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Introduction

Welcome to the Li'l Rizzo's team! As a dishwasher, it will be your responsibility to clear and maintain all tableware, utensils and cookware. Clean plates, sparkling glassware and spot-free silverware are expected by our guests. Clean tableware sends the message to our guests that cleanliness is our priority and that we operate a spotless restaurant.

Clean plates and silverware are important and so is a clean, well-kept building, inside and out. For the exterior, you are responsible for the upkeep of the parking lots, landscape, back dock and sidewalks. For the interior, you are responsible for cleaning the walls, ceilings, floors, walk-in coolers, freezers and guest restrooms.

Other responsibilities may include assisting with deliveries and prep work in the kitchen. Please read this training handbook thoroughly. Most of your training will be hands-on, but this information will outline the foundation of your job and our expectations. This written material and your on-the-job training will help you achieve our high standards for cleanliness and organization. Again, welcome to our team.

Teamwork



Teamwork is everyone working together to satisfy our guests.

Teamwork is an important part of our kitchen operation and our guest service. Teamwork is everyone – cooks, servers and dishwashers – working together to provide the best possible experience for each Li'l Rizzo's guest. The cooks can't serve the food if there aren't clean plates available.

If it's a busy shift and you can't keep up, ask for help. If it's a slow shift and you are all caught up, ask what else needs to be done. Helping a prep cook finish the food prep or getting ice for a bartender will help the restaurant run more smoothly, which benefits our guests.

Teamwork with your fellow cooks and employees in the back of the house and front of the house will benefit everyone by:

- ensuring guest satisfaction
- putting pride in our food, beverage and service
- maintaining a clean, organized and smooth running restaurant.

Position Responsibilities

In the kitchen, there are four cooks positions:

1. Pizza
2. Pasta
3. Fry/Salad
4. Prep

These stations work together with the dishwasher and expediter. As a dishwasher, you are responsible for the following:

- Come to work in a clean uniform.
- Arrive on time for your scheduled shift.
- Clean and sanitize your work area before you start.
- Check the prep sheet and your station and organize your priorities.
- Maintain a clean station throughout your shift.
- Date, initial and rotate all food products.
- Use a recipe when preparing any item.
- Practice teamwork at all times.
- Observe safe food handling practices.
- Observe safety rules and regulations.
- Report any malfunctioning equipment or food loss to the Kitchen Manager.
- Follow daily, weekly and monthly cleaning schedules.
- Check out with the Kitchen Manager or Manager at the end of your shift.

Dishwasher Job Functions

OPENING

1. Set up machine including placement of all glass racks, silver soaking receptacle, filling of the dish machine and checking of all chemical levels.
2. Remove all trash and empty boxes that are to be discarded to the dumpster.
3. Pick up parking lot making sure that all trash, paper, cans and cigarette butts are swept and cleaned away. Pick up all debris from sidewalk areas and landscape areas.
4. Thoroughly clean back dock and dumpster area with hose and concrete cleaner where needed. Make sure all trash is in the dumpster, boxes stacked neatly and soiled linen in the appropriate bag. Keep dumpster doors closed at all times. Break all boxes flat before placing them in the dumpster.
5. Recheck and ensure that the dish area is clean and dry.
6. Starting in the front of the house, sweep all tile floor areas. The front half of the kitchen area should be mopped by 11:00 a.m.
7. Check the guest restrooms.

DISH WASHING

Successful operation of the dish machine during peak business periods should be as follows:

- Stack the dishes in racks. Do not stack dishes on top of each other. Water must have access to both sides of the dishes.
- Stand plates and all flatware up edgewise.
- Cups, glasses, and bowls should be inverted (open end down) so that items will not fill up with water.
- Allow dishes to air dry for about 1 minute before removing from racks. Do not towel dry. This will contaminate the dishes.
- Do not touch the surface on any plates or glasses that the guest's mouth will touch.
- Store any pots, pans, bowls, cups, etc., upside down.
- Handle clean silverware and utensils by handles only.
- Store all clean kitchenware at least 6 inches off the floor in a clean and dry area.
- Inspect all items from the dish machine for the following:
 - a. Clean and free of all food
 - b. No spots or stains
 - c. All soap rinsed off
 - d. No chips or cracks
 - e. Hot from 140° rinse water
- Change dish machine water every 2 hours.
- Silverware
 - a. Prepare silver soak.
 - b. When water becomes dirty, it should be changed.
 - c. Immerse silverware until all soil is loosened.
 - d. Run silverware through dish machine twice.

DURING THE LUNCH RUSH

- The front of the kitchen tile floor should be cleaned and maintained at all times (swept and mopped).
- The dishwasher should react to all spills and breakage as they occur and they should be cleaned as soon as possible.
- Keep up with the washing of all dishes.
- Change dish machine water every 2 hours.

