



# KITCHEN MANUAL

*featuring organic, locally grown food made with love*



# WHY ORGANIC?

**To Protect Future Generations** The average child receives four times more exposure than an adult to at least eight widely used cancer-causing pesticides in food. Food choices made now, determine your child's future health.

**To Prevent Soil Erosion** Soil is the foundation of the food chain in organic gardening. In conventional farming, however, the soil is used more as a medium to hold plants in place, so they can be chemically fertilized. Soil structure is neglected and the top-soil is washed or blown away.

**To Protect Water Quality** Water makes up two-thirds of our body mass and covers three quarters of the planet. Pesticides and other chemicals widely contaminate ground water and rivers and pollute our primary source of drinking water.

**To Save Energy** Modern farming uses more petroleum than any other industry. More energy is now used to produce synthetic fertilizers than to till, cultivate and harvest crops. Organic farming is still based on labor intensive practices such as hand weeding and green manure instead of chemicals.

**To Keep chemicals off Your Plate** Many pesticides were registered long before research linking them to cancer and other diseases could be established. In addition to cancer, pesticides are implicated in birth defects, nerve damage and genetic manipulations.

**To Protect Farm Workers** Farmers have a much larger risk than non-farmers of contracting cancer. Farm worker health is also a serious problem in developing nations, where pesticide use can be poorly regulated. An estimated one million people are poisoned annually by pesticides.

**To Help Small Farmers** Most organic farms are small, independently owned family farms of less than 100 acres. Many family farms have been lost this past decade. Organic farming could be one of the few survival tactics left for family farms.

**To Support A True Economy** Although organic foods might seem more expensive than conventional foods, conventional food prices don't reflect hidden costs such as pesticide regulation and testing, hazardous waste disposal and clean up and environmental damage. If the hidden environmental and social costs of chemically-produced conventional produce were added to that produce, it would be more than double the price of organic food.

**To Promote Biodiversity** Single crops are more susceptible to pests, making farmers more reliant on pesticides. Insects have become genetically resistant to certain pesticides and despite the increased uses of chemicals, crop losses are increasing. Organic farmers encourage natural predators on their farms and are content with a smaller harvest.

**Because it tastes better**

Organic farming starts with the nourishment of the soil, which leads to the nourishment of the plant and, ultimately, our palate.

*Excerpt taken from Delicious, April 1994 and CROPO Issue 23, July, 1995 by Sylvia Tawse*



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## Kitchen Functions & Responsibilities



Your role as in the kitchen at **Dandelion Communita Cafe** is extremely important to our success. You will be trained extensively on how to perform your job. Your speed and efficiency are imperative to the smooth operation of the kitchen. You need speed to successfully complete your tasks. Your efficiency and consistency will help assure 100% guest satisfaction. You will be provided with high quality products and the necessary tools and equipment to complete your daily duties.

## General Job Guidelines & Responsibilities



- ▶ Prepares a variety of salad dressings, soups, vegetables and other food items for cooking ovens, warmers and a variety of other kitchen equipment.
- ▶ Assumes 100% responsibility for quality of products served.
- ▶ Knows and complies consistently with our standard portion sizes, cooking methods, quality standards and kitchen rules, policies and procedures.
- ▶ Follows our procedures for keeping dairy items isolated from to avoid cross contamination of vegan dishes.
- ▶ Stocks and maintains sufficient levels of food & paper products at line stations to ensure a smooth service period.
- ▶ Maintains a clean and sanitary work station area including tables, shelves, walkways and refrigeration equipment.
- ▶ Follows proper plate presentation and garnish set up for all dishes.
- ▶ Handles, stores and rotates all products properly.
- ▶ Get organized and plan your day before beginning your work.
- ▶ Clean as you go - maintain a clean station and work area **THROUGHOUT THE DAY.**
- ▶ Follows the recipes - ensure the quality and consistency of every batch recipe that goes from our prep kitchen to the proper workstation on the line.

- ▶ Ensure that all slicers, scales, refrigeration and cooking equipment are operating correctly and at the proper temperature.
- ▶ Report any broken or malfunctioning equipment to the manager.
- ▶ ALWAYS follow safe food handling practices.
- ▶ Maintain your daily and weekly sanitation and maintenance schedules.
- ▶ Use our product labeling system to label, date, rotate and store all food products.
- ▶ Clean all equipment and workstations immediately after use.
- ▶ Closes the kitchen properly and follows the closing checklist for kitchen stations.
- ▶ Always check with Manager prior to checking out.
- ▶ Attends all scheduled employee meetings and brings suggestions for improvement.

