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SPHM  
HOSPITALITY

SPHM – FOOD & BEVERAGE DEPARTMENT



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# Aquatic Department



# Water Pak Food & Beverage

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## **SECTION 1: FOOD & BEVERAGE ASSOCIATE GENERAL INFORMATION**

### **Your Mission**

The staff of the Food and Beverage Department plays a crucial role in the revenue success of your facility! Thus, it is important that our first impression is a positive one!!! To ensure this we must:

- ✓ Have energy!!!
- ✓ Be excited
- ✓ Prepare delicious food
- ✓ Keep accurate inventory
- ✓ Follow inventory and waste procedures
- ✓ Thaw and unthaw product depending on need
- ✓ Perfect Health Department Audit
- ✓ Be a FB team player
- ✓ HAVE FUN!!!

### **Role as an FB Associate**

- ✓ Provide excellent customer service to our guest.
- ✓ Follow all safe handling food procedures as trained.
- ✓ Produce outstanding food items including: taste, timing, and presentation.
- ✓ Ensure the cleanliness of the food service buildings and surrounding areas.

- ✓ Assist in maintaining the cleanliness of the facilities.
- ✓ Assist in Inventory
- ✓ Know and understand why portion control is important
- ✓ Strive to show why Rockford Park District is a Gold Medal Park District.
- ✓ Have fun while at work!
- ✓ Communication of food specials and upselling

### **Private Rentals & Special Events**

A private rental is when a group or company rents out the facility/fields for a designated time frame. Rentals take place after normal business hours. For example at Magic Waters a private rental may take place from 6:00pm-10:00pm, after Magic waters is closed to the public.

- The guests that are renting the facility are allowed to enter at the start time of their designated time frame. Make sure to check the rental schedule to keep up-to-date with the current events/rentals.
- In some instances food and beverage locations may be closed during the private rental. This is only to occur by clearance of the Manager on Duty. It is the role of the supervisory staff member for FB to make the MOD aware if concession sales are slow. Keep in mind that some organizations may have paid to keep the locations open, regardless of sales. In addition some organizations may utilize catering which will also factor in the location operational hours.
- It is the role of your department to ensure you provide excellent food service for guests. You may also be assigned to assist in ensuring the facility is clean for the rental or help with clearing the facility of non-private event guests.

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- It is vital that you are prepared for the expected crowd and may be assigned to special duties to ensure this.

## **Clocking In**

After clocking in, notify your supervisor that you are present and ready to go. Your supervisor will be making note of the time you have checked in. *Remember 1 minute late is still late.* Arrive early to ensure you are on-time! You can clock-in 7 minutes before your shift.

## **Team Meetings (open/close/and monthly)**

Meetings are your chance to receive your Karats for Merits and get updates on the day's events. In addition, you will receive key information at the meeting.

Each day we will hold an opening (ready) meeting before the shift begins. At these meetings you will receive retraining, reminders, radios, keys, and other equipment as needed to make your day successful. You will also have a joke of the day, and/or receive a fun team-building exercise or game. Close meetings will mirror the opening meetings. In addition we will hold monthly team meetings for all team members as needed.

At all meetings you will be required to sign off on a training log stating you have received the updates and trainings.

## **Pre-Opening Clean-Up**

During opening we have the opportunity to make the facility immaculate for our guests. You will be required to ensure your locations opening duties are complete, which could include food preparation, set-up, organization and cleaning. Checks for accuracy will be completed daily through audits and general checks. Be ready for the guests. Smile, be courteous, and be helpful.

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## Throughout the Day

Throughout the day it is your role to serve, clean, organize, and greet our guests! Our food facilities should start and remain immaculate. Remember if you can lean you can clean!

## Daily Closing Procedures

All staff will assist with closing and other assigned duties. You will be excused by your supervisors. When you have completed your assigned duties you will be required to radio for your food location to be checked. Following, you will be sent to the end of night meeting location. We are a team and thus you will be dismissed as a team by your supervisory staff. If working in the evening, please do not leave alone. We want to ensure that you and all other team members remain safe. As a result we walk out as a team!

## Audits

Supervisory and associates will be audited at least 3 times during the summer. These audits may or may not be random. Audits are to ensure we are meeting the health department requirements and are providing the best customer service for our guest through service, consistency, knowledge, and cleanliness. Failed audits may result in corrective action, up to and including termination.

