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CITY MISSION

REACHING HEARTS | CHANGING LIVES

Crossroads Dining Room
Volunteer Handbook

Help

To be safe and secure. Every client comes to us in need of the essentials – food, shelter and clothing.

Heart

To heal and renew hope. Once a clients' basic needs are met, they can turn to focus on restoration of their hearts and minds.

Home

To move toward self-sufficiency. Our goal for every client is steady employment and housing obtained through use of the new skills and determination obtained at the Mission.

Welcome!

We are thankful for the faithful dedication of our volunteers! We hope that this guide will be of use to you as you plan, prepare and serve the men, women and children at The City Mission.

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BEFORE YOU GET STARTED:

Meal service at The City Mission requires coordination between kitchen staff, program clients and volunteers. Our organization could not exist without the support of volunteers and we are always in need of volunteer groups who can make the generous commitment to sponsor meal service at The City Mission.

Please note that children under the age of 16 are prohibited from doing any food production or using any heavy commercial equipment in the main kitchens. They are welcome to participate in any dining room set up, serving and clean up under the supervision of a group leader or responsible adult. **Children must be under adult supervision at all times.**

Every dinner meal requires a group of 4-6 volunteers to prepare and serve food to our guests. Each group who cooks the meal at our main campus or at Laura's Home (or brings in prepared food in a thermal container) will also serve that meal in the same facility – this way, we can be sure that storage temperatures and sanitation regulations are being followed.

Serving Time:

Dinner is served daily at 6:00 p.m. **Please plan to arrive around 3:30-4 o'clock.**

Dinner Service:

You can easily reach the Crossroads Kitchen by calling us at (216) 431-3510 ext. 210 or by email at (Sammie Eaddy) seaddy@thecitymission.org. We are prepared to help you with suggestions on menu planning and we will be available to give you an estimate of the quantities of items to purchase for your sponsorship of dinner for our clients.

Communication is Key:

The Crossroads Kitchen staff appreciates your cooperation in making the operation of serving meals to our guests an everyday success here at The City Mission. When in the kitchen, please look for a copy of the **Serving Group Standards** that is posted in the kitchen. Simple guidelines such as how to use the equipment, where to find certain staples and supplies, and tips on cleaning up after the meal to ensure that our kitchen facility is left clean and ready to use for the next meal service period. We ask that you review these guidelines with your group upon arrival in the kitchen. **And please let us know with as much notice as possible if you are unable to serve or need to cancel for any reason by calling 216-431-3510 ext. 218.**

Organizing Your Group:

Cooking for a large group can be overwhelming if you are not prepared. It takes organization, preparation and communication to help your service at The City Mission to run smoothly and enable you to be a blessing to our men, women and children. Here are three helpful steps to put into place when training your volunteer group:

Step 1: Pick a Meal Coordinator or Group Leader who will coordinate your serving dates with the Volunteer Services Supervisor at The City Mission. Your Group Leader should coordinate the menu items, ensuring that meals are well-balanced, and schedule your volunteers into groups of cooking, serving and clean up during your volunteer time.

Step 2: Allow plenty of time to prepare the meal. Decide whether to prepare items at your facility or to use the Crossroads Kitchen completely. If this is your first time preparing a meal at The City Mission, consider adding an additional 30 minutes to the suggested preparation time so you don't feel rushed. You might even want to prepare part of your meal the night before.

Step 3: Remember to enjoy your service! Volunteering is a great way to act as the hands & feet of the Lord. We are very grateful for the meal and time you've decided to donate to us.

WHAT TO COOK:

The City Mission will graciously accept most any food you are willing to prepare or donate for our guests. We do ask our volunteer groups to be conscientious about dietary needs by making meals that are healthy and well-balanced. Following is a list of menu items you should consider for your first meal. You can also visit www.ellenskitchen.com for more advice on cooking for large groups. We recommend and encourage you to contact Sammie Eaddy at 216-431-3510 ext. 210 for some expert tips in planning your first adventure in serving at The City Mission. Sammie is prepared to help you plan and coordinate most anything related to food service within the walls of The City Mission.

