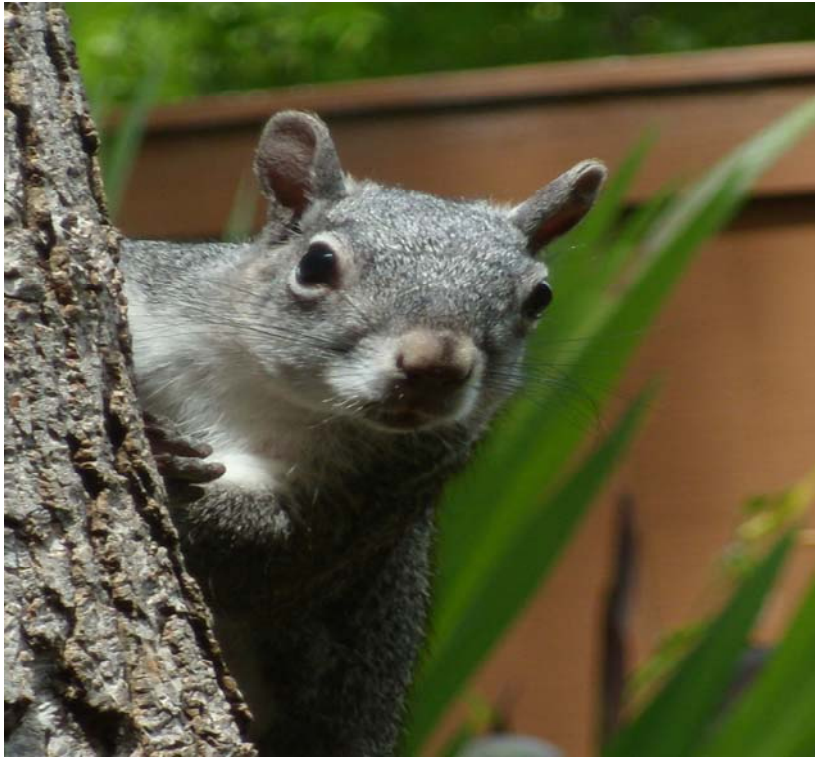


Student Job Descriptions



Jobs You Can DO!

You have to be a Little Nutty To Work
For University Dining Services

CASHIER PROCEDURE For ZINFANDEL

All instructions begin from the Home Screen.

Home Screen is Auto Board.

Regular Meal

Swipe Customer Card

Guest Meal

Hit Guest Meal
Swipe Customer Card

ONE GUEST MEAL PER CUSTOMER PER MEAL SESSION!

Cash Sale

Hit Esc from Auto Board
Hit appropriate Meal Session button
Hit Subtotal
Hit Cash 1
Enter amount of cash *you were given*
Hit Enter

Credit Card Sale

Hit Esc from Auto Board
Hit appropriate Meal Session button
Hit Check 1
Enter amount

DO NOT PRESS ENTER UNTIL THE CREDIT CARD MACHINE HAS PROCESSED THE TRANSACTION!

Slide credit card through machine (stripe side)
Enter in the amount of the sale
Press Enter
Wait for the first (1st) receipt to print and then tear off
Have customer sign
When second (2nd) receipt prints, hand it to the customer with their credit card
Place signed receipt in the drawer

Dining Dollars

Hit Esc from Auto Board
Hit appropriate Meal Session button
Hit Subtotal
Hit Dining Dollars
Swipe Customer Card

Wolf Bucks

Hit Esc from Auto Board
Hit appropriate Meal Session button
Hit Subtotal
Hit Wolf Bucks
Swipe Customer Card

PROBLEMS

You get a screen that says "**Customer not found in system**"

Try sliding the card again upwards

If that doesn't work, wrap a piece of receipt paper around the card and slide it again

If that does not work you will have to manually enter in the card number

It is the number underneath the bar code on the back of the card

You get a screen that says “**Exceeded maximum meals for period/week**”

This means they are out of meals and they have four options

They can guest themselves (if they have any guest passes)

They can have a friend guest them in

They can use Dining Dollars or Wolf Bucks

They can use cash or credit

You get a screen that says “**Exceeded guest meals**”

This means they have no more guest meals for the week

They can have a friend guest them in

They can use Dining Dollars or Wolf Bucks

They can use Cash or Credit

You get a screen that says “**Customer does not have a board plan**”

This means that the customer is either not signed up for a meal plan or the card they are using is retired/expired

They can have a friend guest them in

They can use Dining Dollars or Wolf Bucks (as long as the card is not retired)

They can use Cash or Credit

You get a screen that says “**Account Frozen**”

This means their card will not work because it's been frozen

Dining Dollars or Wolf Bucks may work

Cash and Credit are always an option

CUSTOMER QUESTIONS AND ISSUES

“Can you just swipe my card twice? Use two of my regular meals?”

NO

They are only allowed to use one (1) of their regular meals per meal session.

“Can I please leave my backpack/skateboard behind your desk?”

NO

If the backpack has a laptop in it, it can go underneath your table but never behind you!

“Can I just come in and get a cup of coffee/tea?”

NO

This is the same as letting them in for a free meal

**ANY OTHER ISSUES CONSULT YOUR FRONT OF HOUSE.
PLEASE.**

Zinfandel Dining Hall

Cashier Procedure During a Meal Session

Please be aware of the rules and your role in enforcing them

No backpacks or large items

Skateboards included

No food or drink allowed out of the building

Meal To Go and Ice Cream are the **ONLY** exceptions

Only one (1) guest pass per customer per meal session

When there is downtime, **please:**

Restock as needed:

Meal To Go Table

Meal To Go Boxes

Meal To Go Bookshelf

Clean the Cereal Bar.

Note any problem areas in the dining room and make your Dining Room Keeper or your Front of House aware immediately.

If you need to take a break, whether it is ten (10) minutes or thirty (30) you **need** to have a full-time employee cover you.

30 Minute Breaks

You must have the cashier comp you for a meal and you must sign the receipt.

