

## House of Hope- Volunteer Work Plan- Revision 9/30/13

**Getting Started:** Volunteers work typically from 10a-2p. We open the doors 11a-1p. We will have a Daily Manager's Briefing between 10:15a & 10:30a in the Blue Dining Room.

During this meeting we will go over the Daily Specials, Soups, Desserts and info, and assign duties for the day. *Occasionally we have extra bread, milk, etc... and may have those to give out to our guests at the HOSTESS STATION.*

- If this is the first day of a new groups time to volunteer, we will assign duties for a Head Waiter/Waitress who will lead the front of house, and they will assist our HHOH Program Manager, John Steve, in filling out the Daily Manager's Sheet and assigning the front of house roles for PRE and POST work and coordinating our volunteers. *If members of your volunteer team have Waiting experience, Kitchen, Dish Line Experience, whether prep or grill, please let us know, as we would be glad to give them an opportunity to serve in one of these areas.*
- If this is day 2+, you may go ahead and begin PRE-WORK before the briefing, but we will pause for the briefing. If this is your first day to help, but not your groups, your Head Waiter/Waitress can do a personal briefing with new volunteers to get them up to speed.
- If there is PRE-SERVICE SIDE work that needs to be done, you can go ahead and begin that pre-work, but please stay clear of the kitchen team as there are a lot of detailed line prep things taking place and it is important for them to be able to stay focused on the final food prep before the Daily Manager's Briefing.

At 1:00 pm the Head Waiter/Waitress will take all of the volunteers' orders and turn them in as one order. We eat together in the Blue Room, and after lunch we will finish our POST-SERVICE work.

Each day there will be items, due to food service rules, that can't be used again. These items will be available for volunteers to take home, and we will let you know during our lunch time what items those are for the day.

**Please remember our main goal is to provide a loving, hope-filled & blessed dining experience for all of our guests.** We provide an envelope on the table. Our guests are invited to pay what they can. The typical cost of the items are on the table stand. We see guests put nothing, some put \$1, and some have put \$100's of dollars. We simply put this in the LORD'S HANDS, and treat each guest as if we were waiting on the LORD Himself.

*Please remember that our guests in the front Café (Red Dining room) can hear conversation in the Blue Dining Room, so please always remember we are serving the LORD, so act and speak appropriately.*



## **HEAD WAITER/WAITRESS-TEAM LEADER:**

### **Pre-Work:**

- Meet with John Steve- HHOH Program Manager to make service plan and assignments and begin the daily sheet.
- Assign volunteers to the Waiters/Waitresses color-coded stations and to the other work areas. Each waiter/waitress, in addition to their tables, can be assigned the Soup, Tea or Condiment Station for additional Pre and Post Work Assignments. If there are sufficient volunteers, (10 or more) you can serve as a non-waiting team leader. If you have 9 or less, you can assign waiters/waitresses to a 3-5 station wait plan including yourself.
- The Wait Stations are color coded: Yellow, Orange, Red on a 3 man-station, with Green added for a 4 man-station and Blue added for a 5 man station.
- If your numbers are short you can dual assign them to the secondary stations: Tea Station, Condiment Station & Soup Station. You will also need a Bus Station Leader and Hostess Station leader. If you have a full team, you can assign waiters to the wait station and put additional volunteers at the Tea, Condiment and Soup Station to facilitate the serve.
- You are also responsible as *The Head Waiter/Waitress to prepare the BLUE DINING ROOM TABLES for service. If we have an overflow need we will cut the front wait team from a 5 or 4 station plan to a 4 or 3 station plan with the Head Waitress taking the entire BLUE ROOM as THE NEW BLUE ZONE!*
- Please review all of the areas for readiness at 10:55a prior to doors opening and offer additional support for areas not ready for service.

### **Post-Work:**

- Take all volunteer lunch orders to be turned in at 1:00p to the Kitchen Leader. Please check in advance of taking to see if we are 86 on any items or short as to certain things. We might tell you there are only so many orders of X or Y available, or there is no more Z left. Also, check what soups and desserts are left. Please take this into consideration as you put your order together.
- Please make sure your waiting area has its post-service work completed. Please make sure the BLUE DINING ROOM is cleared.
- Also, check all areas before excusing the volunteer, and if a volunteer has to leave, make sure their post-work is assigned to someone else to complete.
- Please work with John Steve, HHOH Program Director to complete the Daily Manager's Sheet.