## Scheduling, Requesting off, & trades

Schedules will be posted on the system "*When To Work*" on a bi-weekly basis. This means that any time requested off must be provided within our department at least two weeks before the schedule is posted. Requesting off does not mean that it will automatically be approved. Your approval will be communicated through "*When To Work*".

After the schedule is posted it will be your responsibility to find someone to cover your hours for that shift. This too should be done through the "*When To Work*" system. The trade of hours (or cover) must be approved by a supervisory team member. This will be reflected in your schedule. If your hours are not covered you are responsible to work this shift.

Please note: It is your responsibility to know your scheduled shift.

## **Overtime**

Overtime must be cleared by the Operations Assistant, Supervisor, or Manager-on-duty. Overtime is only permitted on rare circumstances. Please keep this in mind when switching hours as it may not be permitted if the switch would mean over-time.

## **On-Call Shifts**

On-call shifts will also be posted on your schedule. If scheduled as an on-call staff member you must contact your supervisor two hours prior to your shift, unless stated otherwise in When to Work. When scheduled as on-call you are expected to be on-site by the time you are scheduled, if you project it will take you more time, please make personal adjustments to arrive on-time, or discuss further with your supervisor when calling in for your shift.

Procedures for calling in to confirm your On-Call Shift:

- Call the supervisor phone number provided.
- Speak to your supervisor directly to see if you are needed for the day. Voicemails or texts **WILL NOT** be accepted.
- If you are not needed this is considered a day off. If your assistance is needed you will be required to work the position needed as informed by your supervisor.

## **Call-In Procedure (sick, emergencies, unable to arrive on-time)**

Should you not be able to attend your shift as scheduled the following procedure must be followed:

- You must call the supervisory cellphone at least two hours prior to your shift. This gives the supervisor ample time to find coverage for your shift.
- You **MUST** speak with your supervisor directly. Emails and texts are not permitted.

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## **Supervisor On Duty (SOD)/Manager on Duty (MOD)**

Each day there will be one or more supervisors on-duty from your department. This supervisor is the key point person for the day for any questions or concerns. There is also a manager on duty scheduled every day to assist with customer concerns, or

questions. You should always go through the correct channels of communication for your needs. This means 1st contact your supervisor, then manager on-duty. In some circumstances you may need to immediately contact the MOD. Use your better judgment and review the emergency response plan for better clarification. ERP training will be provided during your on-site training!

## **Food & Beverage Customer Satisfaction Policy**

If a customer is not satisfied with service or the quality of their food it is important that we take the necessary steps to ensure they leave as a happy customer. Below are some steps/solutions for resolving customer concerns in the Fb department.

1. Offer to remake or waste out a food item for their inconvenience. FB Associates must inform their supervisor by radio and put on to the waste sheet. If there is a supervisor present please contact the supervisor for this approval and allow them to speak with the customer.
2. Supervisors may be able to offer a free food item on a return visit or refund due to the severity of the concern. This should be documented following cash handling and waste procedures.

## **Coaching, Corrective Action, Remediation, & Retraining**

Coaching, remediation, and retraining are an opportunity to ensure that we are able to provide the best customer experience to all of our team members. Corrective Actions and coaching will occur in instance where policies or procedures are not followed and directly impact the success of the operations. In these instances we will allow you to develop a solution or receive trainings to ensure you have the opportunity to be successful.

## **Inventory Control**

Controlling inventory is the responsibility of everyone in the food and beverage department. Without everyone's assistance in the process we open the door for theft and not meeting the customer's needs due to running out of product.

Imagine you were at your favorite burger restaurant only to discover they have run out of cheese or condiments for your burger. Would you ever go to that restaurant again? What would you tell your friends?

## **Supply Orders**

Orders are placed on a scheduled basis and are based upon what the system lists as the amount in stock. This means that we all must follow our inventory policies, procedures, and effectively communicate needs, or we will not order the correct amount of supplies.

Other factors include storage space and projected fluctuations due to events and rentals.

As we receive supplies from various food companies, we must stay on-top of orders to prevent running out of supplies. Inventory is ordered based upon storage availability and is generally ordered for 2 weeks worth of sales.

Even with best practices it is important that we act as "One Team, with One Goal", this means you should inform your supervisor if there are any supply needs at your location.

## **Last Case Policy**

To provide the best customer service and showcase teamwork, we will practice the Last Case Policy. You are required to inform your supervisory staff member whenever you open the last case/bottle/container at your location. Failing to notify in a timely manner, may result in corrective action.

