

# Fern Ridge Community Services Dinner Volunteer Training

This document provides training for volunteers for the Fern Ridge Community Services Dinner in compliance with Food for Lane County regulations.

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# THE COMMUNITY DINNER—A COMMUNITY SERVICE

The Community Dinner provides a free meal 4:30–6:00 pm on Sundays inside or outside the Fellowship Hall of Fernridge Faith Center at 25133 E. Broadway, Veneta, OR 97487.

Anyone coming in the door will get a free meal. Our guests are members of the community, seniors, the hungry, and homeless. We also have guests from outside the Fern Ridge.

Food is both provided and donated. Food for Lane County provides the meats, breads, vegetables, and sweets.

- Money can be donated directly to the Community Dinner Fund. Donations are always appreciated for paper products, trash bags, take-out boxes, and coffee items, which are usually bought by the program.
- Food donations need to be logged or donations logged. Weight of food donated can be estimated.

## OVERVIEW OF SCHEDULE

- 1:00–5:00 pm—Food preparation.
  - All cooking must be done at the church or have been prepared in a commercial kitchen.
  - Menus are prepared ahead of time and posted in the kitchen.
  - Salads, desserts, and beverages must be ready by 4:00 pm for early arrivals.
- 4:30–6:00 pm—Dinner is served.
- 6:00 pm—Clean-up begins.

## Overview of Shifts

Shifts overlap to provide for transition from pre-cook to final readiness, orientation for new volunteers, and time for prayer.

### **Cooking shift: 1:00–5:00 pm (2 people)**

- **2 volunteers:** Cook and do side prep. Set up cooking equipment, cut and peel vegetables, and make salad(s).

### **Dishwashers: 4:00 pm - closing (2 people)**

- Wash dishes during dinner

**Dinner/cleanup shift: 4:15 pm-closing** (4 people) - during COVID precautions - **2 volunteers are needed during this shift.**

- **4 servers/dining room hosts/cleaners:** Plate and serve meals out the pick-up window, and package take-out meals (1 server tallies meals). Greet guests. Bus tables as needed. May also host giveaway table. Help where needed (fellowship with guests, serve, greet, or wash dishes). Put away tables and chairs, help put away supplies, empty garbage/recycling, clean floors, secure building, and lock up.

# EXPECTATIONS

Volunteering should be fulfilling and joyful.

Come to the kitchen ready to work and to enjoy fellowship with guests and other volunteers.

Even though this event is hosted at a church, we are not here to evangelize. This community service is not a “church thing,” it’s a “people thing.” Volunteers should show respect for all faiths and religious practices. Grace is offered prior to serving, but participation is not required.

## **Hospitality**

We are here to feed more than hungry bellies; we are here to show love.

- Be welcoming. Smile! 😊
- Wear a name tag.
- Be flexible.
- Ask questions.
- Be teachable.
- Be willing to assist where asked or needed.
- Get to know our guests.

We want to improve our hospitality and are open to any suggestions.

- Ask for comments: “How was your meal today?”
- Set an expectation that we want to hear comments and suggestions for improvement. “Thank you for your suggestion. I will pass it on to our group leaders.”

We should NOT to do the following:

- Drive or give rides to guests.
- Provide money.
- Place nutritional restrictions on people.
- Judge or pry.

## **Timeliness**

We appreciate you being on time for your shift.

- Please arrive **15 minutes before your shift** to:
  - Allow you and the volunteers on the previous shift to share information and transition.
  - Be prepared to start your shift right on time.

- If you are going to be late or are unable to fulfill your shift as soon as possible, please contact your organizer or shift lead.

## **Rules of Respect**

- Sobriety is not required for our guests, but we do address bad behavior caused by drinking or substance abuse.
- Drinking and use of marijuana and illegal substances are not allowed on church property.
- Guests may smoke tobacco outside and at least 10 feet from the door.