## **ALL WAITER/WAITRESS TEAM MEMBERS:**

**Pre-Work:** Make sure your station and tables are clean and ready for service at 11a.

**Post-Work:** Make sure your tables and chairs are wiped. Fill all sugar caddies and salt & pepper shakers. Make sure you sweep up your area. Finally, work with all waiters to roll enough silverware for the next day. We like to have at least **150 rolls** of silverware prepared at the end of each shift for the next day.

## **HOST GREETER STATION:**

### **Pre-Work:**

- Make sure the front foyer is organized, clean and ready for our guests.
- You are also responsible to make sure high chairs are clean and brought to tables with children.
- Please inspect the front door, main windows and clean & wipe if needed.
- Also make sure all 4 bathrooms are checked for preparedness, both men and women's in the Blue Dining room and the Back entrance hallway. The supplies can be found in the dry good supply room in the back hallway near the walk-in freezers.
- If there is a special give-away today, make sure and bring them up to give our guests on their departure.
- Also make sure the front and rear-doors are opened for our 11a beginning.
- It is important for you to know what we are serving for today's service, and be able to explain how the program works and how contributions can be made and where they are to be deposited.

### **Post-Work:**

- Make sure the front and rear doors are locked at 1pm and please wait for any guests that are not finished to assist in their departure.
- Make sure the front foyer is in good order and clean.
- Make sure high chairs are clean and ready for tomorrow.
- Please check all 4 bathrooms and prepare for tomorrow, reporting any major repair issues or supply shortages to our Program Manager- John Steve.
- Return any unused give-away to the storeroom or walk-in.

## **TEA STATION:**

### **Pre-Work:**

- Make tea, lemonade, water and coffee/decaf coffee. We use the previous day tea/lemonade containers first and then the bigger dispensers second.
- Tea is sweetened with simple syrup which we prepare 1 to 1. 1 cup sugar to 1 cup water and heated until dissolved. We will have syrup in the prep-table and walk-in.
- If milk is in supply, please bring up for use and place in ice.
- Get pitchers ready.
- Make sure supplies are stocked.
- Make sure you have a bottle marked KITCHEN SANITIZER ready with towels to use for both the TEA and SOUP station sanitation. *We can show you how to fill those bottles with our cleaning system. We use the sanitizer called Multi-Quat which is on the 3 pot sink or it is also the cleaner marked B- in the janitor closet near the walk-ins. Simply fill the bottle with this solution.*

### **Post-Work:**

- Move excess tea & lemonade to storage containers and put in Walk-in. Clean pots and dispensers and clean coffee pots and area around. Refill any supplies.
- Replace simple syrup if needed. Speak to the kitchen manager about the process of preparing and storing.

## **SOUP STATION:**

### **Pre-Work:**

- Make sure soup warmers have adequate water underneath, as they are double boilers. Make sure soups are on the line and there are ladles. Also, make sure there are spoons and please make sure they are stirred from the bottom occasionally through the shift. Make sure the bowls are in place and clean and ready for use.
- If we are having any bonus side salad, make sure it is on the side table and if a cold salad, in an ice-bath with utensils, if needed.
- If we are offering Ice Cream for the day, make sure that we have an ice cream scoop with a clear water pan for it at the cooler and that ice-cream has been brought up from the walk-in freezer to the deep freeze in the kitchen.
- Make sure you have a bottle marked KITCHEN SANITIZER ready with towels to use for both the TEA and SOUP station sanitation. *We can show you how to fill those bottles with our cleaning system. We use the sanitizer called Multi-Quat which is on the 3 pot sink or it is also the cleaner marked B- in the janitor closet near the walk-ins. Simply fill the bottle with this solution.*

### **Post-Work:**

- Remove Soups from heat for cool down.
- Clean soup station.
- If the Soup is on its last ride, please put excess in take-home cups with lids and mark with type and date and place on the prep-fridge for take-home of our volunteers.
- If the Soup is able to be served again- please let cool until end of your shift. Cover with foil—can't cover with plastic wrap until cool—and indicate type and date before putting in the walk-in fridge.