AFTER THE RUSH

- All trash from the front and back of the house is to be consolidated and dumped at one time.
- Check the restrooms.
- Clean and scrub the kitchen. After the floor is cleaned and dry mopped, all trash cans and mats are to be replaced in the proper position.
- Check and pack the linen in a laundry bag.

- See the manager on duty for daily and weekly sanitation projects. Continual operating of the dish machine throughout the shift will also occur. The dish machine and dish station should be neat and clean during all hours of shift operation.
- Clean and restock the dish machine and station area, then check with the Kitchen Manager or Manager on Duty before clocking out.

PM SHIFT

- Check dish machine and station for cleanliness. Run all trash and boxes to the dumpster. Sweep and mop the front half of the kitchen floor.

DURING THE RUSH

- The front of the kitchen tile floor should be cleaned and maintained at all times (swept and mopped).
- The dishwasher should react to all spills and breakage as they occur and they should be cleaned as soon as possible.
- Keep up with the washing of all dishes.
- Change dish machine water every 2 hours.

AT CLOSING

- As utensils and equipment are brought to the dish machine area, it is the responsibility of the dishwasher to make sure these items are cleaned and replaced in their appropriate location. All plateware is to be stacked in the proper positions on the cook's line.
- Close down the dish machine to insure proper sanitation. All dish tables and sinks must be bleached, clean and dry. All stainless steel is to be shined.
- Assist fellow employees with closing down the kitchen, including hosing and scrubbing the floor.
- All floors that have been scrubbed and hosed must be dry mopped.
- All trash cans and mats should be replaced in their proper position.
- The mop bucket and mop sink are to be thoroughly cleaned and dried.
- Have the manager on duty check the dish station to insure proper closing before clocking out.

CLOSING DOWN DISH MACHINE AND AREA

- Dish machine arms cleaned out - free of build up
- Disassemble, clean, reassemble
- All parts present and available for use
- Top of machine clean, dry, organized
- Wall areas - underneath table, machine, piping clean, dry, organized
- Both filter catches (outside / inside machine) clean
- Pull soap dispensers - clean around

Restroom Cleanliness

Surveys have shown that guests judge restaurants cleanliness by the cleanliness of the restrooms. In an effort to keep our restrooms sparkling and stocked, work as a team with the hostess department. Restrooms should be thoroughly cleaned in the beginning and at the end of each shift. During the shift, restrooms should be checked every 30 minutes using the following checklist.

Stocked and in proper working order:

- toilet tissue
- paper towels
- soap
- feminine hygiene products

Cleaned and free of trash and water:

- mirrors
- sinks, fixtures and counter tops
- toilets and urinals
- floors and walls

Other

- trash receptacle clean, not overflowing
- lights working
- fresh odor
- stall locks working

NOTE: Report any faulty equipment immediately to your manager.

Sanitation



Sanitation means keeping food items, equipment and the people who handle them free from disease-causing bacteria and germs.

Sanitation means keeping food items, equipment, and the people who handle them free from disease-causing organisms (bacteria and germs). Every single person who handles and/or prepares food has a set of guidelines and health standards to prevent food contamination.

- Bacteria is all around us and can easily contaminate food if it is allowed to grow and multiply. This causes spoilage and food poisoning.
- Bacteria will thrive if we supply them with food, warm temperatures, and moisture; they multiply very rapidly given these conditions. Our job is to keep food either very hot or very cold, to remove as much moisture as possible and be as sanitary as possible.
- If unsanitary conditions exist in your restaurant, then your restaurant is probably in violation of health codes and regulations that could result in penalties being assessed by the Health Department.
- These conditions are not only set up for equipment and the restaurant, but

there are guidelines for personal hygiene as well.

PERSONAL HYGIENE

1. Smoke and eat in assigned areas of your restaurant.
2. Use deodorant, and keep your fingernails short and clean. Maintain clean teeth, hands, hair, and body.
3. Use a moderate amount of cologne (perfume) and cosmetics. A minimal amount of jewelry should be worn. Jewelry can become entangled in equipment and cause loss of fingers or even a limb.
4. Wear a hair restraint at all times (hats or hair nets).
5. Wear plastic gloves when preparing food. Be careful not to handle food with infectious cuts, burns or boils on you. Cover cuts with band-aids or bandages.
6. Always wear clean aprons, and change into a clean apron when one gets soiled. Never wipe hands on the apron, use a clean towel.
7. Use tongs or utensils to handle food whenever possible.
8. Do not eat or drink in food preparation areas, or when preparing foods.
9. Wear comfortable leather shoes or work boots with non-slip soles.
10. Always wear a clean uniform and never leave soiled or dirty uniforms at the restaurant.



