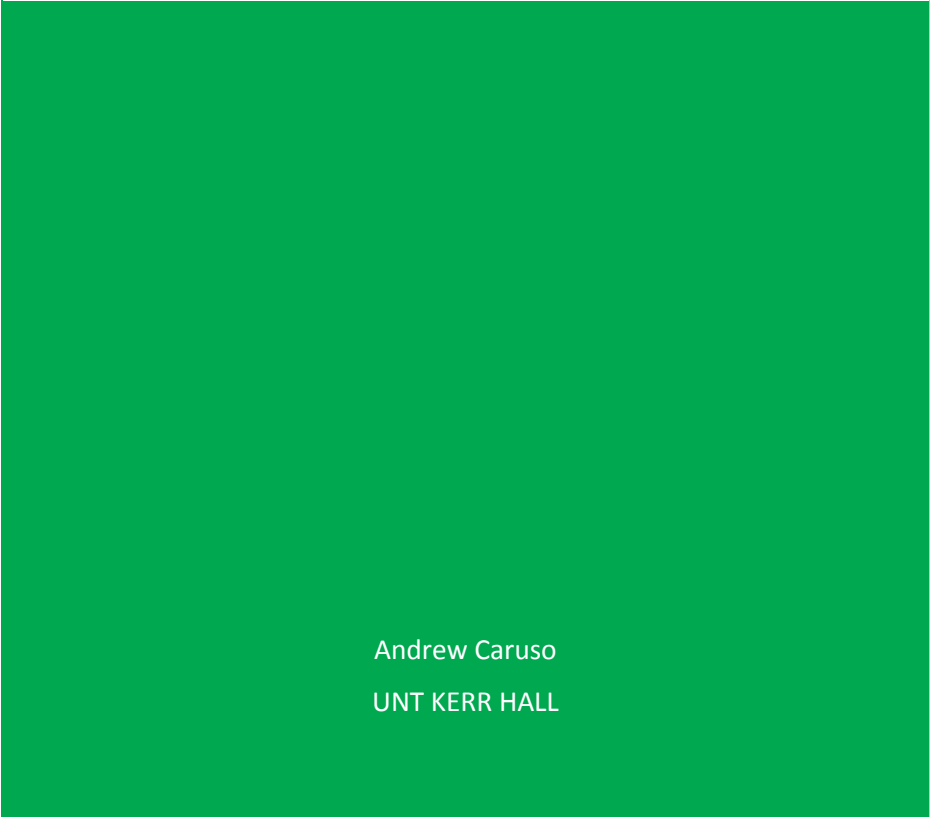




KERR CAFETERIA QUICK START GUIDE



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UNT KERR HALL

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Introduction

Whether you are a teacher or a student, you have to eat. UNT offers many different dining halls and food courts, Kerr Hall among them. This manual is for a new employee of Kerr's dining hall, or for an experienced employee looking to brush up on skills.

How to Use this Manual

This manual is to assist new employees of Kerr Cafeteria in performing their first duties as an employee of UNT's dining services. Experienced employees can use this manual as a quick reference guide for the three introductory assignments.

Before You Begin

Your Uniform

- Kerr Cafeteria hat
 - This will be issued to you when you start
- Kerr Cafeteria shirt
 - This will also be issued to you when you start
- White undershirt
- Black slacks
- Black socks
- Black no-slip work shoes
- Belt (black)

Your Attitude

All employees are expected to be polite and in good moods. Leave the bad attitude at the door.

Clocking In

Employees clock in using their UNT ID cards. Make sure to remember yours at all times. After you clock in, put on a black apron, and you're good to go.

Chapter 1: The Dishwashing Room

Opening

The dishwashing room should be opened at the beginning of the day, to be ready to clean any and all dishes that are used by the customers. This section will cover the steps to prepare for the day.

Step 1:

Make sure that the area is clean and orderly. The trash bins should be empty, and the sinks and washing machine free of any food.

Step 2:

Turn on the washing machine. It's as simple as pressing the button on the side. (See figure 1)



Figure 1

Step 3:

Assist other employees in preparation. When everything is finished, you're ready to go.

The Work Day

Dishes will be filtering into the dishwashing room from both the dining area and the kitchen. The dishwashing room is usually a flurry of activity as pots, pans, plates, and all manner of utensils are cleaned. This section will guide you on the steps to be repeated throughout the day until closing.