## **CONDIMENT SERVER STATION:**

### **Pre-Work:**

- Get glasses & pitchers ready.
- Get ice scoop and holder ready.
- Check to make sure ice machine is in good order.
- Put bus tubs out on rolling cart.
- Get bucket and towels out for cleaning tables.
- Make sure you have a bottle marked DINING SANITIZER ready. *We can show you how to fill those bottles with our cleaning system. We use the sanitizer called Multi-Quat which is on the 3 pot sink or it is also the cleaner marked B- in the janitor closet near the walk-ins. Simply fill the bottle with this solution.*
- Make sure ketchup, mustard, mayo, sugar and other items are ready at the condiment server station.
- If available, restock soup crackers or ready bread baskets for service.

### **Post-Work:**

- Make sure all glasses and pitchers are cleaned and restocked.
- Clear the condiment table and reorganize for tomorrow's service.
- Make sure silverware is restocked in the Tea Station for all the waiters when it is time to roll silverware for the next day, at the end of shift.
- Restock Soup Crackers and/or Empty Bread Baskets if available.

## **TABLE BUS STATION:**

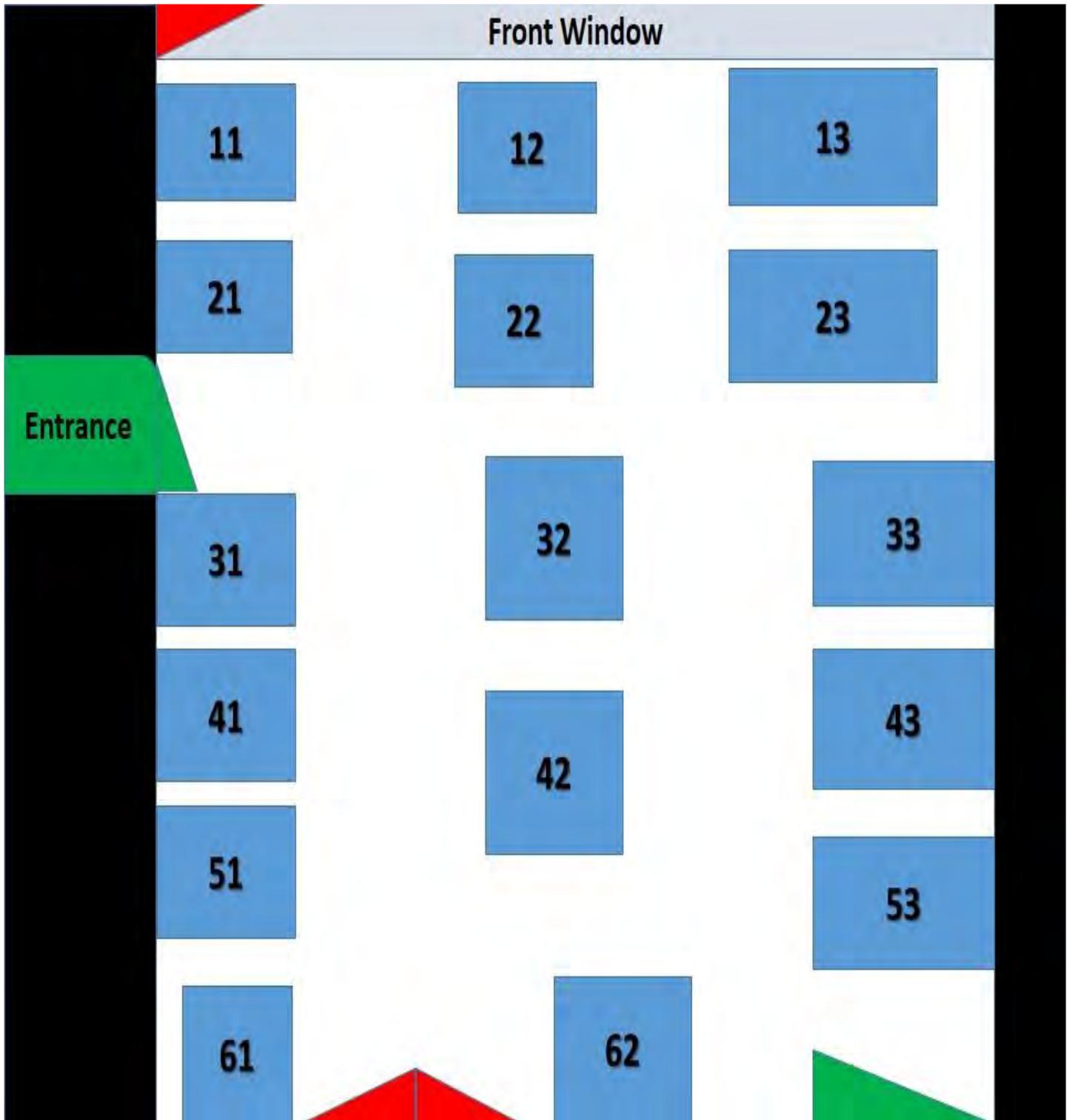
### **Pre-Work:**

- Get Bus Cart set up with bus tubs to hold dishes and buckets for emptying glasses and plates.
- Make sure you have rags for wiping the tables and that you have a bottle of Dining Room Sanitizer. It should be marked DINING SANITIZER ready. *We can show you how to fill those bottles with our cleaning system. We use the sanitizer called Multi-Quat which is on the 3 pot sink or it is also the cleaner marked B- in the janitor closet near the walk-ins. Simply fill the bottle with this solution.*
- Please pre-scrape and dump dishes before taking to the back and putting on the dish line.
- Please clear tables when guests leave and assist the waiter/waitresses. Also, you can help waiters and waitresses by clearing a dirty plate when a guest is through. A good waiter/waitress/bus never walks past an empty dirty plate without offering to clear it.
- As the work flows, please take your loaded carts back to the dish line.

### **Post-Work:**

- Please work to clear all tables.
- Remind the Waiters & Waitresses they need to fill shakers and sugar caddies.
- After all dishes are cleared, please go back on the DISH-LINE and work with the DISH TEAM to clear all dishes out of the system.
- Reset your cart for the next day, making sure all is clean and ready for our next dinner service.

