



Alessandro
Palumbo

Outstanding Achievement

**Blue Jay
Fenlong**



**Bridget
Wood**



**Dave
Scroggins**

**Karen
Clark**

**Karen
Pagano**

**Katy
Headwell**

Kim Roll

**Kristin
Colarusso-
Martin**

**Larry
Anthony**

Lyn Prestia

**Nicole
VanDerMeid**



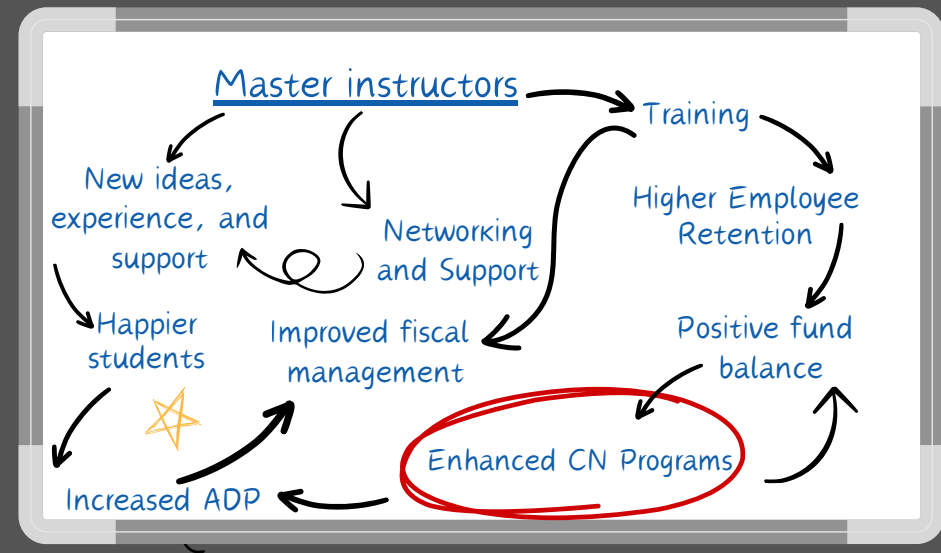
**Pat
Meyer**

**Rita
Morrow**

**Ruth
Conner**

**Ruth
Pino**

**Tracey
Horn**



Farm to School

Food Safety

Managing your CN Program

Financial Management

 New York State
EDUCATION DEPARTMENT
Knowledge > Skill > Opportunity

Employee Handbook

Professional Cooking

Professional Cooking

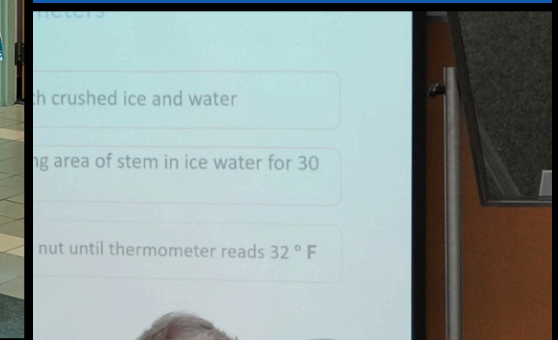
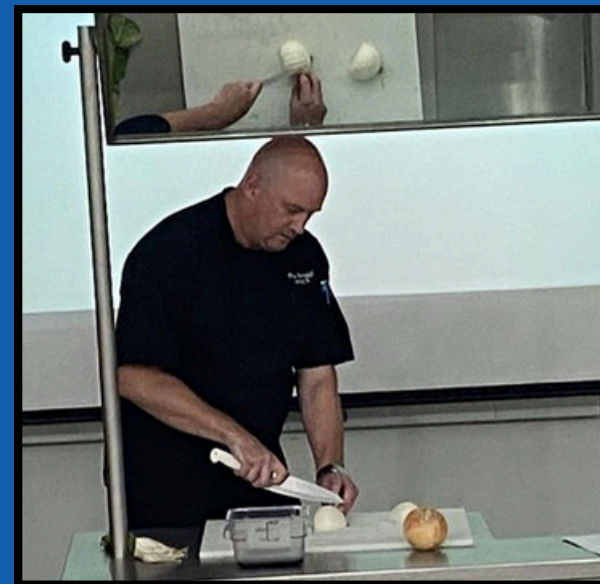


Who are Master Instructors?

