all tasks. Having to keep the canteen constantly clean can be tedious, but is very necessary to ensure there is never any risk of food contamination. The rule of thumb is: clean as you go!!!

***AGAIN – THANK YOU SO MUCH FOR  
YOUR HELP.***

***WE COULDN'T DO IT WITHOUT YOU!***

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## SCHOOL CANTEEN

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### **THINGS TO DO IF THERE IS NOTHING TO DO!**

There are a thousand jobs you can do in quiet times that your canteen manager will love you for. For example -

- Empty a cupboard or drawer and give it a good clean out.
- Take an oven or pie warmer tray and give it a scrub.
- Wipe out a fridge.
- Grab the Windex and clean a window or two - especially in front of the canteen or the fronts of the display fridges and freezers.
- Wipe down the fronts and handles of some cupboards and drawers.
- Grab some eucalyptus oil and a soft cloth and clean off some sticky tape residue from fridges and walls.
- Pre fold some pizza boxes or label some bags.
- Restock a fridge, display unit or shelving.
- Make the helpers a coffee!
- Wipe down splash backs or splotches on walls

**YOUR HELP IS MUCH APPRECIATED – THANK YOU!**

## **Module 4: FINANCIAL INFORMATION**

This section contains documentation to assist you manage your canteen's profitability.

It contains various financial information such as:

- Background information on:
  - Profit & Loss Statement – what it is, what it focuses on and includes an example
  - Recording of Daily Income and expenditure including pro forma documents
- Information on stocktakes, including pro forma

# FINANCIAL CONTROLS

As the Canteen Manager, part of your responsibility is ensuring that the Canteen is managed well, including stock and financial controls.

While for some the thought of financial management can be daunting, it is hoped that this information will help clarify some key areas and be of assistance to all Canteen Managers.

## Profit & Loss Statement

The Profit & Loss (P&L) is the financial report that will give you and your School Council/P&C Committee/Principal the information on how your Canteen is running. While your Business Manager/Bursar/Senior School Assistant would most likely prepare this document, you should also ask to view the P&L as the information this report provides can determine whether you need to amend the prices you are charging.

The P&L is more than just the cost of goods purchased and income received by the Canteen. Other operating costs, such as wages, superannuation, WorkCover, leave provision, equipment replacement and utilities also need to be considered. This is the information that your Business Manager/ Bursar/Senior School Assistant will have available.

This should be prepared, as a minimum, at the end of each semester but preferably at the end of each term.

### ***Attachment #1***

Attachment #1 shows all the different types of income and expenditure that need to be taken into account to give a true picture of your Canteen's financial status. It is also beneficial to have the previous year's figures to show how you are tracking in the current year.

## Recording Daily Income & Expenditure

Ideally, you will be able to keep track of all your income and expenditure electronically – if you currently do not have a computer, we strongly suggest you ask your Principal or Business Manager if a computer can be installed in your canteen will assist you enormously to run your canteen more efficiently.

However if you cannot obtain a computer, this can also be tracked manually. You can use the attachments, an exercise book or a loose sheet of paper, whichever suits you best.

### ***Attachment #2 - Income***

Attachment #2 is the income. In this example the dates 1 – 31 have been listed and then you just fill in each day's takings against the appropriate date. If it is a Student Free Day, mark that against the appropriate date, or make a note that a certain year level was out on an excursion, or a camp. This will help you identify any discrepancies in your monthly takings.

### ***Attachment #3 – Expenditure***

On the expenditure side, again break it up by the week and, if you want to be really smart, divide it into your suppliers. You can add or delete the suppliers that are listed as it suits you. Each Canteen is individual and the information will be specific to your school.

### ***Attachment #4 – Cash Flow Summary***

The final step is to do the monthly summary, as per attachment #4. Transfer the total income and expenditure of each month to this master sheet – remembering to deduct the cost of stock on hand – to give you your trading balance

## **Catering**

### ***Attachment #5 – Catering Costings***

Canteens are often asked to perform in-house catering from simple morning teas for staff or faculty lunches, school camps and school council catering, to full staff dinners.