## Qualities of a Good Cook

**Mindfulness**

A good cook is mindful - focusing on the colors and textures of food and feeling connected with Earth's abundance. Cooking from raw ingredients is one of the most nurturing things you can do and preparing meals uses all of you -- your body, your mind, and your heart. Mindful cooking leads to mindful, relaxed eating. So, don't forget the love!

**Efficiency & Speed**

A good cook must work quickly and efficiently so that our speed of service objectives are met while preparing food that meets our high standards of quality and plate presentation.

**Organization & Focus**

A good cook stays focused on one or two tasks at a time and completes those tasks before moving on to something else. The workstation is not cluttered, when one task is finished, utensils, tools and equipment are cleaned and put away if not needed. A good cook keeps a sufficient level of product ready in the right storage areas.

**Ability to perform well in a fast-paced work environment**

A good cook must be able to think quickly on his/her feet with multiple activities going on at once. A good cook doesn't get flustered easily and even enjoys the challenge of an extra busy shift.

**Focus on quality, pride in work**

A cook's work is placed directly in front of our guests. The type of job performed by our cooks influences our guests' entire experience. Good cooks take great pride in serving great food and follow our high standards of quality and consistency on every product that leaves their station.

**Attention To Cleanliness And Sanitation**

Much of a cook's job is involved with maintaining standards of cleanliness in the kitchen. A good cook must be aware of our cleaning and sanitation standards and must maintain them consistently.

**Always a Team Player**

A good cook is always aware of what's going on in the kitchen and is ready and willing to help others get the job done.

## Kitchen Sanitation & Cleanliness

### Food Safety



We are obsessed with sanitation and food safety! Due to the nature of the cafe business, it is **ABSOLUTELY ESSENTIAL** that **EVERYONE** follows safe food handling procedures. **NEVER** take shortcuts on food safety and handling. Every day we are entrusted with the health and even lives of our customers. This is a huge responsibility, one that we must never take lightly.

While you will receive additional and ongoing training on food safety issues following are some of the basic rules we **ALWAYS** follow and enforce:

**Keep your hands washed.** Always wash your hands before starting work and after using the restroom, cleaning, taking out the garbage, smoking, eating, sneezing, coughing, touching your face, hair, skin, money or raw food. If you use gloves, change them frequently.

**Sanitize everything.** Besides clean hands, use sanitizing solution to constantly keep counters, cutting surfaces, and utensils. This helps to keep food handling areas and preparation tools free of bacteria. All pots and pans, food storage containers and trays should be inverted (upside down) after cleaning.



**Prevent cross-contamination.** Luckily, we do not have to worry about meat in our vegetarian establishment, but we take our customers dietary concerns very seriously and avoid having our dairy cheeses come into contact with any other food. Always wash and sanitize cutting boards, knives, portioning tools and graters after every use. **DO NOT** grate dairy cheese on the salad bar cutting board – use a separate cutting board for this purpose.

**Keep food at the proper temperatures.** Potentially hazardous foods like dairy and prepared beans should always be stored below 45°. Food that is cooking or in holding should always be above 140°. Bacteria count on food grows rapidly between 45° and 140° so it's imperative that our food products spend a minimum amount of time in the “temperature danger zone.”

**Store food correctly.** Raw items should always be stored below cooked or prepared food. Keep chemicals and cleaning products away from food products.

# Temperatures For Food Safeness

## TABLEWARE & UTENSIL SANITATION

- Maximum temperature for mechanical rinse 195°
- Mechanical final rinse at nozzle 180°
- Maximum final rinse temperature at dish level 170° (mechanical or dip rinse)
- Temperature for mechanical dishwashing 150°
- Water temperature for hand dishwashing 130°
- Temperature for hand dishwashing 110°
- 100°

## FOOD HANDLING & STORAGE (internal temperature of food)

- 165° Food cooked to this temperature - most harmful bacteria killed
- 150° Minimum safe temperature of hot foods
- 140° Store or display hot cooked foods above this temperature (after cooking)
- Rapid Bacteria Growth
- DANGER ZONE FOR FOOD SAFENESS**
- 100°
- Normal Room Temp.
- 70°
- 45° Cold or chill food storage (slow bacterial growth)
- 34° Seafood
- 33°
- 32°
- 0°
- 5° Frozen food storage (not for freezing food)
- 10°