Step 1:

Take any bins from the conveyer belt. Place all utensils in the sanitizing bin, and all cups in the cup crates. Mugs, likewise, are placed in crates designed for them. When a crate is filled, send it through the dishwashing machine. Place all plates, pans, and bowls individually on the dishwashing racks.

Step 2:

When the dishes come out through the other side, take them out and stack them with like dishes. Place all plates on their plate dispensers, and move any filled dispenser to any place in the dining area where it is most needed.

Step 3:

If no one is already cleaning the pots and pans, take any pots or pans from the rack opposite the sink and spray them off with the hose. Scrape any extra food off with steel wool. Place all rinsed pots and pans on a nearby cart. When the garbage disposal is filled, flip the switch located by the disposal.

DANGER!

The garbage disposal is extremely dangerous. **DO NOT** place hands near the opening when the garbage disposal is in use

Step 4:

If any pan is too large to fit in the sink, fill up one of the sinks with water and soap (the soap is dispensed from a nozzle above the sink.) and wash it in there. If the pot or pan cannot be cleaned by scrubbing, place it in a filled sink to soak for 5 to 10 minutes before scrubbing it again.

Repeat these steps as necessary until it is time to close the dishwashing room.

Closing

When the day is over, the dishwashing room must be cleaned in preparation for the next work day. This section will take you through the steps needed to close up shop.

Step 1:

Wash off all dishes still dirty, and place any bus bins or glass crates to the side to be picked up.

Step 2:

Pour hot, soapy water on the floor and scrub it. Use a squeegee to guide the water into the drains in the floor.

Step 3:

Wash off all of the counters and tables. Rinse out the sinks.

Step 4:

Turn the dishwashing machine off and open it. Empty the grates at the bottom of the dishwashing machine into a trash bin.

Step 5:

Empty the trash bins and replace them with fresh liners. Place any used towels in the towel bag near the time clock.

Chapter 2: The Drink Station

The drink station is where customers get soda, water, and milk, as well as cereal for breakfast.

Opening

The drink station should be opened at the beginning of the day, before customers arrive. This section will cover the steps needed to open the drink station for use throughout the day.

Step 1:

Make sure the area is clean, and that everything is in working condition.

Step 2:

Insert the nozzles for the flavored water and soda fountains. The water fountain nozzles are a simple; simply press the button on the side of the machine, which will open the face. Simply press the nozzles into the slots until you hear a snap.

The soda fountain nozzles are divided into two parts each. (Figure 2) The smaller half (left side) goes on first; simply press it into the opening until it seals. The larger half (right side) needs to be pressed in and twisted until it locks.



Figure 2

Step 3:

Check to make sure that the milk fountains are not empty. If any need to be changed, see *How to Change the Milk Dispenser* on page 7. Make sure that all milk fountains have bowls under their nozzles.

Step 4:

Make sure that the stacks of glasses are clean and ready to be used. If there are not enough glasses waiting, retrieve a crate or two of glasses from the dishwashing room.

Step 5:

Make sure that none of the soda or tea syrup is empty. The tea under the counter beneath the tea fountain. The soda syrups are in the back, by the dishwashing room door. If any need to be changed, see *How to Replace a Soda Syrup Box* on page 8.

Step 6:

Check the juice dispensers to make sure that they have every juice selection. If any need to be changed, see *How to Replace a Juice Box* on page 9.

Step 7:

Using the soda machine key, turn on the soda fountains. At least one manager should have the soda machine key on his or her person at all times.

Step 8:

Check the cereal dispensers. If any need to be changed, see *How to Fill a Cereal Dispenser* on page 10. Check that all dispensers have clean bowls under them.

Step 9:

Make sure that both coffee pots have liners and are filled with fresh coffee grounds. Turn the coffee maker on and press 'medium' to begin making the coffee.

Step 10:

Soak a towel in warm sanitizing solution and wipe down the counters and dispensers one more time. When you're done, you're ready for the customers.

The Work Day

The drink station needs to be monitored at all times to make sure that every customer is getting the drink that he or she wants. This will walk you through the general pattern for maintaining the drink station.

Step 1:

Check that the juice dispensers, the soda fountains, and the milk fountains are all full. If any need to be refilled, see *Replacement How-To* on page 7.

Step 2:

Check the counters for any spills or food. Use a towel soaked in sanitizing solution to clean them.

Step 3:

Check the ice bins at the top of the soda fountains to make sure that they are full. If either need to be refilled, see *How to Refill the Ice Bins* on page 11.