***Wash your
hands often.***

HAND WASHING PROCEDURE

Hands should be kept clean. Wash your hands often and always after coughing, sneezing, smoking, using the restroom or eating. Never use the food preparation sinks to wash your hands.

- Wet your hands with warm water.
- Use soap to build up a good lather.
- Wash both hands thoroughly, up to the elbows.
- Rinse, and wash hands again.
- Dry with an air dryer or disposable towel.

SANITARY SOLUTION AND SPRAY

This solution is safe to use on all equipment and food contact surfaces. This solution requires no rinse or wipe down after use. The bleach content makes it so unstable that it evaporates very rapidly.

1. Use the proper solution according to the regional Health Department Codes. Consult your Manager for the proper ratio for your restaurant.

2. Label container "Sani-Spray Solution."
3. Plastic spray bottles should be used for application.
4. After cleaning of equipment and counters, spray generous amount of solution. Do not rinse, wipe, or dry.
5. Always maintain clean towels for use with Sani-Spray solution.

KITCHEN CLEANLINESS

1. A sanitary solution is to be made accessible in the kitchen at all times. All cloths used to wipe counters should be rinsed frequently in this solution.
2. Sani-Spray solution should be used on all food contact surfaces after they have been cleaned or when switching from one food product to another.
3. Mops should be washed in hot water and hung to dry. Mop buckets should be rinsed immediately after use and stored after use.
4. All cleaning products, insecticides, poisons and chemicals must be stored away from food.
5. Invert all pots and pans, food storage containers, and trays after cleaning.
6. Cleanliness and organization should be maintained at all times in walk-in, freezer, dry storage and employee break areas.
7. All kitchen equipment should be maintained and cleaned on a regularly scheduled basis.
8. Microwave oven cavities and door seals should be cleaned regularly.
9. Food contact surfaces and kitchenware should be washed, rinsed and air dried after each use or after an extended period of non-use.
10. Non-food contact surfaces should be cleaned as necessary.

Temperatures for Safe Food

FOOD HANDLING AND STORAGE

- | | |
|------------|---|
| 212° | Boiling point of water. Most bacteria will be destroyed at this temperature. |
| 165° | Most harmful bacteria killed in food cooked to this temperature. Minimum temperature to which cold foods should be reheated to. |
| 140° - 45° | The Temperature Danger Zone. Bacteria thrives. |
| 35° - 40° | Ideal temperature for holding cold food in storage. |
| 32° | Freezing point of water. |
| 0° | Ideal temperature for holding food in frozen storage. |

TABLEWARE AND UTENSIL SANITATION TEMPERATURES

- | | |
|------|---|
| 195° | Maximum temperature for mechanical rinse. |
| 180° | Mechanical rinse at nozzle. |
| 170° | Minimum rinse temperature. |
| 150° | Temperature for mechanical dish washing. |

120°

Water temperature for hand dish washing.

Product Venting and Cool Down



Hot products must be covered and vented to prevent spoilage.

In our business there is a certain amount of hot product each closing shift that must be properly stored and cooled down. If any product is hot, it must be covered and vented to prevent any spoilage. Any items that are covered with foil can be vented by gently placing a hole about the size of your thumb in the foil on each side of the pan. However, be absolutely sure that no foil comes in contact with the product. This can and will cause product discoloration and possibly spoilage. In addition, products that are stored with lids can be vented by placing the lid in a crooked fashion across the top of the pan. Remember -- we must always date, initial, and rotate all containers.

To properly vent all our hot products is not enough to ensure proper cooling. We must also supply them with an adequate amount of cool air. To properly supply them with this cool air flow, we must allow each pan at least two inches of space between them and the next pan. This allows cold circulating air to surround all sides of the pan and assures us that the product will cool down in the shortest amount of time possible. So remember:

1. Vent all foiled products.
2. Place lids crooked on top of pans that require lids.
3. Allow two inches of space between pans for proper air flow.

STEAM REGENERATION

Steam regeneration can be eliminated along with the increased chances for spoilage by following the proper venting and cool down procedures. By placing an air tight lid on top of a hot product, we have not allowed an escape of steam to ensure rapid cool down which, in turn, assures a safe product. Without venting, steam will continue to heat the pan the product is being stored in. Time wise, it will take approximately twice as long to cool down and will drastically increase the chances of contamination, spoilage, and bacteria growth.

COOLING DOWN LARGE QUANTITIES OF PRODUCT

To properly cool down large quantities of products, we must again make some special considerations. Large quantity products will take excessively long periods of time to cool down. Because of the amount of the product or the density (thickness), the products will remain in the temperature danger zone (45° to 140° F) too long and will increase the chances of contamination or spoilage and decrease their shelf life.



