** Standard Operating Procedures**

CAFÉ 55 BEST PRACTICES

**Policy**: All café volunteers will follow best practices in the following areas to ensure a high level of safety and quality in SourcePoint’s Café 55.

**Procedures**:

Aprons

* Wear a blue café apron while volunteering in the café.
* Remove apron before entering the restroom. Not doing so is a direct violation of food safety standards. Should you enter the restroom with your apron, please remove the apron and place it with the soiled aprons. Replace it with a clean apron.

Café Set-Up

* Place napkin holders, condiment caddies, and sanitation signs in the middle of the tables. This ensures that they will be within reach for everyone seated around the table and creates a more proper restaurant-like atmosphere.

Café Tear-Down

* Condiment caddies and napkin holders should be packed back into crates per the instructions listed on the crate. If they are packed incorrectly, the crates will not fit on the shelves to be stored in the kitchen overnight. This results in the café hosts being required to unpack and repack the crates at the end of the day.

Condiments

* Do not distribute condiments to café guests unless they request them. These condiments cost the nutrition department hundreds of dollars each week. Unnecessary distribution of condiments further increases our food costs.
* Just as café guests are not permitted to have extra entrees as part of their meal, guests are also not permitted to receive more than one paper cup (2oz) of salad dressing. As a rule of thumb, cups should be ½ full for a side salad and ¾ full for an entrée salad. If a guest requests a full cup, they may receive up to that amount but no more.
* Do not lay condiments on the counter for guests to take. Instead, when a guest requests a condiment, place it directly onto their tray.

Cost structure

* If a café guest is over 55 years old, lives in Delaware County, and has filled out the proper paperwork they may receive their meal at a suggested donation rate of $5. No individual fitting the outlined criteria will be denied a meal if they are unable to or choose not to donate. For those under 55 or living outside of the county, meals can be purchased in Café 55 for the required rate of $8 per meal.

Guest Service

* Be on the lookout for café guests who may need assistance carrying their tray. Often, individuals with walkers, canes, or wheelchairs will need assistance. Never hesitate to ask someone if they would like help.

Meal Offerings

* Café guests may choose one (1) entrée and up to three (3) sides or an entrée size salad with a bowl of soup for their meal. Additional items cannot be added to the meal. Guests may choose, however, to receive fewer sides if they desire less food. Guests may also choose not to receive an entrée which they may swap for an additional side for a total of four (4) sides and no entrée.

Sanitation

* Everything must be removed from the table before the table is sprayed with sanitizer. This ensures that the napkins and condiments do not get contaminated with chemicals. When cleaning a table, place napkin holders and condiment caddies on a chair away from the table. After cleaning the table, return these items to the center of the table.
* Spray sanitizer spray directly onto the table. Do not spray into the air above the table.
* Gloves must be changed when changing tasks. Change into new gloves after cleaning, after bussing tables, before wrapping silverware, before beginning a shift at the drink/condiment station, and after returning from the restroom.

Volunteer meals

* Café volunteers are entitled to one complimentary meal each day that they volunteer in the café. For volunteers working a 2-hour shift, please eat this lunch outside of your scheduled shift. For those who are working a shift longer than 2 hours, meals can be eaten during the shift but only if another volunteer is able to reasonably cover your workload while you eat.
* Volunteer meals follow the same meal structure as all other meals served in the café (see Meal Offerings).
* To receive complementary meals, volunteers must have necessary paperwork on file and must sign in at the “Sheldon” kiosk as a MOW Volunteer.

Other

* On days when the café is well staffed with volunteers, offer tableside drink service to café guests. Fill a pitcher with tea or water or a carafe with coffee and make your way through the café offering refills to café guests.
* Please wear a hat or hairnet when entering the kitchen – even if briefly! Hairnets are located inside of the kitchen door.