## **Requests for Product**

One or more hours before the end of your shift you will be required to ensure your building is fully stocked with the equipment and supplies for the next shift. You will be provided with building par levels. You will simply review the levels currently in the building and request the needed amount to ensure you are fully stocked.

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**SECTION 2: ROLES, RESPONSIBILITIES, & RULES** Positions may vary, or be combined depending upon your facility's location, space, menu, and overall needs. Below is an all-inclusive listing of positions within the food & beverage operations.

### **Cashier**

This position is responsible for running the POS system, taking orders, and handling cash following the RPD cash control procedures. Cashiers are responsible for handling beverage orders, but due to sanitation and adequate training, should not handle food unless properly trained and documented.

### **Runner**

This position is responsible for the filling of the orders for the customer. It is easiest to stand next to the cashier and either look at the computer screen or listen to the actual order as it is being taken. If working with a prep, landing, or fryer you may need to callout the orders. As the order is taken, you are to get the items ordered and place them in front of the guest. Your goal is to have the entire order ready for them before the cash transaction has been completed. Be sure to confirm prep has heard your need.

### **Prep**

This position is primarily responsible for prepping food orders. Preparation can include areas such as

- "Bun prep" plating the bun adding lettuce, tomato, and onion.
- "Pizza prep" building the pizza with cheese and pepperoni.
- "Salad prep" plating lettuce, gathering lettuce, and adding croutons.

### **Landing**

This position is responsible for finishing items that comes out of the oven. This includes pizzas and cheese-filled bread sticks. As the pizzas come out of the oven, you need to check the ticket to determine whether it is a whole pie or a personal pan. If it is a whole pie cut, put on a pizza circle and cut into 8 slices. Put the entire pie under the warmer and call off the number listed on the receipt. When the guest arrives, compare with the receipt, and supply them with the pizza and plates for their pizza.

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## **Fryer**

This position is responsible for cooking all fried items. You are to utilize the remote printer to fill orders. You are responsible for filling the fry orders and placing under the warmer for the runner to pick-up. Orders are made to order, unless otherwise noted due to large crowd expectancy.

## **Griller**

This position is responsible for cooking all grill items. You are to utilize the remote printer to fill orders. You are responsible for ensuring your meats are thawed, completing your checklists, and proper closing of the grill area. Following completion, you are to assist with the building closings. Orders are made to order when possible. During busier days we will need to follow the "Three ahead rule" this allows you to ensure customer wait time is reduced.

## **Order Filling**

Before filing any order, you must verify with the customer's receipt! This is to ensure the customer's order has been filled correctly. On the bottom each receipt is a receipt number. You are to call off the last two numbers and check the customer's receipt to provide the food. Failure to follow this step, could cause errors in inventory and customer dissatisfaction. Providing food without verification is not acceptable as it can leave room for error and theft.

## **Customer Experience Scripts & Upselling**

Below is the formal script required when working with customers to ensure the best experience and ensure we are offering them additional products they may be interested in:

1. "Hello, How can I help you today?"
2. Would you be interested in adding a .....
3. Repeat order back
4. Give total "that will be \$..... *PLEASE*"
5. "*THANK YOU!* Can I have your name we will call you when your order is ready."
6. Write their name on receipt and thank them again!

### **Alcohol Policies and Procedures:**

When alcohol is available for purchase to our guest, only staff members over the age of 21 will be scheduled as cashiers. All 21+ cashiers will have access to an alcohol key which allows them access to all alcohol storage areas. It is the responsibility of the 21+ Cashier to ensure that the alcohol is always locked and out of reach of associates under 21 years old. They are also responsible for ensuring that the alcohol is locked away at the end of the night.

When serving alcohol, the cashier is responsible to ensure that the guest are of consumption age. This requires the cashier to check all guest ID's whom wish to consume alcohol. When checking ID's make sure to check the individuals photo, birthday date, and expiration date of ID. Once you have confirmed that the guest is of consumption age, stamp the guests hand to verify you have checked and confirmed their age. At times, wristbands may be used instead of hand stamps.

Staff under the age of 21 are not allowed to sell or provide alcohol to a customer. This is considered a policy violation and will result in disciplinary action up to and including termination.

There are designated areas that are considered off limits for staff under 21. These are areas where beer on tap is sold. Staff under 21 are not allowed to work in these designated areas/assignments.

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### **SECTION 3: FOOD PREPARATION**

#### **The Food We Serve**

As a FB Associate, it is your top priority to provide our customers with the best tasting food. Food needs to be prepared and served following all health code policies. This means thoroughly cooking and properly storing all food products.

