

Commodity Food Ordering for Schools & Institutions

Our Pledge of Service Expectations



In order to maintain excellent service through the centralization process of the commodity food ordering function for Schools and Institutions participating in the National School Lunch Program, Child and Adult Care Food Program, Summer Food Service Program, and the Nutrition Services Incentive Program, the following expectations have been re-established by our [USDA Food Ordering and Customer Service \(FOCUS\) Team](#):

State Agencies will expect the USDA-FOCUS Team to:

- **Give** professional, prompt, and courteous service at all times.
- **Communicate** all pertinent information necessary to carry out your program responsibilities in a clear, concise, accurate and professional manner.
- **Provide** updated list of our FOCUS Team Contacts, including their work schedules and secondary contacts.
- **Provide** access to a knowledgeable staff person available during *your* normal business hours to respond to your questions and needs.
- **Respond** to your voice-mail and e-mail correspondence by the next business day.
- **Update** our voice-mail and e-mail greetings on a continual basis to provide you forwarding information in the event of staff absence.
- **Keep** open lines of communication to provide accountability, cooperation, and consistency.
- **Value** feedback, suggestions, ideas and constructive criticism to maximize efficiency and effectiveness.
- **Host** conference calls with you, as needed, for information exchange and program enhancement.

The USDA-FOCUS Team will expect of State Agencies:

- **Handle** all communication with professionalism and cooperation.
- **Provide** updated contact information for quick communication.
- **Timely** responses to voice-mail, e-mail and requests.
- **Share** all pertinent information needed on correspondences and requests.
- **Complete** orders and other reports accurately and in a timely manner.
- **Monitor** and update orders as needed throughout the process.
- **Meet** all deadlines as requested; however, inform us when deadlines can't be met.
- **Value** feedback, suggestions and ideas.

The USDA-FOCUS Team developed these expectations as a pledge of commitment to the State Distributing Agencies and to demonstrate support for FNS and State Agency missions and priorities. Visit the FOCUS website at: <http://www.fns.usda.gov/fdd/focus/>.