

Tuckshop goals

Why have goals?

It is important to take the time to establish goals for your tuckshop. This could be done as part of a broader goal setting exercise for the P&C/P&F or school, or specifically for the tuckshop.

Goals are valuable for the following reasons;

- Set clear expectations amongst the community
- Encourage continuous improvement of your service
- Fosters teamwork amongst the community
- Provide an opportunity for celebration when they are achieved
- Create continuity for the tuckshop if there are changes amongst staff or management

How to set goals?

When setting the direction for your tuckshop, it is important to have input from the whole school community. This ensures you are meeting everyone's needs and expectations, and will encourage them to support your operation.

Input from the whole community means involvement from a range of groups;

- Tuckshop management
- School staff
- Parents & carers
- Tuckshop staff
- Tuckshop volunteers
- Students

You could seek formal feedback via a whole of community survey, or take the time to attend meetings with these groups individually. For example, meet with student council or ask for 5-10minutes to present at the next school staff meeting.

SMART Goals

SMART goals are;

- **Specific:** Clear and detailed.
- **Measureable:** Contain criteria so that we can track progress
- **Achievable:** Will take effort but not impossible to reach
- **Realistic:** Relevant to our purpose
- **Timed:** Provide a clear timeframe to achieve them

Example non-SMART goal: To raise a small profit for the school

SMART goal: For the tuckshop to make a profit of \$10,000 by the end of 2021, to contribute to a new shade structure for the school community.

Goal areas

Goals should reflect the unique needs of your school community. We would recommend considering a broad range of areas for your tuckshop goals;

- Staff and volunteers
- Service
- Finance
- Environmental
- Menu

Focus on the areas that are most important to your school community and be realistic about how many goals you can tackle. For some areas, you may just be working to maintain the status quo this year. We have provide some examples on the following page, but please adapt these to suit your community.

Example goals

Staff and volunteers

- To increase the volunteer pool to 20 active volunteers by the end of 2021
- To maintain high satisfaction of staff and volunteers, as evidenced by minimal turnover throughout 2021

Service

- To continue to offer a valuable service to school families for 4 days per week for 2 breaks
- For 70% of the school community to make use of the tuckshop facility on at least one day per week
- To implement an online ordering system and have 75% of orders completed online by the end of 2021

Finance

- To raise a profit of \$2,000 by the end of 2021, to contribute towards a new school vegetable garden
- To increase average sales per week to \$1,500 by the end of Term 4, 2021
- To revise tuckshop menu and pricing so that an average mark up of 100% can be achieved on sales by the end of Term 2 2021

Environmental

- To reduce the environmental footprint of the tuckshop by achieving an average of 20 sales of our 'plastic packaging free' meal per week
- To use 50% recyclable packaging in the tuckshop by the end of 2021

Menu

- To meet the mandatory Smart Choices Food & Drink Supply Strategy
- To increase the cultural diversity of our menu, to include 2 Halal and 2 vegetarian options by the end of Term 1 2021
- To increase the proportion of green items on our menu to achieve a 4 star QAST Menu Health Check rating by the end of 2021