Experienced food service directors that provide free training on behalf of Child Nutrition office! They develop training materials, conduct school meals trainings for school food professionals, and provide new food service director assistance.

Courses Offered:

New Manager Assistance
NYS 10-Hour Sanitation
ServSafe
Meal Pattern/Offer vs. Serve
Production Records/Standardized Recipes
Managing Personalities and Conflict
Financial Management
Communications and Marketing



Courses Coming Soon:

Farm to School
Evaluating Your School Meals Program
Regional Roots: Culinary Training Local Foods



Alessandro Palumbo

Farmingdale UFSD

Background:

Alessandro began as a bus boy in a catering hall 20 years ago. He has gained food service experience through catering, restaurants, country clubs, and school food service.

Alessandro began working in school food service in 2011 under NYC Office of Food and Nutrition Services, and began at Farmingdale UFSD in 2020.

Advice for New Food Service Directors:

Get involved in the **School Nutrition Association** for ongoing support.



**Master
Instructor for
1 Year!**



**Local kale, apple,
goat cheese salad**

**Yogurt
Parfait**



**Local Delicata
Squash Salad**

Courses Offered

Meal Pattern/Offer vs. Serve
Production
Records/Standardized Recipes
New Manager Assistance
Financial Management
NYS 10-Hour Sanitation



Blue Jay Fenlong

St. Lawrence-Lewis Boces

Background:

Blue Jay Fenlong began her career in food service at 16 years old as a snack bar attendant and became a manager. Blue Jay was simultaneously completing a college degree while working full time!

Before joining St. Lawrence-Lewis BOCES, Blue Jay worked at Edwards-Knox CSD as Cook Manager for 3 years, Heuvelton CSD for 6 years, and Canton CSD as Food Service Director for 11 years. Blue Jay is now retired from St. Lawrence-Lewis BOCES.

**Master
Instructor for
13 years**



CANTON CENTRAL
SCHOOL DISTRICT

Advice for New Food Service Directors:

- Embrace all the knowledge you can from seasoned Directors.
- Join your local food service chapter
- **State Ed always has many opportunities to offer, and are more than happy to work with you.**

Courses offered:

NYS 10-Hour Sanitation
Meal Pattern/Offer vs.
Serve
Production Records/
Standardized Recipes
Managing Personalities and
Conflict
New Manager Assistance

Currently a Master Instructor for the
Professional Cooking Program.

She loves to see participants take what
they learn from the Program back to their
kitchens and put it into action!



Master Instructor
for over 20 Years!



Bridget O'Brien Wood, Buffalo City School – Retired!

“There is always something to learn.”

“Keep building on what you have.”

Bridget grew up in a family restaurant. She received a BS degree in Nutrition and a minor in Business Management from Colorado State University. After having various jobs in nutrition, business, and healthcare, she began in Child Nutrition.

Bridget retired from Buffalo City Schools after 31 years! During her time as a Food Service Director, she fed over 26,000 children per day, and enjoyed building relationships with local farmers to bring fresh healthy food, new initiatives, and education to school meals. She loves F2S! In her retirement, Bridget works with Cornell Cooperative Extension.

Courses Offered:

Meal Pattern/Offer vs. Serve
New Manager Assistance
Production Records/Standardized Recipes
NYS 10-Hour Sanitation
ServSafe
Managing Personalities and Conflict
Communications/Marketing

Ask for help and network with other FSDs. They are the greatest resources and eager to support you!





**Master
Instructor
for 2 years!**

Dave Scroggins North Warren Central School



NORTH WARREN CENTRAL SCHOOL

Background:

Dave began his time in food service as a dishwasher at a local restaurant. He studied Hospitality at Plattsburgh State University. Post college, Dave began working at a local country club before his time in school meals. He has now spent **11 years at North Warren Central School, and 30 years in the food service industry.**

Advice for New Food Service Directors:

Network with other directors in your area.

Use Facebook chat group & a shared google drives to share information.