PLEASE USE COMMON SENSE - DINNER CASHIER

Pre-Shift/Opening Checklist

Check in with the Cook or Front of House

Get cash drawer

Verify the amount and **sign out** the drawer in the binder

Binder is located on top of the safe in the "Cook's" Office

Log in to the computer

If you do not have your own login use the Front of House login temporarily

Fill out a Cashier Pin Request; return to office ASAP

Check the Meals To Go table and restock as necessary

The bookshelf behind the register has all the condiments

Make sure coffee is made; the drink line is restocked and cleaned

Check with the Runner to see if their line is ready

Check with Pantry to see if their line is ready

Check with Ice Cream to see if they are ready

If everything is ready, open the door

IF NOT, PROVIDE ASSISTANCE AS NECESSARY

Closing Procedure

Lock the Door.

Do Not Log Out until the time on the Register is the actual closing time (8 PM Sun-Thurs; 7PM Fri-Sat)

Press the **NO SALE** button.

Press the **Log Out** button.

Press the **Yes** button on the **Clear Shift Totals?** Screen.

Print two (2) copies of the Shift Audit Report.

If there were any credit card sales, please print an audit report for the credit card machine as well.

Press **Reports**.

Press **3**.

Press **Enter**.

Count the drawer with the Front of House or Cook

Sign out the drawer in the binder

Vacuum the entire room.

Pick up the big stuff

Do not expect the vacuum to pick up *everything*.

Assist your Front of House in other cleaning duties as assigned

Dishes – Please Use Common Sense

GENERAL GUIDELINES

At the beginning (and middle) of each shift, a temperature strip must be used to determine if the dish machine is working at the proper temperature

Proper temperature is 180 F

Strips can be found next to the wall calendar

If not there, ask your FOH or the office

Place the strip on a clean metal pan and send it through the machine

If the top label turns black, place it on the correct date on the calendar

If the label doesn't turn black, repeat on a new pan

If it fails a second time, please notify your FOH or the Dish Room Supervisor.

Please wash your hands every time you switch from handling dirty dishes to handling clean dishes.

Even if you are just changing your gloves,

YOU MUST WASH YOUR HANDS!

SAVE ENERGY AND STAY ORGANIZED

Organize your work so that things are done efficiently

Please try to save water, electricity and soap when you can

When not in use, turn off the dish machine

When the flow of dishes is slow, turn off the sink.

PRE-SHIFT CHECKLIST

Once you have clocked in, check that all these tasks have been completed.

If you notice something has not been done, please do it yourself

Tray accumulator has been turned on.

Check supply of soap for dish machine

Silverware pans must be ½ full with soapy water

Two bus tubs on the counter

1 full with warm water (use for coffee mugs)

1 full with warm water and silverware presoak (for silverware)

Check and make sure all garbage cans were dumped

DURING A MEAL SESSION

Keep a steady pace during your entire shift; if you get behind ask for help.

Remove as much of the food remainders before placing dishes in machine.

Always check each dish as it comes out of the machine to ensure it's clean

Run silverware through constantly

How to Clean the silverware:

Step 1: Place all silverware on silverware tray and run through machine

Step 2: Sort silverware food side up into silverware sorter and run through machine again

Step 3: Flip silverware over so it is food side down and run through one more time

Step 4: Place out on the line as needed

Refill the silverware on the line before it runs out, not after.

Check the serving line to make sure there are enough plates and bowls

Restock the area before the supply runs out, not after.

DONOT run the dish machine for only a few dishes

Wait until there is an ample amount to be washed

DONOT put paper or plastic down the drains.

DONOT pull or push the tray accumulator.

DONOT throw away silverware or dishes (unless they are broken).

Assist pot employees whenever possible.

AFTER A MEAL SESSION

Finish cleaning all remaining dishes.

Replace ALL clean dishes and silverware on the serving line.

Run all the trays on the tray accumulator through the dish machine

Run silverware slide and silverware pans through dish machine.

If unsure how to remove the silverware slide, ask your FOH or Dish Room Full-timer.

Run all bus tubs through the dish machine.

Run all remaining pots through the dish machine (*PM shifts ONLY*)

Clean glass rack holder above sink.

Run counter pieces through dish machine.

Clean the dish machine

If you have any questions about cleaning or taking the dish machine apart, please ask a full-time employee for instruction.

Remove doors, curtains and screens

Hose out machine (if hose is broken, use buckets)

Door Jams

Bottom of Scraper and Wash Tanks

Top Baffles

Place Screens in Dish Machine to dry.

For any questions, *DONOT GUESS*. Ask your FOH or Dish Room Full-timer.

Clean counter and sinks.

There should be no standing water in the dish room.

All buckets should be empty

All rags should go into the dirty laundry (*PM shift ONLY*)

Tidy up and organize.

Leave the dish room like you found it.

Completely set up the room for the next crew.

Dining Room Keeper (DRK) – Please Use Common Sense.

ALWAYS CHECK IN AND OUT WITH YOUR (FOH).

Please also **ASK YOUR FOH** for the **PROPER** way of restocking milks, juices, etc.

During a Meal Session

Beverage Bar

Clean and restock

Milks

Milk is in the Dairy Walk-In (#1)

If the milk is low, change it. If you find there is a large amount of milk left in the bag once you change it, please place the remaining milk in a container and label what kind it is, when it expires and place it in the walk with the rest of the milks.

Juices

Juices are in the dish room

Soda syrup

Soda is in the dish room

Hot Chocolate

In the cabinet right under the machine

Chai

In the cabinet right under the Hot Chocolate machine

Coffee counter

Clean and restock

If needed, brew fresh coffee

Ask your FOH for the proper way to brew coffee

For breakfast brew a full batch of both regular and decaf; for lunch brew a full batch of regular and half of decaf; for dinner brew a half batch of both regular and decaf

Tea Holder (on the wall by the coffee)

Restock as needed

Teas are kept in the cabinet under the coffee machines

Cereal Station

Clean with brush and bucket

Restock or Rotate as needed (this includes hot cereal packets)

If you cannot use the whole bag of cereal, please **DONOT** open it.