<b>Ensure Thoroughly Cooked Food</b>	<b>Ensure Properly Stored Food</b>
<ul style="list-style-type: none"> <li>✓ Grilled chicken (5-6 minutes)</li> <li>✓ Hamburgers (3 minutes)</li> <li>✓ Cheeseburgers (3 minutes)</li> <li>✓ Double Cheese Burgers (3 minutes)</li> <li>✓ Hot Dogs (3 minutes)</li> </ul>	<ul style="list-style-type: none"> <li>✓ 6 inches above the floor</li> <li>✓ Raw meat below prepared food</li> <li>✓ Refrigerated Foods at 41* F or below</li> <li>✓ Frozen Foods at 32 F or below</li> <li>✓ Pantry Foods in a clean, cool and dry area</li> </ul>

All food must be served to the customers at the proper temperature. Avoid *The Danger Zone (dun dun dun)* that can cause food borne illnesses. The *Danger Zone* is when food is at a temperature between 40 and 140 °F. In between these temperatures are where bacteria multiplies rapidly.

- ✓ Beef Hot Dogs & Beef Patties- 160 degrees
- ✓ Chicken- 165 degrees

\*\*When the temperature is taken, the food MUST have a 30 second hold at that temperature. Recite "Mary Had A Little Lamb" two times to help ensure the 30 second time frame has been met\*\*

#### **Freezer Down Procedures**

If there is a power outage or noted freezer temperature rise you may be asked to transfer product to a freezer that is in working order. If this is so your revenue control/inventory and FB supervisor will be involved in this process. The Manager On Duty must also approve.

- Refrigerators will keep food cold for about 4 hours if it is unopened. Thus keep closed unless absolutely necessary until further instruction from a supervisor.
- Freezers (full) will hold temperature for approximately 48 hours, 24 if half-full, if the door remains closed.

If there is not a thermometer in the freezer, or you question, contact your supervisor. We will then need to check each box to ensure temperature is safe.

## **Food Handling**

Concessions operations are closely regulated by Illinois and Winnebago County health codes. The basic safety practices include:

- Proper lighting and light covers provided.
- Storing refuse away from the building or food service area to minimize rodents.
- Design the traffic patterns for both guest and employee safety.
- Provide the proper storage of dry foods and cooking utensils.
- All flooring, wall and ceiling construction must meet code.
- Equipment such as sinks, stoves and fire protection systems **MUST** operate properly.
- Air gaps and back flow prevention on water and/or waste supply.
- Any outlets within 6 feet of water **MUST** be grounded with Ground Fault Circuit Interrupters (GFCI).
- Food and chemicals are kept in separate areas.
- Proper marking of slippery areas rug usage.

## **SECTION 4: FOOD & STAFF SAFETY**

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## **Grease Drip Trays**

As a FB Associate, you need to ensure that the grease drip trays are dumped at the end of every day. This will help prevent any grease fires.

In case of a grease fire, keep baking soda or kosher salt nearby, and use to diffuse the fire. Since water and grease do not mix, water will not correct the situation.

## **Food Borne Illnesses Top 10 Causes**

Top 10 Causes of Food Borne Illnesses

1. Poor or no hand washing
2. Improper cooling/refrigeration
3. Lapse of 12+ hours between prep and serving
4. Improper hot holding of cooked foods (*The Danger Zone (dun dun dun)*)
5. Poor hygiene practices/Sick or infected workers
6. Improper re-heating of left overs
7. Improper equipment/ utensil usage
8. Cross contamination
9. Inadequate cooking
10. Contaminated raw ingredients in uncooked foods

## **Food Safety Tips**

- Cross contamination- Keep raw meat away from cooked meat!
- Completely cook all food to the proper temperature (NO PINK!)
- Use colored tongs to prevent cross contamination.
- Use long handled gloves with silicon- fire retardant- to prevent burns.
- No fringe on clothing.
- Keep hair pulled back and off of shoulders.

## **Fire Safety**

- Lift lid when lighting. Help release gas that's left inside.
- Close lid once the grill is lit to pre heat.
- Have a fire extinguisher on hand.
- Use baking soda or kosher salt for flare up if the flare up is big. Pour the salt on the fire & make sure the burners off are OFF.
- If a fire does occur, try and close the grill. Closing the grill will cut off the oxygen supply, which a fire needs to continue.