## Major causes of food borne illness

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- ▶ Poor personal hygiene
- ▶ Employees with a infectious illness
- ▶ Improper food handling & storage
- ▶ Unsafe food holding temperatures. Food left in the danger zone of 40° to 140° for four or more hours.
- ▶ Unsafe reheating & cooling of foods
- ▶ Unsanitary dishware, utensils and equipment
- ▶ Cross contamination - the transfer of harmful microorganisms from one food product to another
- ▶ Improper chemical storage

## How to wash hands properly

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1. Use warm water
2. Use soap to build up good lather
3. Use nail brush to clean nails
4. Rinse and repeat
5. Dry hands with disposable towel or air dryer (never use your apron as a hand towel)

## Personal Grooming

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- ▶ Fingernails - Keep your fingernails short and clean. Don't wear fingernail polish or false fingernails.
- ▶ Maintain clean teeth, hair, hands and body. Use deodorant.
- ▶ Do not wear rings or loose jewelry, it can cause injury by getting caught on sharp objects and equipment.
- ▶ Use cologne or cosmetics moderately.
- ▶ Hair - Never touch your hair while handling food. Wear a hat or hairnet at all times.
- ▶ Do not eat, drink or chew gum while you are working.

## Personal Health

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- ▶ Stay at home if you have the flu, sore throat, fever, diarrhea, vomiting, headache or dizziness.
- ▶ Contact the restaurant and speak to a manager if you are sick and feel you need to say home.

## Food Handling & Storage

### Receiving

#### Inspection

Carefully inspect all food as it arrives to make sure it's up to standards. Reject food that shows any of the following characteristics:

- ▶ Out-of-date freshness codes or bad odor
- ▶ Thawed frozen foods or re-frozen foods (may have ice crystals)
- ▶ Open, torn, or broken containers
- ▶ Canned goods with any of the following:
  - Swelled top or bottom
  - Leakage or flawed seals and seams
  - Rust or dents
  - Abnormal odor, color, texture, or are foamy or have milky-colored liquid
- ▶ Stains or water marks on dry foods containers
- ▶ Signs of spoilage or contamination on produce
- ▶ Signs of insect or rodent activity in dry foods

#### Unloading

When deliveries are received products need to be unloaded and placed in storage in the following order -

1. Cooler
2. Freezer
3. Dry storage

Chilled products need to go directly to the cooler first as they are the most perishable items. Start with leafy greens and herbs.

- ▶ Remember, the FIFO rotation method - always stock new product on the bottom or in back of older product so that the older product is most accessible and is used first. ***Always use a food label or a permanent black marking pen to record the date received.***

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## Storage

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Here are some general storage guidelines:

- ▶ Cover, label, and date foods in storage.
- ▶ Do not store food in open containers.
- ▶ Empty all canned products and store in proper containers.
- ▶ Always place raw food products below cooked or ready-to-eat products.
- ▶ Store new foods behind old ones so older products get used first.
- ▶ Always place food in clean containers or wrappers.
- ▶ Keep storage containers off the floor and away from the wall.
- ▶ Throw away any food that gets beyond its use-by or expiration date.
- ▶ Dry goods and storage areas should be cool and dry.
- ▶ Do not store food or equipment under exposed server lines.
- ▶ Keep storage areas clean.
- ▶ Store all equipment so that dust cannot settle on it.
- ▶ Store chemicals and pesticides separately from food.

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## Cooler

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The temperature in the cooler should be maintained at 36°-40°F at all times. Store food at this temperature keeps bacteria organisms from growing in the food and prevents food from freezing.

Be aware of the temperature in the coolers. Notify the manager immediately if any refrigerated storage area reaches a temperature of 40°F.

### Storing products in the cooler

- ▶ Organizing the cooler the crucial. Place frequent use items near the door so they are easily accessible.
- ▶ Always place raw products below cooked or ready-to-eat products
- ▶ Dairy products can absorb odors and flavors from other foods. These products should be stored in tightly sealed containers and away from foods with strong odors like cabbage, garlic and onions.

