



**Operation Hope, Inc.
Volunteer Program**

Job Description: Dinner Server –Volunteer

Date Initiated: September 1, 2006

Prepare and serve dinner, provide social interaction for guests of community kitchen, clean up after dinner.

Tasks of the volunteer:

Preparation begins at 5 p.m. Wash hands well and often, wear plastic **gloves, hair net** and apron.

Check refrigerators in meeting room for the evening meal and/or ask staff. Reheat food in the ovens making sure there is enough for everyone to be served. (Dinner may already be reheating)

Prepare individual servings of any cold items.

Restock utensils, cups, napkins and empty dishwasher when necessary.

Prepare any dessert and place on individual plates.

Prepare (just before serving) any beverage including one serving of milk per person.

At 5:30 p.m., serve dinner. Seconds are usually available at 6 p.m., depending on the quantity of food left over. Please check with staff before serving seconds.

Prepare meals on trays for women's shelter and families (women's staff will tell you how many are needed).

Save any meals, as requested by the staff, for late arrivals.

As dinner is being served, wash trays and clean various pots, pans and plates.

Try to keep counters clean while serving dinner.

jbdsc,dinner server

Maintain a positive attitude during dinner. Engage in positive thinking/discussions with guests.

After dinner or during slow periods, put trays away and clean kitchen, including the sink, stove, and all serving areas.

Wrap, label and date all leftover food and inform staff where it is stored.

Start dishwasher, so dishes will be clean for the next meal.

Generally, duties end at 7 p.m.

Safety Tips and Guidelines

Our kitchen provides one of the basics of life, a nourishing meal for disadvantaged members of the community. In the same vein, the kitchen is one of the easiest places in which bacteria can spread. It can be present on any surface, food or on our hands. As such, safety issues regarding serving meals cannot be reiterated often enough.

Therefore, here are a few pointers so that we may safely serve food:

- **Wash hands thoroughly and often.**
- **Utilize, at all times, the gloves, hair nets and aprons that are provided.**
- **Avoid cross contamination e.g. disposing of an item in the bin and not washing hands before returning to serve the meal.**
- **Avoid sneezing, coughing or excessive speaking around/over the food.**

Mishandled food can cause very serious consequences for all and it is for these reasons we need to be especially careful when serving food to large groups.

Please remember to:

- **Wash & put away trays, pots and pans.**
- **Clean kitchen, including the sink, stove and all serving areas.**

Finally, this is an important position and we depend on having your support. If you are unable to make your scheduled time period, please notify Volunteer Program Manager at least one day in advance.