

POLICY AND PROCEDURES KITCHEN AND FOOD SERVICE

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POLICY

The Kitchen is a critical contributor to the successful functioning of Branch 638. It is a major source of funds through the sale of its products. It contributes substantially to the social life of the Branch through directly or indirectly providing food services, as part of, or even the main attraction of, social events for members and guests. It makes possible, directly or indirectly, the offering of catering services in support of events thereby adding attraction to community organizations and families using Legion facilities available. Food services also enhance attendance at Legion activities such as Bingo.

The Branch Kitchen shall be operated without exception in accordance with the provincial Department of Health regulations and standards and with City of Ottawa requirements for food handling. Sanitation standards for the facility, food and personnel shall be rigidly adhered to. The Branch will ensure that sufficient volunteers have obtained the City of Ottawa food handlers certificate to ensure that at least one person preparing food for any event has a City of Ottawa food handlers certificate.

There shall be a kitchen manual prepared covering the procedures necessary to fulfil this policy. Its contents shall be included in the Branch Policy and Procedures Manual and a copy, with protective coating on each of its pages, shall permanently reside in the kitchen in a place where it is in plain view and readily available for reference. Sections of the Manual, properly protected against deterioration, may be separately posted strategically in the kitchen as reminders to personnel.

Only one person is in charge of Branch Kitchen Operations and that is the Kitchen Manager. The Kitchen Manager is accountable for all kitchen operations and shall be consulted with and/or informed before any action or decision is taken and can assign a particular task i.e. maintenance, training.

Kitchen Operations include:

- Purchasing of equipment, supplies and food
- Health and safety
- Food handling and storage
- Maintenance of equipment
- Scheduling kitchen use
- All kitchen procedures.

PROCEDURES

1. Inventory Control

- The following procedures must be practiced in order that the kitchen inventory is properly controlled and maintained to ensure the health and safety of food and supplies.
- Volunteers who notice an item is getting low, expiry date of an item has passed or it appears an item is out of stock are required to list the item on the whiteboard in the kitchen; all volunteers are to be made aware of this procedure and location of the whiteboard.
- The location of equipment, supplies and food is to be established and all volunteers are to be made aware of these locations and kept up to date.

2. Purchasing and Maintenance

- To avoid duplication of purchases, the Kitchen Manager is responsible for purchasing however may authorize someone to do so as required.
- The Kitchen Manager must be aware of upcoming functions in order to assess inventory needs and must be aware of kitchen scheduling for operation purposes.
- Equipment maintenance and repair must be brought to the Kitchen manager's attention who will follow through either directly or assigning someone to do so. It is best to call a professional. A Service Contact List with Company name, phone number and equipment (e.g. dishwasher) will be posted/accessible.

3. Health, Safety and Operations

- All kitchen volunteers are to be made aware of and adhere to the Kitchen Operations and Procedures Policy.
- Volunteers must be trained and made aware of these policies to include health and safety, food handling and storage, regular kitchen and equipment cleaning.
- First Aid Kit supplies should be regularly checked and resupplied as needed.
- Fire extinguishers and firefighting equipment should be inspected and maintained on a regular basis.
- No personnel other than assigned kitchen duty staff are permitted in the kitchen.

4. Fish and Chips

NOTE: to all volunteers – the Fish Fryer is in charge and will supervise all volunteers.

Servers

- Please arrive by 10:15 at the latest
- Hall: set-up 6 – 8 round tables and cover them with round plastic table cloths, or use rectangular tables with paper place mats.
- One bowl of tartar on folding table; make sure it is on ice; change ice as needed. Cutlery, napkins etc. set out on the serving counter.
- 1 set of salt & pepper, 1 ketchup, and 2 vinegar per table. Make sure there is tea and coffee for service.
- Get take out containers ready, and make up 4-6 containers of coleslaw, tartar sauce and ketchup.
- After 1:00 pm:
- Clear all dishes to kitchen and glassware to bar.
- USE A TRAY OR BUSPAN TO CARRY GLASSES. Don't stick your fingers inside them: not only is it unsanitary because you are also serving food, but it's a sure way to catch whatever plague is going around. Wash or sanitize your hands often.
- Ask the cook whether to save or throw out any coleslaw and tartar sauce left over. Put any to be saved into a clean container, label and refrigerate.
- Collect vinegars, ketchups, salts and peppers: wipe them clean, refill, and put away ready for the next time, especially the ketchup caps.
- Dishwasher washes dishes and cutlery as necessary; do not wipe dry with tea towels. Air drying is mandatory.
- Assist in any cleaning of counters, etc. and putting away of equipment. That way we all finish at pretty much the same time. (i.e. help the dishmonk).
- All tables and serving counter should be wiped with a clean cloth rinsed in hot water and soap.

Dishwasher

- Please arrive by 10:45 am.
- Ensure dishwasher has been turned on and ready to go.
- Wash all bowls, dishes, utensils and cooking equipment. Air dry.
- Put away all dishes and equipment to their correct spot.

Dishwasher (con't)

- Clean trap in dishwasher and turn off and drain when all dishes are complete.
- Sweep and mop kitchen floor.
- Empty garbage containers in kitchen and deposit bags in the garbage outside, behind the Legion.

Chip Fryer

- Please arrive by 10:30 am.
- Prepare your station with two trays with lids.
- Ensure the oil has been turned on and ready to fry chips.
- Check the freezer to ensure there are adequate bags of fries to last the service period. If needed, get more from the freezers in the shed behind the Legion.
- Fry the chips and plate the orders.
- Assist with cleanup, wiping down counters, microwave, and assist with cleanup of the fryers.
- Assist the dishwasher in putting away dishes, utensils, etc. and any other help they may require e.g. garbage, floors, etc.

Fish Fryer

- Fish fryer is in charge of the kitchen; he/she is the boss.
- Please arrive by 9:00 am.
- Stop at Metroor Sobey's and pick up eight bags of coleslaw. Keep receipt and submit to the bartender who will reimburse you.
- Make coleslaw and tartar sauce according to provided recipes.
- Ensure the fish/chips freezer has been fully stocked for the service and sufficient fish placed in the refrigerator the day before service.
- Turn on fan and fryers.
- Prepare the fish batter according to provided recipes and pre-cook fish if determined it is necessary.
- Oversee the kitchen and volunteers to ensure the service is being provided in an adequate and consistent manner and all regulations are being followed.
- Clean fryers from all sludge etc. and turn them and the fan off after service is completed.
- Ensure all leftovers have been labeled and refrigerated appropriately.
- Ensure all the volunteers are complying with their listed responsibilities so that one person is not left with doing all the cleanup.

5. Wednesday Morning Coffee Break

- The kitchen volunteer must arrive at 0900 and start coffee having stopped on the way to pick up snacks – value not to exceed \$20.00.

NOTE: Once a month snacks are provided by Chartwell and brought by them to the Legion.

- Have set-up completed by 0930.
- Clean up and storage of dishes and reconfiguration of lounge to be carried out at 1130 and completed by 1200.



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Policy and Procedures



Lorraine Lapensee
President