## Freezer

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- ▶ The temperature in the freezer should be maintained at 0° to -10°F.
- ▶ All items in the freezer must stay sealed or the product will become freezer-burned.
- ▶ Once an item has thawed, even partially, it should NOT BE REFROZEN. Only removed products from the freezer that will be used promptly.
- ▶ Do not pack boxes and container in the freezer too tightly together. Leave enough space so that cold air can circulate freely. Packages packed too tightly in the freezer can cause the contents to defrost.

## Dry storage

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- ▶ Keep dry storage areas organized and clean of debris at all times.
- ▶ Keep all food products at least 6 inches of the floor.
- ▶ Keep all chemicals on a bottom shelf separate from all other products. Ours are stored under the sink in the main kitchen.
- ▶ Place heavier containers on the lower shelves.

## Handle ice and tableware properly

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- ▶ Use clean scoops or tongs to pick up ice; do not use hands or glass.
- ▶ Store scoops or tongs in a clean container, not in the ice.
- ▶ Do not store any food or beverage in the ice.
- ▶ Avoid touching food contact surface with dishes, utensils, etc.

## Proper Thawing

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- ▶ Potentially hazardous food shall be thawed one of three ways:
  - ❑ Under refrigeration that maintains the food temperature at 41°F (5°C) or lower.
  - ❑ Completely submerged under running water at a temperature of 70°F (21°C) or lower, with sufficient water velocity to agitate and float off loose particles in an overflow.
  - ❑ As part of the cooking process as long as the product reaches the required minimum internal cooking temperature.
- ▶ Thaw frozen raw food below ready- to-eat food, so the juices from the thawing food do not fall onto the ready-to-eat food.
- ▶ Food should be covered while thawing and should be clearly labeled and dated.
- ▶ Food should be completely thawed before cooking.
- ▶ Never re-freeze thawed food.

## Holding Foods

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### Holding Cold Food Items

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- ▶ Check the internal temperature of food using a thermometer. Cold food must be held at an internal temperature of 40°F (5°C) or colder.
- ▶ Only use cold-holding equipment that can keep food at proper temperatures.
- ▶ Do not store food directly on ice. Whole fruit and vegetables and raw, cut vegetables are the only exceptions. Place food in pans or on plates first.

### Holding Hot Food Items

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- ▶ Check the internal temperature of food using a thermometer. Hot food must be held at an internal temperature of 135°F (57°C) or higher.
- ▶ Stir food at regular intervals to distribute heat evenly.
- ▶ Use a clean thermometer to check the temperature of food.

## Preparing and Serving Food

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When preparing and cooking foods, follow these standards:



- ▶ Food preparation surfaces must be cleaned and sanitized before they are used.
- ▶ Wash your hands properly before touching food.
- ▶ Keep everything clean while preparing meals. Wash hands and kitchen surfaces often with soap and water. Wash cutting boards, dishes, and utensils after preparing each food item and before going on to the next item.
- ▶ Keep the time that food is out of the refrigerator as short as you can, up to a maximum of four hours.
- ▶ Check that all equipment and utensils are properly cleaned, sanitized, and dry before using them.
- ▶ Ready-to-eat food must be kept apart from raw ingredients during preparation to avoid cross-contamination.
- ▶ Change any wiping cloths frequently and clean and rinse after each use.
- ▶ Wash ready-to-eat fruit and vegetables intended for same-day consumption and sanitize ready-to-eat fruit and vegetables intended for future consumption.
- ▶ People handling food should know and practice good personal hygiene, hand washing, and/or correct use of gloves.
- ▶ Throw away single-use items after using them. Paper towels are recommended for cleaning up kitchen surfaces.
- ▶ For canned goods, do not eat the contents if the cans are dented, cracked, or bulging. These are warning signs that the product may not be safe.
- ▶ Clean the top of the container before opening. After opening, inspect the product. Do not use products that are discolored, moldy, or have an off odor. Do not use products that spurt liquid or foam when the container is opened. If you have questions about a product, do not taste the product to determine if it is safe.

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## Cooling & Venting Products

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After each evening shift there are hot products that must be properly cooled down and stored. Hot products must be covered and vented to prevent spoilage. Without proper venting, steam will continue to heat the product and it will take approximately twice as long to cool down. This causes the product to stay in the temperature danger zone (40-140 degrees F) too long and dramatically increases the chances of bacteria growth, contamination and spoilage.