Condiment Station

Check bread and replace as needed

There should be at least 1 of each kind we have in stock

Check condiments and replace as needed

Check tray of sauces and replace as needed

Clear off any food or silverware left by students

Deli Bar

Clear of any mess left by students

Restock missing or low items

If no replacement on the Deli Cart, ask FOH for help.

Deli Bar Fridge

Restock Soy Milk, Butter Chips and Cream Cheese

Transfer Peanut Butter and Jelly to new containers after every meal session.

Meal To Go Table

Restock all condiments, silverware packets and napkin dispenser

THERE SHOULD BE NO CUPS (HOT OR COLD) WHATSOEVER ON THE MTG TABLE!

Sweep/Mop up any spills as soon as you become aware of them

Straighten tables and chairs as needed

Keep restocking supplies as needed

Coffee Counter

Tea Counter

Condiment Bookshelf

Deli Bar Counter

Clean Tables

Bus any dishes that have been left by students

Make bucket of fresh sanitizer water and get clean rag

Wipe tables as needed

Center salt/pepper and Info Sign

30 Minutes Prior to Closing

As traffic begins to slow, start your closing down process.

Close down one side of the beverage bar with black dividers and post a "CLOSED" sign.

These signs can be found in a folder in the bottom drawer by the cashier

Restock both sides of the drink line *before you begin cleaning.*

Take all the trays, bowls, metal racks and drip trays to dish room. Dish room personnel can run them through the machine

Juice Machine (*nozzles only removed after dinner session*)

Open door, turn handles to "FLUSH" and close door.

Press button for juice until clean water comes out.

Switch handles back to "DISPENSE"

Pull nozzles from juice machine and place in small bucket of warm soapy water.

To remove, read directions inside machine

Wipe inside Juice Machine and backsplash.

Soda Machine (*nozzles only removed after dinner session*)

Use Pepsi Key to turn off the machine.

Take all the nozzles off and place in bucket with juice nozzles.

To remove turn nozzle to the left and wiggle out.

Make sure to take both pieces apart.

Wipe backsplash of machine and soda dispenser tab.

Lemonade Machine (*nozzles only removed after dinner session*)

Use Pepsi Key to turn off the machine.

Remove the nozzles and clean dispenser tab.

Milk Machine.

Clean backsplash; run handles through the dish machine as needed.

Hot Chocolate Machine.

Clean backsplash.

Wipe the counter, lip of counter and doors; wipe front, sides and top of all the machines.

Rinse nozzles from juice and soda machine in clean warm water, and return to machine.

Please let your FOH know if there are any "O" rings missing from any of the nozzles.

Pour half gallon of hot water down soda machine drain.

Replace trays, bowls, metal racks and drip trays.

Upon Closing

If asked to, repeat cleaning procedure for front side of drink line.

Vacuum all the carpets in the dining room.

Pick up big pieces of garbage by hand.

Empty the vacuum cleaner bag when finished

Sweep and Mop area from the front of office, down both sides of the drink line and up to the divider in the servery.

Additional Information

Sunday/Tuesday/Thursday Breakfast Shifts

Change linen on Cereal Bar, Condiment Bar and MTG table.

Please also replace anytime they are soiled

Clean front door windows inside and out daily.

Practice proper sweeping

Any movable equipment should be moved and swept under.

Practice proper mopping

Use only hot water and the correct amount of soap.

When time permits, wipe windowsills.

Always have towels in clean sanitizer water.

Replace the water often

Don't be afraid to get a clean towel if the one you are using is dirty

Once your duties are complete, view the facility from a customers' perspective and correct any mistakes you see.

Always ask your FOH if you have any questions about the proper way to do something.

Meals To Go (MTG) or MTG/DRK

When there is heavy traffic, assist the cashier in handling the cards for people using the MTG option.

Use the rolodex provided to keep the cards organized.

Students must either receive their card from you or the cashier. **There should never be student ID cards laid out on the cashiers table.**

When traffic is slow, please restock the MTG table.

All items are kept on the back bookshelf or dry storage.

If table is fully stocked, help the Dining Room Keeper.

If the DRK does not need assistance and your table is restocked, ask your FOH if they need assistance

Grill ~ Please Use Common Sense

Set-up Checklist

Monday - Friday

Breakfast

Lunch

Dinner

Saturday - Sunday

Brunch

Dinner

During a Meal Session

After a Meal Session – Cleaning

Clean Grill with Bricks (times and instructions?)

Dump Fries and Extra Burgers

Double check hot box for leftovers

Clean up anything you used for a special

Unless done earlier

1st: Take all dishes/utensils/grease traps to the Pot Room

Includes catering dishes

Scoop fryer for food remnants

Wipe front of grill (including toaster, counter, and sneeze guard)

Use clean rag and fresh sanitizer water to wipe surfaces

Use glass cleaner and paper towel for sneeze guard

Clean under all boards and wipe down all surfaces

Includes shelf above grill and sink

Turn off hot box, fryer and grills

Turn off heat lamps and lights

Take out trash and mats

Sweep area behind the counter (from the fridge to the soup wells)

Return bread to dry storage

Check out with your grill full-timer and then your FOH.

Ice Cream – Please Use Common Sense

OPENING PROCEDURE:

Wash your hands

Tablecloth: You have two (2) options:

1. Get a white linen tablecloth and place a piece of plastic over it

The roll of plastic can be found in dry storage (ask if you cannot find it)

2. Get a plastic disposable tablecloth (if we have them in stock)

Get three (3) trays and place doilies on each

Place toppings and refill if needed

Chocolate syrup and whipped cream must be in ice bath

Place sneeze guard on the table and attach topping signs above the toppings

Make sure the signs are cleaned before being placed on the sneeze guard

- Signs are found in the red folder on the table
- Set up napkins and basket of spoons and refill if needed
 - Make sure all spoons are food-side down
- Take caps out of sanitizer water
 - Rinse off in warm water
 - Dry and put back on machine
- Make sure front of the machine is clean
- Make sure ice cream is restocked
- Measure temperature of all four (4) flavors and record in the book (must be under 40 F)

CLOSING PROCEDURE:

- Measure temperatures of all four (4) flavors and record in the book (must be under 40 F)
- Run covers and drip trays through the dish machine
- Refill ice cream as much as possible

DONOT refill the other Machine on **FRIDAY NIGHT!** It gets cleaned on **SATURDAY MORNING!**

DONOT refill Chocolate/Vanilla machine on **SATURDAY NIGHT!** It gets cleaned on **SUNDAY MORNING!**

- Clean top, front and sides of the machine with stainless steel cleaner
- Make new sanitizer bucket to soak caps
 - Use warm water and one sanitizer tablet
- Throw out plastic tablecloth; fold up real tablecloth and leave on the chair
- Fold table in half and place in between the machines
- Take empty milk crates outside and stack neatly

SWEEPING

- AFTER EVERY SHIFT**, move the machines and sweep the floor under them
- If asked, you must also mop the entire ice cream area up to the deli bar.

