

RANDOLPH-SHEPPARD VENDING STAND PROGRAM

The Affiliated Blind of Louisiana Training Center is interested in providing training to Randolph-Sheppard manager trainees as well as current managers who wish to provide on-site training for trainees.

Our facility is located in Lafayette, which is no more than approximately a 3.5 hour drive from any major metropolitan area in the state of Louisiana. Lafayette is also at the junction of two major arteries connecting the various geographic regions of the state— I-10 from east to west, and I-49 from north to south.

Our assessment team has already performed numerous assessments for the program, and several individuals who were assessed by the team are currently working as managers in the program. Our core assessment team consists of individuals who have over 60 years of combined experience in their respective fields. The core team consists of an evaluator, an orientation and mobility specialist, and a food service manager. Additionally, other staff of the training center are utilized as needed. Such staff include our Technology and/or Braille Instructors.

We also have assessed and provided some training for several current operators on means for completing the necessary paperwork. For this, we considered options such as computer, CCTV, magnifiers, etc., and always considered the strengths and needs of the individual.

The bulk of our “hands-on” training, including the sanitation, food service, vending machine, money handling, merchandizing and inventory, etc. will be done by our kitchen manager, who was a licensed vendor in the state of Tennessee for five years. He was also responsible for providing on-site training in the state of Tennessee for Randolph-Sheppard cafeteria managers. Additionally, he has approximately 25 years of experience in food service and management. He has opened several restaurants for private investors—both in Houston and in Lafayette, done consulting work, as well as performed all jobs commonly found in restaurants. He has also worked offshore on oil drilling rigs as a steward, where he oversaw all aspects of food service on the platform.

Our evaluator has 25 years of experience in working with people with disabilities. He has done assessments, provided training, etc. on individuals with multiple and/or severe disabilities, as well as vocational evaluations, personality profiles, etc. He worked for National Industries for the Blind doing government contract and sub-contract work. He also managed an agency which placed hundreds of individuals with disabilities in both supported and competitive employment.

Also as part of our core team, one of our orientation and mobility specialists has worked for 15 years in the blindness field as an orientation and mobility specialist, a low vision evaluator, job placement specialist, etc. He also has worked for about seven years in retail/sales, having worked in concession stands, convenience stores, and restaurants; including management positions. He also has experience teaching adaptive technology, activities of daily living, and Braille.

RANDOLPH-SHEPPARD VENDING STAND ASSESSMENT

The vending stand assessment is designed to evaluate an individual's potential to operate and manage a vending stand. The assessment begins with a review of the individual's case records. An initial interview is then conducted on the individual's background; including their educational experience, work history, vocational training, medical/physical history, emotional/behavioral history, social/family dynamics, likes and dislikes, and other relevant information. The individual is also administered both formal and informal testing to determine their current academic abilities relative to those required to operate a vending stand. A learning style profile is also administered

to determine an individual's preferred learning style and/or to determine the need for training/accommodations in an alternate learning modality.

If deemed necessary, a personality profile can also be administered to determine an individual's personality characteristics/traits as they relate to their ability to successfully operate and manage a vending stand.

Each individual is given a functional assessment to determine their ability to perform and/or learn the job tasks associated with operating and managing a vending stand. The component of the assessment used to determine an individual's ability to perform food service related tasks is done in an actual food service/retail environment, and consists of the following:

- Introduction to food preparation
- Equipment operation
- Safety
- Salad preparation
- Entree preparation
- Vegetable preparation
- Fryer operation
- Grill operation
- Sandwich preparation
- Serving line, which includes set-up, serving food, drinks, salads, desserts, etc.
- Kitchen maintenance which includes: proper food storage, sanitation, dish washing, restocking, sweeping, mopping, cleaning eating area, and trash removal.



Handling Money

- Accurate and expedient making change
- Adds sums correctly
- Distinguishes money
- Operates calculator (talking, low vision)
- Operates cash register (talking)
- Completes record sheets
- Adaptive equipment and devices e.g. bill identifier, coin sorter, etc.

