

September 12th 2011

Crescent Lagoon State School P&C started 2011 with an entire new Executive. Although new to our roles, we identified that our tuckshop was in need of an upgrade to comply with standards. Problem areas such as menu quality, hygiene standards, recruitment and education of volunteers and an effective system of costing our menu were some of the areas we targeted. We had the added complication of having to hire a new convenor as well. The difficulty was who would interpret the standards and then introduce them. Parents of the P&C are often involved in many activities already and time is something no-one seems to have enough of.

Through a QCPCA member, we had heard of an expert who assisted tuckshops/canteens. Now to find her! Thanks to Google we located Jocelyn and after a couple of E-mails and phone chats she was on a plane from Brisbane to save the day.

Day one was spent observing our procedures and operations and then working with our recently hired convenor to identify areas requiring attention. Some of these problems were fixed on the spot, such as completing the assets register. **Day two** involved Jocelyn working with our convenor on further protocols and something we were extremely excited about...A new menu. She introduced us to a spread sheet containing examples of costing our products as well as necessary documentation we were lacking. This came in the form of a USB stick which contained the headings of Canteen Finance, Canteen Management, a sample Canteen Policy, Staffing, Cleaning and maintenance and Food Safety and Handling guidelines. Under these headings were practical documents we could integrate into our tuckshop and make the documents our own. Areas such as sign on sheets for volunteers, temperature logs for food, daily canteen schedule, equipment loans sheet, sample purchase order, allergy management strategy to name a few.

Jocelyn also gave us her CD "Canteen Volunteer Resource Pack" which has practical flyers and information on Recruitment of volunteers.

Within a week of her site visit, Jocelyn had prepared her report and E-mailed it to me. I was then able to present it in summary form to our P&C.

Since then (5 weeks), we have our new Smart choices menu up and running, with very positive feedback, we have commenced using documents such as sign in sheets, volunteer request sheets, we are wearing aprons, name tags and following hand washing guidelines and using gloves. We have developed volunteer packs which contain an orientation sheet, confidentiality sheet that our volunteers sign and other items we developed from Jocelyn's CD.

We still have a way to go, but we have now got the tools and the confidence to get there. We know we are not alone in our quest to improve our tuckshop and make it a profitable and well run, happy establishment. Using the services of Jocelyn Ashcroft has definitely been a smart move and we would recommend her services to any school in need of a honest, experienced and knowledgeable professional! Donna Wellington President Crescent lagoon P&C