## **When to Ask Guests to Leave**

Guests should be asked to leave if they cannot show respect to other guests, volunteers, or themselves.

Alcohol and substance abuse in itself is not a reason to exclude a guest. Behavior related to substance abuse can be a reason to ask a guest to leave.

- Bad language, disruptive arguments, and fighting are not allowed on church property and may result in the guest being told to leave.
- Inform the lead volunteer of unacceptable behavior.
- If needed, the police can be called.

## **Participation of Youth**

- Any youth under the age of 18 who is not accompanied by parent must have a release signed by his/her parent or guardian. Ask the shift lead for a release.
- Youth under the age of 16 must be accompanied by an adult (for example, teacher, Scout leader, or volunteer mentor).
- For safety reasons, children under the age of 12 cannot be in the kitchen during food preparation. They are welcome to help with the serving and must follow all the safety requirements.

## **Giving Out Donated Supplies**

We can provide blankets, socks, hats, and gloves on a limited basis.

- Socks, hats, and gloves are handed out in winter.
- Blankets are on site.
- A table in the back of the dining hall has packaged food, hygiene products, and dog food for guests.

Refer to the brochure of Community Resources if guests have questions about additional items or services.

- Clothing is provided by the Lilly of the Fields at Olivet Baptist Church.

# **Detailed Community Dinner Schedule**

## **Cooking Shift (1:00–5:00 pm)**

### **Lead Cook Responsibilities**

The Lead Cook's main responsibility is to coordinate all jobs in the kitchen and ensure our guests receive a tasty meal.

**Keep the meal on schedule.** Watch the clock. You may need to multitask.

- Salads, desserts, and the beverage table must be ready at 4:15 pm.
- Dinner should be ready by 4:30 pm.

**Menu.** The dinner menu is posted and should include a protein, starch, vegetable, and a roll. Make sure you have all the ingredients you need for the meal.

- Check the refrigerator for the meat, salad ingredients, rolls, and cakes.
- Take out cakes and rolls so they can come to room temperature.
- The meat should be in the refrigerator to defrost.
- Vegetables are fresh or frozen. Frozen vegetables are in the pantry freezer.
- Be flexible.

**Direct assistant cooks** on the following: **Assign jobs to cooks based on what they are confident in doing.**

- Proper food handling for food safety - hand washing, maintaining food temperatures, cleaning counters, stoves, utensils.
- Which sinks are for hand washing, food prep, and dish washing.
- Where to locate basic cooking utensils, knives, pots, pans, bowls, etc.
- Cooking rice, pasta or potatoes
- Making salad.
- Making gravy
- Cutting desserts
- Cooking the vegetables for the meal
- Taking over any cooking that s/he feels comfortable doing

**Prepare for service.**

- Taste the food for proper seasoning.
- Check the temperature of cooked food.
- Ensure all food is ready for service.
- Have utensils for serving on the island along with 50 plates.

- Demonstrate portions and serving size to servers. Plates should be pleasing to the eye. Remember that portions should be smaller. Remind them that our guests can always come back for seconds or take meals to go.

## **1:00 pm—Assistant Cooks**

The lead cook will guide you through the food preparation.

**Check that the following tasks have been completed.**

- Silverware wrapped in napkins (50–60)
- 6 tables set up and cleaned with antibacterial cleaner
- Full napkin holders and salt and pepper shakers on the tables
- “Freebie” table set up with small food packs and hygiene products from the pantry
- Dining room setup—tables, chairs, napkin holders and salt and pepper
- Beverage table setup
- Giveaway table setup

## **Food Preparation**

- Make the salads. Put in large aluminum bowls cover and refrigerate.
- Start the potatoes, if on the menu. Consider not peeling potatoes if they will be mashed later.
- Start the water for pasta, if it is on the menu.

## **2:00 pm**

- Continue cooking the entrée.
- If on the menu:
  - Mash potatoes and add instant potatoes if needed.
  - Start cooking the rice and pasta.

