

# *Garden To Table Nutrition Dietetic Internship*

## **Rotation Description: Food Service Management**

### **I. Before the rotation the intern will prepare by:**

- Contacting preceptor (1-3 weeks before rotation starts); sharing with the preceptor the competency checklist of CRDNs and projects; checking in regarding start time, dress code, and parking.
- Determining the appropriate food handler's license required for the facility, and obtaining the required one, if not already in hand.
- Reviewing FSM information learned during DPD programs, using the following tools: Multiple-choice question RDStudy.com, videos on RDStudy.com, and the intern's own FSM course notes/texts from DPD program; and previewing available information about the FSM site (website, driving directions for commute).
- Reading the following articles about HR Management:
  1. <https://www.thebalance.com/what-is-human-resource-management-1918143>
  2. <https://www.thebalancecareers.com/what-does-a-human-resources-manager-do-1918551>
  3. <https://www.truity.com/career-profile/food-service-manager>
  4. <https://www.bls.gov/ooh/management/mobile/human-resources-managers.htm>

### **At the beginning of the rotation, preceptor will:**

- Review with intern the Garden to Table Nutrition Internship Rotation Description, CRDNs that are to be covered, and the assessment tools to be used. Ensure intern is oriented to the facility rules, regulations, and guidelines.

### **III. Throughout the rotation, preceptor will:**

- Give intern opportunities to learn a variety of roles in a community nutrition
- Scaffold the intern experiences moving from observe, then assist, then acting independently
- Supervise intern in the completion of learning activities and projects
- Inform internship director if the intern is not meeting standards
- Evaluate intern in a mid-rotation assessment
- Evaluate intern at end of rotation

### **IV. Assessments:**

1. **Mid Rotation Assessment:** Preceptor will evaluate intern on the less complex aspects of dietetics and basic professionalism with a Mid Rotation Assessment. If a problem is identified, time remains to correct it before the rotation ends, when skills will be evaluated again.
2. **Final Assessment:** Preceptor will do a draft of the Final Assessment with their intern one

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week before the end of rotation, to allow interns an opportunity to address shortcomings before the last day of the intern's rotation. The Final Assessment will be sent directly to the internship director on the intern's last day of that rotation.

**Note:** If rotation is less than four weeks long, this can be combined with the Final Assessment at the end of the rotation.

### **V. CRDNs and Assignments:**

\*\* In order to complete their internship and sit for the credentialing exam, interns must be able to demonstrate the competency you expect from an entry-level dietitian. The competencies are chosen by ACEND (Accreditation Council for Education in Nutrition and Dietetics). Each internship program is asked to specify what "learning activities" an intern will do to demonstrate each CRDN. These learning activities are listed below as assignments to guide preceptors. We have attempted to choose learning activities that make sense for your facility. If, however, the learning activity listed is not practical to do at your facility, you, as the preceptor, can work with your intern to find a way to demonstrate the listed competencies that are more appropriate for your site. If you choose this option, please email [Director](#) and make a note of it when doing your assessments.

### **Suggested Learning Activities for required CRDNs in Food Service Management:**

#### **1. Quality Improvement Assessment (QIA)**

##### **1A. QIA Indicators (CRDN 2.1, 1.1)**

Intern uses safe food handling techniques while at the facility and with the assistance of the preceptor, investigates ways to improve safety and quality at the facility.

To demonstrate competency for 2.1 the intern will;

- Review the local food handling regulations.
- Read the facility's most recent Health Department inspection report.
- Assist in food production following institutional procedures and local regulations.

To demonstrate competency for 1.1 the intern will:

- Identify indicators for issues that need to be monitored in three categories: customer/employee safety, quality/productivity, and customer service/satisfaction. Possible indicators include: food temperatures, number of workers comp claims, accuracy of modified diet orders, food waste, production goals, customer satisfaction.
- Collect data, uses it to measure achievement toward objectives, and suggest possible methods for improvement.