Typically, we use the following as a starting point for numbers of persons we serve at The City Mission. Please feel free to call ahead for an estimated count the day before you are scheduled to serve. 216-431-3510 ext. 274.

Crossroads	Laura's Home
80-100	80-100

Food Measuring Chart:

The following will serve 100 persons. Please use these guidelines to help you in your purchasing of food items. Of course, any questions you might have can be answered by the Kitchen team.

Measure	Ingredient	Measure	Ingredient
2 gallons	Applesauce	40 lbs.	Ham or other Meat
3 gallons	Green Beans	30 lbs.	Meatballs
2 gallons	Baked Beans	32 lbs.	Hamburger
24 lbs.	Cooked Root Vegetables	35 lbs.	Pork Chops
10 lbs.	Coleslaw or Salad	6 lbs.	Cooked Macaroni
1 lb.	Coffee	4 gallons	Punch
2 quarts	Salad Dressing or Condiments	65 lbs.	Roast Turkey
75 lbs.	Fried Chicken	17 3.5 oz.	Jell-O or Pudding
30 lbs.	Fresh Carrots	35 lbs.	Raw Potatoes

Dinner Ideas:

- Lasagna, Garlic Toast, Salad and Dressings, Watermelon
- Ham, Baked Potatoes, Salad, Rolls, Pudding
- Chicken, Mashed Potatoes & Gravy, Green Beans, Rolls, Pie or Cobbler
- Mexican Casserole, Beans, Spanish Rice, Chips & Salsa, Salad
- Baked Turkey, Mashed Potatoes, Carrots, Rolls, Brownies
- Pot Roast, Potatoes, Corn, Salad and Dressings, Rolls, Sheet Cake
- Chicken Casserole, Green Beans, Rice Pilaf, Salad and Dressings

FOOD HANDLER HEALTH/HYGIENE and FOOD SAFETY

Health/Hygiene in the Kitchen

- Do not come to the kitchen if you are sick with a contagious illness such as influenza (chest cold and fever), diarrhea or vomiting in the past 72 hours.
- Come to work in the kitchen wearing clean clothes.
- Remove all watches/bracelets/wristbands before you enter the kitchen.
- A hair net, scarf, cap or hair-tie that will keep hair neatly in place and out of the food must be worn in the kitchen.
- Polished nails will require you to wear gloves at all times while working in the kitchen.
- Wear comfortable close-toed non-skid shoes. For safety and sanitation reasons, sandals and other open-toed shoes may not be worn by kitchen workers.
- Wear comfortable slacks/jeans and shirt with sleeves. For safety and sanitation reasons shorts and tank tops are not permitted while working in the kitchen.
- Always wash hands with soap and warm water for 20 seconds before beginning food preparation, after handling food, or changing from one task to another (e.g., cutting meat to cutting bread) and after using the bathroom.
- Cover hands with a bandage and a clean glove at all times if you have a cut or infection on your hands.

Food Safety in the Kitchen

- Keep food and work areas clean.
- Prevent cross-contamination. Wash, rinse and sanitize workstations, cutting boards, equipment and utensils.
- Cook each food to its appropriate doneness/temperature. Use a thermometer.
 - Reheated Foods must be heated to an internal temperature of 165 degrees held for 15 seconds.
 - Ground Meat (including beef, pork and other meat): 155 degrees held for 15 seconds
 - Pork, beef, veal and lamb
 - o Steaks or Chops: 145 degrees held for 15 seconds
 - o Roasts: 145 degrees held for 4 minutes
- Cold foods must be kept below 41 degrees Fahrenheit and hot foods above 135 degrees Fahrenheit.
- Fill out a Volunteer temperature sheet to record the food temperatures and leave it with the *Food Service Team Member* or leave it in the mailbox hanging on the wall in kitchen across from the chemical room.
- Label, Date, Chill and Store food safely
- To avoid a food borne illness, food must be properly cooled before storing.