Containers that are covered with foil can be vented by carefully placing a hole about the size of your thumb in the foil on each side of the pan. BE SURE that no foil comes in contact with the product. This can cause product to become discolored and possibly spoil. Products that are stored with lids can be vented by placing the lid in a crooked fashion across the top of the container.

In addition to venting hot products, also make sure there is enough cool air surrounding each container. There should be at least 2 inches of space between each container to allow cold, circulating air to surround all sides of the container and cool the product down in the shortest amount of time possible.

### Cooling Down Large Batches/Quantities of Product

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Large quantities of certain products such as soups, baked beans and chili will take a long period of time to cool down. Because of the density of these products, they will remain in their danger zone too long which increases the chances of spoilage, contamination and a decreased shelf life.

Additional steps must be taken to cool these products at a faster rate by using an ice bath. Fill a sink with ice and place the product in the largest and shallowest metal pan available. Put the pan on the ice for around 45 minutes while stirring occasionally. After the 45 minute period, remove from the ice, transfer to the proper storage container, then label, date and rotate and place in the walk-in.

## Recipes & Prep Sheets

### Recipes



It is absolutely critical that all instructions and measurements on all recipes be followed exactly! Always use the recipe sheet when preparing any products. These steps **MUST** be followed so that we serve food with the same great taste, texture and color to every guest, consistently, time after time.

Here is an example of a recipe:

### HENRYS HEARTY CHILI IN BULK MAKE 2 BATCHES

**INGREDIENTS**

Portions	Ingredient
3.5 oz	<b>Red Onion, Chopped</b>
4.5 oz	<b>Green Pepper, Chopped</b>
3.5 oz	<b>Red Pepper, Chopped</b>
1 Tbsp	<b>Garlic, Minced</b>
1 Tbsp	<b>Brown Sugar</b>
14 oz	<b>Tofu Crumbles (1 package)</b>
1 Tbsp	<b>Hot Sauce</b>
1 oz	<b>Kidney Beans (1/2 can)</b>
3 oz	<b>Diced Tomatoes (1/2 can)</b>
5 oz	<b>Corn (1/2 bag)</b>
8 oz	<b>Water</b>
3 Tbsp	<b>Secret Seasoning</b>
1 Tbsp	<b>Sea Salt</b>

**DIRECTIONS**

1. Rough chop red onion, peppers and put into soup container & turn on.
2. Add garlic, brown sugar, tofu crumbles & hot sauce. Let heat up & stir.
3. Add Beans, tomatoes, corn, water and sea salt, seasoning & stir well.
4. Cook until temperature is right.

**YIELD: 70 OUNCES**

When preparing recipes you need to know the types of units used to measure ingredient portions. Please note that the recipe may site weight, volume and quantity unit type.

- ▶ **Weight** units are pounds and ounces
- ▶ **Volume** units are cups, tablespoons, teaspoons, etc.
- ▶ **Quantity (each)** is the number of items as in the number of bags, cans, boxes, patties, etc. that are in the recipe. Quantity units are referred to as "EA".



## Daily Prep Sheets



The Daily Prep Sheets are a major tool in controlling our food cost and ensuring we always have a sufficient quantity of fresh quality food. The Kitchen Lead will fill out the Daily Prep Sheet each morning. Use your Prep Sheets! Preparing too much is costly. Not preparing enough food creates unnecessary fire drills and service problems.

### How to read the Daily Prep Sheet

**On Hand** The amount of usable product left over from the previous day. The kitchen lead determines this by taking a physical count and inspection of products on hand.

**Par Level** Par levels are determined based upon the average usage of products on peak and non-peak days of the week. Managers are responsible for updating par levels as product usage and sales fluctuate.

**Make** The amount to prep that day to build up to the Par Level.

**Name** Name of the person assigned to prepare the product.

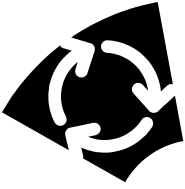
### Directions:

- ▶ When work has begun on a product highlight the Product Name with a yellow marker.
- ▶ Once the product has been prepared highlight the entire line.

DAI LY PREP LI ST

Menu Item	Shelf Life	On Hand	Par Levels		Make	Name
			Sun - Wed	Thu - Sat		
Queso	1 day					
Gravy	1 day					
Chili	2 days					
Chicken Mix	1 day					
Taco Mix	2 days					
Refried Beans	2 days					

## Food Rotation



All undated food products used in our restaurant should be dated when they are received and put into storage and dated again when they are prepared into secondary products. Products are always rotated using the first-in, first-out (FIFO) method.