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Evaluation will be done by preceptor using the assessment tool for this rotation.

### **1B. QIA Analysis (CRDN 4.10)**

- Use the data from assignment 1A to look at risk management. You have data from three indicators. Which indicator demonstrates the greatest risk to the institution. The lowest score may not actually present the greatest risk. Risk includes causing harm to client or employee, loss of licenses, loss of profit, costs of litigation, and a tarnished public image. The lowest score may not actually present the greatest risk.
- Consider two factors: the probability of a bad outcome, and the type and amount of risk associated with the issue. Consider this unrelated example: You are inspecting an airplane and you find the bathrooms to be dirty and one had no toilet paper. You also find the fuel line is slightly damaged, but is unlikely to cause a problem this month. You determine that it is very likely that the bathroom issue would likely cause some decrease in customer satisfaction, while the slightly damaged fuel line might not cause a problem in customer satisfaction, but if it will likely cause a problem that would probably result in the death of all on board. In this case the bathrooms would create a moderate probability of dissatisfied customers, and small probability of increased transmission of illness, but low risk of death or litigation. The fuel line has a low probability of failure in this flight, but a high degree of risk.

To demonstrate competency for CRDN 4.10 the intern will:

- For all three indicators assessed in 1A, the intern will describe to the preceptor what a “bad outcomes” could result from a poor score, the probability of a bad outcome occurring and, the risk presented by a bad outcome.
- Determines which of the three is of highest priority.

Evaluation will be done by preceptor using the assessment tool for this rotation.

### **1C. QIA Management (CRDN 4.2)**

Use information from QIA Analysis and facility goals to determine plan for improvement.

To demonstrate competency for 4.2 the intern will:

- Pick one item from QIA, and make a plan for improvement and present that plan to preceptor.
- Use feedback from preceptor and implement (or take steps towards implantation) of that plan.

Evaluation will be done by preceptor using the assessment tool for this rotation.

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### **2. Plate Waste Study (CRDN 4.3)**

Intern will work with preceptor to pick a meal/menu item (using the facility guidelines for conducting a plate waste study) to evaluate. See <https://www.gfs.com/en-us/ideas/plate-waste-studies> for a description of two types of plate waste studies.

Intern will demonstrate competency for CRDN 4.3:

- Determine what procedures will be used to complete the study, develop a recording form, analyze the recorded information and summarize findings.
- Discuss these findings and make recommendations to the preceptor. Evaluation will be done by preceptor using the assessment for this rotation.

### **3. Seasonal Cooking Program Competency #2**

Intern will prepare a seasonal meal, either with staff members at the site as part of the regular operations at the internship site if that opportunity is available. If farming/seasonal cooking is not done at this site, then the intern plans a tasty and nutritious seasonal dish highlighting local ingredients. Meal may be served to clients or staff. This meal may also be part of Menu Development project and/or Plate Waste Project.

Intern Demonstrates Program Competency #2 by:

- Preparing a meal with at least 30% seasonal ingredients.
- Serving the meal to preceptor and at least four others.
- Posting recipe in class's online recipe book and providing recipes to preceptor and guests.
- Creating a way for guests to evaluate the meal (verbal or written evaluations), then summarizing evaluations including any new ideas or adjustments in class's online recipe book.
- Explaining how food waste turns into nutrients (vermiculture, hot compost, green compost, municipal food waste recycling).
- Demonstrate basic skills in growing and/or harvesting, preparing food, turning food waste into nutrients for the soil.

Evaluation will be done by preceptor using the assessment tool for this rotation.

### **4. Menu Development and Analysis 4A. Menu Development\* (CRDN 3.10, 4.4)**

Intern will plan, test, cook, and serve a meal for a group, considering those with special dietary needs. This can be served either to staff or clients. It can be prepared on-site or off-site. Intern enters recipes into class Pepperplate account.

\*Note can be combined with Seasonal Cooking.