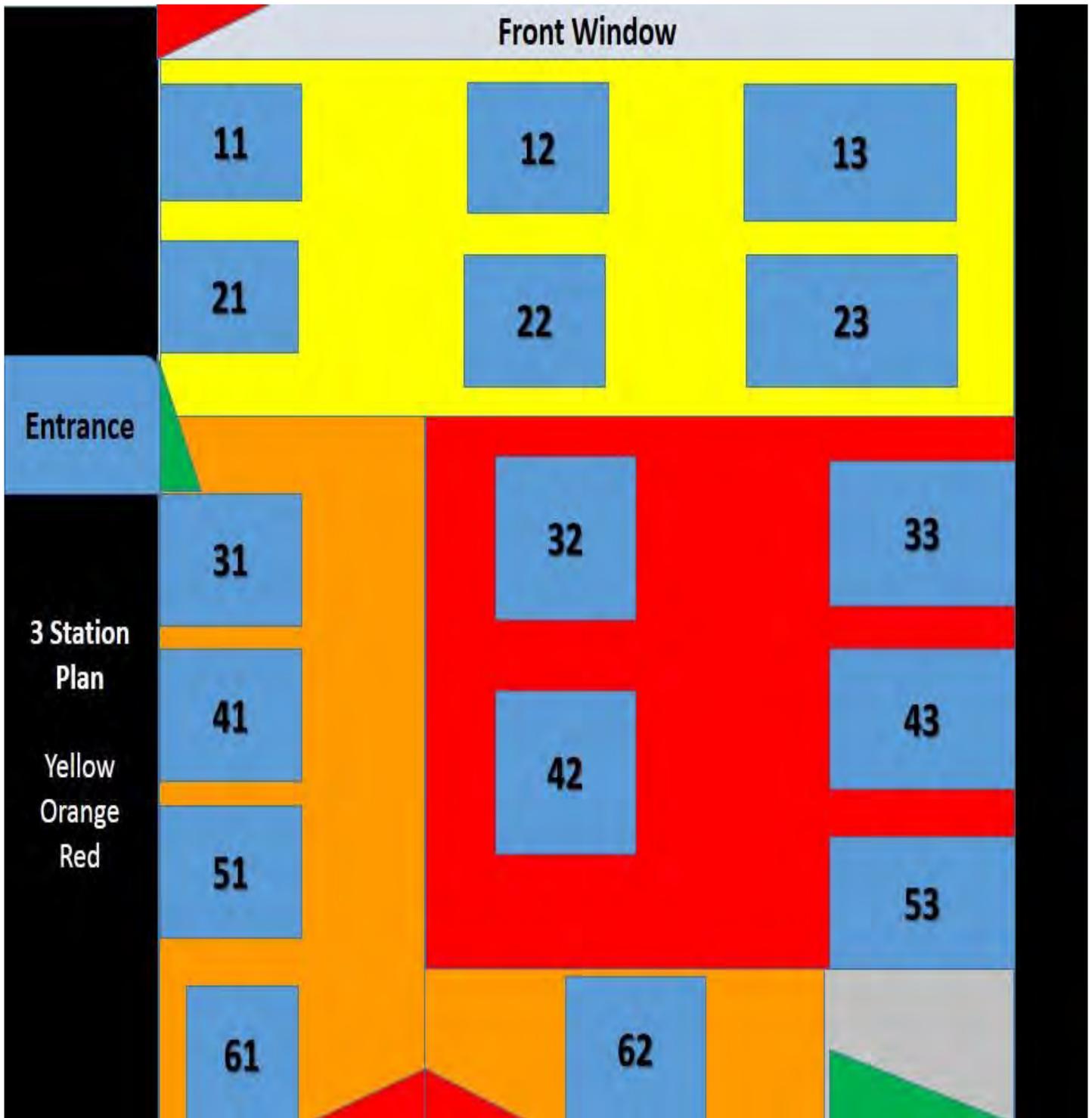
# RED DINING ROOM SEATING PLAN



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# RED DINING ROOM SEATING PLAN