### FIFO Rotating System

Always refer to the "received on" or "prepared on" date and use the oldest products first as long as the "use by" date has not passed. If the "use by" date has been passed, notify the Kitchen Manager and discard all the product in the container. FIFO (First In, First Out) means always stock older product on top or in front of the new product so the older product is most accessible and is used first.

### Food Dating Labels



Dating labels are pre-printed, colored stickers used to assist employees with the properly rotating food. Every product that is prepared receives a food label.

What to write on the label:

- ▶ Today's Date
- ▶ AM/PM (all items prepared after 2:00 PM)
- ▶ Initials

## Controlling Waste & Spoilage



In order for our restaurant to be successful, we not only have to serve great food and deliver outstanding service but we also have to control our costs. Controlling costs is everyone's business and responsibility.

**Here are some of the ways you can help to control costs and reduce waste:**

- 
- |                                   |   |
|-----------------------------------|---|
| <b>Rotation</b>                   | Improper rotation is a double-edged sword. When product don't get dated or aren't rotated properly they are more often subject to spoilage. Even worse, improper rotation increases the risk that we might serve something less than fresh, high quality food, which could mean a dissatisfied (or even sick) guest. Always label, date and rotate! |
| <b>Portioning &amp; Measuring</b> | Always use the correct portioning and measuring tools (scoops, ladles, spoons, cups, scales). Don't over or under portion. Consistency is the name of the game!   |
| <b>Maximize Product Yields</b>    | Always get as much as possible from all produce, cans and jars. Be careful not to send good, usable product to the trashcan. Use a spatula!!!!  |
| <b>Product Storage</b>            | Always follow proper cool down procedures. Not cooling down products properly before placing them in the walk-in can cause spoilage. Cover products properly to keep them fresh and good tasting.   |

## Safety

In addition to a clean and sanitary environment, **Dandelion Communita Cafe** provides a safe environment. One of our primary goals is to operate an accident-free restaurant. A safe restaurant takes teamwork and effort on everyone's part

Management's role is to provide the daily monitoring of safe work practices developed from these meetings.

Whenever you see a potential hazard, or something you notice as unsafe, notify a manager immediately. Safety begins with you.

### When Cleaning Stationary Equipment

- ▶ Unplug equipment; make sure hands are dry.
- ▶ Disassemble.
- ▶ Wash removable parts in dish machine, or three-compartment sink.
- ▶ Wash and rinse stationary parts.
- ▶ Sanitize food contact surfaces with sanitizer.
- ▶ Air dry before reassembling, without touching food contact surfaces.

### Preventing Falls



- ▶ Wipe up spills immediately.
- ▶ Use "wet floor" signs.
- ▶ Wear shoes with non-skid soles and heels.
- ▶ Keep isles and stairs clear.
- ▶ Walk; do not run.
- ▶ Follow established traffic patterns.
- ▶ Do not carry anything that blocks your vision.
- ▶ Keep drawers closed.
- ▶ Use ladders properly; never use chairs, tables or boxes. Do not stand on top of ladder, and do not over reach.
- ▶ Use handrails on stairs.
- ▶ Turn lights on to see.

## Preventing Electric Shock

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- ▶ Never touch electrical equipment with wet hands, or while standing in water.
- ▶ Unplug equipment before cleaning or disassembling, to avoid shock.
- ▶ Do not yank plugs out by cord. This can cause damage to the cords, which may then cause shocks.
- ▶ Report damaged and worn plugs and cords to your supervisor.

## Lift Properly

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- ▶ Plan it. Do you need help? Could you use a cart? Where is it going? Which route is best?
- ▶ Get ready. Spread feet apart, shoulder width. Put one foot slightly in front of the other for a good support base. Squat down with back straight and head up. Do not bend over from the waist! Grip the object firmly with both hands. Keep elbows and arms close to body. Tuck in chin. If lifting a tray, squat down alongside the tray and slide the tray onto your shoulder and hand.
- ▶ Lift it! Straighten your knees slowly and smoothly to a stand. Avoid doing this in a quick or jerky manner. Do not lift and twist at the same time.
- ▶ Move it! Keep object close to you. To change position, move your feet and entire body. Do not twist from the waist. Look where you are going and call out "coming through" as needed.
- ▶ Set it down! Bend your knees slowly and smoothly. Slide load into place; watch your fingers and toes.