Best Practices:

Guaranteed customer satisfaction. We **encourage** students to try the hot entrée daily, especially if it is an item they have not had in the past. If a student is brave enough to try something new, but decides they do not like it, we replace the hot entrée with a cold sandwich of their choice.



Chicken Parmesan

Chicken Fajitas



**Nachos Walking
Tacos**

**Sweet & Sour
Chicken**



Courses Offered:

NYS 10-Hour Sanitation
Knife Skills
Managing Personalities
and Conflict
Meal Pattern/
Offer vs. Serve
New Manager
Assistance
Production Records/
Standardized Recipes

Karen Clark Monroe One BOCES



Background:

Karen has been in the food service industry for 45 years!
In high school she worked in a fast food job. She began in the professional food service industry by working for a chef in Colorado.
Karen has been working in school meals for almost 24 years, all of which have been spent at Monroe One BOCES.

Advice for New Food Service

Directors:

Reach out to seasoned Directors

**Master Instructor
for 23 years!**

Courses Offered:

ServSafe
NYS 10-Hour Sanitation
Managing Personalities and Conflict
New Manager Assistance



monroe one
EDUCATIONAL SERVICES

SNA awarded Karen Food Service Director of the Year
for New York State in 2012

Karen Pagano

Beacon City School District



Retiring December
2024 and will
continue to be a
master instructor.



Background:

Karen began in food service in 1981 working for 10 years at the Culinary Institute of America managing the Campus Student Center. Karen has since worked in many different areas of food service and gained experience in contract food service, healthcare, restaurants, with her final career being in School Food service over the past 12 years at Beacon City School District.

Advice for New Food Service Directors:

Reach out to longstanding Directors for advice.

Attend Professional Cooking and Managing your Child Nutrition Programs.

Courses Offered:

Meal Pattern/Offer vs. Serve

NYS 10-Hour Sanitation

Production Records/Standardized Recipes

New Manager Assistance

Master Instructor
for 3 years!



BEACON CITY SCHOOL DISTRICT
Dedicated to Excellence in Education

← Swiss Chard from CGF

← CGF Lettuce

Fruits and
Veggies on
daily line



Beacon Farm to School Partnership

Beacon began a Farm to School Partnership in 2012 to support their students and community. The school uses hands on learning to teach and obtain students excitement about healthy food. As well as, partnering with local organizations, and started a collaborative wellness programs within the district.





Katy Headwell, RD

Master
Instructor
for 6 Years!

**Shenendehowa
Central Schools**

Check out some of
Shenendehowa's
Bulletin Boards!

Courses Offered:
ServSafe
NYS 10-Hour Sanitation
New Manager Assistance
Managing Personalities and Conflict

Katy Headwell, RD

Shenendehowa Central Schools

Background:

Katy has been in the Food Service Industry for 20 years, beginning in Boston as an RD and Patient Service Manager for Sodexo and then as the General Manager in NY. Katy has been working in the School Meals Program for 12 years now at Shenendehowa Central Schools.

Advice for new food service directors:

“Don’t be afraid to ask questions and network as much as you can. We are not competing for customers, so ask about best practices to make your job/life easier.”

Join NYSNA, become a Master Instructor for NYSED, and get involved with OGS. These resources are here to help us and make our jobs better.





Master Instructor
for 25 years!



Kim Roll

Kenmore-Tonawanda School District

Background:

Kim oversees 10 schools, 8 kitchens, and nearly 6,000 meals daily.

She works to provide fresh fruits and vegetables as part of her menu planning, manages child nutrition programs in a way that makes it easy for the staff and program to succeed, and uses experience and program knowledge to overcome obstacles.



Kim shares her knowledge and best practices for successful management of CN programs.

Courses Offered:

Meal Pattern/Offer Vs. Serve
Production Records/Standardized Recipes
New Manager Assistance
Financial Management



Local roasted squash with turkey and stuffing!



Chicken over rice with broccoli and carrots!



Check out
the fruit
appearance!





Kristin Colarusso-Martin

Massena Central School District

Background:

Kristin began her food service career back in high school when she spent six summers working as the cook at a summer camp for people with developmental disabilities. Kristin has spent most of her education and career working in the areas of local food access and nutrition.

