



COMMONWEALTH of VIRGINIA

DEPARTMENT OF EDUCATION

P. O. BOX 2120
RICHMOND, VIRGINIA 23218-2120

SNP Memo #04-05-02

TO: School Nutrition Supervisors/Directors/Contact Persons

FROM: Catherine Digilio Grimes, M.S., R.D., SFNS
Director, School Nutrition Programs

A handwritten signature in black ink that reads "Catherine Digilio Grimes".

DATE: July 15, 2004

SUBJECT: Focus on the Customer

The Virginia Department of Education, School Nutrition Programs is providing the following resource for use in your School Nutrition Programs.

- *Focus on the Customer* – This comprehensive training program provides materials on building a customer-focused school nutrition program. The purpose of this course is to train site-based managers and food service assistants to build customer-focused SNP.

SNP Specialists will be using the video as part of the **2004 On the Journey to Quality Management Practices** workshops.

If you have any questions, please contact the School Nutrition Specialist assigned to your division or our main office at (804) 225-2074/2082.

Thank you for your leadership efforts in providing quality School Nutrition Programs.

CDG/idl
Enclosure
cc: SNP Specialist