RESTOCKING

Toppings

Refill as necessary; When replacing a topping, please also replace the container

Spoons and Napkins

- Box of spoons are kept under the deli bar (3rd cabinet)
- Basket of spoons should be filled to the top at the end of every shift
- Napkin container should be full at the end of every shift

Cups

We have varying sizes (depending on what is in stock)

- Large (8 oz paper cups)
- Medium (5.5 oz plastic cups)
- Small (4 oz plastic cups)

Table should have four (4) stacks of large cups

Medium and small cups belong under the deli bar (2nd and 3rd cabinet)

Cones

We have two kinds of cones

If both are in stock, please make sure both are available to the customer

MORNING/AFTERNOON (BRUNCH SAT/SUN ONLY) CASHIER
PLEASE USE COMMON SENSE

Pre-Shift/Opening Checklist

Check in with the Cook or Front of House

Get cash drawer

Verify the amount and **sign out** the drawer in the binder

Binder is located on top of the safe in the "Cook's" Office

Log in to the computer

If you do not have your own login use the Front of House login temporarily

Fill out a Cashier Pin Request; return to office ASAP

Check the Meals To Go table and restock as necessary

The bookshelf behind the register has all the condiments

Make sure coffee is made, the drink line is restocked and cleaned

Check with the Runner to see if their line is ready

Check with Pantry to see if their line is ready

Check with Ice Cream to see if they are ready (*Afternoon/Brunch ONLY*)

If everything is ready, open the door

IF NOT, PROVIDE ASSISTANCE AS NECESSARY

Closing Procedure

Lock the Door.

Do Not Log Out until the time on the Register is the actual closing time (10 AM (Morning/Brunch) and 2PM (Afternoon)).

Press the *NO SALE* button.

Press the *Log Out* button.

Press the *Yes* button on the *Clear Shift Totals?* Screen.

Print two (2) copies of the Shift Audit Report.

If there were any credit card sales, please print an audit report for the credit card machine as well.

Press *Reports*.

Press *3*.

Press *Enter*.

Count the drawer with the Front of House or Cook

Sign out the drawer.

Check and make sure your Meals To Go table is restocked.

Night Crew ~ Please Use Common Sense

ONCE YOU ARE CLOCKED IN: Check in with your Front of House (FOH)

MATS (Two People)

Pull the mats (in the following order)

Kitchen

Grill

Dish Room/Pot Room

Take them outside

Lay them down one at a time **IN THE MAT ROOM**

It is important not to get chemicals in the back dock drain. This is why we wash the mats in the mat room.

Wash and scrub both sides

Put back on mat cart

Kitchen Mats – pick up with regular mat cart, place on round mat cart after they are clean

Grill/Dish and Pot Room – pick up with regular mat cart, place on regular mat cart after they are clean

Leave mats outside on carts (*Put mats back on Fri/Sat nights*)

DRAINS (One Person)

Get two buckets

Fill one with warm soapy water

Fill another with warm bleach water

One cap full of bleach to one (1) gallon of water

Drains are located (ask if you cannot find them all)

Kitchen (5)

Grill (2)

Runner Line (1)

Drink Line (3)

Dish Room (1)

Take cover off of drain and clean it

If you pull out any hoses, please put back into the drain (as you found them) when you are finished cleaning

Go around all the drains and scrub the whole drain with a steel wool pad soaked in soapy water

Rinse the drain with bleach water

Put back the clean cover

TRASH CANS AND CARTS (One Person)

Remove all trash cans and carts to the back dock

All trash cans and carts from the kitchen and grill

Leave one (1) for the Runner

Leave one (1) for Pantry

Leave one (1) in the Dish Room

Leave the trash can in the Pot Room

Dump all the trash

Clean the inside of the cans and put new bags in

Clean all the carts (top and bottom levels)

Leave everything outside (Cans/Carts are last things to go back inside)

SWEEPING/MOPPING (Two People: One Sweeping/One Mopping)

NC must sweep and mop

Kitchen

Grill and area in front of Soup Station

Dish Room/Pot Room

Hallway by Employee Bathroom

RULE: IF IT CAN BE MOVED AND SWEEPED UNDER, MOVE IT!

This includes

Salt/Sugar containers; Flour containers (3)

Cart that holds the slicer

RULE: IF IT CAN'T BE MOVED, SWEEP ALL THE WAY UNDER IT!

This includes all racks and counters

BACK DOCK (Two People)

DO NOT hose it down, you must sweep it!

Rotate the garbage and recycling bins

Pick up or sweep any garbage you find once the bins have been moved.

Make sure all lids are closed

Break down any boxes so they all fit into the recycle bin

ADDITIONAL DUTIES

Organize and tidy up chemical closet.

Any other duties as assigned by your FOH.

ALWAYS CHECK OUT WITH YOUR FOH!

Pantry ~ Please Use Common Sense

SPECIAL SAFETY REQUIREMENTS

Safety guards must be in place on all equipment prior to operation.

All equipment must be used properly.

If you have not been properly trained on a piece of equipment, please ask a Cook for instruction.

Every employee working in the kitchen must know the proper procedure for using knives and cutting boards.

GENERAL WORK GUIDELINES

Always keep Pantry work area, walk-in, and serving line clean and organized.

