Proposal For
First 5 L.A.
Attention: Marsha Ellis
750 North Alameda Street
Los Angeles CA, 90012
Meal Service 2011-2012
ROYAL DINING CATERING INC.
A Food Service Company
9525 Cozycroft
Chatsworth CA, 91311
Federal Tax I.D. 26-3448018

Contact
Eddie Condes
Business Development Manager
818-308-0098

Juan Carlos Saucedo — Founder and President

Has over 19 years of catering/food preparation/kitchen management experience. Prior to establishing Royal Dining, Mr. Saucedo spent ten years with Guckenheimer establishing corporate dining facilities across the country. Mr. Saucedo also has business development experience with private restaurants.

Orlando Martinez — Vice President and Executive Chef

Has over 30 years experience as an Executive Chef and kitchen manager. Before establishing Royal Dining with Mr. Saucedo, he was the Regional Director for El Torito Restaurants in California, retaining that position for over 10 years. Mr. Martinez ensures quality controls and taste of all menu items.

Royal Dining’s executive team is currently well positioned to take on new contracts and key management officials are in place for the foreseeable future. Royal Dining continues to be the single largest food service provider to charter schools in the greater Los Angeles area, servicing more than two thirds (2/3) of the charter schools in the region. Royal Dining believes that it has the logistical expertise and wherewithal to fully and competently execute a contract of the scope and size of your request.

With the knowledge and expertise derived from the collective years of experience in food service and kitchen management by Royal Dining’s executives, Royal Dining confidently submits this proposal.
List of Current School Clients

ACADEMIA MODERNA
ACADEMY WITH COMMUNITY PARTNERS
ACEF FRESNO HIGH SCHOOL
ADAMS TRADITIONAL ACADEMY
ALLIANCE ESAT
ALLIANCE #4
ALLIANCE #5
ALLIANCE GERTZ-RUSSELL HIGH SCHOOL
ALLIANCE HERITAGE HIGH SCHOOL
ALLIANCE HUNTINGTON PARK
ALLIANCE RICHARD MERKING MIDDLE SCHOOL
AMERISCHOOLS ACADEMY
AMERISCHOOLS PREPARATORY
ARIZONA CHARTER ACADEMY
ARIZONA CONSERVATORY FOR ARTS ACADEMICS
AVANCE SCHOOL
BARACK OBAMA CHARTER SCHOOL
BERT CORONA CHARTER SCHOOL
BIG PICTURE ACADEMY
CAMINO NUEVO CHARTER ACADEMY BURLINGTON 4-8
CAMINO NUEVO CHARTER ACADEMY BURLINGTON K-3
CAMINO NUEVO CHARTER ACADEMY HARVARD
CAMINO NUEVO CHARTER ACADEMY HIGH SCHOOL
CAMINO NUEVO CHARTER ACADEMY PRE-SCHOOL
CAREER ELEMENTARY PREPARATORY ACADEMY
CASA RAMONA
CELERITY EDUCATIONAL GROUP DYAD
CELERITY EDUCATIONAL GROUP NASCENT
CELERITY EDUCATIONAL GROUP NASCENT JEFFERSON
CELERITY EDUCATIONAL GROUP OCTAVIA
CELERITY EDUCATIONAL GROUP TROIKA
CELERITY EDUCATIONAL GROUP WADSWORTH
CENTRAL CITY VALUE SCHOOL
CHILDREN FIRST ACADEMY
CONCORDIA CHARTER
CRESCEO CENTRAL
CRESCEO CENTRAL KING
CRESCEO CHARTER CONSERVATORY
CRESCEO GARDENA
CRESCEO LA SALLE
CRESCEO SOUTH NORMANDIE
CRESCEO WESTERN

