



ANFP™ WYOMING

Association of Nutrition & Foodservice Professionals

WY

Newsletter

MARCH / APRIL 2024

Chapter Leaders

Updates and articles from the Wyoming Board members

Notable Dates

Save the dates conference info, member birthdays and milestones

Resources

Helpful links to relevant resources available to members.

President Update

Felicia Smith, CDM CFPP MHA

Douglas, Wyoming / Director of Hospitality MHCC

Greeting Wyoming ANFP Family,

I am very excited about our upcoming spring conference in Fort Collins. I am still working on the plans and will have everything sent out by the end of next week. We have some awesome speakers coming to present, including, Dr. Joyce Gilbert, ANFP CEO and President, Omar Humes CDM CFPP, Past National Chair, Ken Hansen CDM CFPP, Past National Chair and CBDM Chair, and many more inspirational and exciting speakers. Hotel and location details will be sent out with the conference information also.

I also would like to encourage all of you to attend the ANFP Spring Conference in Cleveland, OH April 18-19, 2024 which will be exciting. We are partnering with a school and will have chef demos and great topics that will help you with your career. I would also like to encourage you to attend ACE in Reno, NV, June 10-13, 2024. A great opportunity to learn from your peers and network. If you would like more information on either of these events you can go to www.anfponline.org and click on the live events.

If there is anything we as a board can do to support you and tools that we can provide please do not hesitate to contact any of us.

Respectfully,

Felicia Smith, CDM CFPP MHA

Treasurer Update

Robin Hilbird-Bardgett, CDM CFPP

Douglas, Wyoming / Supervisor Arbor Cafe



Happy Spring to all of you . . .

As usual, our Day at the Capitol was very interesting and educational. We sat in and listened to one of the committee sessions. We got to hear from the people supporting the continuation and those opposed to the continuation of the particular subjects through the process to prospective bills. We also attended the “Budget Session” of the Wyoming State Senate. Inside the Capitol is beautiful and full of antiques, furniture, artwork, etc. The architecture is fantastic!



We will soon be combining and transferring our bank accounts from Wells Fargo to a single account with Crowded,

an online bank. This change will be to align our WY ANFP chapter to the National ANFP’s new financial policies. ANFP has also created a spreadsheet we have already begun to use. It is very user-friendly and easy to submit our financials to ANFP for our rebates.

We are planning our 2024 WY ANFP Spring Conference for May 2nd-3rd in Fort Collins, Colorado. Why Colorado, you may wonder?? There Chapter has been struggling and we are going to try and help our peers get started, get credits, and we thought somewhere close to them would help a little



was the more popular choice among those responding. Come and join us for some great speakers, education and opportunities to network!! More information to follow . . .

Should you have any ideas, topics, concerns, questions or comments, please do not hesitate to contact us! You may contact us through our emails; telephone numbers; or through the Wyoming ANFP Facebook page!

“THANK YOU” to each and every one of you for everything you do – you are making a difference in peoples’ lives on a daily basis! Every action and thought makes a difference and brings about change!

The checking account balance is: \$1989.87

The saving account balance is: \$1647.07

**Thanks, Robin Hilbird-Bardgett WYANFP
Treasurer**

Communications Leader Update

Toni Skaggs, CDM CFPP

Douglas, Wyoming / Owner of Mocha Molly's

I hope you got something out of my first article. We are onto the second rung of the pyramid as we work our way to building a better team. As I talk about standards, rules, and recipes if you have questions please reach out to us. Sometimes when you have to start over it's hard to figure out where to start and I can tell you I have been on teams that have been at every step on this pyramid. Whatever you need help with I bet someone on the Wyoming board could help or find you the right person to help. Please reach out.