## **Grill Safety:**

- Dry off wet food and brush or shake off excess ice crystals with a clean paper towel before placing it in the fryer basket.
- Wet foods splatter and cause steam.

- Fill fryer baskets no more than half full.
- Gently raise and lower fryer baskets.
- Do not stand too close or lean over hot oil.
- Keep liquids and beverages away from fryers
- Wear short sleeves to prevent burns or catching open flame.

## Thawing Meat Process

Perishable foods should NEVER be thawed on the counter or in hot water and must not be left at room temperature for more than two hours.

Even though the center of the package may still be frozen as it thaws on the counter, the outer layer of the food could be in *The Danger Zone (dun dun dun)*.

When thawing frozen food, it's best to plan ahead and thaw in the refrigerator where it will remain at a safe, constant temperature — at 40 °F or below.

There are three safe ways to thaw food: in the refrigerator, in cold water, and in the microwave.

Also, never thaw foods in a garage, basement, car, dishwasher or plastic garbage bag; out on the kitchen counter, outdoors or on the porch. These methods can leave your foods unsafe to eat. Keep food covered while thawing.

### 1. **The Refrigerator Method**

- Planning ahead is key!! (It takes a while...)
- **FACT:** A large turkey requires a day (24 hours) for every 5 pounds!
- A pound of ground meat or chicken breasts require a full day to thaw
- Things to take into consideration

- Some areas in the refrigerator may be cooler than other areas
- Food will take longer in a refrigerator set at 35 °F than one set at 40 °F
- Poultry will remain safe for 1-2 days before cooking (Make sure to keep track of the days by labeling!)
- Beef will remain safe for 3 to 5 days before cooking (Make sure to keep track of the days by labeling!)
- Food thawed in a refrigerator can be refrozen if needed

## 2. **Cold Water Method**

- The fastest method! (But requires a lot of attention)
- Must be secure in a leak proof package. A leaky bag can cause bacteria to sneak in. Water can be absorb in the tissue, making the meat watery.
- Submerge the bag into cold tap water. You **MUST** change the water every 30 minutes.
- Small packages of meat may thaw in 2 to 3 hours
- **FACT:** Turkeys take about 30 minutes per pound.
- Once the product has been completely thawed, it must be cooked **IMMEDIATELY!**
- Food thawed by this method should be cooked before refreezing

## 3. **Microwave Method**

- Plan to cook the meat **IMMEDIATELY** after thawing because of *The Danger Zone (dun dun dun)*
- Holding partially cooked food should NEVER be done because bacteria is not destroyed and continues growing

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- Foods thawed by this method should be cooked before refreezing

## **Cooking From Frozen**

When there is not enough time to thaw frozen foods, or you're simply in a hurry & there is a mad rush, just remember: it is safe to cook foods from the frozen state. The cooking will take approximately 50% longer than the recommended time for fully thawed or fresh meat and poultry.

- Cook Time for Thawed Hamburger Patty: 3 Minutes
- Cook Time for Frozen Hamburger Patty: 4.5 Minutes

## **Personal Protective Equipment (P.P.E.)**

### **What is PPE?**

- Personal Protective Equipment such as gloves, sunglasses, visors, etc.
- All staff will be required to wear their proper uniform and PPE. NO EXCEPTIONS. Failure to do so will result in disciplinary action and may be a Health Department violation.

### **Uniform Related PPE and Standards:**

- Your shirt should remain tucked in at all times
- Pants of appropriate length (no sagging allowed)
- Apron must be worn
- Hats/visor to the front
- Tennis shoes (no-open toes allowed)
- Name tag
- Radio: based upon your job
- If grilling or outdoors: Sun screen (if you need sunscreen contact your supervisor)
- If grilling or outdoors:: Sunglasses
- Gloves: must be worn when changing trash, handling harmful chemicals and/or bodily fluids, and preparing food. Make sure to change gloves after each use.

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## **SECTION 5: FOOD STAFF PREVENTION/HAZARD PREVENTION**

Special attention should always be given to the fact that the majority of employees working at concessions food service positions are under the age of 21 years. The Illinois Department of Labor Standards requires that an employee be a minimum of 18 years of age to operate specified food service equipment such as slicers, grinders, etc.

### **Examples of possible accidents**

- Employee slips and falls on greasy kitchen floor.
- Hot grease becomes mixed with water and causes hot steam. This potentially could cause burns to the employee.
- Dropping heavy items which could cause injury.
- Employee cuts. This could include knives, other sharp items or even the cutting edge on the box of plastic wrap.
- Employee strikes their head on a low shelf. (Riverview)
- Employee trips on items that were not properly put away.