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Intern demonstrates CRDN 3.10:

- Plans a nutritious meal that meets specific dietary needs (allergies or food restrictions) of group, or federal requirements for meals for a population or group.
- Test each recipe at least once before serving, recording thoughts about the recipes in the notes section of Pepperplate, and changing the recipe if warranted.
- Explain how recipes would be modified for a person who needed a low lactose mechanically soft diet and record those modifications in the notes section of the Pepperplate account. Evaluation will be done by preceptor using the assessment tool for this rotation.

Intern demonstrates CRDN 4.4

- Uploading recipes into class Pepperplate account and adding notes for modifications to share with classmates and preceptor via Pepperplate or other file-sharing system.

Evaluation will be done by preceptor using the assessment tool for this rotation.

### **4B. Meal Evaluation (CRDN 4.5 and 4.6)**

Intern will analyze the meal served in the following areas per person cost (including labor time, and ingredients), and the nutrition of the meal. Use current facility standards, and look for new ways to reduce, reuse, recycle, or minimize the waste that will be disposed.

Intern will demonstrate competency for CRDN 4.5:

- Analyze nutrition of the meal creating an accurate USDA food label.
- Determine how much this meal cost per person, calculating the cost of ingredients.
- Determine how many hours you spent preparing and cleaning up this meal, then calculate the expected labor costs associated with preparing this meal. (As an intern, your labor was free, but if the recipe was used again, someone would need to be paid to prepare it. Ask your preceptor for help determine an hourly rate for staff that includes the hidden labor costs such as benefits).
- Summarize process in a report, including menu, recipes, any feedback from those eating the meal, the amount of leftover food, problems encountered, and what would be done differently the next time.
- Discuss this with preceptor and determine if this meal, or parts of this meal could be used at this FSM site, and what changes would be needed.

Evaluation will be done by preceptor using the assessment tool for this rotation.

Intern will demonstrate competency for CRDN 4.6:

- Compare the environmental “footprint” of this meal and another meal.

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- Intern suggests ways to reduce the environmental footprint for meals produced by the facility (possibilities include local, seasonal ingredients, reducing waste, increasing percentage of waste recycled, replacing ingredients that have a high environmental cost with ingredients/menus that have a smaller environmental footprint).

Evaluation will be done by preceptor using the assessment tool for this rotation.

### **5. HR Management (CRDN 4.1)**

Read assigned articles:

1. <https://www.thebalance.com/what-is-human-resource-management-1918143>
2. <https://www.bls.gov/ooh/management/mobile/human-resources-managers.htm>
3. <https://www.truity.com/career-profile/food-service-manager>

Midway through FSM rotation, intern will identify any HR roles their preceptor performs. If the preceptor does not perform any HR functions, intern researches who is responsible for various HR roles at this facility.

Intern will demonstrate competency in CRDN 4.1:

- Identifying to preceptor an HR functions that are currently being done by an RD (or one that could be done by an RD).
- Participate in an HR management function, either as described in the articles above, or as defined by the practice site, including but not limited to - writing a job description, evaluating an employee, scheduling, training, community/employee outreach, engagement, scheduling, inventory control.

Evaluation will be done by preceptor using the assessment tool for this rotation.

### **6. Take the Lead (CRDN 2.7)**

Intern will work with preceptor to pick a venue to demonstrate/ grow their leadership skills. They will identify specific goals or objectives to be met. Possibilities include working on a specific project (chosen by intern or suggested by preceptor), or providing “staff relief,” where intern takes on the role of an employee in a leadership or management position (production manager, school manager, coordinator, patient services manager, sanitation manager, meal-site manager).

Intern will demonstrate competency for standard 2.7:

- Accomplishing the task(s) set out by preceptor largely independently.
- Intern demonstrates they know when to reach out to preceptor or others for assistance but is not overly dependent.

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- Intern demonstrates the leadership skills that are expected of an entry level RD.

Evaluation will be done by preceptor using the assessment tool for this rotation.