- Cool food from 135 degrees Fahrenheit to 70 degrees Fahrenheit within 2 hours.
 - Then cool to 41 degrees Fahrenheit or lower within the next 4 hours.
- Do not use/leave scoop, pitcher or cup in the ice machine. Only use the ice scoop that is in dock on top of ice machine. Use gloves when scooping.
 - Use serving spoons and tongs.
 - Personal food, uncovered medicines and uncovered food and drink containers cannot be stored or used in the kitchen. Uneaten portions of food cannot be stored for guests.
 - Do not serve guests second helpings on the same plate on which they received their first helping.
 - No smoking inside of the facility at any time.
 - Always use a cutting board when using a knife.
 - Youth under the age of 18 may not use stoves, ovens, griddles and other electrical appliances.
 - Guidelines for food safety are written and hanging throughout the kitchen.

CLEANING UP:

- Used items must be washed, rinsed, sanitized and dried.
- Mop buckets and mop heads must be stored neatly in their proper place. Dirty mop heads must be washed out after each use and mop buckets emptied and cleaned.
- Food cannot be placed in the three compartment sink in the dish room. These sinks are to be used for washing pots and pans only. Dishes are cleaned in the dish machine.
- Put clean items away in the labeled cabinets or drawers, or return them to their proper storage area.
- Counters are to be washed, rinsed, sanitized and left to air dry. Cloths used to sanitize surfaces are to be left in their buckets unless they are being used.
- Clean up any spills or debris on the floor.
- Please clean the coolers, pitchers and coffee dispensers.
- If a hand towel dispenser or soap dispenser is empty, or light bulbs are not working, please notify the Kitchen staff.

KITCHEN GUIDELINES 101:

Equivalents for Measuring

3 teaspoons	equals	1 Tablespoon
4 tablespoons	equals	¼ cup
5 1/3 tablespoons	equals	1/3 cup
16 tablespoons	equals	1 cup
2 cups	equals	1 pint
4 cups	equals	1 quart
2 quarts	equals	½ gallon

EQUIPMENT USAGE:

Food Warmer

1. Food warmer should be turned on prior to using, set temperature at 180 degrees.
2. Temperature should be 160 degrees before placing food inside the warmer.
3. Do not use warmer to heat food.
4. All items placed in warmer should be hot and covered.
5. Wipe all spills as they occur.
6. Turn off once all food has been served.

Steam Table

1. Pull handle located at right bottom toward you to lock.
2. Fill wells with a quarter of an inch of water.
3. Turn knobs slightly to the right until you see the red light turn on.
4. When finished using, turn knobs slightly to the left until the red light turns off.

Tilt Skillet

1. Turn Power on. Power button is on the left.
2. Turn dial to 350 degrees or desired temperature.
3. Open tilt skillet lid. Spray bottom of tilt skillet with pan spray to avoid food from sticking.
4. Place a bucket or large pan under the middle drain on tilt skillet. Drain grease by turning the crank on your right.
5. When finished using, turn the power button and temperature dial to off.
6. Clean tilt skillet by using soapy water and white long handled brush then drain. Rinse with clean water.

Stove

1. Make sure the overhead hood exhaust fan and supply switch are turned on.
2. Ensure pilots are lit prior to turning on the gas, *if they are not; contact a Kitchen Staff member immediately.*
3. Operate at medium heat or as required by product.
4. Do not leave pots on stove unattended.
5. Wipe all spills as they occur.
6. Turn gas valves to the off position once cooking is complete.

Oven

1. Turn power on.
2. Make sure oven doors are closed.
3. Turn knob to proper temperature.
4. When finished cooking turn all switches to the off position. Remove all items from compartments. Wipe out ALL spills once oven is cool.

If you experience that an appliance is not working properly please contact a kitchen staff member immediately.

We praise God for your heart to serve the men, women and children at The City Mission and look forward to having you on our kitchen team! Call us anytime with questions at 216-431-3510 ext. 210. We stand ready to assist you in any way possible.



Crossroads Food Service Team

Sammie Eaddy

Food Service Supervisor/Head Chef

Gus Willis & Cecil Manning

Food Service Assistants

**Please remember to log in and out at the Volunteer Computer located at the intake booth each time you serve. It's very important for us to track our volunteer hours, so thank you for your participation. If you don't remember your number, your numbers can be obtained by emailing Jaime at jbuxton@thecitymission.org . Thank you so much!