Advice for new food service directors:

Ask lots of questions and don't be afraid to try something new!

New Master Instructor!



Courses Offered:

NYS 10-Hour Sanitation
Communications & Marketing
New Food Manager Assistance
Meal Pattern/Offer Vs. Serve

I am passionate about Farm to School and about providing students with the best foods that we can so that they are ready to learn. My favorite training at my school district is one where we split up into groups and cook different recipes during a staff development day. We then decide as a food service department which ones to add to upcoming menus. The foods prepared are shared with other staff in the building and everyone looks forward to this day.



Master
Instructor

Larry Anthony

Red Hook CSD, Rhinebeck CSD, Pine Plains CSD

Background:

Larry began in the food service industry in high school cleaning the café and kitchen after school. He also worked in restaurants throughout his teen years.

Larry spent two years at Millbrook CSD, nineteen years at Arlington, and currently ten years at Red Hook CSD, Rhinebeck CSD, and Pine Plains CSD.

Advice:

Listen to your customers
Be patient

Achievements:

- Spent 5 years as a Cook in the US Navy
- Graduated from the Culinary Institute of America
- Involved in Adult Continuing Education - Cooking Classes and “Kids in the Kitchen” cooking classes.

Rhinebeck CSD Pizza Palooza



Courses Offered:
NYS 10-Hour Sanitation
ServSafe
New Manager Assistance

Ramen Noodle Bowl



Rhinebeck CSD Salad Day





Lyn Prestia

Monroe-Woodbury CSD

Background:

Lyn earned a degree in Hospitality Management from Paul Smith College. She joined the Marriott Corporation and worked in the restaurant and corporate divisions before embarking into the school nutrition field. Lyn has been a Food Service Director in school meal programs for 24 years. She is currently, the Food Service Director at Monroe-Woodbury CSD and the former Director of Food Services at Pine Bush CSD. Lyn is a self-taught successful service grant writer!



Master Instructor
for 7 Years!

Advice for New Food Service Directors:

- Lead from the front
- Keep it simple - do not overcomplicate your program
- Use the resources available through SED, OGS Food Distribution, SNA, , ICN, etc.
- Communicate with other directors
- Continue with Professional Development

Best Practices from Lyn:

- Grow your team!
- Create a centralized training program for all
- Be consistent when training and developing staff

Courses Offered:

Managing Personalities and Conflict
Meal Pattern/Offer vs. Serve
Production
Records/Standardized Recipes



Nicole Van Der Meid

Brighton CSD

Background:

Nicole began working in a restaurant during college and has now been in the food service industry for 29 years!

She worked for Compass Group K-12 for 5 years, spent 2 years with Rochester City Schools, and 3 years at the District of Columbia Public Schools.

Nicole has now been the food service director at Brighton CSD for nearly 12 years.

New Master
Instructor!

Advice for New Food Service Directors:

Get to know the directors in districts around you. Most directors are more than willing to help.

Special Achievements:

Taught ServSafe her whole career!
Current President of Monroe County School
Nutrition Association

Courses Offered:

NYS 10-Hour Sanitation
ServSafe
Production Records/Standardized Recipes
New Manager Assistance
Meal Pattern/Offer vs Serve
Managing Personalities and Conflict



**MASTER INSTRUCTOR
FOR 6 YEARS!**

PAT MEYER

YONKERS PUBLIC SCHOOLS - RETIRED!

BACKGROUND:

Pat began in food service over 50 years ago; as a teen working in a cafeteria on a public beach on Long Island. Pat has spent 27 years in the School Meals program, most of which has been with Yonkers Public Schools.

Advice for New Food Service Directors:
Always reach out if you are in need of support, We are a team who enjoys helping.

Courses Offered:
Meal Pattern/Offer vs. Serve
ServSafe
NYS 10-Hour Sanitation
Production Records/Standardized Recipes



Rita Morrow Dansville CSD

 **Dansville Central School District**
Home of the Mustangs

**Master Instructor
for 1 Year!**

There are many support systems in place to help you be successful. Remember that the CN Team is a wonderful group to reach out to anytime. They are always willing to help.

I am VERY Passionate about the work I do everyday. I would also like to say "THANKS" to the GREAT TEAM that I work with because without them - I truly could not do what I do!

Background:

Ritas’ career started at Tom Wahl’s a local fast food place in Avon, NY. She has been in the food service industry 36 years and has been working in School Meal Programs for over 10 years. After starting at Wayland-Cohocton CSD she then moved to Dansville CSD where she is currently.

Rita uses "Farm to Table" to bring more local foods from local farmers to the School Meal Program. Pictured below, are the 4oz burgers from, Local Knapp Farms Beef. Students also received Fresh Pasta Salad from Barilla Pasta.



Courses Offered:

- New Manager Assistance
- Managing Personalities and Conflict
- NYS 10-Hour Sanitation

Local items:

- Pasta - Barilla, Avon
- Beef - Knapp Farms, Ossian
- Dinner Rolls- Al Cohen, Rochester
- Milk - Upstate Farms
- Sauce - Flint’s Maple - Warsaw





Ruth L Conner SNS Buffalo City School District

Background:

Ruth L Conner has been in Food Service for twenty five years, and became the Director of Buffalo Public Schools in August of 2023. She enjoys learning and sharing knowledge with others.



Advice for New Food Service Directors:

“Be involved in the School Nutrition Association, network, build relationships, and always be willing to learn.”



- SSNA Certified Manager
- NYSNA awarded State Manager of the Year in 2018
- Scholarship Recipient for Education with SNA and NYSNA

Master Instructor
for 6 Years!

#lovewhatwedo

Course Offered:

Meal Pattern/Offer vs. Serve
NYS 10-Hour Sanitation
Production Records/Standardized Recipes
Managing Personalities and Conflict



Ruth Pino
Saranac Lake CSD

Master Instructor
for 5 Years!

Background:

Ruth's career in school food service began with community service hours for school. She is now a Registered Dietitian with 45 years experience in the food service industry! Ruth has taught Culinary Arts at Paul Smith College and has been working at Saranac Lake CSD for over 13 years.

Advice for new food service directors:

Never be afraid to ask for help!

Best Practice:

Keep trying new menu items, even if the students don't like it the first time.

- Ruth has received the Farm 2 School Partnership
- Awarded the NYS Agriculture and Marketing grant!

Courses Offered:

Meal Pattern/Offer vs. Serve
NYS 10-Hour Sanitation
Production Records/Standardized Recipes



New Master
Instructor!



Advice for New Food Service Directors:

“Don't be afraid to reach out to other
directors. They are a wealth of
information!”

Tracey Horn Amherst CSD

Background:

Tracey's food service experience began in a high school VoTech class and has continued for 42 years! Tracey has worked as a line cook, in health care, and put herself through college decorating cakes and making pastries.

Tracey started in school food service by working for various food service contract companies in Starpoint School District. She then became the Assistant Food Service Director at the Kenmore-Town of Tonawanda School District, where she learned about school food service and realized her enjoyment for the field. After 10 years, Tracey moved to Amherst CSD in the fall of 2019, where she is today.

Courses Offered:

Managing Conflict and Personalities
Production Records/Standardized Recipes
New Manager Assistance



Master Instructor Training Network

Training credits towards Professional Standards!

MASTER INSTRUCTOR NAME	COUNTIES SERVED	TRAINING TOPICS	EMAIL
Alessandro Palumbo	Suffolk, Nassau, Westchester, Rockland	Meal Pattern/Offer vs. Serve, Production Records/Standardized Recipes, New Manager Assistance, Financial Management, NYS 10-Hour Sanitation	DRO1029@yahoo.com
Blue Jay Fenlong	Will travel to any location needed	NYS 10-Hour Sanitation, Meal Pattern/Offer vs. Serve, Production Records/Standardized Recipes, Managing Personalities and Conflict, New Manager Assistance	bfenlong@icloud.com
Bridget Wood	Will travel to any location needed	Meal Pattern/Offer vs. Serve, New Manager Assistance, Managing Conflict and Personalities, Production Records/Standardized Recipes, NYS 10-Hour Sanitation, ServSafe	bmo34@cornell.edu
Dave Scroggins	Clinton; Essex, Franklin, Fulton, Hamilton, Herkimer, Lewis, Oneida, Oswego, St. Lawrence, Saratoga, Warren, Washington, other regions as needed	NYS 10-Hour Sanitation, Managing Personalities and Conflict, Meal Pattern/Offer vs. Serve, New Manager Assistance; Production Records; Standardized Recipes, Knife Skills	dscroggins@northwarrencsd.org
Karen Clark	Will travel to any location needed	ServSafe, NYS 10-Hour Sanitation, Managing Personalities and Conflict, New Manager Assistance	Kjbclark62@gmail.com
Karen Pagano	Dutchess, Orange, Ulster	Meal Pattern/Offer vs. Serve, NYS 10-Hour Sanitation, Production Records/Standardized Recipes, New Manager Assistance	karen.pagano57@gmail.com
Katy Headwell	Albany & surrounding counties	ServSafe, NYS 10-Hour Sanitation, New Manager Assistance, Managing Personalities and Conflict	HeadKath@SHENET.ORG
Kim Roll	Albany, Allegany, Broome, Cattaraugus, Cayuga, Chautauqua, Erie, Genesee, Livingston, Madison, Niagara, Oneida, Ontario, Orleans, Saratoga, Wyoming, Others as needed	Meal Pattern/Offer Vs. Serve, Production Records/Standardized Recipes, New Manager Assistance, Financial Management	kroll@ktufsd.org
Kristin Martin	Saint Lawrence, Franklin, Jefferson, Lewis	New Manager Assistance, NYS 10-Hour Sanitation Course, ServSafe, Managing Personalities and Conflict	kcmartin@mcs.k12.ny.us

MASTER INSTRUCTOR NAME	COUNTIES SERVED	TRAINING TOPICS	EMAIL
Larry Anthony	Dutchess, Putnam, Columbia, Westchester, Orange, Ulster, Rockland, Sullivan, Greene, Albany, Rensselaer	NYS 10-Hour Sanitation, Production Records/Standardized Recipes, ServSafe, New Manager Assistance	lanthony@rhcsd.org
Lyn Prestia	Orange, Sullivan, Ulster	Managing Personalities and Conflict; Meal Pattern/Offer vs. Serve, Production Records/Standardized Recipes	mprestia@mw.k12.ny.us
Nicole VanDerMeid	Monroe, others as needed	Meal Pattern/Offer vs. Serve, NYS 10-Hour Sanitation, ServSafe, Managing Personalities and Conflict, New Manager Assistance, Production Records/Standardized Recipes	Nicole_VanDerMeid@bcsd.org
Patricia Meyer	Dutchess, Orange, Putnam, Ulster Westchester, Other counties as needed	Meal Pattern/Offer vs. Serve, ServSafe, NYS 10-Hour Sanitation, Production Records/Standardized Recipes	punski@optonline.net
Rita Morrow	Steuben, Livingston, Monroe	New Manager Assistance, Managing Conflict and Personalities, NYS 10-Hour Sanitation	rmorrow830@gmail.com
Ruth Conner	Allegany, Cattaraugus, Cayuga, Chautauqua, Erie, Genesee, Livingston, Madison, Oneida, Ontario, Orleans, Seneca, Wayne, Wyoming	Meal Pattern/Offer vs. Serve, NYS 10-Hour Sanitation, Production Records/Standardized Recipes, Managing Personalities and Conflict	RLConner@buffaloschools.org
Ruth Pino	Clinton, Columbia, Essex, Franklin, Hamilton, Lewis, Saratoga, St. Lawrence, Warren	Meal Pattern/Offer vs. Serve, NYS 10-Hour Sanitation, Production Records/Standardized Recipes	pinorut@slcs.org
Tracey Horn	Chautauqua, Erie, Niagara	Managing Conflict and Personalities, Production Records/Standardized Recipes, New Manager Assistance	taogilvie@roadrunner.com

Need training? Contact Master Instructors directly, or email cntraining@nysed.gov to be connected to one in your area!

If you are interested in becoming a SED Master instructor: Select the [link](#)