



**VOLUNTEER HANDBOOK  
2021-2022 SEASON**

## **WELCOME TO THE SOUP KITCHEN IN PROVINCETOWN!**

For 29 years the Soup Kitchen In Provincetown (SKIP) has provided hot nourishing meals to our neighbors because people like you have been willing to volunteer to work hand in hand with the staff and board of SKIP. Your volunteer service makes an enormous difference to us as an organization and, more importantly, to those we serve.

So from the board of directors, staff, and especially our guests, thank you for your giving spirit and your willingness to share your time. We simply couldn't do it without you.

Our mission is three fold:

- To provide nutritious meals in a welcoming environment open to all;
- To provide a sense of community to those experiencing isolation during the resort community's long off-season
- Where possible, provide formal and informal referrals for a range of social services, including but not limited to- housing and mental health

SKIP serves hot, multi-course meals to Provincetown and Outer Cape residents on weekdays from the first Monday in November through the last Friday in April. Meal service is from 12:30 to 1:30 PM. SKIP averages over 100 meals a day, 200 on Fridays when we provide an extra meal to take away for the weekend. This translates to approximately 2,400 meals a month, and 14,400 meals served during our six-month season.

We are here because hunger is a serious problem and it is our mission to address it. Our target population includes those who are homeless or those at risk of being homeless, unemployed or underemployed, elderly and others on fixed incomes, families with dependent children and anyone who cannot afford to feed themselves or gain access to cooked food on a daily basis. The meal we serve could be our guests' only meal of the day. Many must make the choice between eating or paying their rent and other expenses. The ongoing fear of being forced to relocate to another town as affordable housing continues to disappear on the Outer Cape is stressful, and this can lead to health problems or emotional distress.

There is no cost to any guest for any meal or for any referral to other agencies for help. Our services are not based on income. We will provide a take-away meal to anyone. All are welcome!

Our services are provided at the United Methodist Church, 20 Shank Painter Road in

Provincetown. SKIP pays half of the church's expenses for the space for the six months we are open, and our food service has no religious or political affiliation. We spread the word about our services through public announcements on social media, radio, and in newspaper articles; through social services groups in the area; and by word of mouth. The church also houses a food pantry and housing office, which has made client services even more efficient.

In an effort to make everyone's time here at SKIP a productive and positive experience, we have put together this volunteer handbook. It includes volunteer information and some of our more important policies and procedures, and we hope it will be a valuable resource. If at any time you have questions regarding this handbook or any other aspects of our organization, please feel free to address your questions to any board member or the executive chef.

### **THE SKIP ORGANIZATION**

SKIP is a not-for-profit organization, run by an unpaid, working board of ten directors. The board hires an executive chef, utility person, and an office coordinator to assist them in running the program.

<b>Office Phone:</b>	<b>508-487-8331</b>
<b>General SKIP email:</b>	<b><u><a href="mailto:skipfood@gmail.com">skipfood@gmail.com</a></u></b>
<b>SKIP email to report schedule change</b>	<b><u><a href="mailto:skipsched@gmail.com">skipsched@gmail.com</a></u></b>

#### **Board Officers:**

Philip Franchini	Board Chair, Marketing Committee Chair
Mark Bjorstrom	Board Vice-Chair and Treasurer, Volunteer Committee Chair

#### **Other Board Members:**

Mary Ashley	Operations Committee, Volunteer Committee
Libby Cressey	Human Resources Chair, Marketing Committee
Martha Fagan	Fundraising Committee, Volunteer Committee
Raymond Ingersoll	Operations Committee Co-Chair
Donna Reardon	Technology Committee Chair, Fundraising Committee Chair
Peter Maye	Technology Committee, Fundraising Committee
Roger Secours	Operations Committee Co-Chair
Open Board Position	

#### **Staff:**

Gina Larkin	Executive Chef, <a href="mailto:skipchef1@gmail.com">skipchef1@gmail.com</a>
Hilary McHugh	Office Coordinator, 508-487-8331, <a href="mailto:skipfood@gmail.com">skipfood@gmail.com</a>
Didier Corallo	Dishwasher/Utility Staff

## **SIGNING UP TO VOLUNTEER**

1. Fill in and submit the Volunteer Signup Form on our website.
2. Fill in and submit the Volunteer Acknowledgement that you have read this manual.
3. Send proof of vaccination to [skipsched@gmail.com](mailto:skipsched@gmail.com).
4. Once submitted someone will be in touch to provide instructions on how to sign up for specific shifts.

