

Food Service Team Member Job Aid

READ THIS ENTIRE JOB AID BEFORE TAKING ACTION

Reports to:	Food Service Supervisor
Reporting to you:	n/a
General job overview:	Provide a welcome atmosphere to shelter clients and answer any questions. Assist in food service operations and staff. Follow proper food handling procedures.
Knowledge and training:	n/a

INITIAL ACTIONS

- Begin an ICS 214 form documenting work start and end times, any notable occurrences and activities completed during your shift.
- Review
 - Cabarrus County Sheltering SOG
 - Shelter Rules
 - Food Service Team Member Job Aid
- Assist in the setup of the Food Service Area.
- Attend Food Service Team Members brief on safe food handling practices and completing ICS 214 forms.

DAILY SHELTER OPERATIONS

- Sign in and out at the Staff Area, including leaving for breaks.
- Complete an ICS 214 documenting your shift start and end times, any notable occurrences and activities completed during your shift.
- Wash hands with soap and water for a minimum of 20 seconds:
 - Before starting a shift
 - After using the bathroom
 - After smoking
 - After touching face, nose or hair
 - In between handling raw and cooked food
- Inform Food Service Supervisor if bathroom facilities lack:
 - Hot and cold running water
 - Soap
 - Functioning toilets
- Notify Food Service Supervisor of:
 - Illness
 - Infected burns, cuts or boils
- Remove rings, dangling bracelets, wristwatches, etc. while preparing or handling food.
- Wear aprons over clothing and hair nets.
- Wear plastic gloves when touching ready-to-eat foods.
- Use utensils (serving spoons, fork, tongs, etc.) when serving food. Clean, sanitize and properly store utensils after use.

<input type="checkbox"/> Wipe tables off after seatings with a sanitizing solution.
<input type="checkbox"/> Clean food serving and dining tables on a regular basis and as needed.
<input type="checkbox"/> Empty trash regularly.
<input type="checkbox"/> Immediately report any signs of insects or rodents to the Feeding Team Supervisor
<input type="checkbox"/> Dispose of leftover hot and cold foods. Do not re-serve to clients.
<input type="checkbox"/> Record client information and special dietary needs requests. Report this information to the Food Service Supervisor in order to coordinate appropriate meals. <i>Every effort will be made to provide for special dietary needs but all dietary needs may not be able to be met in a shelter situation.</i>
<input type="checkbox"/> Communicate Food Service Area needs, potential issues and security concerns to Food Service Supervisor
<input type="checkbox"/> Answer shelter client questions or refer them to other shelter staff if appropriate.

SHELTER CLOSING ACTIONS

<input type="checkbox"/> Attend brief with Food Service Supervisor on what cleaning and closing actions will need to be taken.
<input type="checkbox"/> Complete all actions required to clean the shelter feeding area and return it to its original state.
<input type="checkbox"/> Demobilize shelter equipment. <ul style="list-style-type: none"> • Use list below as a guide to ensure all shelter equipment is accounted for. • Clean and disinfect equipment as necessary. • Make note of any items from supply list below that will need to be restocked. • Report any missing or broken equipment to the Shelter Shift Supervisor.
<input type="checkbox"/> Turn in all remaining paperwork to Food Service Supervisor.
<input type="checkbox"/> Participate in debrief.

LOGISTICS SUPPLY LIST

Food service setup: Tables, chairs, chafing trays, sternos, lighter for sternos, serving spoons, coffee supplies and carafes, trash cans, trash bags
Serving supplies: Disposable plates, bowls, cups, eating utensils, napkins, condiments
Staff supplies: Disposable gloves, aprons and hair nets, food thermometer
Cleaning supplies: Broom, dustpan, Swiffer and Swiffer WetJet Pads, disposable gloves, mop, mop bucket, floor cleaner solutions, paper towel, all-purpose cleaner, bleach, cloths for wiping down tables, dish soap
Office supplies: Pens, notebook, post-its, markers, scissors, stapler
Personal supplies: Agency ID, mobile phone and charger, comfortable closed toe shoes, water bottle, snacks, flashlight