



*Real milk. Real chocolate. Real good.*

## Hot Chocolate Milk Guide

*FAQs, Techniques, and  
School Promotion*

# Frequently Asked Questions

## How can hot chocolate milk be prepared and served?

There are many ways to prepare and serve hot chocolate milk in larger quantities including heating chocolate milk in a steam jacketed kettle, a tilt skillet, or a larger stock pot on a stove top before serving in an insulated beverage dispenser or coffee air pot.

## What type of milk can I use?

Use any milk that meets the requirements for school meal programs. One percent chocolate milk yields the best tasting hot chocolate milk.

## Can I chill unused heated milk for the next service?

No, heated chocolate milk may separate if chilled and reheated. Use fresh milk each day for best results.

## How often can hot chocolate milk be offered as a menu item?

Hot chocolate milk can be offered daily as an additional milk choice that's part of a reimbursable meal. It can also be offered as an à la carte option.

## Where should I put the Hot Chocolate Milk Station?

As a part of your service line, preferably near your milk cooler. Plan for a topping station area if you choose to offer them.

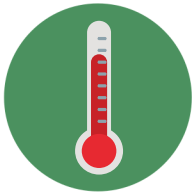
## Can students serve the hot chocolate milk themselves?

Yes, students can serve themselves. Monitoring can ensure proper portioning, and including lids helps prevent spillage. Line speeds may be slower with the self-serve model. Pre-cup the milk if you need to speed up serving time.

# Preparing Hot Chocolate Milk

Chocolate milk can be heated using a variety of methods and with equipment that may already be available. Once heated, any remaining hot chocolate milk should be discarded, and equipment and dispensers should be cleaned and sanitized.

## Steam Kettle Method



Set a steam kettle to 300° F and fill with 2-3 gallons of chocolate milk.

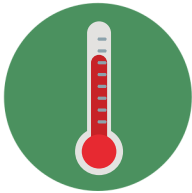


Stir continuously until milk reaches 145° F, about 5 minutes. Do not let the milk boil.



Pour heated chocolate milk into an insulated serving container\* using tilt mechanism or spigot.

## Tilt Skillet Method



Set a tilt skillet to 300° F and fill with 2-3 gallons of chocolate milk.



Stir continuously until milk reaches 145° F, 10-15 minutes. Do not let the milk boil.



Tilt the skillet and pour heated chocolate milk into an insulated container for serving.\*

## Stove Top Method



Pour 2-3 gallons of chocolate milk into stock pot and set burner to medium heat.



Stir continuously until milk reaches 145° F, 10-15 minutes. Do not let the milk boil.



Pour into an insulated container for serving.\*

\*If you do not have an insulated serving container, pour hot chocolate milk into a pitcher. Using the pitcher, pour hot chocolate milk into insulated single-serve cups.



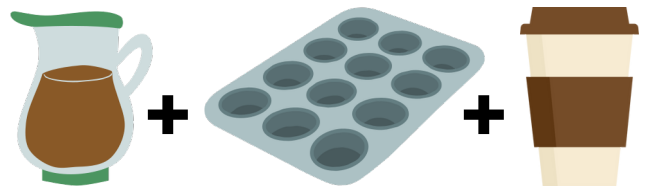
# Serving Suggestions and Tips

Hot chocolate milk is best served in an insulated cup. Remember, an 8 oz. serving of hot chocolate milk meets the milk component as part of a reimbursable meal.

## Serving Suggestions

1

If pouring from a pitcher, try using a muffin tin or deep pan to pour and transport with ease.



2

If serving from an insulated dispenser, consider allowing students to serve themselves as part of the service line. Test what works best for your students.



## Serving Tips



Initially, it may be challenging to anticipate the amount of hot chocolate milk to prepare for the day. **Record your usage on production records** to better project daily needs.



At the end of the day, **discard leftover hot chocolate milk.** Heated chocolate milk may separate when chilled and reheated, so use fresh milk each day for the best results and flavor.

# Custom Flavored Milk Recipes

## HOT RECIPES



**Chocolate  
Strawberry  
Coffee  
White Chocolate  
Salted Caramel  
Cookies & Cream**



SCAN ME

Mix up the flavors with these custom recipes; all include less than 10 grams of added sugar.

## COLD RECIPES



**Chocolate  
Strawberry  
Raspberry  
Coffee  
Vanilla**



SCAN ME

Try these cold-flavored milk recipes in your dispenser when the weather heats up. All have less than 10 grams of added sugar.