An ice bath will help food products cool down at a faster rate.

ICE BATH

To assist products in cooling down at a faster rate, use an ice bath.

1. Fill sink with ice and water.
2. Place product in a metal (large and shallow) pan or pot.
3. Place the product in the ice for about 45 minutes.
4. Stir product.
5. Remove from the ice bath and transfer to the proper storage container.

6. Label, date, initial, rotate and place in walk-in.

When closing down the line at night, all hot products must be cooled down before being placed in the walk-in.

Shelf Life

Shelf Life Definition: *a specific period of time that a food item is acceptable to serve.*

Determination of the maximum allowable shelf life is decided by product quality and microbiological standards. Interpretation of shelf life is as follows:

Each day is divided into "2 shifts" - Opening through 4:00 p.m. (1st shift period) and 4:00 through close (2nd shift period).

Fresh daily	=	1 shift period
2 day shelf life	=	4 shift periods
3 day shelf life	=	6 shift periods
4 day shelf life	=	8 shift periods
5 day shelf life	=	10 shift periods

Shelf life begins on the shift that the item is prepared and is included in calculation of the shelf life.

Examples:

Fresh Daily

- Diced tomatoes prepped at 10:00 a.m. on Monday would be acceptable to use until closing on Monday evening.
- Diced tomatoes prepped at 10:00 p.m. on Monday would be acceptable to use until closing on Monday evening.

2 day Shelflife

- Salad bags prepped at 12:00 Noon on Monday would be acceptable to use until closing on Tuesday.
- Salad bags prepped at 11:59 p.m. on Monday would be acceptable to use until 4:00 p.m. on Wednesday.

3 day Shelflife

- Chicken salad prepared at 11:00 a.m. on Monday would be acceptable to use until closing on Wednesday.
- Chicken salad prepared at 11:00 p.m. on Monday would be acceptable to use until 4:00 p.m. on Thursday.

ROTATION AND DATING

In rotation, our goals are fresh product of high quality and a low food cost. All products must be rotated. Remember First In First Out (FIFO). Dating and initialing the products is a must in order to know what is to be used first. All products must be dated and initialed both on the lid (or cover of container) and on the container itself. This prevents any possible mix ups that might occur to the lid, yet date/label information is visible from the side and top.



Any items that are prepped should be stored in the appropriate containers, covered and labeled as to what it is and dated as to when it was prepped. All leftover products should be rotated to the front so they will be used first, and then the fresh product will be used when all leftovers have been used.

All product, when received, has to be rotated and dated so all leftovers will be consumed before the new products. All meat products, dairy products, frozen products, etc. have to be rotated.

With a good rotating and dating system, all products will be fresh all the time, and we should never have to throw out something that is fresh. So remember: first in first out; label, date, initial, and rotate.

- *Different products require different rotation. Some examples could be:
- left to right
 - top to bottom
 - front to back
 - first in first out
- One or more of these examples are used in our kitchens.

FOOD LABELING

When labeling, the following example is to be used:

MINISTRONE	
11-22-97	John
12:30 pm	

Things to be listed on label:

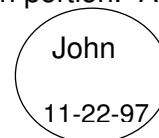
- Item
- Date
- Time item was finished
- Initials or name (day dot optional).

Placing date and time will enable the maximum allowable shelf life. By initialing, managers will be able to correct any mistakes or praise employees for a job well done.

DAY DOT SYSTEM

Day dots are used on portioned product only, not prepped product. When portioning food, it is important to day dot, cover and store the finished product correctly. To quickly and easily identify the day the prep was completed, use the color coordinating day dot to mark each portion. Also, you will want to mark the following:

1. Name or initials
2. Date



Day dots are great for use on pasta portions, chicken portions, etc.



***Food labeling
will enable the
maximum
allowable shelf
life.***

Kitchen Terms

1. **"All Days"**: Total number of working menu items by station. For example:

