

Dining Hall Supervisor Instructions

Welcome to Upham Woods Environmental Education Center. In order to give you the best possible service we need your cooperation and assistance. Dining Hall Supervisors should contact the Food Service Director upon arrival at camp to give your groups actual count of adults and youth. This is imperative so that the kitchen staff knows how much food is required for your group. Also, the dining hall supervisor needs to go through an additional orientation for the dining area 30 minutes prior to first meal.

ONE DINING HALL SUPERVISOR PER GROUP FOR THE ENTIRE STAY.

The Dining Hall Supervisor must arrive in the dining room 20 minutes prior to each meal and remain until clean up is complete.

The Dining Hall Supervisor is responsible for the following:

15 Minutes Prior To Meal

- Everyone must wash hands before starting to set up.
- All tables are set correctly, as shown by the example on the first table.
- Set the appropriate number of tables as written on the menu board.
- Only set up crew and Dining Hall Supervisor are allowed in the dining hall prior to the start of meal. (**This includes adults**).
- Ask Kitchen Crew if any food & beverage needs to go on the tables prior to the meal. Set this food on tables.
- Roll carts back into dish room when table set up is complete.
- Ask Kitchen Crew for further instructions and if there are any announcements for the meal.
- Have the Set Up Crew decide who the hopper and scraper will be.

Meal Time

- Ask Kitchen Crew if they are ready for the meal.
- Let group in and have them go directly to the tables, including Adults. Coats, hats, bags, etc. should be hung in the hallway.
- **NOBODY STARTS EATING TILL EVERYONE IS SEATED AND THE FOOD IS BEING SERVED FROM KITCHEN.**
- Make sure there is one adult at each table.
- Once everyone is seated and quiet announce whom the hopper & scraper are. Have them put on the appropriate badge. There is a \$5.00 charge per missing badge at the end of camp.
- Read the menu listed on the board to everyone. (Remember you will have to talk loud so that everyone can hear). The menu may include items, which are restricted to a certain portion size per person. These items are written on the menu board in parentheses. If the item does not have a number by it seconds are allowed for that item.

- Coffee and Tea are for adults (19 & Older) Only. Adult milk is located next to the coffee machine.
- Hoppers are the only people allowed up during the meal.
- Explain to hoppers the three most important rules of their job.
 - The first is when getting seconds they must go to each and every table and use up their leftover food before going to the service window.
 - The second rule is when getting anything from the service window they must follow the arrows. If everyone follows the arrows we have fewer spills and less burns and cuts.
 - Hoppers must know the number of people who want seconds at their table when they come to service window. (i.e. 5 people want pancakes)
 - Remember it is your responsibility to make sure these rules are followed.
- Hoppers can then come to the service window and get the food for their table. Remember to always follow the arrows.
- If cereal or soup is served at the meal you can then release one table at a time to get either cereal or soup. Each person gets their own. Do not let long lines form or big gaps in the line form. Make sure the line is steady.
- All food brought to a table, even if it has not been touched, must be thrown away at the end of the meal. This is a state law. If any table wants extras of an item, the hopper must check at all the other tables before going up to the service window. This drastically reduces waste.
- Dining Hall Supervisor must sit at the table by the service window. The Kitchen Staff will need you during the meal.
- Half way through the meal the kitchen staff will count the group. The Kitchen Staff will tell you the number of number of people at the meal, you will be asked to sign the billing sheet as that number being accurate.

End Of The Meal

- Bring the clean up carts out of the dish room and place down the center isle.
- Pass out a rubber scraper to each table.
- Get a list of food from the liaison that the hopper is to bring back to the service window.
- Have the hoppers bring this food back to the service window.
- Everyone else should remain seated at there table and prepare it for clean up.
- The scraper now takes over for clean up.
- All leftover food should be scraped onto one big plate. All the scraped plates and bowls should be stacked together. All liquid should be poured into one container and the cups organized into small stacks. All silverware should be sorted into separate piles and facing the same way. **IT IS EVERYONES RESPONSIBILITY TO HELP THE SCRAPER AT THE TABLE.**

- Once this is done the scraper can start taking the stacks, silverware, cups, and leftover food to the clean up carts. You and the liaison should be at these carts making sure everything is being stacked together and put in the right places and not just thrown onto the carts. There are two buckets on the big cart. One large white one and one small red one. The large white one is for liquid waste, and the red one for serving utensils (including serving spoons). Paper and food waste should be put into the trashcan.
- Cups should be put back into racks upside down.
- Silverware should be put into appropriate bins all facing the same way. This helps the dishwasher.
- When this is done carts should be pushed back into the dish room.
- At this point announcements should be made. (Not before carts are in dish room)
- After announcements are made everyone but the clean up crew can leave.
- The clean up crew is responsible for wiping off the tables and benches. The bucket of towels is by dish room door. Also, they are responsible for sweeping the floor. **THE ENTIRE FLOOR.**
- You and the clean up crew can then leave. Thank you for your cooperation.

General

- If anyone has questions they should first come to you (The Dining Hall Supervisor). If you cannot answer the question the liaison should then be consulted.
- Sugar is for coffee and tea **NOT FOR THE CEREAL.**
- When two or more groups are in camp set up / clean up responsibilities should be split up and alternated. Example Group A sets up and Group B cleans up then vise versa for the next meal. There should not be anymore than 14 people in the dining hall for set up or clean up.
- The refrigerator at the back of the dining room must be kept clean and organized through out your stay at Upham Woods. There are to be no open containers in the refrigerator. The food service reserves the right to throw away any open containers and potentially hazardous foods or beverage without the groups consent.
- The dining hall supervisor is responsible for emptying, and wiping out the refrigerator at the end of your stay. The liaison will provide a bucket with hot water and towel.