Step 4:

Use a broom and dustbin to sweep up the surrounding area.

Repeat all of these steps as necessary until closing.

Closing

At the end of the day, the drink station must be cleaned and made ready for the next day. This section will walk you through the steps for closing down the drink station.

Step 1:

Pull the grates out of the counter gutters and take them to the dishwashing room to be cleaned. Using a bucket of hot water, rinse out the gutters.

Step 2:

Take the grates out of the soda machines and take them to the dishwashing room to be cleaned. Flush out the drains with hot water.

Step 3:

Take the drains out of the juice machines and take them to the dishwashing room to be cleaned.

Step 4:

Make sure that the soda, tea, milk, and juice machines are full, and that the soda machines are filled with ice.

Step 5:

Replace the coffee grounds in the coffee machine. Empty the coffee pots into the drink station sink, and flush them out with water until the water running out of the nozzle runs clear. Rinse off the coffee drains, and place the pots and drains back in the machine.

Step 6:

Take all of the bowls under the milk and cereal dispensers to the dishwashing room, and replace them with clean bowls.

Step 7:

Retrieve the cleaned grates from the dishwashing room and place them in their respective slots.

Step 8:

Make sure that there are enough glasses stacked for the next day. If you do not have enough, take some crates of clean glasses from the dishwashing room.

Step 9:

Using a towel soaked in warm sanitizing fluid, wipe off the counters and fountains one final time.

When you have done these steps, assist in closing other sections until you are dismissed for the night.

Replacement How-To

This section is to help walk you through changing out the various drinks and food dispensers you will be responsible for at the drink station.

How to Change the Milk Dispenser

If the milk dispenser is empty, you will have to retrieve another bag of milk from the refrigerator in the back. It is located right behind the dessert section. Once you have done so, this section will walk you through replacing the milk in the dispenser.

Step 1:

Lift the latch (see figure 3) on the left side of the milk dispenser and open the face.



Figure 3

Step 2:

Lift the guard rail and pull out. This should flatten the rail out for you to pull out the milk bucket.

Step 3:

Pinch the milk nozzle just below the bucket and, lifting the dispensing bar, pull the nozzle out of the dispenser hole.

Step 4:

Pull the bucket out of the dispensing machine and remove the empty bag.

Step 5:

Place a full bag in the bucket, with the nozzle pointing out through the hole in the bottom of the bucket.

Step 6:

Place the bucket back into the dispenser and, lifting the dispensing bar again, thread the nozzle through the dispenser hole.

Step 7:

Put the guard rail back up and shut the dispenser. Using a pair of scissors, cut the nozzle an inch above the end to open it. Wipe up any spills with a moist towel.

How to Replace a Soda Syrup Box

If a soda or tea box is empty, you will have to retrieve another box from the dishwashing room. While the tea boxes are behind the counter at the drink station (see figure 4), the soda boxes are located in the back, next to the ice machines. When you have the replacement box, this section will walk you through replacing the empty syrup.

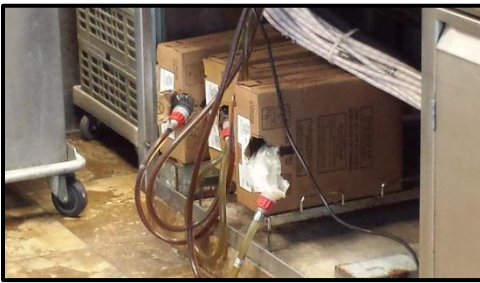


Figure 4

WARNING

Soda syrup boxes are heavy. LIFT WITH CARE.

Step 1:

Unscrew the tube connected to the syrup box nozzle. Place it in a safe, clean place.

Step 2:

Pull the empty box out of its space on the rack and place the full box in the space.

Step 3:

Open the box and pull out the nozzle. Unscrew the cap on it and screw the tube on.

How to Replace a Juice Box

The juice boxes are located in refrigerator 3 in the back. This section will walk you through replacing an empty juice box with a new one.

Step 1:

Open the juice dispenser by pressing the button on the right side (see figure 5) and pulling it open.



Figure 5

Step 2:

Placing one or two fingers behind the nozzle and grasping the box with the other hand, pull gently but firmly. The box should pop out.

Step 3:

Place the new box into the appropriate slot, making sure that the flat side of the nozzle is facing you. Press gently but firmly on the nozzle and the body of the box until the box clicks into place.