LA COUNTY OFFICE OF EDUCATION HOLLYWOOD
LA COUNTY OFFICE OF EDUCATION TRI-COMMUNITY
LA COUNTY OFFICE OF EDUCATION WILLIAMS
LA SIERRA MILITARY ACADEMY
LIFELINE EDUCATION HIGH SCHOOL
LIFELINE EDUCATION MIDDLE SCHOOL
LOS ANGELES ACADEMY OF ARTS & ENTERPRISE
LOS ANGELES LEADERSHIP HIGH SCHOOL
LOS ANGELES LEADERSHIP MIDDLE SCHOOL
MAGNOLIA SCIENCE ACADEMY #1
MAGNOLIA SCIENCE ACADEMY #2
MAGNOLIA SCIENCE ACADEMY #7
MONSEÑOR OSCAR ROMERO
MULTICULTURAL LEARNING CENTER
NEW VISION CHARTER SCHOOL
NORTH VALLEY CHARTER ACADEMY
ODYSSEY PREPARATORY ACADEMY KINDER
ODYSSEY PREPARATORY ACADEMY MAIN SITE
OXFORD PREPARATORY ACADEMY
PARAGON SCIENCE ACADEMY ELEMENTARY SCHOOL
PARAGON SCIENCE ACADEMY JUNIOR HIGH SCHOOL
PARAMOUNT BARD ACADEMY
PIONEER PREPARATORY CHARTER SCHOOL
PUBLIC SAFETY ACADEMY HIGH SCHOOL
PUBLIC SAFETY ACADEMY MIDDLE SCHOOL
PUC - CALS HIGH WILSHIRE
PUC - CALS MIDDLE SCHOOL
PUC - COMMUNITY HIGH
PUC - COMNTY MIDDLE
PUC – EXCEL
PUC - LAKEVIEW HIGH
PUC - LAKEVIEW MIDdle
PUC – MILAGRO
PUC - NUEVA ESPERANZA
PUC - SANTA ROSA
PUC - TRIUMPH HIGH
PUC - TRIUMPH MIDDLE
REDWOOD CHARTER ACADEMY
SEA - COMPTON
SEA - CRENshaw
SEA - EAST LOS ANGELES
SEA - ESTRADA COURTS
CROWN PREPARATORY ACADEMY
CROWN RIDGE PREPARATORY
DISCOVERY CHARTER PREPARATORY SCHOOL
DOWNTOWN VALUE SCHOOL
EDWARD B. COLE ACADEMY
EXCEL PREPARATORY
EZQUEL TAFOYA ALVARADO ACADEMY
FULL CIRCLE LEARNING ACADEMY
GABRIELA CHARTER SCHOOL
GARR ACADEMY OF MATHEMATICS
GLOBAL EDUCATION ACADEMY
GRACE CHRISTIAN SCHOOL
GREEN DOT - ANIMO JEFFERSON
GREEN DOT - ANIMO LEADERSHIP
GREEN DOT - ANIMO LOCKE
GREEN DOT - ANIMO RALPH BUNCHE
GREEN DOT - ANIMO SOUTH LOS ANGELES
GREEN DOT - ANIMO VENICE
GREEN DOT - ANIMO WATTS
ICF DOUGLAS MARSHALL MIDDLE SCHOOL
ICF INGLEWOOD ELEMENTARY
ICF INGLEWOOD MIDDLE CHARTER
ICF LOU DANTZLER PREPARATORY HIGH SCHOOL
ICF VIEW PARK PREPARATORY 6TH GRADE
ICF VIEW PARK PREPARATORY K-3
ICF VIEW PARK PREPARATORY MIDDLE 7-8
INGENIUM CHARTER SCHOOL
INLAND LEADERS CHARTER SCHOOL
JAMES JORDAN MIDDLE SCHOOL

SEA - FIRESTONE
SEA - GIRLS ACADEMY
SEA - HIGHLAND PARK
SEA - HOLLYWOOD
SEA - LONG BEACH
SEA - MANCHESTER
SEA - MONTEBELLO
SEA - N. LONG BEACH
SEA - NORTH HILLS
SEA - NORWALK
SEA - PACOIMA
SEA - POMONA
SEA - SOTO
SEA - SOUTH CENTRAL
SEA - SOUTH GATE
SOAR CHARTER ACADEMY
SYNERGY KINETIC ACADEMY
TEACH ACADEMY OF TECHNOLOGIES
TERTULIA LEARNING COMMUNITY
COMMUNITY LEARNING PROGRAMS
HIGH TECH LOS ANGELES
VALLEY ARTS AND SCIENCE ACADEMY
VALLEY PREPARATORY ACADEMY CHARTER
VALOR ACADEMY
VISALIA SENIOR CENTER
WATTS LEARNING CENTER ELEMENTARY SCHOOL
WATTS LEARNING CENTER MIDDLE SCHOOL
WISDOM ACADEMY MANCHESTER
WISDOM ACADEMY SOUTH CENTRAL

All charter schools meals comply with the NSLP, NBP or ASCS guidelines.
Proposed Program Approach

**Focus** - Royal Dining’s primary line of business is to provide daily meal services to schools and other organizations. Meals, if not prepared on site, are delivered to your location. We are in the practice of continuously maintaining a high quality operation, in terms of both meal and service. We pride ourselves on being able to address the special needs and concerns of students and staff. Our goal is to revitalize the current meal program and increase student participation. We firmly believe that a well-balanced and appetizing meal is a cornerstone to a more fulfilling school environment.