## Moving a Cart Properly

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- ▶ Push rather than pull.
- ▶ Spread feet wide, one in front of the other with your front knee bent.
- ▶ Keep back straight.
- ▶ Slowly push into the cart with your body weight, using your leg muscles to do much of the pushing.
- ▶ Push slowly and smoothly. Avoid sudden motions or twisting your back.

## Preventing Cuts

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- ▶ Know how to operate equipment.
- ▶ Pay attention when using sharp equipment. Never touch edges of sharp blades.
- ▶ Use guards when provided on equipment.
- ▶ Use tampers to push food into equipment.
- ▶ Turn equipment off before adjusting.
- ▶ No loose sleeves, ties, or dangling jewelry should be by equipment
- ▶ Carry dishes and glassware carefully.
- ▶ Sweep up broken glass; do not use your hands.
- ▶ Use special container to dispose of broken glass, dishes, and other sharp objects.
- ▶ Remove can lids entirely from cans, then dispose of them.

## Knife Handling

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- ▶ Do not use knives or operate any cutting or mixing equipment without proper training.
- ▶ Use the correct type of knife for the job. If you don't know, ask the Kitchen Manager or the Manager-on-Duty.
- ▶ Never cut towards yourself - always away from yourself and others
- ▶ Use a cutting board. Place a damp towel under the cutting board to prevent slippage.
- ▶ Use no-cut gloves when using a knife for slicing or dicing.
- ▶ Carry knives down at your side when walking through the kitchen.
- ▶ Let a dropped knife fall. Never try to catch a falling knife.
- ▶ Clean and sanitize knife after each use.
- ▶ Always return knife to proper storage location after use. Never place a knife in a sink.

## Preventing Burns

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- ▶ Pay attention when working around hot equipment.
- ▶ Always alert other employees when carrying hot foods by saying, "HOT FOOD" or "BEHIND YOU."
- ▶ Avoid overcrowding range tops.

- ▶ Use dry potholders.
- ▶ Avoid overfilling containers with hot foods.
- ▶ Get help lifting heavy pots of hot foods.
- ▶ Open lids of pots and doors of steamers away from you, and do so slowly, to avoid a steam burn.
- ▶ Stir foods with long-handled spoons.
- ▶ Warn others of hot surfaces.
- ▶ Let equipment cool before cleaning, and do not use wet rags.
- ▶ Wear closed-toe and closed-heel shoes that do not absorb liquids.
- ▶ Metal containers, foil or utensils should never be used in microwaves.
- ▶ Warn guests of hot dishes.

### **Preventing Fires**

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- ▶ Smoke only where allowed.
- ▶ Keep equipment and hoods from grease build up because grease causes many food service fires.
- ▶ Store matches in a covered container, away from heat.
- ▶ Keep garbage in covered container, away from heat.
- ▶ Store chemicals away from heat because many chemicals are flammable.

### **Safe Chemical Handling**

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You will be trained on how to use and handle chemical products in the restaurant. Here are rules and guidelines to always remember when handling chemicals -

- ▶ Read the labels of all products, before you use them.
- ▶ Follow the directions for proper storage, handling, and use for all chemicals you use.
- ▶ Ask the Kitchen Manager or manager-on-duty with any questions or concerns you may have about using a certain product.
- ▶ Know how to call for medical help, in case of an emergency.
- ▶ Never mix chemicals together.
- ▶ Do not store chemicals in unmarked containers.

- ▶ Do not store chemicals in or close to food storage, preparation, or serving areas.
- ▶ Do not leave aerosol spray containers near heat or spray close to an open flame.
- ▶ Do not dispose of any empty chemical container until you have checked on the label for how to do so.

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

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- ▶ Read product name.
- ▶ Fire hazard - explains if the product can catch fire or explode.
- ▶ Health hazards - explains effects of over exposure and first aid procedures.
- ▶ Spill precautions - explains steps to take in case of spills.
- ▶ Special protection - describes any special measures, such as goggles and rubber gloves, used to decrease exposure and risk.