How to Fill a Cereal Dispenser

The cereals will be depleted quickly over the course of the day. When they do, the replacement bags are in dry storage in the back room. This section will walk you through refilling the cereal dispensers.

Step 1:

The cereal dispenser has a hook on the bottom back corner, keeping it locked onto the rail behind it. Gently lift the front end of the dispenser and pull straight out. Open the top and place the lid aside.

Step 2:

Using a pair of scissors, snip open the new cereal bag. Pour the cereal into the dispenser until it is near the top. If there is extra cereal left in the bag, roll it up and place it in the dry storage room.

Step 3:

Place the top on the dispenser and slide it back into place. Make sure to lift the front end so that the hook will slide into the groove on the back rail.

How to Replace the Ice Bins

Every now and then, you will need to refill the ice in the soda machines. This will walk you through the process.

Step 1:

The ice machines are in the back, next to the syrup boxes. Follow the instructions printed on the front of the machines to fill a bin with ice.

Step 2:

Using a step ladder, take the top off of the soda machine and set it aside. Take a bin and pour the ice into the machine.

Step 3:

Place the top back onto the machine and put the ice bin back under the ice machines.

WARNING

Replacing the ice requires use of a stepladder. Using the stepladder improperly can result in serious injury.

Chapter 3: The Bus Bins

The bus bins are where customers place their used dishes to be picked up and sent to the dishwashing room.

Opening

At the beginning of the day, the bus bins need to be ready to accept used plates, glasses, mugs, utensils, and bowls. This section will walk you through setting up for the work day.

Step 1:

Bring the four mats inside. They will be hanging on the hand rails just outside of the door behind the building. Using a hose, spray them clean. Place three mats in front of the bus bins, and the last behind the cashier station at the front door.

Step 2:

Make sure that the conveyer belt next to the bus bins is clean and free of debris. Use a towel to wipe up any leftover water spilled from last night.

Step 3:

Make sure that the trash bins are empty and have fresh liners, and that the tops are clean.

Step 4:

Flip the bins from upside down to right side up. The left rack is for plates and bowls, the center rack is for utensils, and the right one is for glasses and mugs. Make sure that there are enough bins, and that they are all clean.

Step 5:

Make sure that there are enough bins stacked next to the bin racks for future use. If there are not enough, get some from the dishwashing room.

The Work Day

Throughout the day, the bus bins must be monitored closely, as they can fill up quickly. This section will walk you through the steps repeated throughout the work day.

Step 1:

Check if any of the bus bins are full. Place filled bins on the conveyer belt to the left of the racks. Replace all filled bins with empty ones. If there are no clean bins left, go into the dishwashing room to retrieve the bins that have been cleaned.

Step 2:

Make sure that the area around the bus bins is clean and free of any dropped food or trash. Sweep up food and trash, and mop up any spills.

Step 3:

If there are no bins to be replaced, monitor the dining area, sweeping up any trash and mopping up any spills.

Repeat these steps as necessary until Kerr closes.

Closing

When the day ends, the bus bins are to be thoroughly cleaned and prepared for the next day. This section will walk you through the closing procedure for the bus bins.

Step 1:

Make sure that all customers have left and all dirty dishes have been placed in the bus bins. When you are sure that there are no dishes in the dining area, place all bins with dishes in them on the

conveyer belt to be sent to the dishwashing room. Replace all bins, and flip them upside down for the next day.

Step 2:

Take the four mats from the bus bin area and the cashier station and place them outside on the guard rails in the back.

Step 3:

Remove the trash bin lids and rinse them off with a hose. Empty the trash bins and replace the liners with fresh ones.

Step 4:

Using a small bucket and hot water, flush out the conveyer belt's center trench. Make sure to clean out all debris.

When these steps are finished, assist other employees in cleaning up until dismissed.

Frequently Asked Questions

How to I refill the soda/milk/juice dispensers?

See *Replacement How-To* on page [].

Where do I get the coffee grounds?

If there are none under the counter in the drink station, more should be in the dry storage room.

What if I can't empty the trash bins?

You can ask a fellow employee to assist you.

What do I do with my apron at the end of the day?

At the end of the day, all used towels and aprons are placed in a bag next to the time clock. When the bag is full, it is placed outside on the bag rack behind the building.

What about breaks?

Entry-level employees are usually given 15 minutes for break.

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