Catering can have quite an impact on your operating costs. Whilst an occasional simple platter of sandwiches may not be an issue, frequent catering can significantly impact your canteen's Profit & Loss figures if not handled correctly by yourself and your Business Manager (particularly when preparation for catering becomes complex and labour intensive). It is important you advise your Business Manager/Bursar/Senior School Assistant every time you provide food and services to another department. Your Business Manager will create a transfer of costs to the correct department to ensure you are paid for the work you do and that the canteen Profit & Loss figures produced are a true and accurate reflection of your work. The various cost items you need to consider include:

- **Cost of Goods** (provide separate invoices where possible) should include all receipted and invoiced purchases, as well as a cost for incidentals such as margarine, condiments, doilies, serviettes, glad wrap, plastic cutlery, etc.
- **Cost of Wages** Your total labour hours, including shopping, preparation, delivery and cleanup times need to be included in your calculations
- **Profit on Cost of Goods** As decided by the school

Attachment #5 is a sample pro forma that you might like to discuss with your Business Manager. This pro forma can also be a way of initiating discussions regarding how catering costs are handled at your school.

## **Summary**

There is still a perception out in the school world that the canteen is there to provide a "cheap" meal to the students. While we recommend you aim to keep canteen prices below the prices charged for comparable products from the local take away store, you need to keep in mind that the canteen must be run as a business and a business must be profitable. Of course, we encourage you to endeavour to provide healthy food at a good price, but **not at the expense of your bottom line**. A profitable 5 Star Accredited Canteen reflects well on the school and the management of the operation.

**YOUR SCHOOL NAME**

School Canteen  
Profit & Loss Statement

		<i>Example Figures</i>
		<b>31/12/19</b>
<b>Sales</b>		216,891.51
<b>Less Cost of Goods Sold</b>		
Stock as at 31/12/20nn	0.00	1,066.45
Plus Purchases	0.00	103,353.56
	0.00	104,420.01
Less Stock on Hand	0.00	1,196.56
<b>Cost of Goods Sold</b>	<b>0.00</b>	103,223.45
<b>Trading Gross Profit/Loss</b>	<b>#VALUE!</b>	<b>113,668.06</b>
<b>Plus Other Income</b>		
Commission	0.00	
Sub-total	<b>#VALUE!</b>	<b>113,668.06</b>
<b>Less Operating Expenses</b>		
LSL Provision	0.00	11,306.92
Salaries	0.00	77,927.30
Superannuation	0.00	7,197.66
Office Requisites		143.10
Class Materials		
Telephone		600.00
Furniture/Fittings		
Repairs & Maintenananc		403.59
Plant & Equipment		
Electricity/Gas		800.00
Security/Safety		
Sanitation	0.00	320.00
Building Works		
Advertising		
Affiliations		135.00
Sub-total	<b>0.00</b>	<b>98,833.57</b>
<b>Net Profit/Loss</b>	<b>#VALUE!</b>	<b>14,834.49</b>

 A yellow cell contains a formula, so do not enter data in that cell

**Business Manager**

Date :

**YOUR SCHOOL NAME**

**CANTEEN MANAGER'S DAILY FINANCIALS**

*INSERT YEAR*

<i>INSERT MONTH</i>	DAILY TAKINGS \$	NOTES
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		
25		
26		
27		
28		
29		
30		
31		
<b>TOTAL</b>	<b>0.00</b>	



<b>ATTACHMENT #3</b>		<b>YOUR SCHOOL NAME</b>				
<b>CANTEEN MANAGER'S WEEKLY/MONTHLY FINANCIALS</b>						
<b>INSERT DATE &amp; MONTH</b>	<b>WEEK 1</b>	<b>WEEK 2</b>	<b>WEEK 3</b>	<b>WEEK 4</b>	<b>WEEK 5</b>	<b>MONTHLY TOTAL</b>
<b>JUICE</b>						
Monday						0.00
Tuesday						0.00
Wednesday						0.00
Thursday						0.00
Friday						0.00
<i>Sub Total</i>	0.00	0.00	0.00	0.00	0.00	0.00
<b>PACKAGING</b>						
Monday						0.00
Tuesday						0.00
Wednesday						0.00
Thursday						0.00
Friday						0.00
<i>Sub Total</i>	0.00	0.00	0.00	0.00	0.00	0.00
<b>M&amp;J CHICKENS</b>						
Monday						0.00
Tuesday						0.00
Wednesday						0.00
Thursday						0.00
Friday						0.00
<i>Sub Total</i>	0.00	0.00	0.00	0.00	0.00	0.00
<b>FROZEN GOODS</b>						
Monday						0.00
Tuesday						0.00
Wednesday						0.00
Thursday						0.00
Friday						0.00
<i>Sub Total</i>	0.00	0.00	0.00	0.00	0.00	0.00
<b>UNILEVER (Streets)</b>						
Monday						0.00
Tuesday						0.00
Wednesday						0.00
Thursday						0.00
Friday						0.00
<i>Sub Total</i>	0.00	0.00	0.00	0.00	0.00	0.00
<b>TOTAL</b>						<b>0.00</b>