"I've got 25 toasted raviolis all day on the fry station."
2. **"86"**: Term used when the kitchen is out of a particular item or when a customer has requested an item to be withheld from the normal plate presentation.
3. **Blanch**: To immerse in boiling water or oil in order to loosen skins, partially cook, and heighten color and flavor.
4. **Chop**: To cut into small pieces. A "chop" is a much larger size piece than mincing or dicing.
5. **Dice**: To cut into small pieces, usually 1/8" x 1/8" or 1/4" x 1/4".
6. **"Hammer Time"**: 1 hour before closing.
7. **Ice Bath**: Procedure used to cool down a hot product at a quick rate before refrigerating.
8. **"On The Rail"**: When a specific menu item is needed immediately, it takes priority over the other tickets.
9. **Shelf Life**: Term used to describe the length of time that a product can be stored without loss of quality.
10. **Simmer**: to heat liquid until it just begins to steam, but does not come to a boil.
11. **Spoons**:
 - **Measuring Spoons**: Used to measure ingredients and spices. Consists of tablespoon, teaspoon, 1/2 teaspoon, and 1/4 teaspoon, and are usually made of aluminum or plastic.
 - **Ladles**: Stainless steel "bowls" of various ounce sizes attached to a long stainless handle. Ladles come in many sizes.
 - **Perforated Spoons**: Long-handled stainless spoons with holes in the bowl shaped end. Used to scoop and portion food without getting the juices.
 - **Slotted Spoons**: Long handled stainless spoon without holes or slots. Used for portioning food.
 - **Sporkette**: A cross between a spoon and a fork used to assist with straining and serving pasta.
12. **"On the Fly"**: Term used to describe a rush item or a rush check. This term should be used very infrequently. This item must take priority.
13. **"Way Back"**: The line is very busy and before getting behind in your work, you should call the Kitchen Manager to help.



**"On the Fly" –
This item takes
priority.**

Kitchen Tools



**Cutting Boards –
Clean and
sanitize after
each use.**

Ansul System Emergency back-up fire system for cook's line which releases a powdery substance during a fire.

Can Opener Clean after each use. Location: Prep Table

Cheesemelter Overhead heat source used to melt cheese for burgers and to toast bread and buns.

Colander A large bowl shaped utensil with many holes. Used for draining, straining or washing food.

Cutting Boards Used for cutting, dicing or slicing.

- a. Wash by hand only.
- b. Clean and sanitize after each use.
- c. Place a damp towel underneath to keep from sliding when in use.

Fry Baskets Used to submerge products into hot oil during frying.

Knives

Bread Knife: Has a serrated edge. Used for cutting bread and sandwiches.

Chef or French Knife: 8" or 10" large smooth edged knife used for slicing and dicing raw and cooked vegetables and meat.

Paring Knife: Small knife with smooth edge usually approximately 4" to 6" long. Used to trim produce and cut bar garnishes.

Location: Hung on magnetic knife rack

- a. Sharpened regularly (usually daily).
- b. Cleaned and sanitized after each use.
- c. Hand wash only (never put through the dish machine).
- d. Hang knives with blade down.

Lexans or Cambros Durable plastic containers used for storing food.

- a. Always washed at dish area and stored upside down.
- b. Round and rectangular shapes (many sizes, shapes and depths).

Measuring Utensils and Tools (cups, spoons)

Location: In drawers, on magnetic utensil rack and peg board

- a. Always use level measurements.
- b. Always use measuring tools.

Pots, Pans and Holding Containers (various sizes)

- a. All different items stored properly and upside down.
- b. Always sent through dishwasher.



**Use the recipe –
Don't memorize.**

Recipe Book or Box Location: Prep Area

- a. Follow recipe. **Don't memorize.** Follow procedure.
- b. Measure accurately (be precise).

Sanitizer and Spray Bottles Location: In/around prep area or cook's line

- a. See your Kitchen Manager for the correct sanitizer to water ratio.
- b. Used regularly on utensils, knives, countertops, cutting boards and equipment.

Sheet Pans Large pans used for food storage, cooking or baking in full size (18" x 26") and half sizes.

Spatulas

- a. Metal spatulas: Used for burgers, kept on line.
- b. Rubber spatulas: Used to scrape any excess food from containers.

Stainless Steel Pans and Plastic Pans

- a. 1/6 Pans: Used for holding hot and cold products on cook's line.
- b. 1/3 Pans: Used for holding hot and cold products on cook's line.
- c. 1/2 Pans: Used for holding larger quantities of hot and cold product.
- d. 1/9 Pans: Used for holding cold products on cook's line.

Utensils

- a. Tongs: Long or short handled.
- b. Serving Spoons: Used for stirring or serving.
- c. Ladles: Used for correctly and accurately portioning products.
- d. Perforated or Slotted Spoons: Used for stirring and to scoop and portion food without juices.
- e. Whips: Used to stir or mix products.
- f. Sporkette: Cross between a spoon and fork used to strain and serve pasta.

Kitchen Equipment



**Always report
faulty equipment
to your KM.**

Your trainer will instruct you on the operation of each piece of kitchen equipment. You must be trained before you operate any kitchen equipment unsupervised. Equipment must be cleaned and sanitized after each use. Unplug equipment prior to cleaning. Always report any faulty switches, malfunctioning equipment or frayed wires to your Kitchen Manager.