# Using an Insulated Dispenser

For standard 4.75 gallon hot chocolate dispenser

## Pre-heat

When pre-heated, insulated dispensers can maintain product temperature for 4 hours. To preheat, fill dispenser with hot water, cover and latch lid for 15-30 minutes. Drain hot water and fill dispenser with hot chocolate milk. Do not pour liquid hotter than 190° F directly into dispenser.

## Cleaning

- Remove lid and clean around hinges and/or pins.
- Remove and clean the gasket and spigot:
  - To clean gaskets, place in a container or sink of hot, soapy water, wipe off with a soft cloth, rinse with hot water, sanitize and allow to air dry.
  - To clean spigot, place in container of hot soapy water, wipe with soft cloth and use bottle brush to clean inside spigot, rinse with hot water, sanitize and allow to air dry. Use bottle brush to clean spigot tube.
- Clean the outside and inside of the dispenser using a soft cloth or brush and a milk soap or detergent, paying close attention to handles, latches, hinges, and vent caps. Sanitizing solutions are recommended. Do not use any cleaners
- containing ammonia or bleach, or steel wool and other abrasive pads. Rinse with clean water 70° or hotter, sanitize and air dry whenever possible or wipe
- thoroughly with a clean, dry, soft cloth to remove moisture. Store with lids and doors slightly open.

## Maintenance

It is important to schedule thorough, regular cleanings. During cleanings, inspect parts such as lids, gaskets, spigots, latches, and hinges to make sure they are in good working condition or replace if necessary.



## SAMPLE ANNOUNCEMENTS

It might be cold outside, but we're warming things up in the cafeteria. Grab a cup of hot chocolate, made with real milk, at [insert meal served]. It's included with your meal.

Warm up after [insert recess or gym or Phys Ed] with a warm cup of hot chocolate, made with real milk. Grab a cup for yourself to enjoy with lunch today. It's included with your meal.

Start your day off sweet with a hot chocolate, made with real milk, at breakfast or lunch. It's included with your meal.

National Hot Chocolate Day comes but once a year. Grab a hot chocolate made with real milk at [insert meal] to celebrate. You won't want to miss it.

## SAMPLE SOCIAL MEDIA POSTS

- [insert school name] now serves hot chocolate milk. At breakfast and lunch, you can get a cup of hot chocolate milk to enjoy with your meal. Real milk. Real chocolate. Real good. @newenglanddairy#HotChocolateMilk [include image]
- 1 cup of milk has as much calcium as 10 cups of raw spinach. Get a boost of nutrition by pairing hot chocolate milk with your lunch #HotChocolateMilk @newenglanddairy [include image]
- Visit us tomorrow at breakfast. We're serving hot chocolate made with real milk. #HotChocolateMilk [insert school hashtag] @newenglanddairy [include image]
- Vote for your favorite hot chocolate milk topping. The winner will be featured on this month's menu. A. Cinnamon, B. Nutmeg, C. Pumpkin Spice, D. None — original is best! #HotChocolateMilk @newenglanddairy [insert school hashtag]

**Share your pictures with New England Dairy to highlight on our website and social media. Tag us @NewEnglandDairy.**



# Share the News

Share the exciting news about your hot chocolate milk program. Get the word out through school announcements, social media, signage and other fun promotions.

1

Use and customize **SIGNAGE** to promote when hot chocolate milk will be on the menu.

2

**SERVE HOT CHOCOLATE MILK** in cups that are your school colors or holiday themed.

3

Spread the news and excited about hot chocolate milk through **SCHOOL ANNOUNCEMENTS AND E-BLASTS**.

4

Host a **HOT CHOCOLATE MILK TASTE TEST** with different add-ins and feature the results in the school paper or website.

5

Offer **CALORIE-FREE TOPPINGS** like nutmeg, cinnamon, cocoa powder or pumpkin pie spice for a seasonal treat.

6

Encourage students to write an article for the **SCHOOL NEWSLETTER OR WEBSITE** about the new hot chocolate milk program.

7

Offer a **SCHOOL SPIRIT GIVEAWAY** for participating students for a chance to receive a cup or sleeve with your school's mascot.

8

**INVITE A LOCAL VIP** to a hot chocolate milk kick off party to spread the word about your new program to the community.