Operational Proficiency

- Arranges stock in satisfactory manner
- Takes inventory
- Is orderly and clean
- Orders and receives merchandise/supplies
- Understands pricing
- Keeps accurate records
- Completes required vending stand reports
- Submits reports promptly
- Understands health and safety regulations
- Has knowledge of business practices

- Operates equipment

Personality Traits

The functional assessment is also designed to assess an individual's work behaviors and habits. These include the following:

- Demonstrates interest in facility operations
- Is alert to customers
- Is friendly, polite, and courteous
- Is appropriately groomed
- Exhibits appropriate hygiene
- Demonstrates appropriate mannerisms
- Seems trustworthy
- Adheres to schedule
- Works continuously and steadily
- Is motivated to be productive
- Derives satisfaction from work
- Accepts change
- Handles stress
- Works steady with distractions

Mobility

- Travels independently
- Locates to work station/area
- Locates items/supplies/equipment
- Travels in a safe and thoughtful manner

Supervision

- Understands, accepts, and follows directions
- Cooperates
- Demonstrates initiative
- Problem solves
- Asks questions
- Accepts feedback

Additionally, each individual is administered an orientation and mobility, computer technology, low vision—if applicable, and communication assessment to determine their current abilities and to make recommendations regarding training and or equipment and adaptive devices.

If it is found at the time of the assessment that an individual requires additional training in daily living skills, computers/technology, Braille/communications skills, or orientation and mobility, this training will need to be obtained prior to enrollment in our Randolph-Sheppard Management Training Program.

Report and Recommendations

The final report will include an overview of the individual's background, academic performance, learning styles, vocational interests, and functional performance/abilities relative to performing the tasks associated with the operation and management of a vending stand.

Additionally, the report will include an orientation and mobility, low vision (if applicable), computer and technology summary, and a synopsis of the individual's Braille skills—if applicable.

The report will determine the potential of the individual to be trained to manage and operate a vending stand. Recommendations will address their needs relative to training and placement. The report will also make recommendations for appropriate adaptive equipment/devices.

When an individual is determined not to currently be an acceptable candidate to manage a vending stand, the report will make recommendations to either improve the individual's capabilities so that they may reapply at a later date, or suggest alternative vocational options which would be appropriate for them.

RANDOLPH-SHEPPARD MANAGEMENT TRAINING

Our program for training Randolph Sheppard managers will be four months long. Part of the training will be done in a classroom setting, and part will take place in our cafeteria which serves three meals per day Monday through Thursday, and two meals on Friday. Additionally, they will have the opportunity to study for and take the Serve Safe course for an additional fee. The serve Safe course and test will be administered in accordance with the Louisiana Restaurant Association's guidelines. When possible, field trips will be arranged to Randolph Sheppard Vending facilities as a part of training.

In order to enter our program, one must first have undergone our assessment to determine if any remediation in skills training is necessary. If remediation is needed, an individual must receive the recommended training prior to entering our Randolph-Sheppard manager training program.

Computer/Technology training on how to complete the necessary paper work will be provided as a part of this training. Individuals who require more extensive training—how to type, etc. will need to receive this training prior to entering the program if they expect to use a computer to complete required paper work. It is strongly recommended that all trainees learn to complete the forms on computer; however, for those individuals who do not possess the necessary computer skills, they will be required to demonstrate another means for independently completing the forms.

In order to enter the technology training portion of the course, one must be able to type at least 20 words per minute with a minimum of 90% accuracy. A more detailed explanation of the technology section is given below.

Special attention will be given to adaptive techniques for more severely visually impaired trainees to perform all job functions. Consequently, adaptive techniques will be employed to teach all aspects of our curriculum if they are required by the trainee. Our proposed curriculum will consist of the following:

I. Introduction to Food Service

- A. Vending program in general
- B. Types of facilities
- C. Terms and definitions
- D. General job overview
- E. Daily opening and closing responsibilities

II. Customer Relations

- A. Customer satisfaction
- B. Customer complaints
- C. Documenting customer suggestions
- D. Building repeat business
- E. Property management