**Service (Preparation, Delivery and Serving)** – Only fresh non-frozen ingredients are used in the preparation of meals. Produce and ingredients are procured on a daily basis. All meals are made from scratch, including most baked goods. Food is prepared and cooked with the anticipation of serving times and is finished just before the delivery is to start. Meals are placed in hot boxes (Cambros) upon removal from the oven and are prepared for immediate transportation. This will ensure hot meal temperatures are above 145 degrees for serving. Meals are delivered in bulk form for family style serving. Food will be delivered your site no later than 30 minutes prior to serving to ensure freshness. Food is delivered ready to eat. Drivers will work together with our servers to receive and prepare items for lunch. Schools with a large volume of meals ordered per day can receive servers free of charge as an added value. All cold items are sent over ice and hot items in CAMBRO boxes to ensure temperature consistency. No equipment need be provided by the school.

**Menus and Meal Types** – Menus are submitted (2) two weeks prior to the beginning of the month. All meals are made as per USDA dietary guidelines for nutrition and portion. They include all required components of a well balanced meal. Meals are prepared and transported in a timely manner to retain appropriate temperature before meal time. Napkins, plates, eating utensils and serving utensils and milk are provided with every service. Menus that accommodate specific dietary needs are also available. These include: vegetarian, vegan, gluten-free, lactose-free, peanut-free and low protein options. These are on an as needed basis and may be ordered individually at no additional cost. In addition to allergen meals, Royal Dining also offers Halal meals to schools that request it. Currently Royal Dining provides Halal meals to both Paragon Science Academies. Royal Dining strives to provide fresh, delicious, nutritious and attractive menu selections that are also culturally aware. We also emphasize the use of exotic fruit whenever possible such as plums, strawberries, pineapple, watermelon, honeydew and cantaloupe melons. Studies show that offering an increased variety of options creates excitement for lunch and increases participation. Salads and wraps are another large component of our menu offering. We have come to find that these types of meal options are very well received. These items are vibrant with color and flavor and can also help to increase participation. Sack lunches are also available for field trips.
**School Wellness** - In addition to our Food Services to school, we provide Nutrition Education to students and the Parent Teachers Association (PTA) to promote health and wellness and to facilitate students’ participation in the National School Lunch Program.

Nutrition Education is provided in different topic areas depending of the theme of the event. The school selects any food/health topic of their choice. Students Nutrition Education is geared toward promoting increase consumption of fresh fruits and vegetables thus facilitate positive perception of the National School Lunch Programs (NSLP). The PTA Nutrition Education focuses on total Family Health and Wellness. Quarterly or upon school request, our Registered Dietitian conducts Nutrition class/Presentation on various topics such as but not limited to:

- Childhood Obesity
- Making Healthy Food Choices
- Diabetes and You (Adult & Childhood Diabetes)
- Community Food Security (Food Marketing/Food Label for the consumer)

**Differentiating Services**

**Scratch Kitchen** - Royal Dining is proud to operate a scratch kitchen. All of our meals are made from scratch, with fresh ingredients, on a daily basis. We do not prepare any fried foods, nor cook from bulk frozen goods. Royal Dining does not serve a typical “school food” menu. Our meals are made with fresh produce, vegetables and meats. We attempt to make as many items in-house as possible for the following reasons: items are fresher and taste better and it is more cost effective. Royal Dining makes most of its baked goods such as assorted muffins, bagels, focaccia bread for the Panini sandwiches, croutons and garlic bread. Our menu also incorporates a multicultural array of offerings. By exposing students to a wide variety of choices, we feel this promotes both cultural awareness and acceptance. As an added value to our customers we offer our services for catered events like fundraisers, PTA Meetings, Open House Night and Graduation. We have been called on to provide BBQs, continental breakfasts and fundraisers on numerous occasions with great results.