Break down any boxes and place in white recycling bin in the back dock area.

Cover all leftovers with plastic wrap, label and date. Ask a Cook or Pantry Full-timer when leftovers are questionable.

Wash all fresh produce and check for cleanliness.

Before opening a canned product, wipe off the lid with a clean sanitized towel. Drain and rinse all canned vegetables and fruit.

Turn on the salad bar and dressing refrigeration thirty (30) minutes prior to placing food on the line.

Place food on the line in an attractive manner. Balance the color of the products being served.

Record the temperature of the food on the line before every meal session and halfway through it.

Cold Food should be below 40 F or below.

Put the proper utensils out on the line.

For pantry, you can use the metal tongs, black plastic tongs, ladles and spoons.

Label salad dressing (using the appropriate pen) on the sneeze guard.

Notify a Cook or Pantry Full-timer when any salad bar item is low or out-of-stock.

Also notify a Cook or Pantry Full-timer if there is a substantial amount of spoiled product so our inventory can be adjusted.

Always check the dates on food products. Use the oldest first.

Always do the best possible set-up for the person following your shift.

Keep a clean, fresh bucket of sanitizer water with clean rags at all times.

Change as it becomes dirty (at least every four (4) hours).

Become familiar with the product you are serving.

Please feel free to experiment with new ideas and variations on salad bar set-up.

Before opening and during a meal session, view the line from the customer's perspective. Correct any mistakes you see.

SHIFT CHECKLIST

Before the Meal Session:

Prepare salad lettuces.

Prepare back-up cut stock.

Prepare salad dressings in new containers.

30 minutes prior to the meal session:

Turn on salad bar and dressing bin refrigeration.

Label the line.

Check and record temperatures in the Pantry log book.

During the Meal Session:

Keep items on the salad bar stocked.

Keep the salad bar area (containers, tray slide, floor, sneeze guards) clean.

Pay attention to the salad dressing area.

Assist the Runner as needed.

Brunch/Lunch Shifts: Prepare and stock stuff for breakfast the next day.

Dinner Runners: Restock any necessary items for pantry and the deli cart; also assist the Cook if needed.

Check temperatures halfway through the meal session and record them in the Pantry log book.

After the Meal Session:

Break down the salad bar. Use the brown Pantry cart.

Clean salad bar. This includes the sneeze guards and panels.

When putting food away, check the container. Replace as needed. Never put a half-empty container or contaminated back into the Pantry Walk-in.

Break down empty boxes and take out to the recycling dumpster.

Take Pantry cart outside and wash as needed.

Keep walk-in organized. Wipe down shelves and walls, and remove any empty boxes.

Clean your work area (sinks, drain boards, shelves, counters, floor and walk-in).

Empty garbage can and recycling cans into appropriate bins.

Daily Production for Pantry

Breakfast

Twelve (12) to fifteen (15) pans of yogurt

The flavors include: Plain, Vanilla, Strawberry, Raspberry, and Peach

Six (6) to eight (8) ½ pans canned fruit

The types include: Pineapple tidbits, pineapple chunks, sliced apples, sliced pears, sliced pineapple, sliced peaches, fruit cocktail, tropical fruit salad, etc.

Six (6) to eight (8) full pans of *fresh cut* fruit

Please check what is available. You can have a whole pan of one kind of fruit or you can mix them up. Some ideas include (but are not limited to):

Cantaloupe and Honeydew, Pineapple and Strawberries, Grapes and Kiwi (cut in halves), etc.

Additional/Optional Items

At least two (2) 1/3rd pans of cottage cheese

At least one (1) 1/2 pan of applesauce

Lunch/Dinner [Must Have]:

Chopped Romaine

One (1) to two (2) large plastic bins

Sliced Cucumbers (1/2 peeled)

One (1) to two (2) 4" full-size hotel pan (plastic)

Cherry Tomatoes (washed and stemmed)

One (1) 4" full-size hotel pan (plastic)

Cheese (Shredded or cubed)

Two (2) 4" 1/2 pans (plastic)

Two (2) 1/6th pans + 4" 1/2 pan backup of all of the following: (depends on what is in stock)

Olives (sliced)

Red Onion (sliced)

Green Onions (sliced)

Carrot (shredded)

Celery (cut into pieces)

Hardboiled Eggs (sliced)

Mushrooms (sliced or marinated)

Beets (shredded)

Artichoke Hearts

Turkey or Ham (cubed)

Chicken (sliced)

Bell Pepper Slices

Red, Green, or Yellow

Jicama Sticks

Bacon Bits

Nuts

Cranberries, Raisins, or Craisins

Kidney, Black, Pinto or Garbanzo Beans

Green Beans

Broccoli

Radishes

Chow Mein Noodles

Sunflower Seeds

Croutons

Lemon Wedges

Tofu

Chicken

Pots - Please Use Common Sense

SAFETY REQUIREMENTS

NO KNIVES are ever permitted in the pot room.

Non-skid rubber mats **MUST** be on the floor while working to prevent slipping.

White plastic aprons **MUST** be worn during your shift.

Pot room water must be **HOT** (at least 160 F).

Use caution.

Rubber gloves are to be worn during your shift.

GENERAL GUIDELINES

If possible, soak items rather than scraping them.

We use soft aluminum pots and pans; scraping may damage the surfaces.

DO NOT mix clean and dirty pots. There is enough space for both if you use the carts, racks and counters.

Use only dishwashing/pot washing soap.

It is located in the pot or dish room.

Change the water often and make sure it is always (at least) warm and soapy.

Always use the agitator.

Cold, greasy water will not clean pots and pans.

All utensils are to be placed on a silverware rack **PRIOR** to being run through the machine.

DO NOT take dirty pots through the serving area.

When removing the pot cart from the kitchen, **ALWAYS** take it directly from the kitchen by way of the hallway to the pot room.

NEVER wheel the pot cart through the cooking line (area by steamers and ovens). Use the outside area next to the walk-ins.

SPECIAL TIPS

Organize your work before you begin and keep the pot room as clean as possible **AT ALL TIMES**.