## **3:00 pm**

- **Start the vegetables**
- **Make coffee.** The instructions are above the counter by the serving window.
  - Make 60 cups of regular.
  - Heat water in another coffee maker to have hot water for tea.
  - Start the coffee in the kitchen and after it has finished brewing, move to the beverage station.
- **Set up the beverage station.** First clean the table, then set out:
  - Coffee and hot water pots
  - 3 trays of coffee cups

- Tea bags
- 2 sugar and 2 creamer jars
- 6–10 spoons
- Cold water in a pitcher
- Juice and hot chocolate mix, if available
- Napkin/paper towel beneath beverages to catch drips from spoons
- **Make sure that there are enough take-out boxes** in the kitchen. The boxes are above the freezer in the pantry. You will need meal size and smaller boxes for salad and desserts.
- **Cut cake and other desserts**—50 servings on small plates.
- Put a few small take-out boxes on the dessert table.

#### **4:00pm - Dishwasher/Cleaner**

- **Wash prep dishes.** Instructions on how to run the sanitizer are on the sanitizer.
- **Set out signs.** Signs are in the pantry.
  - Set out the sandwich board on the corner of Territorial and Broadway.
  - Hang the vinyl sign over the door.
- **Take out the trash and recycling** before the serving starts.

#### **4:15 pm - Servers and Helpers**

- **Put out individually packed butter pats.**
- **Count out 50 dinner plates and put on the island.**
- **Count out 50 dinner take out boxes and put on the island.**
- **In 15–20 baggies, put 2 rolls and 2 pats of butter for take-out meals.**
- **Start putting out salads** for our guests who arrive early. Guests can enjoy salads, desserts and beverages until the dinner meal is served.
  - Green salads go in the medium-size bowls.
  - Fruit and other salads go in the small bowls.
- **Fill the salad dressing containers** with ranch dressing and place on the window counter.
- **Prepare rolls.**

#### **Lead Server**

- **Make sure everyone has a name tag.**
- **Direct volunteers to the sign-in sheet.**
- **Get permission forms for all youth volunteers.** Remember that an adult volunteer needs to supervise youth at all times.
- **Assign serving positions.**

- **Walk volunteers through their assignments.**
  - Remind volunteers that unused plates will be counted and recorded at the end of the dinner.
- **Provide on-the-job training.** Check in on all volunteer positions throughout the shift. Provide guidance and training as necessary.

### **Servers**

- **Wash hands.**
- **Check out what you will be serving.** The cook will show you a sample plate with appropriate serving sizes.
- **Ask if there is a vegetarian option. If not, vegetarians can fill with vegetables, salads, and rolls.**

## **4:30 pm Dinner**

Grace will be offered in the dining room. Guests may choose to pray with you, but it is not a requirement for dinner. Wash hands afterward and start to serve.

**Expeditor.** Call out the dinner orders—plate, take-out, and vegetarian.

- Hand plates to the guests.
- Keep salads out on the counter. Ask servers to help, if needed.
- Tally the following:
  - Number of meals served
  - Number of seconds served (guest must have a clean plate for seconds)
  - Number of takeout meals (not salads)
  - Number of volunteers (including the cooks)

**Take-Out Meal Manager.** Take-out meals will be prepared when all of the diners have been served.

- **Take orders for take-out meals.** Fill out a take-out ticket with the number of meals and salads requested.
- **Give guests a take-out box** for their dessert(s).
- **Work with the expeditor to prepare the take-out meals.**
  - Put 1-2 dinners in 1 take-out box.
  - For 3 dinners, use 2 take-out boxes.
- **Distribute the take-out meals.**

**Servers.** It works best to have one server for each dish.

- **Don't start a plate until it is called out.** We don't want food setting out and getting cold.
- **Keep roasters covered** when not serving meals.
- **Stir food** to prevent sticking and scorching.