### **Examples of Injuries and Causes**

•**Lifting/Strains:** Lifting cases of pop. Loading/unloading boxes. Changing CO2 tanks

•**Burns/Scalds:** Hotdog steamers/rollers. Hot grease Ovens/grills. Pizza ovens. Making cotton candy

•**Punctures/Cuts:** Knives. Washing dishes. Opening lids. Aluminum foil cutters.

•**Slips/Falls:** Ladders. Chairs. Stools. Wet floors. Grease on floors. No rugs for slippery surfaces.

•**Hazardous Substances:** Cleaning supplies.

•**Cleaning Equipment:** Cleaning cotton candy machine. Cleaning hot dog cart.

**Burns/Scalds:**

According to the National Restaurant Association, burns are the leading cause of injury in the food service industry. A key element in preventing burns is utilizing protective equipment and the wearing of proper clothing. Another factor is that of designing food service areas in a manner to reduce the likelihood of contact with hot surfaces.

Employees should be informed of the dangers of all equipment and each process. The following safety tips include:

**General:**

- Personal protective equipment (PPE) such as potholders, tongs, mitts, gloves, aprons, and enclosed footwear are required to be worn per assigned job tasks.
- Employees should be trained on personal protective equipment use.
- When working with the hot box, vent steam to the sides of equipment; keeping it way from yourself and others.
- Water and grease should be kept separate to minimize splashing.
- Food should be slowly lowered into hot liquids (e.g. au jus) to prevent splashing.
- Signs should be posted to promote awareness regarding hot surfaces such as pretzel warmer, hotdog cart, pizza pans, etc.
- The food service areas have been designed to minimize reaching over hot equipment. It has also been designed so that minimum of movement is used with hot items.

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## **Lifting/Strains and Carrying**

Lifting injuries can be extremely serious and have long lasting effects. Such injuries can restrict a person's entire way of life. Precautionary lifting and carrying should include the following:

- Seek assistance when lifting and carrying equipment or loads.
- Evaluate the load before attempting to lift.
- Keep floors clear of debris and liquids to have a wide steady base.
- Bend at the knees, keep items close to your body and use your legs while lifting. Also bend at the knees and keep items close to your body when lowering loads.
- Limit the amount of twisting or turning during a lift.
- Utilize lifts, dollies or carts instead of carrying item. Pushing items is easier than pulling.
- Use proper lifting methods with heavy cleaning buckets. Use equipment with rollers when necessary.
- Utilize carts to move heavy items, instead of lifting the items.
- Maintain adequate storage procedures. Store heavier items at waist level.
- The supervisor will instruct the staff on the proper lifting and carrying procedures.

## **Material Safety Data Sheets (MSDS)**

The Material Safety Data Sheets (MSDS) are forms that show you what a chemical is composed of and how to react to it if you have an accident with it. If you have an accident, the first thing you need to do is seek the medic that is on staff at Magic Waters. If you cannot reach him/her, notify your supervisor and review the MSDS sheets and look up the chemical to see how to treat it. ***An accident report must also be completed.*** MSDS Binder locations will be communicated during orientation.

## **SECTION 6: PAPERWORK**

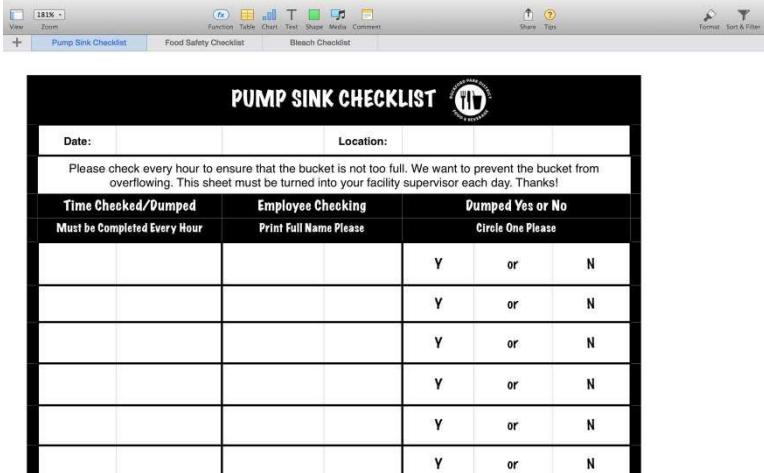
To ensure we are meeting all health department requirements our department has incorporated checklists. These checklists will allow us to be forward thinking on ensuring we meet these requirements and meet the needs of our customers in relation to good quality food that is made with freshness and food safety in mind.

