

# MAKING THE MOST OF FOOD

## Lesson 8: Customer Service

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Borough: MN BX BK QN SI

Educator(s) Name(s): \_\_\_\_\_

Host Site: \_\_\_\_\_

### Every Session Kit:

- |                       |                      |
|-----------------------|----------------------|
| - MyPyramid poster    | - Fight BAC! Poster  |
| - Post-it® Notes      | - Name Tags          |
| - Dry measuring cups  | - Measuring spoons   |
| - Liq. measuring cups | - Markers, Tape      |
| - ESNY! Tablecloth    | - Cornell sign       |
| - Food Models         | - Golf Pencils       |
| - Plastic Tablecloth  | - Post-it® Flipchart |
| - Flowers/Decoration  | - Lively Music       |

### Objectives:

By participating in today's lesson, participants will:

1. **Explore** qualities of good and poor customer service.
2. **Demonstrate** examples of good customer service.
3. **Develop** strategies to improve the customer service in their own feeding program.
4. **Modify** a personal recipe to be prepared for the Graduation Celebration.

Suggested Incentive: Frisbee

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## INTRODUCTION & REVIEW

Welcome the participants and remind them about the date of the Graduation Celebration.

Note: Please make sure that to have all completed ERS Exit forms by the end of this session.

Ask the following open-ended questions and record any responses below:

- What changes have you made in your feeding program since starting the *Making the Most of Food* workshop series?
  
  
  
  
  
  
  
  
  
  
- Describe/Tell me about/Who would like to share any changes you've made since the last session.

Answer any questions from the Feedback form and Parking Lot from the previous session.

## **ANCHOR**

With a partner, talk about a positive customer service experience you had in a food service establishment. What about the experience made it enjoyable?

Who would like to share their experiences?

With a different partner, talk about a negative customer service experience you had in a food service establishment. What was it about this experience that caused you to feel uncomfortable?

Who would like to share their experiences?

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## **ADD**

Customer service is a critical component of any successful food service establishment, including food pantries and soup kitchens. Treating your customers with respect is important for staying in business and keeping your grant money.

Memorable and welcoming dining and shopping experiences should not be exclusive to upscale dining and grocery establishments. Clean floors, tables, and shelves, pleasantly painted and decorated walls, comfortable seating, printed menus or display menu boards, supermarket-style (client choice) arrangements, and friendly and welcoming staff and volunteers are just a few of the features that can dignify any food pantry or soup kitchen experience.

With a partner, discuss what your feeding program is currently doing to provide good customer service.

Who would like to share about their program's customer service?

# PHYSICAL ACTIVITY

## Options:

- Dancing with Streamers
  - Chair exercises
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# APPLY

## **Customer Service Role-Play Activity:**

In groups of 3 to 4 people, have participants role-play an example of good customer service at a food pantry or soup kitchen. Participants can decide amongst themselves who will role-play the staff/volunteer (1 person) and who will play the guests (the rest of the group). Participants may use the props provided such as gloves, hairnets, trays, food models, plastic silverware, plates, posters, flower arrangements, tablecloths, grocery bags, aprons, cans, etc. Participants may share their skit with the rest of the group.

Who would like to share their skit?

## **Service Improvement Brainstorming Activity:**

Have participants get together with colleagues from their feeding program. Ask them to brainstorm what they will do in the next month at their feeding program to improve their customer service (for example: modify the set-up, decorations, food safety, interaction with clients, interaction with other staff/volunteers, etc.).

Remind them to BE CREATIVE.

Which groups would like to share?

Let participants know that we would like to provide each program with a set of Team Nutrition posters. Tell participants to please post the poster at your feeding program in a place where guests/clients can see them.

## **5-minute Break.**

## FOOD PREPARATION

Participants will prepare the following recipes:

- **Crunchy Bananas** (using whole grain cereal from the pantry)
- **Orange Nog** (using chilled, shelf-stable fluid milk to replace nonfat dry milk and water)

After this food preparation, you will help participants modify the personal recipes that they submitted the week prior. The goal of this activity is to help the participants discover how to modify one of their own recipes to reduce its fat, sugar, and sodium content. Remind participants that they will prepare the modified recipe and bring it to the Graduation Celebration.

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## AWAY

Write the following questions on a flipchart. Have participants write their responses on Post-it® notes and place them below each question on the flipchart (one Post-it® per question). Group the Post-it® notes by question and place in an envelope. Attach the envelope to the lesson plan.

- What challenges will you face in trying to improve customer service at your feeding program?
- How will you overcome these challenges?

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## FEEDBACK

There will be no feedback form for this lesson.

Explain that any questions they may have will be answered at the beginning of the next session.

Remind participants to bring the following to the Graduation Celebration:

- Written Reflection: A written statement about what they have learned during the Workshop Series and how they have applied it to their own lives and their feeding programs.
- Prepared Recipe: Their modified personal recipe prepared ahead of time.

Please be sure to fill-out the *Participant Successes and Comments* immediately after the class to recount participant comments and progress. This information will be very useful in writing Success Stories or Impact Statements.

# MAKING THE MOST OF FOOD

## Lesson 8: Customer Service

### Materials List

- Every Session Kit
- ERS Exit Forms for participants who have not received them yet
- Questions from previous session (with answers)
- Role-Play Activity Kit (up to four kits will be needed):
  - Gloves
  - Hairnets
  - Trays
  - Food models
  - Plastic silverware
  - Plates
  - Team Nutrition Posters
  - Flower arrangements
  - Tablecloths
  - Grocery bags
  - Cans
  - Aprons
- Recipes that the participants submitted (to be modified during this class)
- Pre-made Cornell recipe for participants to eat during the recipe modification activity
- Team Nutrition poster sets for each feeding program.
  - MyPyramid
  - Fight BAC!
  - Read It Before You Eat It
  - Move It
  - How Much Are YOU Eating?
- Gloves & hairnets