Turn off water to spray handle at the end of your shift.

FILL SINKS AS FOLLOWS:

<u>SINK 3</u> HOT WATER WITH SANITIZER	<u>SINK 2</u> WARM WATER (FOR RINSING)	<u>SINK 1</u> HOT SOAPY WATER (FOR SOAKING)
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SHIFT CHECKLIST

Swap empty pot carts with full carts from the kitchen.

Always take the cart from the runner station first.

Scrape excess food into the garbage.

DO NOT put grease down the drains.

Grease should be emptied into the grease bin in the back.

Soak pots in hot soapy water (**SINK 1**).

Scrub **ALL** pots, pans and utensils.

Remove all plastic wrap!

Rinse all pots, pans and utensils (**SINK 2**).

Rinse all pots, pans and utensils in sanitizer solution (**SINK 3**).

Place on rack.

Run pots through dish machine.

Ask the dish crew if you need assistance.

Replace all clean pots, pans and utensils in their PROPER location.

Stack pans according to size and design.

Ex. 2" perforated pan vs. 2" solid pan.

RULE: IF YOU DO NOT KNOW THE PROPER LOCATION OF A POT, PAN OR UTENSIL, ASK!! DO NOT GUESS!!

CLOSING PROCEDURE

Once all the pots have been run through the machine start your clean-up.

Drain your sinks and clean out any food that stayed behind.

Clean all the counters (upper and lower)

Dump your garbage can

Leave it outside with a new bag in it.

Take your mats outside and wash them (unless Night Crew has already done so).

Sweep and Mop as needed (unless Night Crew has already done so).

Wipe down wall area

Behind rack (that holds clean pots)

Behind the garbage can and pot cart

Above sinks and garbage disposal

Runner – Always Use Common Sense

CHECK IN WITH THE COOK.

Before the Meal Session

Read Menu and write on sneeze guard above the line

Use appropriate pen

If none found in the kitchen or by the runner sink, ask the Cook or your Front of House

Turn on serving wells and make sure they are filled with water (at least 1/3 full) and are covered

Some wells may need to be cold, check with the Cook

Get appropriate utensils set up

If unsure, ask the Cook

Check stock of napkins and crackers by soup bar

Assist in the kitchen if time permits

15 to 30 minutes prior to opening

Get food onto the line

Garnish as directed by the Cook

Take temperatures and record in the log book

Hot Food should be above 140 F or above

Cold Food should be below 40 F or below

Turn on Heat Lamps on the servery line

Remove food covers right before opening

Make sure the lights are turned on

Let cashier know when the line is ready to go

During the Meal Session

Replace pans of food as they become empty or unsightly

Replace before pans become completely empty

Neatly add leftover food to the new pan (if possible)

Exception: lasagna

Arrange food for an attractive presentation

Stir food to prevent crusting

Sauces, Eggs, Oatmeal, etc.

Keep the cook updated on how many pans are left over of each product

NOTIFY COOK PRIOR TO PUTTING OUT LAST PAN!

You must give the Cook time to produce more

On days when we serve rolls or bread, please place rolls in a basket with fresh linen

It is not sanitary for customer's to put their hands inside a plastic bag to grab the bread or roll

Clean the serving line as the flow of customers' permits

Pick up dropped food and clean up spills quickly

Pay attention to the soup bar and the cleanliness of the sneeze guard through the entire meal session

Keep your sink area clean

Replace bucket of sanitizer water as needed

Dump garbage bucket if it becomes too full

Remember the last customer should have the same positive experience as the first customer

Rush Runner Closing Duties

30 minutes prior to closing, the rush runner should start their portion of the clean-up

Wipe the doors and handles of all the shams.

Wipe both sides of the doors of the hot box.

Take out the bottom tray from the shams and take them to the pot room.

Wipe the counter opposite the shams and next to the runner sink.

5 minutes prior to closing

With permission from the Cook, dump any food that is not to be saved from the shams and the hot box.

Check in with your FOH before you leave.

Upon Closing

Ten minutes prior to closing:

Pull the curtain $\frac{3}{4}$ of the way closed

Five minutes prior to closing:

Check with the Cook to see what food you are to save and what to dump

Label and date foods you keep and put away as directed to by the Cook

Drain the water in the wells and turn them off

At closing time

Double check with cashier that the facility is closed

Start cleaning up

Dump food into garbage cans

Dump soups and sauces into sink in the pot room

Do not overfill garbage can or it will become too heavy to dump

Once food is dumped, start cleaning your line.

Clean wells and counter

Throw away as many food particles from inside the wells. *DONOT* clog the drains
Use clean rag or green scrubbie pad to clean wells
Wipe up water spots with dry towel
Refill wells with clean water and cover them.
Clean sneeze guard with glass cleaner and paper towels
Glass must be clear of all food labels
Clean pastry case doors with glass cleaner and paper towel and wipe bottom of case to get any food particles that may have fallen
Put all oven mitts back in the oven mitt drawer
Clean the inside of the front door of the hot box on the runner side and kitchen side and wipe bottom of hot box to make sure no food scraps get left behind.
Clean up runner sink.
Wipe top counter and sink counter.
Breakfast/Lunch Runners
Make new bucket of sanitizer water for the next shift
Dinner Runners
Dump the sanitizer bucket and take to the dish room
Remove all food particles from the sink.
Dump garbage bucket and clean the shelf it sits in.

Sweeping/Mopping – ALL Runners!

Sweep and Mop from the Public Bathrooms to the end of your line (on both sides)
Check out with the Front of House.

Job Descriptions for Pub

Cashier 1

Comes in and gets a starter cash bag and verifies that the bag contains what it supposes to and they sign it out. Then they come up to the pub start getting the pub is ready to start the day. They put together the deli, potato station and cut the bread. They might need to go down and get the potato, soup, cookies or anything that might need to come up to the pub. Then they will be the cashier. When slow they will help where help is needed. At the end of their shift they will close their draw and sign it back in.

Cashier 2

They will get their starter bag and verify that the bag contains what it supposes to and sign it out. They will then come up to the pub and be the cashier. When slow they will help where help is needed. They will also be part of helping close when it is slow. At the end of the day they will close their bag and go down and sign it back in.