KITCHEN SCALES

Setting the Scale for Use

Scales are used to accurately measure specified amounts or portions of a product for prep or serving. There are two types of scales:

1. **Pound scale** measures 0 to 100 pounds. Used for meats, inventory, or other large items.
2. **Ounce scale** measures items 2 pounds or less. Used for portioning ingredients or prep.

Dial	Indicates the setting
Needle	Points to the weight of the product
Adjusting Saw	To adjust and set the needle for proper weight/portioning

Platform

Where the item to be weighed or portioned is placed. Use paper, plastic or a container. Never set food directly on the platform.

Lift and carry a scale only by the base.

In order to weigh or portion the correct amount, weight allowance must be made for the container being used to hold the product. To make this adjustment, place the empty container on the platform and turn the adjusting screw until the needle points to zero. It is now ready to begin weighing/portioning.

Cleaning

The person using the portion scale is responsible for cleaning immediately after use. Wipe the surface of the scale with a clean damp cloth to remove all food particles. Spray a light mist of sani-spray solution over all surfaces of the scale.

Never run scales through the dishwasher.

Storage

Place the scale on designated shelf. Never stack or store anything on top of the scale.



Never run scales through the dishwasher.

THREE COMPARTMENT SINK

When using the three compartment sink to wash dishes (if the dish machine breaks down) or scrub pots and pans, set it up as follows:

1st Wash	2nd Rinse	3rd Sanitize	table
			air dry

Follow these steps to guarantee dishes are cleaned and sanitized:

1. scrape
2. soak
3. wash
4. rinse
5. sanitize
6. air dry – do not dry with a towel, which can contaminate dishes

Kitchen Closing Checklist

FOOD PRODUCTS

- Proper, clean containers, labeled (initial, date dot), wrapped, rotated.
- All pans pulled and wiped behind.
- Back up par levels.
- All utensils put in one container and on line.
- All items to be reheated in plastic containers.
- No food left out or uncovered.
- Designate a section of the walk in for organization and easy inventory in the a.m.

CHEF'S TABLE

- All stainless wiped thoroughly both inside and out.
- Look for condensation, fan running, fan covers (clean), temperature 35°-45°F.
- Handles clean, free of debris, in working order.
- Hot/cold wells drained, dry, clean.
- Lining on doors and drawers free of debris/clean.
- Inside shelving wiped thoroughly.
- Cutting boards cleaned, sanitized with bleach water, left propped up to dry.

FOOD WINDOW

- Heating elements off/wiped clean.
- Columns wiped/clean.
- Plateware moved, wiped underneath, restocked.
- Stainless detailed all sides (underneath, ledges).
- Wall areas wiped/clean.
- Storage areas organized, cleaned, wiped.
- Printers wiped clean.

MICROWAVES

- Outside/inside wiped clean.
- Looking for handles clean, free of debris.
- Fan covers clean, no build up.
- Underneath, around the base on top of all clean.
- Watch cords, wipe nightly.

REACH IN FREEZER/COOLER

- Restock, both sides.
- Rotation of product, check shelf lives.
- Bottom wiped clean.
- Handles wiped clean.
- Doors and sides all wiped down.
- Fan covers/gaskets inside door.
- Coils/fan covers on motors.
- Look for fan running, temperature 0° - 10°F / 35° - 45°F.
- All doors locked and lights off.

FRYERS

- Check bottom while empty; clean, free of debris, no carbon build up.
- Filter changed and unit cleaned.
- Fryer grease clean of debris, grease filtered (fresh grease every 3 - 4 days depending on business).
- All stainless wiped, shiny (front, back, top, sides).
- Concentrate on detail - look for carbon build up.
- Grease covered at end of night.

CHEESEMELTER

- Outside wiped down, shiny (no grease build up).
- Check top to make sure it was wiped.
- Check underside - make sure it was wiped.
- Rack cleaned of debris build up.

- Particle catch clean, dry and refoiled.

HOODS

- Grease catches emptied, clean, dry.
- Filters pulled, ran through dish, wiped behind.
- No grease build up, stainless shiny.
- All light bulbs on and proper wattage on bulbs, all bulbs have covers on them.
- Outside wiped clean and shiny.
- Do not use stainless steel polish on inside of hoods. Only use degreaser and dry towel.

PREP AREA

- Sinks and surrounding area clean, dry (walls).
- All counters wiped clean, dry.
- Dry goods organized.
- Underneath prep tables wiped and organized.
- Shelving for plateware organized.

BACK WALL

- Wiped down completely (end to end, top to bottom).
- Equipment pulled away and wiped behind.
- Gas pipes wiped free of debris.
- Ansul pipes cleaned of grease.
- Do not use a stainless steel polish. Only use degreaser and dry towel.