- **Help the expeditor** keep the salads moving.
- **If desserts run out**, check the refrigerator for another cake to serve.
- **If you run out of food**, check the Emergency Food drawer and the kitchen freezer for easy-to-prepare entrees, vegetables, and fruit.

### **Dishwasher/Cleaner**

- **Take out the trash and recycling** before the serving starts.
- **Continue to wash dishes** while others prep and serve meals. You may need to bus the tables.
- **Dishwashers hands are dirty, so don't touch clean dishes unless you washed your hands.**
- **Throughout the dinner:**
  - Stay on top of taking dirty silverware and dishes to the dishwashers.
  - Keep counters and floors clean and free of food debris.
  - Keep the beverage area and dining room clean.

### **6:00-6:30 pm - Clean-Up**

Everyone helps in the final clean-up and close down.

- Clean and put away tables and chairs, clean up beverage table, dessert table, help put away supplies, package leftover for freezer, empty garbage/recycling, clean floors, secure building, and lock up.
- If you start to clean up the dining room and guests are still eating, make sure that they know to continue to enjoy their meal. They should not feel rushed.

**Bag leftovers.** With clean hands, bag all remaining food.

- Look in both refrigerators and check the oven for leftover food.
- Before filling the bags.
- Put everything that needs to be refrigerated in the refrigerator.
- Sweets left in the dining room must be thrown out. Unused sweets can be refrigerated for next Sunday. Freeze whole cakes for next time.

**Kitchen clean-up.**

- Don't forget to check the ovens and refrigerators for leftovers.
- Toss out food that is questionable.
- Large amounts of tossed food should be noted on the disposal log for Lane County Foods.
- Count plates to see if they match the number on the tally sheet.
- Clean up the coffee service table and the dessert table. Toss out the coffee.
- Clean the stoves and counters.
- Clean microwave as needed.

- Wash all dishes that are left.
- Put all dishes, cookware, and serving implements away.
  - Cabinets and drawers are labeled with the correct placement of dishes and utensils.
  - Store the roasters and other cooking appliances.
- Rinse out the dish tubs and wipe down the carts.
- Turn off the dishwasher and clean the drains.
- Run the garbage disposal and rinse the sinks.
- Make sure that all stoves and faucets have been turned off.

### **Dining room clean-up.**

- Restack the tables and chairs. Take care to not scuff the floors.
- Sweep and mop the floors.
- Vacuum rugs by the entryway door to the Fellowship Hall and in the kitchen.
- Take down and bring in the signs.
- Take out the garbage and recycle items.