Deli/Sandwich

When they get in they make sure that they have everything needed to start the production in making the sandwiches. They then will make sandwiches as they come in to order. When they slow down they will restock the station, start washing dishes or sweeping the floor and getting it the place ready for the next rush. Towards the end of the day they will start working on the closing list.

Nacho/Prep

They are responsible for make the nachos and potatoes orders when they come in. They also help to get things from back when they are needed. When they slow down they will restock the station, start washing dishes or sweeping the floor and getting it the place ready for the next rush.

DRK/Stocker

When they get here they will check in and see if there is anything that needs to happen first like go down and get anything from the commons or from the back. They will check the trash wipe tables down restock what needs to be stocked. Towards the end of their shift they push the cart down and take all the trash out. Help were help is needed.

Opening Shift for Commons

Start Ice Tea

(2 batches 1 for commons & 1 for UC)

At the same time get Coffee ready for brewing

(1 bag of Coffee for full brew)

Make Sure Drink line is clean and all machine stocked

(Juice, Soda and Cappuccino machines)

Cups, lids and straws stocked

Make sure soda frig and snack rack are fully stocked

Double Check condiment station & If Needed:

Change out dirty linen

Make sure PC's baskets are full, condiment pumps are full and clean, napkin dispenser full and utensil baskets are full

Wipe Down Salad bar and Fill with ice

Make Sure salad bar is plugged in

Get cash

Brew Coffee

Make sure you now what the Grill special is and the price of it

10:45 unlock crash doors, turn on Commons lights

10:55 Open Doors

When changing Condiment bags for pumps take it apart and send through dish machine

Commons Closing Shift

Clean/Stock Drink Station

Run drip trays through dish machine, stock lids/straws/cups

Dump Coffee and Ice Tea clean and place back on clean drink line

Fridays soak soda/juice Machines nozzles in sanitizing water and wipe inside of juice machine

Make sure soda frig and snack rack are fully stocked

Wipe Down and unplug salad bar

Wipe down cashier station/Grill counter

Wipe Down all Tables and push in chairs

Take out all trash including the one by the sliding doors and put new liners in Trash Cans

Collect and wash Trays

Wipe Down tops of trash cans

Clean condiment station in commons seating area

Change out dirty linen

Make sure PC's baskets are full, condiment pumps are full and clean (*Friday's take pumps apart and send through dish machine), napkin dispenser full and utensil baskets are full

Lock Crash Doors and turn off lights

When changing Condiment bags for pumps take it apart and send through dish machine

Commons Job Description

Cashier 1

Comes in and gets a starter cash bag and verifies that the bag contains what it supposes to and they sign it out. They will then go and make sure that the place looks ready to start the day. (Coffee, cups are stocked, utensils, napkins, condiments are ready and that the trash is empty.) Ask the grill cook what the special is for the day and price. Turn on the open sign and let the grill cook now that were ready to open. When slow they should look around and see if anything needs to be done. (Wipe counters down, stock, sweep and what ever else can be done.) At the end of their shift they will close their draw and sign it back in.

Cashier 2

Comes in and gets a starter cash bag and verifies that the bag contains what it supposes to and they sign it out. When slow they should look around and see if anything needs to be done. (Wipe counters down, stock sweep and what ever else can be done.) At the end of their shift they will close their draw and sign it back in.

Grill Support

Checks in with the grill cook and see what needs to be done. During the busy time they will be frying fries and chicken strips. When slow they should be helping get the next day prepped. (Slicing tomatoes, onions, and anything else that can be done.) They then should be cleaning up. (Break down boxes and wipe things down)

Utilities

They need to come in and get the dishwasher up and running. Fill it up with water put the screens in and turn it on. They will then fill one sink with hot soapy water and the other with sanitizer water. (Change water when dirty) They should rinse or dump any food that is left on of dishes. Then they will wash, rinse and run through the dish washer. They will then put the dishes on the rack to dry. They will then get a clean cart and put dishes away. They will need to keep an eye on the trash so that it doesn't get too heavy to dump. When half full they should dump the trash. When all caught up they should look around

the kitchen to see if there are any other dishes to wash. (Sheet pans on rack, dishes in sink or on any other carts.) They will need to make sure that the dish room area is clean. That all stuff is off the floor. (Lids buckets) Wipe all counters down top and bottom. Make sure the back is kept up. Sweep around and under dish machine. At the end of the day you will make sure all dishes are done, sinks are clean and counters are wiped down. Get all carts and spray them down so that the next day they are ready to go. You will need to empty dish machine. You will need to rinse the screens and machine out. Take out trash.

Stocker/keeper

Needs to come in and check the front of the house to make sure that all condiments and utensils are full. Check and see if any of the trash or recycle cans need to be emptied. Make sure tables are clean. Then they will need to get the list from the grill cook and get started on it. When done they will check in with the grill cook to make sure that all is done right.

V.V. Kitchen

Check in with the FSW Lead and see if there are any special needs. Then they will get the food out of the steamer and start setting up the line. When line is set they will take the temperature on the food and log it. They will make food to order as costumers come in. When slow they will cut paper for prep and what ever else that can be done up front. They will need to keep the station and area around station wipe down and organized. At the end of the day they will need to take the right procedure in putting the food away. The cold food will get wrapped and put away in walk-in 3. Hot food will be cooled and half wrapped in put in walk-in 3. They will then drain wells and make sure station is all cleaned.

Salad/Sandwich Prep

Checks in with the lead in charge and they will then be instructed in what they will need to do. They will be make different kinds of salad, sandwiches and burritos for the venues. That includes cutting lettuce, slicing tomatoes and prepping other ingredients to make these items. When the orders for the morning are done they will start with the afternoon orders. Other duties may include portioning dressing, salsa and sour cream into 2oz cups.

