

# NUTRITION MANAGEMENT TODAY

JUNE 2011

**GREETINGS FROM THE PRESIDENT- WELCOME SUMMER!**

## INSIDE THIS ISSUE:

**ESYSKO**

**FOOD COSTS**

**SAFETY-  
COMMUNICATION**

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- 2 Welcome to the first Nutrition Management Today spearheaded by the new 2011-2012 Board. We are pleased to be able to send you this online newsletter to help keep our members abreast of the SSNM's strategic plan and continuing education opportunities. You, our members, elected a board with diverse backgrounds that will bring a new dynamic to the table and fantastic ideas for the 2012 conference and continuing education program.

- 4 We were excited to be able to offer the "Let Your Leadership Skills Sparkle" Education Day in April. We had a great turnout from around the province and the second year SIAST students. SSNM members were also able to be in attendance at this year's CSNM/CAFP conference in Montreal. Excellent networking and education was had by all.

5 Some highlights from the SSNM Education Day includes

- 2 CSNM/SSNM CE points were awarded for attending the event
- SSNM adopted a Code of Ethics document
- Past President role will assume SK Provincial Rep to the CSNM Board

6 The board will be meeting this fall to continue to work on the points of the strategic plan, evaluating the online registration and payment process, and begin planning for the 40th Anniversary of the SSNM!

As always, we invite your comments and suggestions to build our membership, ideas for the newsletter and conference and continuing education opportunities.

Sincerely,  
Tennille Corbett



Missing: Cyndie Wowchuk



## SPECIAL POINTS OF INTEREST:

eSysco

Catch up on Safety!

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**TAKE CONTROL OF YOUR OWN ORDERS TODAY!**

Sysco

wants to take this opportunity to introduce our customers to our online ordering system. The website is [www.esyscov2.ca](http://www.esyscov2.ca). eSysco is a web based ordering program that can be securely accessed from any computer with your client id number and password .

-No monthly fees-- it's free to our valued customers!

-No special software or installation required- eSYSCO uses the internet browser that you already have on your computer.

-The program can be customized to you. The template feature lets you create as many order guides as you may require. You can create templates to correspond to your storage areas, follow your menu cycles or for special occasions to make ordering easier.

-eSYSCO is fast and convenient to use- it is built for the busy foodservice professional but I will provide training if required. The program is convenient in that you can place orders, search for new products or get product information 24 hours a day, 7 days a week. You will have access to all stocked items at Sysco and since the program is live, you will know instantly if the products you require are in stock.

-Feel confident in your orders. After an order is placed, you will receive a confirmation number to verify that your order has been received by Sysco. There is also a function to access past invoices for accounting purposes.

-There are also links to marketing information, industry news, recipes and more!

If anyone is interested in signing up, please email [Vogelsang.tara@reg.sysco.ca](mailto:Vogelsang.tara@reg.sysco.ca) and I will get you set up in a matter of seconds with a user ID and password. For our current eSYSCO users, if you would like more information on creating templates or have any questions, please contact me and I would be happy to assist you. Take control of your own orders and save time with this great program!

**Tara Vogelsang, Healthcare Account Manager**

**Sysco Regina**

[Vogelsang.tara@reg.sysco.ca](mailto:Vogelsang.tara@reg.sysco.ca)

306-227-2858

CE Points found on Page 6



## FOOD COSTS! WE LEARNED ABOUT IT IN SCHOOL...WHY SHOULD I CARE?

Each year there is a fresh group of students starting in the Food and Nutrition Management program at SIAST Kelsey Campus. They arrive full of energy and anticipation, excited and ready to learn. After a few weeks with us, we often see faces drop when we introduce them to the topic of food costing and budgeting in food services. There is no doubt that costing and budgeting can be challenging and time consuming but it is also one of the most important ways to ensure that your organization achieves financial success!

Whether the goal of your facility is to break-even or produce a profit, a manager or supervisor will not be able to plan and operate appropriately without first understanding food costs and why you should have good knowledge of how to control them. Food costing is the foundation for setting reasonable selling prices in retail food services and working within a fixed budget in the non-profit sector such as in health care. I won't get into how to food cost or tell you how you should go about setting your selling prices, most of you are likely already doing this on a regular basis, but I will discuss ways you may lower your food costs.

### Lowering food costs

There are many ways an organization may lower their food costs. It is advantageous to lower your food costs in any way possible but without lowering quality standards. The following are ways in which you may lower your food costs without sacrificing your good reputation with your clients.

**Use proper purchasing procedures** – There are many ways in which you can ensure that your purchasing methods are appropriate to financial success. Practicing comparative purchasing techniques, ordering food only in the amount needed, and checking your deliveries compared to invoices are just a few of the ways you can ensure that you are getting the best price for the food you purchase and minimize waste.

**Control pilferage**- I know that the thought of people stealing from your establishment is unpleasant but it can happen. Theft might even be unintended or occurs as a result of staff being unaware of policies. It is important to ensure that staff meal policies exist and are properly enforced. Keeping food storage areas locked or out of easy access can help to provide an environment that makes theft less likely. The less food wasted due to theft, the lower your overall cost of food.

**Properly train employees** – Training is important in all aspects of food services but it is also important to controlling the cost of food. Ensuring that employees follow proper production techniques and follow standardized recipes by practicing accurate weighing and measuring techniques can certainly help control the cost of food.