All forms can be found at <http://www.skipfood.org/volunteer>.

## **HOURS OF OPERATION**

There are two shifts each day, Monday-Friday:

- First 9:30AM to 11:45PM - assist in preparing and cooking food
- Second 11:45AM to 2:00PM - serve and cleanup and a greeter position.

Please review the SKIP DAILY TASKS at the end of the manual for a more detailed description of each shift.

Most volunteers sign up for a specific shift(s), but some volunteers prefer to be “on call” instead of having regular hours/days assigned. If you are “on call,” you should be ready to come into SKIP on short notice.

The Executive Chef is in charge of all functions for the kitchen. In conjunction with [skipsched@gmail.com](mailto:skipsched@gmail.com), the on-line scheduling group, the Executive Chef is also responsible for volunteer shifts and coordination.

- If you know you will be late or cannot make a scheduled shift **on a future date**, or if you want to volunteer for additional shifts, please use the online self scheduling function or email [skipsched@gmail.com](mailto:skipsched@gmail.com).
- If you find you are unable to make your shift **on the day you are scheduled**, please notify [skipsched@gmail.com](mailto:skipsched@gmail.com) and [skipchef1@gmail.com](mailto:skipchef1@gmail.com).

SKIP will be closed any day that the Provincetown schools are closed, for example, for bad weather. Volunteers should listen to MA television and radio stations in addition to social media to determine school closing status. SKIP will be open on Thanksgiving Day as well as on Christmas Eve and New Year’s Eve (Christmas Day and New Year’s Day fall on a Saturday this year).

## **SKIP SCHEDULING PROCESS FOR 2021/2022 SEASON**

### **Setting the schedule at the beginning of the season**

- All volunteers must complete the Volunteer Profile Form online (<http://skipfood.org/volunteer>).
- Volunteer Information is added to our scheduling system.
- The master schedule is developed, giving volunteers their preferred shifts wherever possible
- After the master schedule has been developed volunteers may log into the scheduling system to update their profiles and schedules. They may add themselves to shifts that still have openings and remove themselves from a shift if they have an appointment.

### **Maintaining the schedule throughout the season**

- Volunteers with schedule adjustments should update their schedules directly in the system.
- **The system will NOT let you remove yourself from a shift that is less than 24 hours away. In these instances please email [skipsched@gmail.com](mailto:skipsched@gmail.com) and [skipchef1@gmail.com](mailto:skipchef1@gmail.com).**

### **When SKIP needs additional volunteer help on a given day:**

- A message will be emailed to all volunteers on the “on call” volunteer list
- If you CAN help that day, please log into the scheduling system and add yourself to the shift if it is still unfilled.

## **IMPORTANT HEALTH AND SAFETY INFORMATION**

- Volunteers must show proof of vaccination to work at SKIP
- **If you feel sick or have a cold DO NOT REPORT TO WORK!** Send a note to [skipsched@gmail.com](mailto:skipsched@gmail.com) and we will find a replacement for you.
- MASKS MUST ALWAYS BE WORN while at SKIP. The church administrator requires anyone on the premises to wear a mask. Should this change we will update our guidelines.
- GLOVES MUST ALWAYS BE WORN if you are handling food.
- If you leave the serving line or the kitchen, or do a different task (e.g., write something with a pen), you must discard your gloves and get a new pair when you return.
- Practice social distancing. When possible keep your distance from others.
- Wash hands frequently.
- SKIP will follow any local, state or federal COVID regulations should any be implemented during the season.

## **BOARD OF HEALTH REQUIREMENTS**

- Volunteers should not wear jewelry, perfume or cologne.
- Long hair must be tied back.
- Gloves should be worn at all times, changing them with each task as necessary
- Before tasting a dish, move the food item to another dish.
- Food cannot be served into containers brought in by guests.

## **SIGNING INTO WORK**

There is a tablet on the counter in the kitchen. Volunteers will sign in by entering the last 4 digits of their phone number. If the phone number begins with one or more zeros, strip them off and enter the 2 or 3 digit number instead. Follow the prompts to complete sign in.

If you work a double shift you will need to sign out and sign back in for the second shift. You do not need to sign out if you only work a single shift in a day.

Please remember to sign in for each shift you work as it will aid us in determining the number of hours worked

## **SKIP DAILY TASKS**

- Arrive on time (9:30 or 11:45, depending on your shift) via the side (kitchen) door
- Hang your coat by the back door on the wall hooks.
- Wash your hands in the sink
- Tie back long hair
- Put on a clean apron
- Sign in on the tablet and make/find your name tag (Later, please file alphabetically)
- Ask the executive chef what he needs you to do
- Help yourself to coffee. (In the morning, it's in the kitchen. Mugs are on the shelf over the pass-through, and cream is in the refrigerator in the pantry. By noontime, coffee is in the dining room.)
- Keep the kitchen and storage areas clean and organized
- No eating until all guests have eaten or until instructed by the chef
- Do not put food aside to take home prior to the end of serving guests
- No cell phone use during your shift
- Volunteers are expected to stay until all work is completed for your shift (check with the kitchen director before leaving)
- Follow the executive chef's instruction and requests; he is the authority in the preparation and delivery of food to our guests
- Relax, be friendly, and enjoy your time at SKIP!

**Morning Shift – 9:30 AM to 11:45 PM**

- Prepare food as instructed by the Chef
- Be careful around hot pans, and knives, as they are kept very sharp
- Keep the kitchen tidy (trash in the large waste bin, recycling outside by driveway)
- When food is done, transfer it into serving containers for the buffet line
- Roll eating utensils in paper napkins (for sanitation)
- Write that day's menu on the white board (refer to menu on sign-in sheet)
- Sanitize all tables before guests arrive

**Afternoon Shift -- 11:45 AM to 2:00 PM**

- Set up buffet tables, beverage table, and dining tables
- Put out plates bowls, utensil packs, and trays
- Assure that all guests and volunteers put a meal chip in the jar before going through buffet line
- Serve guests with portions as per the executive chef's instructions.
- Assist dishwasher/utility staff in washing and drying pots, pans, dishes, and utensils
- Be careful around hot water and steam from the sanitizer
- Put all pots, pans, and kitchen utensils away
- Clean and sanitize all surfaces in kitchen, pantry, dining room and storeroom
- Assist dishwasher/utility staff in sweeping and washing all floors, as needed

**Greeter:**

In addition to the 8 volunteers on the serving shift there will be a greeter at the door (a 9th position). The greeter will stay by the front door from 11:45 until service is over. A chair will be provided.

The greeter will count the number of guests entering the facility. Since people could be going to the thrift store and not the soup kitchen the greeter will have to ask everyone if they are going to the soup kitchen or not. If the person is a guest the greeter will count the person using a counting device. We can have a maximum of 80 guests in the facility at a time. When the greeter gets to 80 the greeter will direct the guest to the 'take-out' meals.

Some guests arrive early and may already be seated at a table drinking coffee. The greeter will count these guests before assuming the position at the door.

Likewise if the greeter sees a person leave the greeter should subtract one from the count. This doesn't need to be done until after service starts at 12:30.

The church administration requires everyone on the premises to wear a mask.

- The greeter will ensure that all SKIP guests who enter are wearing a mask. If they did not come with a mask the greeter will have a supply and will provide one to the guest.
- The greeter will let them know that they should wear the mask:
  - While in the service line
  - Until seated
  - When not actively eating or drinking
  - All other times when not seated at a table
- New signs posted at the door of the facility and inside the dining hall will reflect these mask rules.

### **Take out meals:**

We will prepare some take out meals in advance of service. The hot portions of these meals will be kept in the warmer. The cold/room temperature portion will be kept on a fridge/table. When a guest wants a meal a volunteer will collect all items and place them in a bag at that time. This server will be wearing a mask and gloves.

The volunteer will pack and serve out of the back door of the dining hall. We do not want to place meals into bags early as we want to do a better take-out service than last year (keep food hot and cold where appropriate)

We have added 2 additional volunteers to the serving shift on Fridays to handle weekend take-out meals. We may add 2 additional volunteers to the other days if the 8 people already assigned to the shift cannot handle the daily take-meals.

### **Tables:**

We currently use 10 tables and seat 8 people on each for a total of 80 guests. Tables will be sanitized every morning before any guests arrive.

Should the town, state or federal government reduce restaurant capacity by say 50%, we would simply reduce the number of chairs per table. Should the town, state or federal government announce restaurant restrictions such as capacity reduction we will need to increase the number of take-out meals.

**Locations:**

Back room – off the kitchen, where the back door to the kitchen is located

Pantry – small storeroom located at the back of the dining area

SKIP refrigerators are located in the back room and the pantry (the smaller refrigerator in the kitchen is for the church use only)

SKIP freezers are in the hallway, outside the kitchen

Administrative office – to the left of the front door, as you enter

**Where things are kept (in kitchen unless noted):**

Clean aprons and towels – in back room, by door to kitchen

Sign-in sheet and name tags – on counter in kitchen, to right of the open pass-through

Plastic gloves\* – on the counter, near the coffee pots. (sizes are small, medium, large)

Cutting boards – under the counter, to the right of the pot sink

Knives – in buckets to the right of the kitchen refrigerator

Mixing bowls – under the island counter, opposite the sign-in sheet

Ladles – hanging on the shelving, to left of stove

Serving spoons, etc. – in drawer under kitchen island, opposite the knives

Sheet pans (trays) – under kitchen island, opposite stove

Steam table pans and lids – in back room, opposite the refrigerator

Pots – on shelves to right of stove

Plastic tubs for dirty silverware and dishes – in back room, to left of refrigerator

Plastic dishwasher racks – in back room, to left of refrigerator in the corner

Cart for utensils and plates – in pantry

\*Gloves must be worn if you are handling food (especially if it will not be cooked), or if you are serving food. If you leave the serving line or the kitchen, discard your gloves and get a new pair when you return.

**How to wrap silverware (for sanitary purposes):**

Unfold a paper napkin and lay it on the table horizontally.

Take one knife, one fork, and one soup spoon, and lay them along the bottom edge of the napkin, centered.

Fold the two ends in over the silverware, and then roll everything up from the bottom, like a burrito.

Place this bundle in a plastic silverware tub.

**Serving on the buffet line:**

You **must** wear a mask and gloves (if you leave the line, put on new gloves before you return)

There is generally a soup, a salad, an entrée and sides, and dessert

Ask the executive chef what the serving size should be, based on the quantity available

Greet guests, and ask if they would like some of what you are serving

It's generally OK to give them a little more if they ask, unless we are low on quantity. Take their plate, serve the food, and hand the plate to the next person serving side dishes

Beverages are self-service at the end of the buffet line

**Clearing dishes and trays:**

Volunteers should remove plates and trays from dining tables after guests are finished eating. A cart is located near the kitchen; scrape food scraps into the trash, and stack plates, bowls, and glasses in plastic tubs. Utensils go into a separate tub. When a tub is fairly full, take it to the kitchen, to the counter to the right of the sink

**Loading the dish sanitizer and drying dishes:**

After dishes are scraped, rinsed and loaded into the heavy, open plastic trays,

Open the sanitizer door,

Place the tray in the sanitizer and close the door.

Press the red button. The green light will go on.

When the cycle is completed, the green light will go off.

Open the door, and using towels to protect your hands, lift the tray up and out, and onto the towels put out on the kitchen island.

Silverware trays can be dumped onto towels and blotted dry, then sorted onto silverware holders.

Dishes and bowls should be quickly dried using towels and stacked and put away onto carts.

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**CODE OF CONDUCT**

We expect all individuals to treat each other with dignity and respect. We are committed to maintaining an environment in which staff members, volunteers and guests are not subjected to discriminatory treatment in any form, including age, disability, sex, race, ethnic origin, veteran status, religion, color, or sexual orientation.

SKIP will not accept or tolerate any discrimination from staff, volunteers, guests, suppliers, or visitors.

Please limit cell phone usage while working your shift at SKIP.

**SAFETY**

SKIP is committed to maintaining a safe workplace for all of our employees, volunteers and guests. The time to be conscious about safety is before an accident happens. Safety is everyone's responsibility and is a regular, ongoing part of everyone's job.

Here are some basic guidelines and safety rules to always keep in mind:

- Wipe up spills immediately.
- Never rush.
- Always walk carefully. Even when it's busy, take small steps and pay attention.
- Wear shoes with non-slip soles.
- Never try to catch a falling knife. Knives are easier to replace than fingers.
- Let people know when you're carrying anything hot. Don't be shy. Yell out something like, "Hot food coming through."
- When carrying sharp objects such as knives, call out, "Sharps coming through."
- And when rounding corners with your hands full, call out, "Corner."
- Use proper lifting techniques. Never lift too much. If it's uncomfortable, make two trips or get some help.
- Remember to always bend at the knees. Lift with your legs, not your back.
- Everyone should be aware of the location of the Soup Kitchen's first aid kit and fire extinguishers.

### **EMERGENCIES AND FIRST AID**

The safety and welfare of all staff, volunteers, and guests is of primary importance. SKIP assumes that all personnel will conduct themselves in a manner that will ensure the well-being of colleagues. All potential hazards should be reported immediately to the Executive Chef. If any staff, guest, or volunteer is taken to the hospital, or in the event of any other emergency, an officer of the board must be informed as soon as possible.

Every day during our season, SKIP has many volunteers and guests on the property. If you witness a medical or other emergency situation, be active and respond quickly. Please call 911 immediately. Calmly explain the situation and give your location and follow directions as instructed. Do not attempt to do more than you are capable and comfortable doing. In all cases an incident report must be filled out (see following section).

If you have a medical situation that is not an emergency situation, it should be reported to the executive chef.

### **INCIDENT REPORTS**

If you are involved in any accident where an injury occurs or may have occurred, or the occurrence of an altercation or other unseemly event, an incident report must be filed immediately. The forms are kept in the administrative office and the executive chef facilitates this process.

## **ALCOHOL/DRUG POLICY**

Volunteers who are found to be drinking or under the influence of drugs during their work hours or exhibit drunken behavior will not be tolerated and such behavior will be grounds for immediate dismissal from SKIP. The use or possession of illegal drugs is also grounds for immediate dismissal. Please note the possession of syringes obtained by any means other than prescription use is considered by the Commonwealth of Massachusetts to also be illegal.

## **SOCIAL MEDIA POLICY**

All official SKIP social media is to be posted by (or approved by) the chair of the marketing committee or the chair of the board. SKIP volunteers, staff, and guests are free to make posts on social media about SKIP as individuals, and we hope that all such posts will be respectful and supportive to avoid defamatory, offensive, or derogatory content. Never publish confidential information. Never identify a guest by name. Volunteers or staff who make inappropriate posts will be immediately dismissed. No guests are to be photographed. Volunteers can be photographed if they have given their permission.

## **ANTI-HARASSMENT POLICY**

Harassment in the workplace is unlawful and unacceptable. Harassment includes verbal or physical conduct that may or does offend, denigrate or belittle any individual due to any of the following characteristics: age, disability, sex, race, ethnic origin, veteran status, religion, color, or sexual orientation. Such conduct includes slurs, pictures, jokes, comments, innuendoes, or any other behavior that creates an offensive or hostile work environment.

Sexual harassment may be defined as unwelcome sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature. The legal definition of sexual harassment is broad. In addition to the above examples, other sexually oriented conduct, (intended or not) that is unwelcomed and has the effect of creating a workplace environment that is hostile, offensive, intimidating, or humiliating to male, female or transgendered workers may also constitute sexual harassment.

All volunteers should take special note that retaliation against an individual who has made a good-faith complaint about sexual harassment, will not be tolerated. Retaliation against individuals for cooperating with an investigation of a sexual harassment complaint will also not be tolerated.

If any SKIP volunteer believes that he or she has been subjected to harassment, they may file a complaint with SKIP through the board chair, the human resources committee chair, or the executive chef in writing. SKIP will promptly investigate the

allegation as confidentially as possible with a private interview with the person filing the complaint, and with any witnesses. SKIP will also interview the person alleged to have committed harassment. When the investigation is complete, SKIP will, to the extent appropriate, inform the person filing the complaint and the person alleged to have committed the conduct of the results of that investigation. Inappropriate behavior may result in required counseling or termination from the SKIP program.

Revised September 28, 2021

# SKIP Daily Tasks

## ALL VOLUNTEERS:

- Arrive on time (9:30 or 11:45, depending on your shift) via the side (kitchen) door
- Hang your coat by the back door on the wall hooks.
- Wash your hands in the sink
- Tie back long hair
- Put on a clean apron
- Sign in and make/find your name tag (Later, please file alphabetically)
- Ask the Executive Chef what he/she needs you to do
- Help yourself to coffee. (In the morning, it's in the kitchen. Mugs are on the shelf over the pass-through, and cream is in the refrigerator in the pantry. By noontime, coffee is in the dining room.)
- Keep the kitchen and storage areas clean and organized
- No eating until all guests have eaten or until instructed by Executive Chef
- Do not put food aside to take home prior to the end of serving guests
- No cell phone use during your shift
- Volunteers are expected to stay until all work is completed for your shift (check with the kitchen director before leaving)
- Follow the Executive Chef's instruction and requests; he/she is the authority in the preparation and delivery of food to our guests
- Relax, be friendly, and enjoy your time at SKIP!

## Morning Shift – 9:30 AM to 11:45 PM

- Bring out food items as needed by Chef from the dry storage pantry and/or refrigerators and/or freezers to the kitchen.
- Start the coffee station in the kitchen for volunteers (two pots using Chef's special blend).
- Prep food for meals per the Chef's direction.
  - **Gloves must be worn if you are handling food (especially if it will not be cooked).**
- Clean all equipment THOROUGHLY after use (i.e., slicer, robot coupe, blender, etc.).
- If / when food delivery arrives, put eggs, dairy, herbs, bases and juice in back room refrigerators; put other items in dry storage pantry, in dry storage refrigerator, or in freezers as appropriate. **DO NOT PACK FOOD TOO TIGHTLY or BLOCK AIR OUTLET IN FRONT OF FREEZERS or REFRIGERATORS.**
- Set up two coffee urns in the dining room, back table (do not begin brewing yet) 3 coffee packages per urn.

- Set up serving table line (Monday: tables and extension cords will have to come from dry storage) - pull out tables from wall and wipe down same
- Ask Chef how many food warmers and soup warmers are needed and bring them out from the back room onto the serving table - except for one soup warmer that should be left in the kitchen by the coffee machine. Plug 2 warmers (if needed) into one extension cord and 2 other warmers (if needed) to a second extension cord. Plug extension cords into the quadplex outlet behind the (desert) serving table, one on each side of the outlet. Fill each warmer with an inch of hot water.
- Set up chip station, chip jar (move to serving table), and menu sign easel.
- Move 'seconds' chips to the counter behind the serving table, these will be brought forward to the serving table when we serve seconds
- Update menu sign and sponsor board with today's information from clipboard in kitchen.
- Roll loose silverware (fork, knife, soup spoon) in paper napkins (open the napkins but do not completely unfold napkins to a single sheet as they will tear), place into bin(s). Use a rolling method which ensures no silverware is exposed after rolled.
- Help wash and dry cooking vessels, dishes, utensils, etc. until the utility person arrives at 11am.
- When soup is ready, ladle soup from pot to the two soup warmers and cover and turn on the soup warmers. Ladle any excess soup into 10 plastic pint containers and excess in quart containers, cover and place in the passthru window.
- Take garbage cans outside; make sure that they do not get too heavy and bring in an empty can.

## **11:00**

- Start one coffee urn by plugging it in.
- Set up the Dining Room coffee station with cream and sugar, tea, trash basket, etc. from the dry storage pantry. Refill sugar packages, tea, etc. as needed from boxes in dry storage.
- Ask Chef what items will be needed for service (e.g., plates, bowls, cups) and arrange on serving tables along with trays and wrapped utensils.
- Place a large white bucket (from the back room) under the coffee urn to catch spills.
- Ensure that refrigerators and freezers are kept clean - wipe up any spills.

## **Take Away Meals**

- Several volunteers (1 or 2) will be assigned to package and give out take away meals for those who do not feel comfortable coming into the dining room. The

number of take away meals will be decided by the Executive Chef, who will instruct you as to which containers you will need (soup cups, foil pans, etc.) and will discuss how to package the meal. These volunteers will package the food and put it into brown bags for distribution. Distribution will take place out of the back door

## **SECOND SHIFT 11:45 AM to 2:00 PM**

- Plate desserts if not done already.
- Put salt and pepper shakers (two each) on tables.
- Put out water cups on the far side of the water cooler and check the level of water (replace if necessary); put out coffee cups on the near side of the water cooler.
- If utensils are not rolled, roll loose silverware (fork, knife, soup spoon) in paper napkins, place into bin(s) (open the napkins but do not completely unfold napkins to a single sheet as they will tear). Use a rolling method which ensures no silverware is exposed after rolled.
- Gather and place appropriate serving utensils (ladle, tongs, scoops, spoons, etc.) on the serving table.
- Set out previously opened drinks onto the drink table from the dry storage refrigerator and augment using shelf-stable drinks as needed.
- Bring out decaf and regular coffee along with supplies.
- Bring stacks of quart and pint containers - with covers - and cardboard take away containers from dry storage to the passthru window.
- Take out leftover take-away items from dry storage refrigerator and put on table in back of dining room (check with Chef first in case they are being saved for Friday take home meals)
- Set up dirty tray table - move to proper location, place utensil and dish tubs on dirty tray table, set up slop bucket (large white bucket from back room with colander on top). Move trash can by dirty tray table.

## **12:00**

- Plug in the second coffee urn in the kitchen.

## 12:30 BEGIN LUNCH SERVICE

- Serve food per direction of Chef - be careful to not cross-contaminate vegan and non vegan foods or gluten and gluten free
- **Serving on the buffet line:**
  - You **must** wear gloves (if you leave the line, put on new gloves before you return)
  - There is generally a soup, a salad, an entrée and sides, and dessert
  - Ask the Executive Chef what the serving size should be, based on the quantity available
  - Greet guests, and ask if they would like some of what you are serving
  - It's generally OK to give them a little more if they ask, unless we are low on quantity Take their plate, serve the food, and hand the plate to the next person serving side dishes
  - Beverages are self-service at the end of the buffet line
- Bus tables - i.e. Clearing dishes and trays:
  - Volunteers should remove plates and trays from dining tables after guests are finished eating.
  - A cart is located near the kitchen; scrape food scraps into the trash, and stack plates, bowls, and glasses in plastic tubs. Utensils go into a separate tub.
  - When a tub is fairly full, take it to the kitchen, to the counter to the right of the sink
- Change service garbage bags as needed and make sure that garbage bags do not get too heavy.
- Dry large items, trays, etc. after the utility person has washed them, and put them away.
- Dry dishes and silverware after they come out of the dishwasher
- Stack dishes and silverware on carts and/or in bins.
- Change dining room garbage bags as needed, take garbage outside, and make sure that garbage bags do not get too heavy.

## 1:15 BEGIN SECONDS AND TAKE-OUTS

- Place seconds chips on the serving table, ensure all guests use a seconds chip no matter what they request for a 'second' (ie, dessert only, salad, only, an entire meal). After serving seconds, package remaining food into individual portions in cardboard containers or plastic pint containers for take-away. Encourage clients to take the food. Takeaways also require a second CHIP to be counted.
- Label and date any leftover foods from the serving table and kitchen and note whether it is GF (Gluten Free), V (Vegetarian), or V+ (Vegan).

- Store any untaken food in the dry storage refrigerator for the next day.

### **1:30 LUNCH SERVICE ENDS**

- Empty food warmers, wipe down and return to shelving in the back room of the kitchen.
- Put away drinks (do not store unopened drinks in the refrigerator due to space limitations).
- Put away salt and pepper shakers.
- Put away items on the coffee and drink table - put sugar, tea, etc. in dry storage, put clean coffee cups and water cups back on roller carts.
- Put away items (from SKIP) that require refrigeration from the take-away tables.
- Wipe down all tables with sanitizer (do not use bleach).
- Make sure all coffee urns are off and return to kitchen to be cleaned
- Turn off the coffee station in the kitchen, clean all pots (Friday: Soak with urn cleaner).
- When all dishes, cups and utensils are clean, place on roller carts and return all carts to the dry storage pantry.
- Check that the stove and ovens are off (check that no food is in ovens).
- Take out garbage - tie bags and roll barrels outside. Bring in empty garbage barrels and line with plastic bags from kitchen - leave one garbage barrel for utility person to use when doing floors

### **ON FRIDAY:**

- Fold serving tables and store them in the dry storage pantry.
- Fold and put all chairs on top of tables.

### **WEEKEND TAKE AWAY MEALS**

On Fridays, there will be up to 2 additional meals available as takeaway meals for Saturday & Sunday. (we are starting the season with just a takeaway meal for Saturday) These will be packaged and put into brown bags. One bag will contain both meals. Volunteers will be assigned to ask guests if they would like the meals and pass out the meals to those who want them.

## **ADDITIONAL INFORMATION**

### **Locations:**

Backroom – off the kitchen, where the back door to the kitchen is located

Pantry – small storeroom located at the back of the dining area

SKIP refrigerators are located in the back room and the pantry (the smaller refrigerator in the kitchen is for the church use only)

SKIP freezers are in the hallway, outside the kitchen

Administrative office – to the left of the front door, as you enter

### **Where things are kept (in kitchen unless noted):**

Clean aprons and towels – in back room, by door to kitchen

Sign-in sheet and name tags – on counter in kitchen, to right of the open pass-through

Plastic gloves\* – on the counter, near the coffee pots. (sizes are small, medium, large)

Cutting boards – under the counter, to the right of the stove

Knives – in buckets to the right of the kitchen refrigerator

Mixing bowls – under the island counter, opposite the sign-in sheet

Ladles – hanging on the shelving, to left of stove

Serving spoons, etc. – in drawer under kitchen island, opposite the knives

Sheet pans (trays) – under kitchen island, opposite stove

Steam table pans and lids – in back room, opposite the refrigerator

Pots – on shelves to right of stove

Plastic tubs for dirty silverware and dishes – in back room, to left of refrigerator

Plastic dishwasher racks – in back room, to left of refrigerator in the corner  
Cart for utensils and plates – in pantry

**How to wrap silverware (for sanitary purposes):**

Unfold a paper napkin and lay it on the table horizontally.

Take one knife, one fork, and one [soup](#) spoon, and lay them along the bottom edge of the napkin, centered.

Fold the two ends in over the silverware, and then roll everything up from the bottom, like a burrito.

[Place this bundle in a plastic silverware tub.](#)

**Loading the dish sanitizer and drying dishes:**

After dishes are scraped, rinsed and loaded into the heavy, open plastic trays,

Open the sanitizer door,

Place the tray in the sanitizer and close the door.

Press the red button. The green light will go on.

When the cycle is completed, the green light will go off.

Open the door, and using towels to protect your hands, lift the tray up and out, and onto the towels put out on the kitchen island.

Silverware trays can be dumped onto towels and blotted dry, then sorted onto silverware holders.

Dishes and bowls should be quickly dried using towels and stacked and put away onto carts. \*\*\*\*\*

## UTILITY PERSON TASKS

- Organize trash and recycle cans after pick-up.
- Break down all boxes and into large boxes.
- Change dirty linen bags as needed and place them outside for pickup.
- Set up the three-bay sink.
- Keep up with washing and drying dishes and pots.

### **ON WEDNESDAY:**

- Change the towels on tables shelves in kitchen.

### **ON FRIDAY:**

- Sweep dry storage (do this after setting up the sink as the room will be clear then).

### **AT END OF SHIFT:**

- Make sure all equipment is off (check oven for any food).
- Check take-away table for things that require refrigeration and put any in dry storage refrigerator.
- Make sure all dishes are in dry storage and locked up.
- Put recycling outside in large blue recycling containers.
- Sweep and mop the dining room (except Friday).
- Remove mats, sweep and mop kitchen. Put mats back in place. (Except Friday.)
- Take any remaining trash/garbage out to cans by driveway.
- Check that all doors are locked.
- Turn off all lights.