**Waste Reduction/Ordering Flexibility** – Very important to consider when selecting a meal service provider is their ability to help you reduce waste. Whether in the quantity ordered or in ordering food that will not be eaten due to lack of appeal. One way Royal Dining addresses this is to allow for daily meal count submissions, not weekly like other vendors. You can call Royal Dining the day before meal service to give the order of meals for the following day. Other vendors would prefer you guess a week in advance how many students will be eating lunch. This isn’t a very helpful way to reduce waste when it comes to ordering food since your count will not be very accurate. The second way we help reduce waste is by not serving meals that haven’t been well received by the students. Royal Dining will survey the student body for commentary on the meals. Royal Dining can modify or remove altogether, meals that are not being eaten due to lack of appeal. These are the two most important ways to reduce food and money waste in a meal service. Royal Dining believes that listening to the customer and being flexible are of paramount importance and these ideals are a core component to our work ethic every day.
**Breakfast in the Classroom – Universal Breakfast** is a new program Royal Dining is proud to be working with. The intent of the program is to feed ALL students at the school. Usually about 20 to 30 percent of students eat breakfast on a given day. The case is not these are the only students that want to eat, but that there are logistical barriers to getting food to all the students. This is the reason for low participation in the School Breakfast Program. Universal Breakfast addresses these issues/barriers and eliminates them, allowing for all the students to receive food.

Common reasons for missing breakfast are:

- Students are running late to school (breakfast usually served before school)
- Students are finishing up homework in the morning
- Parents didn’t make a lunch for their child
- Parents didn’t give their child money
- If they do decide to eat breakfast, tardiness becomes an issue.

These are just some of the issues that get addressed with Universal Breakfast. By serving the meals in class, all students participate. For schools with high percentage of free and reduced students, ordering breakfast for all and taking advantage of the SBP allows you to feed all students while not going over budget. Most schools are over budget for their meal services. This program can help illuminate that. The program is neat, simple and appetizing. All of which are key components to its success.

Meals are neatly pre-packaged individually and consist of a fresh fruit and a grain/bread item served with an 8oz container of milk. These meals meet all USDA nutrition guideline for compliance. Each student receives a meal pack and a milk carton inclusive of napkin and utensil if required (fork/spoon). Meals are built for ease of distribution by teachers and items are limited to those that are easiest to eat without making a mess to clean. No pan cakes and syrup or items of that sort. Muffins, coffee cake and breakfast pocket items are the norm. Fruits like honeydew wedges, grapes and banana are offered, among others. These meals are neatly packed in small bunches for ease of distribution to classrooms.

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**Operations**

**Experience** - Royal Dining’s meal program is broad in capability and expansive in offerings. We accommodate all types and sizes of locations for meal service. Having a kitchen is not required. Royal Dining serves 130+ schools, in three regions, totaling to over 35,000 meals daily and our retention rate is high. Several of our clients have been with us for many years. In addition to our daily meal program we own and operate a restaurant, bakery and provide full service catering for both social and corporate events. Some of the various organizations we service include senior centers, schools, homeless shelters and film & television productions. Royal Dining services many sites of varying sizes. We have schools with as little as 35 students in the program as well as larger schools such as Gertz-Ressler High in Los Angeles that have 800+ Students. We service schools with these schools with different population meal counts daily. We specialize in customizable meal program. Royal Dining has no two customers that are alike. Our customers all have individual needs and tastes which we build a program around. We listen to our customer and adapt. This service model, as well as the close and warm partnership we develop with our clients, has helped us retain and expand our customer base. We look to these partnerships with longevity in mind and treat them accordingly, with respect and sincerity. Royal Dining has always
maintained the highest levels of due diligence on its part in order to stay compliant with state health and regulatory agencies. Royal Dining is and has been in good standing with all federal and local agencies. Another part of our comprehensive compliance program is our on-staff, board certified dietitian. Our dietitian continuously reviews all menu planning, nutritional components/ingredients, transportation records and production methods to ensure we meet all state and federal requirements. This information is filed at our main office and available upon request to any client for review or audit compliance. Please contact the main office for copies of any records.