Knives — Uses, Sharpening and Safety



***Use the correct
knife for the job.***

There are several types of knives and each has a certain purpose:

1. Chef or French Knife (large): used for dicing and slicing.
2. Chef or French Knife (small): used for dicing and slicing.
3. Paring knife: used for peeling and coring.
4. Serrated Bread Knife: used for slicing bread.
5. Tomato Shark: used for coring

All knives are stored with the point facing down in the knife rack. When carrying a knife, be certain to carry at your side with the tip facing down.

SHARPENING STONE AND STEEL

It is very important to maintain a quality blade on the knives. Listed below is an explanation of how to use the sharpening stone and steel.

1. A sharpening stone has two sides. Each side has a different surface: coarse and fine. Always work from the coarsest to the finest side.
2. The stone needs to be lubricated to reduce friction. There are two types of stone:
Dry Stone can be lubricated with water. Use enough water to evenly

moisten the sharpening stone.

Pre-Oiled Stone must continue to be oiled. This must be done with a honing type oil.

3. Grasp the handle of the knife with one hand and set the cutting edge of the blade to the stone at a 20° angle. Begin at the heel (fat end) of the knife and continue to draw towards you until the entire surface of the blade has been passed over the sharpening stone. Maintain even (light and steady) pressure and a 20° angle. Repeat this drawing procedure three times.

Turn knife over and repeat the same process on the opposite side of the blade. Always apply the same number of strokes to each side of the knife. Turn sharpening stone to the finer surface and repeat the same process.

4. A steel is used to “true” or straighten the cutting edge of a knife. A steel will not sharpen a dull knife. It simply pulls the two edges of a blade back together which will be needed with time and use. To use a steel, follow these procedures:
 - a. The steel is used after sharpening the knife with the sharpening stone.
 - b. Never use a steel without a hand guard. Do not hold the steel above the hand guard. It is critical to follow these safety procedures.
 - c. Hold knife at a 45° angle to the steel. Let the knife lightly run down the steel. Do not grind against the steel. Repeat this approximately 2 to 3 times on each side. A steel can dull a knife if used too many times.
 - d. Knife and steel must be wiped clean after this process.

DICING, SLICING, JULIENNE AND CORING

There are three main types of cutting procedures. When using a knife, use your fingertips to hold product, your knuckles to guide the blade, keeping your thumb behind your fingers. Never slice pointing the knife towards you. Always wear a cutting glove.

1. Dicing is the process of cutting into small square cubes. It is slicing equal cuts in both directions. This is used for tomatoes, onions, bell peppers, etc.
2. Slicing is a single cut. This could be from top to bottom or from side to side. This is used for oranges, sliced tomatoes, etc.
3. Coring is the process of removing the center part of a fruit or vegetable. This is done with onions, tomatoes, etc.
4. Julienne is a single slim cut. This is done by cutting top to bottom.

CLEANING

Knives must be cleaned immediately after each use by the person who used the knife. Clean the knife by rinsing with hot tap water (180°F). Do not run it through the dish machine. Never leave a knife submerged in a sink. Wipe clean and dry with a clean cloth. Sanitize by spraying a mist of sani-spray solution onto the



***Always cut away
from yourself.***

knife.

KNIFE SAFETY

- Use the correct knife for the correct job.
- Never cut towards yourself - always away from yourself and others.
- Use a cutting board. Put a damp towel under the cutting board to prevent slippage.
- Carry knives down at your side when walking through the kitchen.
- Use cutting gloves when using a knife for slicing or dicing.
- Let a dropped knife fall. Never try to catch a falling knife.
- Clean and sanitize the knife after each use.
- Return the knife to the magnetic knife rack or proper storage place.

Restaurant Safety

Most restaurant accidents occur in the kitchen. Accidents occur because of three basic reasons:

1. **Improper Training:** Someone is improperly trained or is using a piece of equipment they are not qualified to use. All employees working our kitchens, or food handlers who have a need to use working kitchen machinery, need to be trained on the equipment before using it unsupervised.
2. **Carelessness:** Someone is hurrying through a job. Most common are burns and simple cuts from kitchen knives. Proper amounts of time and attention must be given to a particular job when using machinery or when cutting or frying. Never rush through a job.
3. **Preventive Maintenance:** Equipment that is not properly cared for has a higher chance of malfunctioning. It is imperative that all needed repairs be brought to management's attention and promptly corrected. All equipment must be properly cleaned after each and every use. Equipment must regularly be maintained to assure safe and proper usage.

Your health and safety are important to us. If you should hurt yourself, notify a manager at once. Proper medical attention is needed as well as a written report.

ELECTRICAL SAFETY

- Use only machines and equipment you have been trained, qualified and authorized to operate.
- Always unplug electrical equipment before cleaning.
- Report any worn cords or plugs to your manager immediately.