### **Pump Sink Checklist**

The pump sink checklist MUST be completed hourly. Areas to ensure will be the following:

- Hand soap
- Paper towels
- Sink is in working order
- Clean water available
- Waste water is dumped.

It is important that in addition to this checklist you ensure that this piece of equipment is cut off at the end of the night to prevent engine burnout.



The screenshot shows a Microsoft Excel spreadsheet with the following structure:

PUMP SINK CHECKLIST		
Date:	Location:	
Please check every hour to ensure that the bucket is not too full. We want to prevent the bucket from overflowing. This sheet must be turned into your facility supervisor each day. Thanks!		
Time Checked/Dumped Must be Completed Every Hour	Employee Checking Print Full Name Please	Dumped Yes or No Circle One Please
		Y      or      N

## Food Safety Checklist

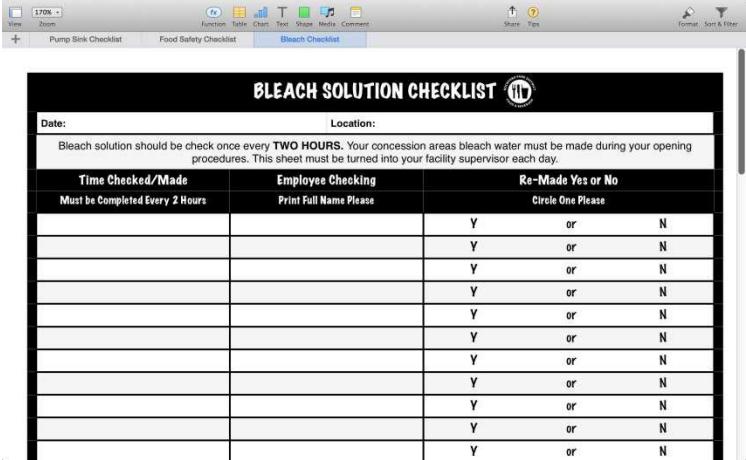
As a FB Associate, you need to make sure food does not enter *The Danger Zone*. This checklist MUST be done hourly to ensure everything is properly chilled.

Food Safety CHECKLIST

Date	Location:		
Please check re temperature of all labeled items listed below. If the temperature of the item is not correct, please contact your Manager immediately.			
Temperature Guide:		Hot Holding: 135°	Freezer: Below 0°
Danger Zone: 40° F (4° C) and 134° F (50° C).		Refrigerator: Below 40°	
Labeled Area/ Container	Initial:	Temperature	
	Time:		
A			
B			
C			
D			
E			

## Bleach Solution Checklist

Bleach solution loses its effectiveness from hot water, time and dirt. You MUST ensure your bleach water is changed frequently to ensure its effectiveness. Please ensure these are labeled & the bleach water is in the correct pH zone. The bleach solution MUST be checked EVERY 2 hours!



The screenshot shows a Microsoft Excel spreadsheet titled "BLEACH SOLUTION CHECKLIST". The spreadsheet has a header row with columns for "Date:" and "Location:". Below this, a note states: "Bleach solution should be checked once every TWO HOURS. Your concession areas bleach water must be made during your opening procedures. This sheet must be turned into your facility supervisor each day." The main data area is a table with three columns: "Time Checked/Made" (with a sub-column "Must be Completed Every 2 Hours"), "Employee Checking" (with a sub-column "Print Full Name Please"), and "Re-Made Yes or No" (with a sub-column "Circle One Please"). There are 10 rows in the table, each with a "Y" in the "Employee Checking" column and "Y" or "N" in the "Re-Made Yes or No" column.

BLEACH SOLUTION CHECKLIST		
Date:	Location:	
Bleach solution should be checked once every TWO HOURS. Your concession areas bleach water must be made during your opening procedures. This sheet must be turned into your facility supervisor each day.		
Time Checked/Made Must be Completed Every 2 Hours	Employee Checking Print Full Name Please	Re-Made Yes or No Circle One Please
		Y or N

## Open/Close Checklist

Open and closing paper work MUST be completed daily by all associates. These checklist help to ensure we are meeting all standards and divides out the duties amongst team members for accountability.