## 3-Station Plan



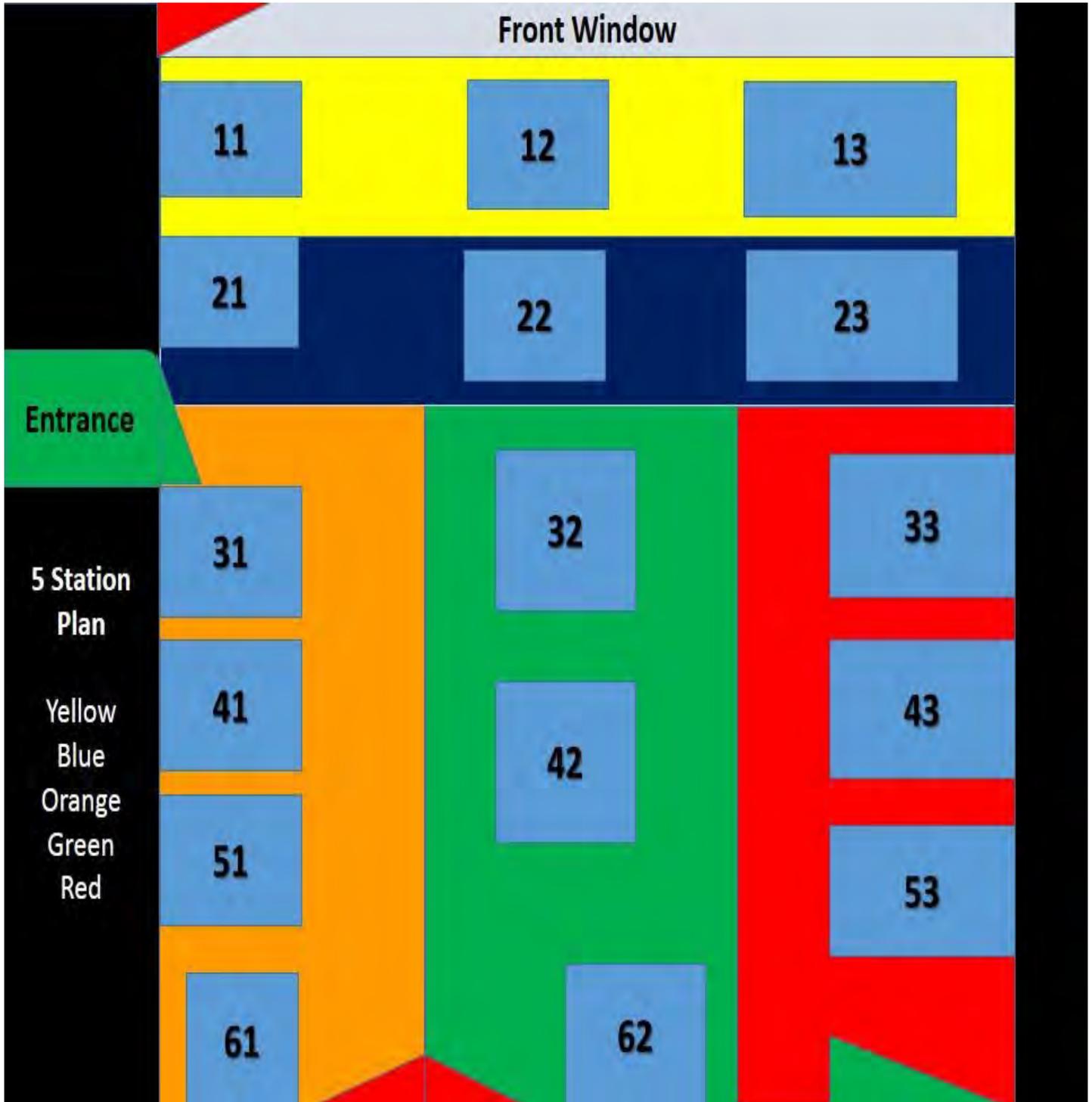
# RED DINING ROOM SEATING PLAN

## 4-Station Plan



# RED DINING ROOM SEATING PLAN

## 5-Station Plan



## HOUSE OF HOPE- DAILY MANAGER'S SHEET

Date: \_\_\_\_\_

**Volunteers arrive at 10AM/Volunteers meeting & prayer at 10:15-10:30a/ Prep begins at 10:30a**

Menu:	Quantity Sold
Broth Soup (S1): _____	_____
Specialty Soup (S2):- _____	_____
Regular Sandwiches: PB&J (PBJ) _____ Grilled Cheese (GC) _____	____/____
Special Sandwiches: (SS1) _____ (SS2) _____	____/____
Blue Plate Special: (BPL)	_____
Protein: _____ Side: _____	
Vegetable: _____ Xtras: _____	
Dessert: _____	_____

HEAD WAITER/WAITRESS: \_\_\_\_\_ HOST GREETER STATION: \_\_\_\_\_

TEA STATION: \_\_\_\_\_ SOUP STATION: \_\_\_\_\_

CONDIMENT SERVER STATION: \_\_\_\_\_ BUS STATION: \_\_\_\_\_

KITCHEN LEADER: \_\_\_\_\_ BLUE PLATE EXPEDITER: \_\_\_\_\_

GRILL LINE LEADER: \_\_\_\_\_ Assistant Grill/Fry: \_\_\_\_\_

DISH LINE LEADER: \_\_\_\_\_ PREP AREA LEADER: \_\_\_\_\_