Deliveries

Checks in with the lead and get the order pull list. They will then pull the order and make the deliveries. When they arrive at the venue they will need to check in with the lead so that they can go over the order. Then they will put the order away. If they have dropped or lost any product they will need to report that to the production lead so the order can be adjusted. They will need to pick up any dishes or containers that are to be brought back. They will need to pick up the bread at CBC and bring it back. When finished they need to check back in with the lead and see if there is anything else that needs to be done before they leave.

Slicer

Checks in with the production lead or cook to see what the slicing needs are for the day. They will be slicing meats and cheeses. When slicing you will need to make sure you are dating all products with the right date and that you are wrapping it properly. When putting it away you need to make sure that you are properly rotating all products. When you are slicing and are slicing different things you will need to wipe the slicer down. At the end of the shift you will need to take the slicer apart and a make sure it is cleaned and sanitized right. If there's not much to do they will ask the production or cook if they can help

with anything in the kitchen. They are reasonable for keeping the sink next to the slicer clean and breaking down the boxes that they use.

CBC Job Descriptions

Smoothie Bar

The smoothie bar is easy to learn because the cashier will hand you a numbered cup and you just follow the guide on the smoothie bar. You will use one of the five liquid bases, add fruit and ice, and then blend. You return to the numbered cup, pour in the smoothie, pop on a lid, and call it out. If you make too much, you will need to put samples together using our small soufflé cups and place them on the counter near the smoothie bar.

Panini Grills

We grill several of our sandwiches at Charlie Brown's Café. The cashier or runner will place a tag on the slider next to the grills indicating the sandwich, the dressing for the side salad, and the customer's name. Each sandwich has a specified microwave time and grill time. We have a veggie grill with a green cutting board and a meat grill with a red cutting board. A classico, for example, is microwaved for 30 seconds, cut in half, and placed onto the veggie grill for approximately one minute. In the meantime, you would place a handful of mixed greens into a box with a packet of dressing. When the sandwich is ready, place it into the box and call it out.

Cashier

As a cashier, you are responsible for helping each customer and clearly communicating their order with your fellow coworkers. Good communication is imperative because we want the customer to receive their exact order at the end of the chain. As a cashier, you can make things a little easier by grabbing particular items, such as sodas, to expedite our services particularly when your coworkers are busy making sandwiches and smoothies. You will be responsible for your own drawer and will close it down with your appropriate supervisor before the end of your shift.

Espresso Bar

The espresso bar is a little trickier to learn than other stations in the café, but don't let it intimidate you! Everything is for the most part based on a latte. A latte is espresso, steamed milk, and a little foam on top. Say you want to make a mocha, you would add the chocolate first, then espresso, stir really well and add steamed milk. If the customer would like whipped cream, you would leave a little space and add whipped cream before putting on a lid. Training for the espresso bar will go into more detail during unit specific training. We will train you on the number of espresso shots for specific sizes, the

abbreviations we use, how to make hot chocolate and chai, and we'll even share some of our secrets to making great espresso drinks in a flash.

Runner

A runner is a cashier's best friend. The runner generally begins by standing behind the cashier and will take the orders and make sure they reach the pick up area or "launch pad." It is important for the runner to maintain a great level of communication with the cashier and to either get the entire order or pass items to various stations. The runner can also act as a helpful hand by washing blenders or getting more mixed greens for the employee working on the grills.

Kiosk Runner

The kiosk runner is responsible for collecting all the receipts from the appropriate printer by the register. These receipts are duplicates of the original that the customer receives when ordering items from the computer screen by the front door. The kiosk runner is responsible for going to each station, writing on cups (the drink and the order number), and placing the receipt on the slider by the grills if the customer ordered any grill items. The receipt is then thrown away only once the customer receives their entire order. When the runner does not have any receipts left, he/she will help with the main line.

UC Opening Shift

Make Ice Tea in Commons servery
Make a sanitizing bucket
Get 5 pitchers for water (fill with filtered water in UC)
Put Ice in Plastic container and scoop in holder
Get a bus tub and fill it with hot water and utensil sanitizer
Get bucket for liquid waste
Make sure dressings are full
Make sure frig is stocked with sodas, condiments dressings and white wine
Cut lemons
Get cutting board and knife ready for bread
Consult the cook about the special, soup, café salad, Spec sandwich and desserts. Write this all on the whiteboard. Make sure you know how to pronounce the food so you can properly pass it on to the other servers
Light candles
Get cash
Pre Make garlic, oil and seasoning plates
Roll silverware
Fill sugar containers on tables
Fill salt and pepper shakers on tables
Wednesdays:
You are going to change out all the menus to the new Menu cycle

*When you are running low on roasted garlic let the cooks know so they can make more before you run out

Closing Shift in the UC

Start running dishes through as soon a server has free time
Wash all dishes and put the away
 Wipe down bread table
 Wash cutting board
 Wash knife by hand
 Wash out ice tea container wipe down station & lower shelf
 Clean/Sanitize busing station
Take out both trash cans/recycling and replace bags
Make sure all tables are wiped down and have silverware on them
Blow out candles

Make Sure the patio and front doors are closed and locked
Restock frig with sodas, condiments and dressings
Polish and roll silverware
Straighten up glass rack
Replenish Sugars, Salt & Pepper shakers and Tea baskets as needed

If you grab the last of any condiments, Tea, Sugar, oil... ANYTHING out of dry storage or any other location write it on the ordering sheet and let the head chief know

Fridays

Toss the blue cheese dressing and change out all dressing containers to new clean ones

UC Staff Expectation

Greet all customers with a smile and enthusiasm

Be well versed in the specials and understand the ingredients

Your first priority is to be attentive to the customers and make sure they have everything they need

Communicate with your coworkers

Communicate with your customers

If a food item takes more time to cook than others let them know

Let them know of any complications; they are more likely to understand and ask them if there is anything you can do to remedy the situation

DO NOT COMPLAIN ABOUT CUSTOMERS IN THE BACK OR YELL THEY CAN HEAR EVERYTHING YOU ARE SAYING

Leave your problems at home

Do not talk about your tips/other inappropriate conversations in or in back of the restaurant

Engage your customers make their visit enjoyable

Help each other out as much as possible

Take personal initiative to remedy a current problem or potential problem

Share suggestions on improvement