III. Sanitation

- A. Terms and definitions
- B. Personal hygiene
- C. Cross contamination
- D. Proper food handling and storage
 - 1. Storing raw food
 - 2. Storing cooked food
 - 3. Refrigerator temperature
 - 4. Checking holding time on food

IV. Ordering and Receiving Merchandise

- A. Identifying and knowing vendors of specific products
- B. Placing orders
- C. Reading and understanding an invoice
- D. Checking in an order
- E. Damaged merchandise
- F. Credit for unacceptable merchandise
- G. Paying vendors for product

V. Inventory Control

- A. Terms and definitions
- B. Basic inventory systems
- C. Par levels
- D. Proper storage
- E. Identifying products

VI. Merchandising

- A. Terms and definitions
- B. Point of sale
- C. Product mix
- D. Displaying of merchandise
- E. Rotating merchandise
- F. Stocking-restocking shelves with condiments, utensils, etc.

- G. Signs and advertisements
- H. Capturing the market

VII. Cashier

- A. Terms and definitions
- B. Introduction to cash registers
- C. Cash drawer and bank
- D. Handling money
 - 1. Completing sales transactions
 - 2. Making change
 - 3. Identifying money
 - 4. Operating a personal calculator, either talking or low vision
 - 5. Operating a cash register, either talking or low vision
- E. Security issues
- F. Obtaining and using X and Z print outs
- G. Completing records
- H. Using adaptive equipment such as a bill identifier and/or coin sorter
- I. Cash on hand
- J. Making deposits

VIII. Food Prep Operation

- A. Introduction to food preparation
- B. Equipment
- C. Safety
- D. Sanitation
- E. General maintenance of equipment
- F. Conversion formulas for recipes

IX. Kitchen Stations

- A. Salad prep
- B. Vegetable station
- C. Entrée station
- D. Fryer station, including use of the autofry
 - 1. Set up of equipment
 - 2. Working the fryer
 - 3. Cleaning the fryer
- E. Grill station
 - 1. Setting the grilling temperature
 - 2. Working the grill
 - 3. Cleaning the grill
- F. Sandwich station
 - 1. Set up sandwich station
 - 2. Working sandwich station
 - 3. Cleaning sandwich station

X. Cleaning and Sanitation

- A. Dishwashing
 - 1. Operating dishwasher
 - 2. Restocking clean plates, bowls, glasses, utensils
 - 3. Breakdown and cleaning of machine
 - 4. Set up of three compartment sink
 - 5. Washing pots and pans
- B. Proper storage of cleaning chemicals and supplies
- C. General clean up

1. Cleaning of tables and chairs
2. Sweeping and mopping
3. Taking out trash

XI. Serving Line

- A. Set up serving line
- B. Set up drink station
- C. Working drink station
- D. Serving entrees and vegetables
- E. Food presentation, making it look good
- F. Making and serving coffee
- G. Cleaning serving area
- H. Cooling down and proper food storage
- I. Sanitizing serving area
- J. Cleaning serving wells

XII. Financial Analysis

- A. Determining item cost
- B. Determining % of mark up
- C. Determining gross profit %
- D. Determining net profit %
- E. Daily sales report
- F. Waste and how it affects your profit margin
- G. Comparative shopping
- H. Taxes
 1. Establishing a tax id number
 2. Completing quarterly tax forms
- I. Daily record keeping responsibilities
- J. Completing paper work for Louisiana Rehabilitation Services (LRS)
 1. Statement of vending stand operations
 2. Other expense forms
 3. Vending stand profit and loss statement
 4. Inventory report form

XIII. Vending Machine Training

- A. Introduction to vending machines
- B. Stocking machines
- C. Menus and their functions
- D. Parts and components
- E. Troubleshooting and minor repairs
 1. Replacing a light bulb
 2. Cleaning a coin mechanism
 3. Cleaning and/or changing a bill identifier
- F. Product display
- G. Cleaning and up keep
- H. Refund policy
- I. Sources for obtaining vending machines
- J. Future of vending machines

XIV. Hiring and Handling Employees

- A. Spreading the word that you are hiring
- B. Selecting candidates
- C. Interview questions
 1. What to ask
 2. Questions to avoid asking
 3. Overview of personnel law