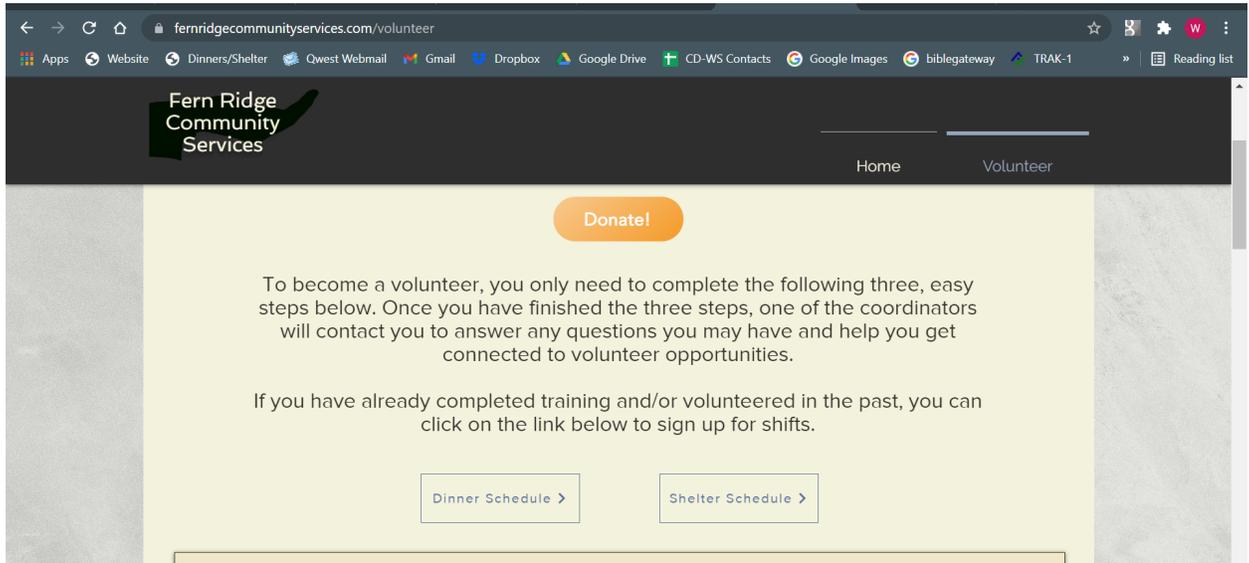
### **Last Person Out**

- Check the temperature on the thermostats:
  - In the winter, turn down to 65 degrees.
  - In the summer, turn up to 75 degrees.
- Check that all windows are closed.
  - Fellowship Hall
  - Kitchen
- Turn off the lights.
- Lock the door(s). Check that all are shut and locked.
  - Front and side doors to Fellowship Hall and Front and back doors to Foyer between Fellowship Hall and Sanctuary.

# HOW TO SIGN UP TO VOLUNTEER

Sign up online at the Fern Ridge Community Dinners website:  
[www.fernridgecommunityservices.com](http://www.fernridgecommunityservices.com) Please sign up **at least 2 weeks in advance**. This ensures that we have enough volunteers to host and appropriately staff a dinner each Sunday evening.

1. Select **Dinner Schedule** from the Fern Ridge Community Services website



2. Select the day you want to volunteer.

## **Community Dinner Signup**

- September 19**
- September 26**
- October 3**
- October 10**

3. Add your name to one or more of the shifts.
  - Each person should have his/her own entry/row. In other words, do not add names of other people in the same box or row when entering your name.
  - If you are signing up as a shift lead, add "lead" after your name.
    - Shift leads are responsible for ensuring that their shift has enough volunteers.

<b>Add your name to the signup list</b>			
	<b>Cooking</b>	<b>Dishwasher/Cleaner</b>	<b>Servers/Helpers</b>
	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="button" value="Submit"/>			

4. Select **Submit**. You will see the changes to the sign-up list.

<b>Signup List (you can remove names)</b>			
<b>#</b>	<b>Cooking</b>	<b>Dishwasher/Clean</b>	<b>Servers/Helpers</b>
<input type="checkbox"/>	Janet P.		
<input type="checkbox"/>			Rose
<input type="checkbox"/>			Margaret
<input type="checkbox"/>	Kent M.		
<input type="checkbox"/>			Imelda
<input type="checkbox"/>			Linda
<input type="checkbox"/>		Dennis	
<input type="button" value="Delete Selected"/>			

### To Delete Your Sign-Up

You can delete the shift(s) you signed up for by removing your name from the sign-up list. You cannot select a specific shift, so you have to delete all of the shifts you signed up for and then sign up again for the correct shift(s).

1. From the home page, select the day of the shift(s) you want to delete.

### Community Dinner Signup

2. In the left column, for your row, select the check box beneath the # (number sign) and select **Delete Selected**.

<b>Signup List (you can remove names)</b>			
<b>#</b>	<b>Cooking</b>	<b>Dishwasher/Clean</b>	<b>Servers/Helpers</b>
<input type="checkbox"/>	Janet P.		
<input type="checkbox"/>			Rose
<input type="checkbox"/>			Margaret
<input type="checkbox"/>	Kent M.		
<input type="checkbox"/>			Imelda
<input type="checkbox"/>			Linda
<input type="checkbox"/>		Dennis	
<input type="button" value="Delete Selected"/>			