HIERARCHY OF WORK GROUP NEEDS



Standards, recipes, and rules

The next step is all about accountability. Once you have your people, equipment, and supplies you have to make sure your people know the right way to do things, and that they know it's important they are done that way. You should have a standard for EVERYTHING. It's easy to think about the bigger things like recipes or how to handle meal service. It's easy to think about standards of food safety and allergens. It's not as easy to think about standards for things like sweeping the floor. Some people think sweeping means the take the broom and dust pan and sweep up the obvious debris. Some people will think it is going down the middle of the isle with a broom. Some people think it is sweeping under everything and down the isle from one end of the kitchen to the next. There is no wrong answer if there is no standard. What do you expect, does your team know that, and how do you check that and hold them accountable? I know in our kitchen we sweep and mop

every night. It's not the same person that does it so sometimes everything gets swept under and sometimes just the debris gets swept up. Then someone is upset that other people don't do the job the way they think it needs done and they redo it. *Disclaimer- We aren't perfect. We have been dealing with the first rung of staffing issues for the last several months and have just started to get staffed appropriately. We still have a few more people to bring on to be (fingers-crossed) fully staffed. It is impossible to focus on standards and accountability when you don't have staff, and the ones you do are just trying to get through the double shift they are scheduled for 8 days a week.*

Do you have recipes? Does everyone know where to find them and how to use them? I really like the saying "common sense isn't always common" and that doesn't have to be viewed in a bad way. People don't know what they don't know and everyone has a different background. When you are training always start from the very beginning and explain all the steps and why they are that way. That will make it easier to follow. I have noticed with several new employees that they will go to cut melons and not wash the fruit first. In their mind no one is going to be eating the rind, it's being cut off and discarded. I understand how that makes sense to someone that doesn't understand as soon as you drag that knife through the fruit you are contaminating it with whatever germs lived on the outside. Always help people understand why.

Do you have rules? I know that's a silly question but, does everyone know what the rules are? How do they know? Are there different rules when different people are on shift? If the rule is no phones in the kitchen but the cook is looking up recipes on their phone, and the dishwasher has their phone out to switch the music on their headphones, and the patient aide has a sick kid and needs to look at their phone every ½ hour to check if something has happened, and the server sees everyone else on their phone so they decide to check Facebook. Even though the rule is no phones. It is very important that you hold people accountable to the rules. If everyone knows the rule is no phone but everyone has their phone that means that the rules don't mean anything and people will start to slack on other rules too. The more rules you have and the more people see them being broken the more the rules will lose any meaning. Pick rules you are willing to hold people accountable to and then do just that. Imagine the conversation when you see that cook pull out their phone:

Manager/Supervisor: "Hey, no phones in the kitchen, you know the rule"

Cook: "Oh, I was just looking up a recipe really quick"

Manager/Supervisor: "Why? We have a recipe book of all our standard recipes"

Cook: "I don't really like the recipe for the chicken noodle soup"

Manager/Supervisor: "Googling a different recipe every time isn't our process. Let's make it to the standard this time and we can do a tasting and get opinions from residents/patients/other staff and

talk about adjusting it for next time if there is an issue with it. Put your phone up and go wash your hands”

If everyone knows that’s what happens when you see a phone in the kitchen, less people will pull them out to begin with. And if they know it is expected that they follow rules, it will be more likely that they follow them.

Some teams live in these bottom 2 rungs and never move up. Just when it seems like everything is going right something happens and you lose staff, or equipment goes down, or Covid. Then it starts over with hiring, training, & accountability. Or new equipment, new cleaning process or recipe adjustments to accommodate new equipment. All of these changes make it really hard to work on teamwork, the next rung. Focus on the hard work of hiring the right people, training them well, and holding them accountable. When you have a great team you can handle anything and the rest is a lot of fun!

Important Dates

Save the date for future meetings, education, and cause for celebration

Wyoming

Spring 2024 – Fort Collins, Colorado, May 2-3

Fall 2024 – Douglas, WY TBD

National

Spring Regional – April, 18th – Cleveland, OH

ACE – June 10th – Reno, NV





Celebrate our Members

March / April Birthdays

Tamara Gardea	Travis Tucker
Cecilia Herrera	Amanda Vine
Katie Leach	JaNeece Finn
Joseph Mascarenaz	
Eva Ripley	
Vikki Seymour	
Mackayleigh Shultz	
Patricia Stricker	

March / April Member Milestones

Jon Troudt CDM CFPP 10 years