

PERSONNEL & COMMUNICATIONS

Standard 3: Manage Goals and Priorities for Department

A CDM, CFPP is responsible for managing departmental goals and priorities by:

- Establishing short-term and long-term goals and expectations in the form of policies and procedures and prioritizing appropriately
- Clearly communicating goals, within department and organization
- Establishing contingency plans for the department to meet priorities, utilizing available resources

PERFORMANCE INDICATORS	KEY ACTIONS
1.0 Develop long-term and short-term goals	
1.1 Effectively establish clear, measurable objectives and create actionable plans that align with the organization's vision	<ul style="list-style-type: none"> • Understand the organization's vision and mission • Create objectives that are Specific, Measurable, Achievable, Relevant, and Time-bound (SMART) • Divide objectives into smaller, manageable tasks, assign responsibilities, and establish a timeline
1.2 Implement a performance monitoring system that leverages advanced tools for data collection and analysis and facilitate clear and consistent communication	<ul style="list-style-type: none"> • Implement advanced tools for data collection and analysis to ensure accurate and timely information • Ensure that communication is clear and consistent across all levels of the organization • Continuously reassess goals and strategies to respond to changing circumstances and ensure alignment with the organization's strategic vision
1.0 RESOURCES <u>Foodservice Management by Design, 4th Edition</u> <i>S.M.A.R.T. Criteria for Goals and Objectives</i> <i>Common Issues and Contingency Plans</i> <i>Sample Goal with Action Plan</i>	

Foodservice Management by Design, 4th Edition, Supplemental Material

Analyzing and Interpreting QAPI Data

Online Resources

ANFP:

[Top 10 Ways to Communicate Across Generations](#)

[ANFP Nutrition & Foodservice Edge Magazine:](#)

Enhancing Common Courtesy and Communication in the Workplace

Other Online Resources:

[QAPI: 5 Elements](#) | [CMS](#)

[Smart Goals Acronym](#) | [S.M.A.R.T. Goals](#) | [Smart Goals Guide.com](#)

[Quality Improvement Project Change Concepts Worksheet](#) | [Institute for Healthcare Improvement](#)

2.0 Participate in development of policies and procedures

2.1 Actively participate in the development, implementation, and adherence to organizational policies and procedures

- Contribute to policy formulation
- Ensure compliance with established guidelines
- Continuously evaluate and improve departmental processes to align with organizational objectives
- Communicate these policies and procedures clearly and effectively to all relevant stakeholders
- Acknowledge and reward employees who actively participate in the training programs to motivate others

2.0 RESOURCES

Foodservice Management by Design, 4th Edition

Steps to Effective Training

Sample Cleaning Procedure for Floors

Foodservice Management by Design, 4th Edition, Supplemental Materials

Sample Policy and Procedure — Social Networking

Sample Policy and Procedure — Equipment Cleaning

Online Resources

ANFP:

[Top 10 Ways to Motivate Employees](#)

[ANFP Nutrition & Foodservice Edge Magazine:](#)

Go Team! Training and Motivation for Workplace Wins

Achieving Operational Excellence: Employee Engagement Training

Developing Your Kitchen Staff