CUSTODIAL LEADER: \_\_\_\_\_ MISC- \_\_\_\_\_

WAITER AREA ASSIGNMENT: EACH DOES OWN TABLE PREP, IN ADDITION TO ABOVE STATION ASSIGNMENTS.		
5-Person Station	4-Person Station	3-Person Station
Yellow Station: _____	_____	_____
Blue Station: _____	_____	_____
Orange Station: _____	_____	_____
Green Station: _____	_____	_____
Red Station: _____	_____	_____

ORGANIZATIONS SENDING VOLUNTEERS: \_\_\_\_\_ Number of Volunteers: \_\_\_\_\_

**DOORS Open at 11a/Volunteers can eat at 1p/Post-Service Work 1:30p**

Dollars Received Today: _____	Other Donations: _____	Total Sent Deposit: _____
Number of Clients Served Today: _____	Number of Volunteers Served Today: _____	Total Meals: _____
Counter Signature: _____	Verifier Signature: _____	

**VOLUNTEER SIGN IN:**

<b>Name</b>	<b>Phone</b>	<b>Email</b>
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**1.**

**2.**

**3.**

**4.**

**5.**

**6.**

**7.**

**8.**

**9.**

**10.**

**11.**

**12.**

**13.**

**14.**

**15.**

Special Remarks, notes, injuries, misc. notes: