


*Meet the Member*

**KATIE POSSONE**  
KITCHEN MANAGER

**ST. MICHAEL-ALBERTVILLE  
SCHOOLS**

*“Our friendly greetings and genuine happiness to see them helps the students realize that lunchtime is enjoyable and memorable.”*



## Q&A with Katie Possone

**Tell us about your involvement in MSNA and how membership supported your career path.**

*As a member of MSNA for over 7 years, I have been able to acquire my certification and expand my knowledge as a Kitchen Manager by utilizing the SNA website and attending the Annual Conference!*

**Share some examples of how you create a welcoming culture for students in the cafeteria.**

*We know those first days of school at the beginning of the year can be a little scary for some students, so we try to ease their anxiety about heading to the cafeteria with friendly smiles and warm welcomes! We have found that our friendly greetings and genuine happiness to see them helps the students realize that lunchtime is enjoyable and memorable. I believe this sets a positive tone, making students eager to visit us throughout the school year with their own smiles and cheerful hellos!*

**What special events or initiatives does your nutrition team host for students?**

*Two of our most popular events are “Apple Crunch Day” and our “Beach Day.” In our effort to expose students to more farm-to-school foods, we serve locally-grown apples for “Apple Crunch Day.” Then we bring the beach to the cafeteria for “Beach Day.” Students enjoy a beachy meal of hot dogs, chips, fresh fruit, vegetables and milk. They sit outside on their towels with music blasting to create a fun and memorable experience!*

**Share some ways you motivate your staff to learn and grow.**

*I have always been an advocate for cross-training! Embracing this practice molded me into the Kitchen Manager I am today. Cross-training cultivates a deep sense of mutual appreciation within the team. Which, in turn, keeps our kitchen operating seamlessly “like a well-tuned machine”!*

**Describe the most popular meal on your lunch menu, and what your favorite meal is.**

*Our student’s favorite meal is French Toast Day! My favorite meal is Mandarin Orange Chicken and Rice!*

*“She also cultivates the skills of her staff to learn and grow, so they can do everything in the kitchen and have the skills to move into a higher level position if they want.” - Glen Ritter, MSNA Vice President*