- D. What to do when staff is not available
- E. Performing background and reference checks
- F. Personnel records
- G. Social security and other taxes
- H. Personal and employee safety
 - 1. Safety inspection
 - 2. Reporting of injuries
 - 3. Accident prevention
- I. Conflict between employees
- J. Terminating employees
 - 1. When to terminate an employee
 - 2. How to terminate an employee
- K. When and if they apply for unemployment benefits

XV. Technology Training for Vendors (must type at least 20 WPM with 90% accuracy)

- A. Use of JAWS or Zoomtext as indicated by the assessment
- B. Microsoft Word
 - 1. Compose menus
 - 2. Write and edit short letters
 - 3. Keep records and documentation
- C. Use of Microsoft Excel to complete required forms
- D. Use of Windows Calculator
- E. Use of e-mail program to send files and attachments
- F. Use of Internet Explorer
 - 1. Searching vendor's web sites
 - 2. Online ordering

TRAIN THE TRAINER WORKSHOP

Our "Train the Trainer" workshop will be a two day class, and will cover the following topics:

I. Introduction

- A. Participants introduce themselves
- B. Overview of our program
- C. Discussion of blindness
 - 1. Accommodations for the totally blind operator
 - 2. Accommodations for other eye diseases
- D. Overview of learning styles and preferences

II. Communication

- A. Communicate your expectations clearly to the trainee
- B. Set goals and monitor to see if they are being met
- C. Give a thorough orientation to your facility
- D. Give honest and consistent feedback to the trainee as to how they are doing including what they are doing right and where improvement is needed
- E. Give clear directions with consideration of the individual

III. Adaptive Equipment

- A. Talking cash register
- B. Talking calculator
- C. Talking bar code reader
- D. Talking scales
- E. Tactual timer

- F. Talking thermometer
- G. Other measuring devices
- H. Liquid level indicator
- I. Tactual markings, how to apply and use them
- J. How a computer can be utilized
- K. Labeling and product identification

IV. Kitchen Stations and Accommodations

- A. Deep fat frying
 - 1. Deep fat fryer
 - 2. Auto fry
 - 3. Teaching cleaning and maintenance of equipment
- B. The Grill
 - 1. Assessing and teaching proper safety practices
 - 2. Cooking utensils—using the right one for the job
 - 3. Heat transference—determining surface temperature
- C. Convection oven
 - 1. Teaching and assessing proper safety practices
 - 2. Measuring cooking time and temperatures
 - 3. Cleaning and maintenance
- D. Serving line
 - 1. Optimal set up for someone who is totally blind
 - 2. Serving food
 - 3. Cleaning techniques

V. Vending Machines

- A. Settings on the vending machine
- B. Labeling and identifying products
- C. Stocking correctly with labels right-side-up and facing forward

VI. Paper Work

- A. Use of magnifiers, including CCTV
- B. Use of a computer
- C. Go over the Vending Stand Trainee Progress Report form and discuss each topic thoroughly

VII. Give Your Trainee the Entire Experience

- A. Allow them to operate the register and obtain daily readings
- B. Encourage them to interact with customers
- C. Take them to meetings with you—property management, RSMA, etc.
- D. Involve them in your inventory and ordering process
- E. Give them opening and closing responsibilities
- F. Encourage them to operate all equipment as long as they can safely do so

FOOD SERVICE WORKER/CLERK PROGRAM

In an effort to promote the hiring of blind and visually impaired individuals as clerks in Randolph-Sheppard locations as well as with other retail and food service employers, Affiliated Blind of Louisiana is proud to introduce it's Food Service Worker/Clerk Training Program.

Clerk training will include such important skills as:

- Customer Service Skills
- Cash Handling and Cash Register Skills
- Safety Techniques for Food Preparation

- Operation/Maintenance of Vending Machines
- Organizational Skills and Labeling
- Knowledge of Board of Health Codes and Regulations
- Sanitation/Cleaning Skills

Trainees will have the opportunity to work in the ABL cafeteria as well as other off campus sites. The duration of the training is six weeks.