### **Read Chemical Product Labels**

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- ▶ Read name.
- ▶ Physical and health hazards.
- ▶ Instructions for storing, handling, and use.
- ▶ Instructions on what to do in case of an emergency.

### **Wear Appropriate Safety Equipment**

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- ▶ Gloves
- ▶ Shoes



## Dishwashing

### General Job Guidelines & Responsibilities



- ▶ Ensuring the cleanliness of every dish, pot, pan, piece of silverware, and glass that goes to the kitchen and our guests.
- ▶ Ensuring the dish machine is operating at correct temperatures in all cycles.
- ▶ Ensuring that the proper detergents (and levels of detergents) are being used in the dish machine and pot washing sinks.
- ▶ Ensuring that the proper sanitizers are being used when cleaning walls, countertops, and floors.
- ▶ Abiding by the Material Safety Data Sheets (MSDS) that outline hazardous chemical use.
- ▶ Maintaining a waste management program in the dish area: controlling unnecessary disposal of wrapped and/or unused knives, forks, spoons, dishes, bowls, and glasses.

### Dishwasher Job Functions

1. Stack dishes in dish racks. Do not stack dishes on top of each other. To clean, water must have access to both sides of dishes.
2. Glasses, cups and bowls should be turned upside down so they will not fill up with hot water.
3. Plates and all flatware should be stood up edgewise.
4. Dishes should be allowed to air dry for 1-2 minutes before removing from racks. Do not towel dry. Towel drying will contaminate the dishes.
5. Don't touch the surface of any glasses or plates that a guest's mouth will touch.
6. Store cups, bowls, pots, pans, etc., upside down.
7. Handle silverware and other utensils by the handles only.
8. Always store kitchen utensils at least 6 inches off the floor in clean, dry areas.
9. Inspect all items coming from the dish machine –
  - ▶ Be certain there are no stains or spots.
  - ▶ All items are clean and free of food.
  - ▶ No chips or cracks.
  - ▶ Dishes come out hot from 140° rinse water.

## Garbage & Recycling

### Garbage

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- ▶ Take garbage out frequently.
- ▶ Keep garbage areas clean and sealed.
- ▶ Clean and sanitize garbage cans regularly.
- ▶ Be a good neighbor – do not overload the dumpster or leave the trash outside the dumpster. If it is overloaded, please remember that you can use the rolling trash cans at the curbside on trash pick-up days.
- ▶ Extra dumps can be by phone at (407-246-2314).

### Recycling

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- ▶ Take recycling out frequently.
- ▶ Keep recycling areas clean and sealed.
- ▶ Rinse #10 cans & compress for recycling.
- ▶ Rinse & compress plastics with a 1 or 2 symbol on them.
- ▶ Empty glass bottles, rinse & recycle.
- ▶ Breakdown cardboard boxes & compress as much as possible.
- ▶ Clean and sanitize recycling cans regularly.

### Linens

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- ▶ Dispose of all hand towels after every shift.
- ▶ Dispose of all aprons after every shift.

### Keep insects and animals out by . . .

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- ▶ Keeping doors closed.
- ▶ Taking garbage out frequently and keeping garbage areas clean.
- ▶ Report any holes where an animal can enter.
- ▶ Do not provide a free meal for any animals.

## Kitchen Training Manual Receipt

There is a lot of information contained in this manual! Believe it or not, however, there is even more information that is not.

We have given you the basics, as we view them, and how we would like them to be conducted. We want you to use the service tips in the manual, along with your common sense, and above all, YOUR individuality, to help create an atmosphere that will encourage good times for our guests, and yourself. When this happens, you will be ensuring the success of not only Dandelion, but also yourself.

The Company, reserves the right to add, delete, or change any portion of this manual with or without notice.

I acknowledge receipt of, and have read, the Kitchen Manual that outlines my duties and responsibilities as an employee of **DANDELION COMMUNITEA CAFE**. I understand the Standards of Conduct and each of the rules and regulations which I am expected to follow, as well as the additional policies. I agree to abide by all of them.

I understand that this manual is proprietary and will not share this manual with anyone outside of the Dandelion Tribe.

\_\_\_\_\_  
Manager's Signature                      Date

\_\_\_\_\_  
Employee's Signature                      Date

Be part of the  
Ecolution!

Better for your body,  
is best for our planet!



*"you must be the change you wish to see in the world"*  
*Mahatma Gandhi*