**Quality Assurance** – The three major tenets of HACCP Kitchen Operations*: Sanitation, Temperature Control and Standard Operating Procedures are embodied into our daily production practices and govern every phase of food production – receiving, preparation, cooking, transportation (when applicable) and campus service. We emphasize team accountability for preventing food-borne illness and bacterial cross-contamination. Meal shortages, non-servable meals or meals not meeting acceptability standards will not be charged to you. Our company strives for 100% satisfaction and has implemented continuous improvement practices as part of our overall Quality Assurance program.

*HACCP is a management system in which food safety is addressed through the analysis and control of biological, chemical, and physical hazards from raw material production, procurement and handling, to manufacturing, distribution and consumption of the finished product.

**Business and Length of Time in Business** – Royal Dining’s core business is to provide meal service programs. Currently we service the majority of charter schools in the Greater Los Angeles area with more coming onboard in the fall. We have experienced tremendous growth over the past 7 years and as a result have expanded into the CA Central Valley and Phoenix AZ metro area. Royal Dining is proud to have grown in stride with the charter school movement in the Greater Los Angeles area. Royal Dining provides service to two thirds (2/3) of the charter schools in Los Angeles, making Royal Dining the single largest food service provider to charters. A large portion of the growth has been through word of mouth referrals. We are especially proud of this fact as we feel it speaks highly of our quality of food and service.

**Record Keeping** - Daily production/transportation records are meticulously maintained. A copy of the transportation record is always given to the client site for their files. All records are kept for minimum of three (3) years for future audits. Nightly computer server backups help ensure the safety of this important documentation.

**Location of Kitchen and Transportation Equipment** – The Kitchen is located at 9525 Cozycroft, Chatsworth CA., 91311. This is the address of our kitchen, storage facility for our transportation vehicles and all other equipment. Phone number is 818-341-8682 Direct and 818-341-8996 Fax

**Transportation Equipment and Method** – We employ a fleet of vehicles, some of which are compartmentalized and temperature controlled to deliver food to sites outside of our immediate service area. Hot items are transported in insulated hot boxes, which feature slotted sides to accommodate multiple serving trays. Cold items, such as milk are packed on ice, in ice chests.
**Capability to Provide Service** – Our kitchen facility is capable in size and equipment to produce up to 50,000+ meals per day. Our chef and size of support staff are properly trained and of sufficient experience for this level of production. Royal Dining is fully prepared to manage this account in terms of procurement, production, transportation and delivery of service with no additional assistance.

**Staff Qualifications and Experience** - Chef Orlando Martinez, in his 30+ years of food service and kitchen management, has gained sufficient knowledge to manage a kitchen of this size. He understands the cooking and preparation of hot, cold and baked foods. Mr. Martinez is also well-versed in procurement, purchasing, cost controls and staff management. His staff includes food preparation and delivery personnel that are all “SERV SAFE” certified.

**Customer Service** – A customer service representative, responsible for managing your account on a daily basis will be assigned to your site. Meal counts, special requests, menu planning and all other daily management concerns will be coordinated through this representative.

**Dietician** – Dr. Josephine Martins is a registered dietitian with over 15 years experience in nutrition education and public policy program evaluation. Dr. Martins not only has oversight of menu items and productions records for compliance, her and her staff create nutritional analysis and recipes on menu items. Another important component of Dr. Martins work is assisting schools with audit request and nutrition education seminars to students and their parents. Examples of hand outs attached. Please see attached resume for further history and details.

**Added Value** – In addition to our service, we would like to offer the option to order monthly BBQs or a Pasta Toss in substitution to your regular lunch. Also, you have the option to order 2 free BBQs for your events per year. These BBQs can be used by you to as a fund raiser. You can feel free to sell the meals and keep all the proceeds for your school. BBQ size is limited to your daily average meal count. Additional meals offered at regular school price.

**Proposed Fee Structure**

Meals prepared off site and delivered to your location.

- Lunch - $6.00
- SUPPER - $10.00
- STAFF and Delivery - $150.00

Price is inclusive of 5 component meal (Milk, GB, VF, VF, M/MA), all paper goods *(napkins, utensils for eating and serving, plates).*

**Conflict of Interest** – We do not have any association with any one person, group of persons and/or entity that would result in any conflict of interest with regards to this contract. Nor do we expect any of these associations in the future. Royal Dining, if awarded this contract, expects to have gained the position based solely on the merits of this proposal and quality of its meals.
**Lunch and Supper Menu Highlights**