**Use accurate forecasting methods** – Keeping good records such as popularity index, plate waste audits, and client census information can help you make decisions about what and how much to purchase for the future. Although not perfect, forecasting is still one of the best ways to make an educated decision on how much food will be needed for the future. This, in turn, prevents over-ordering and food wastage thereby lowering food costs.

Lowering your food costs can have a profound effect on how well you are able to work within a budget and / or make a profit in your food service establishment. Although the process of costing your recipes can be challenging and may take a large amount of time, it is worth it to know what your expenses are in order to achieve financial success in your organization! Future Food and Nutrition Management students beware...food costing isn't going anywhere and will always remain an important part of our curriculum! Embrace it!

**Cheryl Thiessen, RD**  
**Instructor, Food and Nutrition Management Program**  
**SIAST Kelsey Campus**

## Communicating Safety: Can I get a Receipt?

Ineffective communication is at the root of most problems and we must realize that our ability to successfully connect with others is a core competency of effective performers.

Communication is but one element of a successful and sustainable safety program. Moreover, communicating a message alone (i.e., email, talk at safety meeting, posting on bulletin board, etc.), does not guarantee knowledge transfer, behavioural change or results. It only ensures documentable information-sharing activities once occurred. At some point, most people have had a safety document placed in front of them and been asked to sign that they have read and understood the information. I call this exchange a “*receipt of safety communication*”.

While coaching an executive during a review of their incidents, training and communication effectiveness, the following was shared with me: “I don’t get it. I personally trained him earlier this year on that equipment. I even have the documentation to prove that he was trained. What’s more, when we updated the procedure after the recent process change, his supervisor showed me his signature where he signed off on it during the safety meeting last month. I just don’t understand how he got hurt when he was told what to do.” Does any of this sound familiar?

This well-intentioned leader was experiencing a common frustration voiced by many of her peers. The late English poet, G.K. Chesterton, once said, “It isn’t that they can’t see the solution. It’s that they can’t see the problem.” Many of us experience difficulties in improvement, not because of our abilities in progressive thinking and problem-solving; it is our ability to frame the problem accurately.

***The real problems are the following:***

***Communication is but one element of training***

While this appears to be common knowledge, it is unfortunately not considered in common practice. After auditing the effectiveness of many types of safety training and program implementation, it was discovered



**Shawn M. Galloway,**  
*president of ProAct Safety, an international safety excellence consulting firm*

Submitted by Chris Kucherhan



William Chan  
 Account Manager - Saskatchewan  
 Toll Free: (888) 638-9988 ext. 295  
 Direct: (306) 374- 3819  
 Fax: (866) 381- 0857  
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“ Ineffective communication is at the root of most problems ”

The Saskatchewan Society of Nutrition Management

BOARD OF DIRECTORS: 2011-2012

Website: [www.ssnm.ca](http://www.ssnm.ca)



Tennille Corbett  
President  
president@ssnm.ca

Leanne Kolbe  
Conference  
conference@ssnm.ca



Lisa DeVries  
Past-President  
Past.president@ssnm.ca

Jennifer Basset  
Communications  
communications@ssnm.ca



Cyndie Wowchuk  
Secretary/Membership  
Secretary.membership@ssnm.ca

Breana Mitchell  
Communications  
Communications.co@ssnm.ca



Karen Kwan  
Treasurer  
treasurer@ssnm.ca

Ellen Quaroni  
SIASST Liaison  
Siasst.liaison@ssnm.ca



Terry Gardner  
Continuing Education  
continuing.education @ssnm.ca

**QUIZZES**Quiz #1 - Take Control of Your Own Orders Today

1. Who is eSYSCO Built for??  
\_\_\_\_\_  
\_\_\_\_\_
2. eSYSCO:  
A) Is a web based ordering system  
B) No installation required  
C) No monthly fees  
D) All of the above
3. With this new program you can place orders, search for new products and get product information  
True or False

Quiz #2 - Food Costs! We Learned About it in School...Why Should I Care?

1. What are some ways that you can lower Food Costs?  
A) Using proper purchasing procedures  
B) Properly train employees to follow recipes  
C) Use of accurate forecasting by keeping good records  
D) All of the above
2. Lowering food costs has no effect on your budget and how well you manage it  
True or False
3. Accurately costing recipes is important when managing food costs and budget  
True or False
4. Food costs is the foundation of setting selling prices in a retail establishment  
True or False

**\*Submit Quizzes to Terry Gardner at [continuing.education@ssnm.ca](mailto:continuing.education@ssnm.ca)**





The purpose of the Society is to advance the Food Service Management Profession within Saskatchewan. A SSNM member is part of the nutrition management team and is constantly involved with the day to day operation of the Food and Nutrition Department. He/she provides the much needed link between administration and food service personnel. There is a need for qualified professional nutritional management, as every organization needs continuing leadership and direct supervision by trained personnel.

The Saskatchewan Food Service Supervisors Association was formed in 1972. The association became incorporated in 1973 and in 1996 changed its name to Saskatchewan Society of Nutrition Management.

The SSNM ensure the ongoing training of its membership through a continuing education program in which members become more aware of new developments in the nutrition management field. Educational and informative conferences are planned yearly by the executive. Active members are encouraged to achieve a specific number of continuing education points within a certain time frame.

In co-operation with the:

