

Food Service Supervisor Job Aid

READ THIS ENTIRE JOB AID BEFORE TAKING ACTION

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| Reports to: | Shelter Shift Supervisor |
| Reporting to you: | Food Service Team Members |
| General job overview: | Provide a welcome atmosphere to shelter clients and answer any questions. Supervise food service operations and staff. Ensure that proper food handling procedures are being followed. |
| Knowledge and training: | ARC Shelter Fundamentals, ServSafe Food Handler Certification |

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 Supervisor Job Aid
 - Food Service Team Member Job Aid
- If facility equipment or furniture need to be moved, make note of original configuration and coordinate with Facility Rep to discuss best method of storage.
- Setup of Food Service Area.
The Food Service Area should have, at minimum, 2-3 tables from which to serve food, 2-3 tables with chairs for shelter clientele to utilize while eating. 1 table from which bottle water and snacks can be dispensed. Post signs regarding handwashing and mealtimes. Access to sinks for handwashing is essential.
- Check bathroom facilities to ensure that there is:
 - Hot and cold running water
 - Soap
 - Functioning toilets
- Attend brief with Shelter Manager to discuss food services needs and schedules for shelter opening.
- Brief Food Service Team Members on safe food handling practices (do so on a regular basis) 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.

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| <input type="checkbox"/> At the beginning of each shift instruct Food Services Team to wash their hands with soap and water for a minimum of 20 seconds: <ul style="list-style-type: none"> • Before starting a shift • After using the bathroom • After smoking • After touching face, nose or hair • In between handling raw and cooked food |
| <input type="checkbox"/> Send Food Services Team members home if they exhibit signs of illness, infected burns, cuts or boils. |
| <input type="checkbox"/> Ensure Food Service Team wear plastic gloves when touching ready-to-eat foods. |
| <input type="checkbox"/> Check that utensils (serving spoons, fork, tongs, etc.) are used when serving food and that they are cleaned, sanitized and properly stored after use. |
| <input type="checkbox"/> Confirm that Food Service Team wear aprons over clothing and hair nets. |
| <input type="checkbox"/> Advise Food Service Team to remove rings, dangling bracelets, wristwatches, etc. while preparing or handling food. |
| <input type="checkbox"/> Ensure tables are wiped off after seatings with a sanitizing solution. |
| <input type="checkbox"/> Verify that food service and eating areas are kept clean during your shift. |
| <input type="checkbox"/> Make sure that trash is emptied regularly. |
| <input type="checkbox"/> Immediately report any signs of insects or rodents to the Shelter Shift Supervisor. |
| <input type="checkbox"/> Record the type of hot food and monitor its internal temperature at least once each hour. <ul style="list-style-type: none"> • All hot food must remain above 135 degrees F. |
| <input type="checkbox"/> Record the type of cold food and monitor its internal temperature every 30 minutes. <ul style="list-style-type: none"> • Cold foods should never remain at room temperature for more than an hour. • Cold food should be stored in a chiller at 41 degrees F or below. • All cold food must remain below 41 degrees F. |
| <input type="checkbox"/> Leftover hot and cold food is to be disposed of and not to be re-served to shelter clients. |
| <input type="checkbox"/> Track the number of clients served at each meal and report that information to the Shelter Shift Supervisor. |
| <input type="checkbox"/> Coordinate with the Logistics Supervisor to procure needed supplies. |
| <input type="checkbox"/> Record client information and special dietary needs requests. Report this information to the Logistics Supervisor in order to coordinate appropriate meals. <p><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></p> |
| <input type="checkbox"/> Coordinate with Logistics Supervisor to order meals and schedule deliveries |
| <input type="checkbox"/> Inspect Food Service Area at end of shift for cleanliness and order. Inspect snack table for stock available. |
| <input type="checkbox"/> Review ICS 214 forms for accuracy and completeness and submit to Shelter Shift Supervisor. |
| <input type="checkbox"/> Create and distribute staff contact list (give copy to Shelter Shift Supervisor). |
| <input type="checkbox"/> Conduct shift change briefing with oncoming Feeding Supervisor. |

SHELTER CLOSING ACTIONS

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| <input type="checkbox"/> Attend closing brief with Shelter Manager to receive instructions and timelines for shelter closure. |
| <input type="checkbox"/> Brief Food Service Team Members on what cleaning and closing actions will need to be taken. |
| <input type="checkbox"/> Inspect Food Service Area to ensure all shelter signage has been removed. |

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| <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 disposable 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"/> Clean and return furniture or equipment in shelter areas back to their original configuration. |
| <input type="checkbox"/> Perform final walk through of Food Service Area. |
| <input type="checkbox"/> Turn in all remaining paperwork to Shelter Shift Supervisor or Shelter Manager. |
| <input type="checkbox"/> Participate in debrief. Contribute to AAR report and Plan of Improvement as requested by EM. |

| LOGISTICS SUPPLY LIST |
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| 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 |