Chicken or Turkey Panini with Potato Salad and Fruit

Vegetarian/Beef Lasagna with Green Salad and Garlic Bread

Greek Salad with Hummus and Pita Bread

Baked Chicken with Green Salad and Fresh Roll

Chile con Carne over Rice with Steamed Vegetables

Turkey Breast Mashed Potatoes, Gravy and Roll

Chicken Fettuccine Alfredo with Green Salad and Garlic Bread

Beef and Vegetable Taco Salad with Fruit and Juice

Turkey Sandwich on Wheat w/Fruit & Salad

Chicken Teriyaki & Vegetables over Rice with Fruit

Spaghetti with Meat Sauce and Green Salad and Roll

Caesar Chicken Wraps with Green Salad and Rice

Turkey Wraps with Pasta Salad

Grilled Chicken Quesadillas with Spanish Rice and Fruit

Chicken con Mole with Spanish Rice and Tortillas

Chinese Chicken Salad

Chicken Santa Fe Salad

All items served with drinks and utensils.
Royal Dining’s HACCP – Based Standard Operating Procedures (SOPs)

Transporting Food to Remote Sites

PURPOSE: To prevent food borne illness by ensuring that food temperatures are maintained during transportation and contamination is prevented.

SCOPE: This procedure applies to foodservice employees who transport food from a central kitchen to remote sites.

KEY WORDS: Hot Holding, Cold Holding, Reheating, Cooling, Transporting Food

INSTRUCTIONS:
1. Train foodservice employees on using the procedures in this SOP.
2. Follow State or local health department requirements.
3. If State or local health department requirements are based on the 2001 FDA Food Code:
   • Keep frozen foods frozen during transportation.
   • Maintain the temperature of refrigerated, potentially hazardous foods at 41 °F or below and cooked foods that are transported hot at 135 °F or above.
4. Use only food carriers for transporting food approved by the National Sanitation Foundation International or that have otherwise been approved by the state or local health department.
5. Prepare the food carrier before use:
   • Ensure that all surfaces of the food carrier are clean.
   • Wash, rinse, and sanitize the interior surfaces.
   • Ensure that the food carrier is designed to maintain cold food temperatures at 41 °F and hot food temperatures at 135 °F or above.
   • Place a calibrated stem thermometer in the warmest part of the carrier if used for transporting cold food, or the coolest part of the carrier if used for transporting hot food. Refer to the Using and Calibrating Thermometers SOP.
   • Pre-heat or pre-chill the food carrier according to the manufacturer’s recommendations.
6. Store food in containers suitable for transportation. Containers should be:
   • Rigid and sectioned so that foods do not mix
   • Tightly closed to retain the proper food temperature
   • Nonporous to avoid leakage
   • Easy-to-clean or disposable
   • Approved to hold food
7. Place food containers in food carriers and transport the food in clean trucks, if applicable, to remote sites as quickly as possible.
8. Follow Receiving Deliveries SOP when food arrives at remote site.
MONITORING:
1. Check the air temperature of the food carrier to ensure that the temperature suggested by the manufacturer is reached prior to placing food into it.

2. Check the internal temperatures of food using a calibrated thermometer before placing it into the food carrier. Refer to the Holding Hot and Cold Potentially Hazardous Foods SOP for the proper procedures to follow when taking holding temperatures.

CORRECTIVE ACTION:
1. Retrain any foodservice employee found not following the procedures in this SOP.

2. Continue heating or chilling food carrier if the proper air temperature is not reached.

3. Reheat food to 165 °F for 15 seconds if the internal temperature of hot food is less than 135 °F. Refer to the Reheating Potentially Hazardous Foods SOP.

4. Cool food to 41 °F or below using a proper cooling procedure if the internal temperature of cold food is greater than 41 °F. Refer to the Cooling Potentially Hazardous Foods SOP for the proper procedures to follow when cooling food.

5. Discard foods held in the danger zone for greater than 4 hours.

VERIFICATION AND RECORD KEEPING:
Before transporting food to remote sites, foodservice employees will record food carrier temperature, food product name, time, internal temperatures, and any corrective action taken on the Hot and Cold Holding Temperature Log. Upon receipt of food at remote sites, foodservice employees will record receiving temperatures and corrective action taken on the Receiving Log. The foodservice manager at central kitchens will verify that foodservice employees are following this SOP by visually observing employees and reviewing and initialing the Hot and Cold Holding Temperature Log daily. The foodservice manager at the remote site(s) will verify that foodservice employees are receiving foods at the proper temperature and following the proper receiving procedures by visually observing receiving practices during the shift and reviewing and initialing the Receiving Log daily. All logs are kept on file for a minimum of 1 year. The foodservice

Serving Food

PURPOSE: To prevent foodborne illness by ensuring that all foods are served in a sanitary manner.

