

# FOOD SERVICE PROCEDURE

## Preparation

1. Turn power on at main switch (located on right wall as you enter through the sliding doors from the breezeway).
2. Turn on the coffee machine at the wall power socket as well as the switch on the machine (if applicable). This will take half an hour to heat up.
3. Put up tables. These are stored in the tall cupboard in the middle of the south wall. For the usual morning tea set up this consisted of two in Hall, one near kitchen, one on deck for children.
4. Collect trays of mugs, coffee/water glasses. These are found in a labelled cupboard in the kitchen.
5. Fill urn(s) with water and place on bench on side wall in hall, plug in and turn on.
6. Place mugs, tea bags, decaf coffee, sugar, teaspoons and bowl for waste alongside the urn.
7. Place water glasses and water jugs near tea area.
8. Prepare the ground coffee urn (if applicable):
  - fill water to required level
  - replace centre rod securely then bottom plate and basket
  - fill basket with ground coffee, cover with top plate
  - place lid on urn and switch power on at beginning of service
9. Prepare food using gloves/tongs and cover, heat or refrigerate until served
10. Place dishwasher trays on table along with a basin for slops
11. Prepare dishwasher
  - replace pug, add washing powder
  - close door, press on/off button
  - dishwasher will fill and heat water ready for use

## Clean Up

1. Where possible wash everything in dishwasher (cycle takes three minutes then leave one minute to assist drying)
2. Replace crockery, dry food stuffs etc in appropriate cupboards
3. Turn off urns, empty, wash and dry
4. Turn dishwasher OFF
  - remove plug
  - close door
  - press DRAIN button when complete open door
  - place tea towel over top of door to assist airing
5. Pack up tables and chairs
6. Wipe down all benches
7. Sweep/clean hall and kitchen floors
8. Empty all bins to bins under fire escape stairs
9. TAKE HOME ALL LEFTOVER FOOD
10. Take home, wash and RETURN tea towels and tablecloths

# HOSPITALITY TRAINING

## Resource and Equipment Guidelines

- Equipment, that comes into contact with food, should be clean, in good condition and regularly maintained.
- A fire extinguisher and fire blanket is located beside the outside door to the deck.
- First aid equipment, EpiPens and a defibrillator are located in the kitchen on the wall near the outside door.
- Always use oven gloves when handling hot kitchen utensils and other items.
- Do not turn power on/off or remove electrical plugs with wet hands.
- Do not use damaged or broken equipment. Disconnect and remove immediately and report anything broken or damaged to the church office.
- Detergent, dishwasher powder, washing-up liquid and cleaning agents are located in the stainless-steel hazardous materials cupboard under the sinks and should be closed when not in use.
- Food spills should be wiped up immediately with the appropriate cloth or paper towel
- When using a knife, always cut away from yourself
- Always use an appropriate cutting board, as detailed below. Wooden boards are for slicing bread or as serving platters.



- Extra supplies of cleaning products can be found in the cupboard next to the broom cupboard in the Hall. Extra supplies of dry foods i.e. tea, sugar, soy milk etc. and paper cups can be found in the cupboard to the left of the trestle tables cupboard in the Hall. If supplies run low please report this to the Church Office.

## Personal Hygiene Guidelines

- Avoid touching the mouth, nose or ears when handling food
- Hands and fingernails should be kept clean
- Always wash hands before commencing work, after handling waste, after handling raw or cooked food, and after using the toilet in the small sink near the door NOT in the washing up sink!
- Tie long hair back
- Wear only plain jewellery
- All wounds and cuts on hands and arms are to be completely covered
- Staff should not working the kitchen or handling food if they are suffering from a cold, flu or have been vomiting or had diarrhoea in the previous 48 hours.

## Hand-washing Procedures

Hand-washing and hand care is crucial to maintaining a clean, safe environment in which to store, prepare and cook foods. Anyone handling food must thoroughly wash their hands with soap and water in the following instances: -

- Before commencing any food preparation in the kitchen.
- After handling raw meat, poultry, fish, eggs or unwashed vegetables.
- Immediately after visiting the toilet.
- After using or handling a handkerchief or wiping the nose with a tissue.
- After handling soiled dishes.
- After handling waste or rubbish

## Kitchen Hygiene

Surfaces and equipment used for food preparation can harbour harmful bacteria.

If not appropriately cleaned and maintained, these surfaces can become the source of infection and contamination.

- All surfaces and equipment are to be kept in a clean and sanitary condition and in good repair
- All cooking, eating and drinking utensils are to be washed either in dishwasher or by the rinse, wash and hot rinse method, and then left to air dry.
- Chipped or cracked eating, cooking or storage utensils harbour bacteria and have the potential to contaminate food and should be discarded.
- Fats and oils should be heated in containers approved for that purpose only.
- Flammable materials should be kept separated from any source of heat.
- Sharp knives should be stored in such a way as to allow safe selection.
- Drawer and doors of cupboards should be closed except when access to their contents is required.
- Appliances are to be thoroughly washed and cleaned after use.
- Appliances must be clean and dry before being put away.

## Safe Food Handling

- Tongs or gloves are to be used when *handling* cooked foods or foods to be eaten raw, e.g. salads, sandwiches
- When *servicing* or preparing cooked foods or foods consumed raw, tongs (or other appropriate utensils) are to be used to remove direct contact between food and the food handler.
- Disposable gloves may be used to achieve the same objective where appropriate.
- In all cases, fresh clean utensils or fresh clean gloves should be used.
- Hot food must be kept hot and cold food kept cold until served.
- Food stuffs should be sealed and stored safely – Dry food in the cupboard above the stove – raw and cooked food sealed/covered and stored in the refrigerator or taken home if left over.
- PLEASE DO NOT ASSUME THAT LEFTOVERS WILL BE USED BY OTHER GROUPS
- Generally, leftover food should be taken home or binned NOT put in the refrigerator in anticipation of being used later.
- Please DO NOT leave open packets of biscuits etc. in the kitchen or hall cupboards. Please take them home.
- If any food or drink is left in the refrigerator or freezer, please label with:
  - the use by date and/or

- o whether it is to be used by a following group and/or
  - o whether it can be used for general consumption.
- All cupboards are labelled with what is to be stored in them. Please read these labels and pack all dry goods and crockery in the appropriate place.
- The Function Cupboard now has a separate lock. The key is held at the Church Office. You will need to make a formal booking to use or hire the function crockery.

**Please contact the Church Office if there are any faulty appliances, breakages, accidents, need for re-ordering of food supplies, cleaning equipment etc.**

For accidents and reportable incidents fill out an Incident Form online and send to the Church Office:

[office@narrabeenbaptist.org.au](mailto:office@narrabeenbaptist.org.au)

The NBC Incident Report Form can be found here:

<https://www.narrabeenbaptist.org.au/church-resources>