## Waste Sheet Policy/Procedures

Proper documentation is very important to our concessions. It affects supply orders, revenue, expenses, and profitability. Below are key points for inventory. Failure to adhere may result in disciplinary action up to and including termination. If theft is suspected this may lead to investigation. Waste sheets are specific to the building and allow an area for staff to sign off on items they have wasted.

- ✓ Waste sheets must be filled out every day, for every shift, and for every outlet.
- ✓ This sheet is to be completed as the items are wasted.

- ✓ You are responsible for ensuring your waste sheet is provided to the supervisor before leaving.
- ✓ Waste documentation procedures are to be completed accurately and in its entirety.
- ✓ If you do not understand procedures, it is your responsibility to make your supervisor aware, so you can receive proper clarification.
- ✓ If there is no waste for the day, you are still required to list a waste sheet that says "no Waste".

### **Deep Clean Checklist**

It is our expectation to keep the facility maintained every day, still in addition to our daily cleaning we will have additional deep clean checklists or assignments for staff on slow or designated days.

These duties are duties that can be assigned at any time. If time allows these duties should be completed and does not need to remain solely for the deep clean days. Remember to take the initiative, but first discuss with the supervisor as some duties below may have poor customer perception or safety concerns if completed during operating hours.

### **Shift Change Checklist**

When the next shift team comes in for the day, you and your team MUST complete the necessary steps before leaving. This includes ensuring all paper good and products are stocked for the next team, cleaning the counters and floors, and organizing the area. Your Supervisor must review your areas before you are to leave for the day.

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## **SECTION 7: GRILLING**

### **Grilling Tips**

Below are tips for working on the outdoor grill at the Rockford Park District's concession operations.

1. Use the refrigerator for slow, safe thawing of foods.
2. NEVER partially grill meat. Cook food completely to destroy harmful bacteria. Cook food to a safe internal temperature and doneness.
3. When taking food off the grill, don't put the cooked items on the same platter which held the raw meat. Place the cooked meat onto the prepared plate/tray to prevent cross contamination. Never touch food cooked or uncooked with hands **unless wearing gloves**.
4. Keep grill side clean. There's nothing less appetizing than grilling on dirty grates. Clean in between orders by scraping any debris into the grill top waste square. The grill should be cleaned using the scotch brite at the end of the night.
5. The proper way to turn meat on a grill is with tongs or a spatula. Not with a carving fork—unless you want to drain the flavor-rich juices onto the coals.
6. Never desert your post. Once you put something on the grill, stay with it until it's done. The grill and grill area could be dangerous to others, please keep all non grillers away from the area. The grill becomes very hot to the touch.
7. *Approximate grilling times for meat: ½" thick, 3 minutes per side at an internal temp of 160 F. Cooking time depends on many factors; type of meat; its size and shape; distance of food from the heat; the temperature of the grill and the weather.*
8. Be sure to thank the customer! Interact with the guests, greet them, and confirm their order. Thank them for waiting. Your conversation with them will make the waiting time go faster.

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- 9. Inclement Weather: In the event of inclement weather, contact your supervisor using the ERP. You will need to cut off the grill & gas. During a Code Grey immediately shutdown the grill and turn off burners and gas.

## **Lighting & Operating the Grill**

### **TURNING ON THE GRILL** (*Please adjust as needed*)

- 1. Open all lids when lighting the grill.
- 2. Turn off all burners and pilot valves.
- 3. Turn off gas supply.
- 4. Open gas supply valve. Wait 10 seconds.
- 5. Turn pilot valve to ON position and ignite.
- 6. Open and adjust main burner valves as desired.
- 7. Close lids to allow for preheating (should be around 500 degrees)

*If ignition does not take place, turn off all valves, wait 5 minutes and repeat.*

## **CLEANING THE GRILL**

- 1. After the grill has been turned on and has warmed up, use a bristle brush and scrap the grates. This will ensure cleanliness and proper food preparation.
- 2. Make sure the grates are clear of all food particles.

## **OILING THE GRILL**

- 1. Bundle the rag tightly.
- 2. Use high burning oil and pour oil onto the rag.
- 3. Use tongs and rub the oiled rag across cleaned grates.

*Make sure the grill has been cleaned prior to oiling the grates. Oiling the grates will make sure food does not stick when it is cooking.*

### **TURNING OFF THE GRILL**

1. Turn all burners and pilot valves to the OFF position.
2. Turn off and disconnect gas supply.
3. Disconnect LP supply cylinders when not in use.