SCOPE: This procedure applies to foodservice employees who serve food.

KEY WORDS: Cross-Contamination, Service

INSTRUCTIONS:
1. Train foodservice employees on using the procedures in this SOP. Refer to the Using and Calibrating Thermometers SOP.

3. Follow the employee health policy. (Employee health policy is not included in this resource.)

4. Wash hands before putting on gloves, each time the gloves are changed, when changing tasks, and before serving food with utensils. Refer to the Washing Hands SOP.
5. Avoid touching ready-to-eat foods with bare hands. Refer to the Using Suitable Utensils when Handling Ready-To-Eat Foods SOP.

6. Handle plates by the edge or bottom; cups by the handle or bottom; and utensils by the handles.

7. Store utensils with the handles up or by other means to prevent contamination.

8. Hold potentially hazardous food at the proper temperature. Refer to the Holding Hot and Cold Potentially Hazardous Foods SOP.

9. Serve food with clean and sanitized utensils.

10. Store in-use utensils properly. Refer to the Storing In-Use Utensils SOP.

11. Date mark and cool potentially hazardous foods or discard leftovers. Refer to the Date Marking Ready-to-Eat, Potentially Hazardous Foods, and Cooling Potentially Hazardous Foods SOPs.

**MONITORING:**
A designated foodservice employee will visually observe that food is being served in a manner that prevents contamination during all hours of service.

**CORRECTIVE ACTION:**
1. Retrain any foodservice employee found not following the procedures in this SOP.

2. Replace improperly handled plates, cups, or utensils.

3. Discard ready-to-eat food that has been touched with bare hands.

4. Follow the corrective actions identified in the Washing Hands; Using Suitable Utensils When Handling Ready-To-Eat Foods; Date Marking Ready-to-Eat, Potentially Hazardous Foods; Cooling Potentially Hazardous Foods; and Holding Hot and Cold Potentially Hazardous Foods SOPs.

**VERIFICATION AND RECORD KEEPING:**
The foodservice manager will periodically check the storage and use of utensils during service. In addition, the foodservice manager will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 1 year.
Rate Sheet for Childcare – Template
Child Care Professionals
Contact Person: Dennise Sandoval, Coordinator
ph: 323–445–8052
email: cc.professionals@yahoo.com

Childcare Ratios:

<table>
<thead>
<tr>
<th>Age</th>
<th>Ratio</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infants 0–2 yrs old</td>
<td>Maximum 4 per provider</td>
</tr>
<tr>
<td>Toddlers &amp; Preschool 2–5</td>
<td>Maximum 6 per provider</td>
</tr>
<tr>
<td>(SAC) School aged Children 5yrs &amp; up</td>
<td>Maximum 8 per provider</td>
</tr>
<tr>
<td>Only 1 supervisor</td>
<td>Maximum 20 Children registered</td>
</tr>
<tr>
<td>1 Supervisor added</td>
<td>If over 20 children registered</td>
</tr>
</tbody>
</table>

** ratios are standards from the California licensing Department under large family child care.

http://daycare.com/california/

Childcare vendor will provide all the necessary materials and supplies including:
First5LA waiver, supplies, refreshments, activities (age appropriate toys, arts and crafts, puzzles, etc.), insurance naming First5LA, supervision/management, up to two registration personnel for processing children, sign-in / sign-out sheet with child/parent matching bracelets or other form of identification, any needed training and staff with bilingual abilities (Spanish/English). Childcare vendor will provide set-up and clean-up of childcare areas. All childcare staff have background clearance, CPR/First Aid Certificate.

First5LA will provide the space to provide childcare, tables and chairs.

Cost:

Rates are $30 Per Hour, per provider, assistant, supervisor, and coordinator at each event. 45 cents is added for transportation. Respecting requirements stated above. Billing starts from the time told to arrive per First 5 LA Staff. All invoices are emailed to assigned staff member.

(most events will be between 2–3 hours)

Any in-direct costs cannot be billed at more than 10%. Preferable that costs are included the per hour/per childcare fee.