**ATTACHMENT #4**

<b>YOUR SCHOOL NAME</b>				
<b>CANTEEN MANAGER'S DAILY FINANCIALS</b>				
<b>CASH FLOW SUMMARY</b>				
<i>MONTH/YEAR</i>	INCOME	EXPENDITURE	STOCK on HAND	BALANCE
JANUARY				0.00
FEBRUARY				0.00
MARCH				0.00
APRIL				0.00
MAY				0.00
JUNE				0.00
JULY				0.00
AUGUST				0.00
SEPTEMBER				0.00
OCTOBER				0.00
NOVEMBER				0.00
DECEMBER				0.00
TOTAL				0.00





# STOCKTAKE

To be able to manage your canteen's profitability, canteens should undertake a stock take at the end of each term or at least at each half year. The figures obtained from this stock take are used in the development of your canteen's Profit and Loss Statement (P&L).

A stock take is the process of working out the value of the stock currently at hand.

## How to complete the Stocktake Record

- Make a list of all the trading stock in the canteen. Trading stock is stock you will sell or ingredients you will use to prepare food for sale. It does not include equipment or utensils used to prepare food.
- Use suppliers' invoices or current price lists to find the cost price of each item. Multiply the quantity of each item you have by its cost price to calculate the value of the trading stock in the canteen. Note that 'quantity' can be a count (eg 16 bottles of drink) or some other measure of quantity (eg 1.5 kg flour).
- Sub-total the Cost Price columns on each page of the Stocktake Record, and enter the grand total on the last page.
- This grand total is entered as the Closing Stock figure on the Statement.

This process can be made easier, with the use of a template, allowing you to list your suppliers, the items you purchase from them, stock at hand, and cost as per the template on the following page.

## WAGES AND REMUNERATION

As details on Canteen wages vary from state to state and are often being updated or amended by various state governments, please refer any queries you have to the ASCA website or to your ASCA Area Manager.

We will endeavor to update relevant state information and links on the ASCA website so you can review relevant wage remuneration details for your state.

## **SECTION 5: SUPPLIERS**

Use tabs to store important information on the ASCA suppliers including:

- Price Lists
- Order Forms and Order Form Proformas
- Information on the key products supplied by ASCA suppliers

Your school name

SUPPLIER: FOOD SERVICE

Phone: xxxx xxxx

Term \_\_\_\_\_ Order Form

Reference Number \_\_\_\_\_

Order days ..... place orders by 2.30pm

Delivery days .....

Product	Quantity	Cost	Date
Chicken Burgers			
Chicken & corn Rolls			
Sweet Chilli Tenders			
Chicken Goujons			
Flake			
Dim Sims			
Pizza Singles (24 box)			
Ham & Pineapple			
Supreme			
Cheese & Tom			
Vegetarian			
Noodles			
Beef			
Chicken			
Lids to suit			
Lasagne serves - Box 24			
Macaroni cheese serves - box			
Falafel (30 bag)			
Souvlaki Meat			
Fried Rice - 2kg x 6 box			
Corn chips (500g)			
Salsa Sauce 2 L			
Chicken Ball Mini Bites			
Roast Chicken Meat			
Flame Grilled Meatballs			
Mini Dim Sims			
Shredded Cheese 1kg			
Cheese			
Margarine - 1kg			
Mushroom Soy - 1.8L			
Mayo - Lite 4.5kg			
Beetroot A3 cans			
Frozen Mixed Vegetables - 2kg			