BURN SAFETY

- Turn all pot handles in, out of the aisleway.
- Be sure pot handles are not above open flame.
- Lift pot covers away from you to release steam away from your face and body.
- Use dry mitts, hot pads or towels when handling hot equipment. Wet or



***Notify a manager
at once if you
hurt yourself.***



**Clean up spills
immediately.**

moist towels will serve as conductors of heat.

When using the fryers:

- Fill baskets only halfway - don't overload the baskets.
- Lower baskets slowly into well - avoid dropping baskets into the hot oil.

SLIP & FALL SAFETY

- Walk -- don't run.
- Wear proper fitting shoes with skid resistant soles and leather uppers.
- Clean up spills immediately.
- Keep aisles and walkways clean and free of boxes, trash cans, mop buckets, etc.

LIFTING SAFETY

- Stay close to the load without leaning forward.
- Use your arms and your legs to do the work.
- Test the weight of the load by pushing up a corner before lifting.
- Ask for assistance when lifting heavy loads.
- Use a lifting belt.

OTHER SAFETY ISSUES

- Use styrofoam or paper products for drinks.
- Use a broom and dust pan or damp towel to pick up broken glass.
- If glass is broken in the ice bin, remove and throw out all ice. Thoroughly wipe down bin before refilling.
- Use care when opening and discarding cans and boxes.
- Have a bucket set up in the kitchen for discarding broken glass only.

Clean On The Go

This theory is used in well run, efficient kitchens, and is used extensively in the front of the house too. This is defined as keeping the kitchen clean all day and night. It is every manager's and employee's duty to follow through Clean On The Go.

We should always uphold our standards of cleanliness. A clean kitchen has many other advantages. Some of these are as follows:

- A. **Reduced Labor Percentage:** You will not have to take time to do a major clean up at midday or the close of your shift. You will not have to clean up after each other. This means more time to prep or cook food.
- B. **Better Food Handling:** With more time you will ensure you are doing your job right. Tasks like dating, rotating, labeling and storing food in correct containers, or being able to find the necessary equipment or food product quicker will be complete.
- C. **Health Inspections:** Your Health Inspector's first impression is important. If he/she sees a clean, organized kitchen, he/she will have a tendency to



Cleaning should become one of your work habits.

make a quick superficial inspection and score your store higher. It is vitally important for this inspection to be an enjoyable one.

So remember, if you make a mess, clean it up immediately. Do not wait! Cleaning should become one of your work habits. Time must be allotted in each day for cleaning. Working in a trashy or cluttered kitchen only causes you and your co-workers to work harder. Working in a dirty kitchen creates an unsafe and unsanitary working condition. Be proud of your restaurant. Be organized and clean when working in your kitchen.

Waste Management

Managing waste is everyone's responsibility. In order for our restaurants to be successful, we not only need to serve top quality products, but also control costs.

Listed below are some ways to help achieve our waste control goals:

1. **Correct Weights:** Always weigh where weighing is called for. Remember, line cooks should periodically check themselves for accuracy. Follow specs and portion charts.
2. **Measuring:** Always use measuring tools when prepping products (spoons, cups, ladles, scales). Do not over portion or under portion.
3. **Product Usage:** Always get as much yield as possible from all vegetables and cans. Follow correct food handling procedures for coring and trimming vegetables (dicing tomatoes, shredding lettuce, etc.) Always avoid product waste whenever possible.
4. **Rotation:** Products not getting dated or rotated can get lost in your walk-in and cause spoilage. Even of more importance is sub-par products reaching a guest causing dissatisfaction.
5. **Scraping:** We must always scrape cans, containers, and lexans to get the best possible yield from all products. Use a rubber spatula for scraping. If we constantly throw away small amounts or portions of food from the bottom of containers, it will add up to large amounts of money by month's end.
6. **Storing Products:** Always follow proper cool down procedure. Not following procedures can cause spoilage. Steam regeneration will increase chances of spoilage. Always store products properly. Not covering products can cause them to pick up odors or possibly cause spoilage.
7. **Trash:** When dumping trash, check for silverware or linen that may have accidentally been thrown out.



Do not over or under portion.

Dish Washing Responsibilities



Everybody is responsible for washing dishes.

Everybody is responsible for keeping the dish area clean at all times. Opening line and prep cooks should run their own dishes in the morning. This will prevent a back up of dirty dishes, pots, and pans, and will help the dishwasher whose opening duties often times call him away from the dish machine. Teamwork is essential for running a smooth shift.

1. Stack dishes in racks. Do not stack dishes on top of each other. Water must have access to both sides of dishes.
2. Stand plates and all flatware up edgewise.
3. Cups, glasses, and bowls should be inverted with open end down so the items will not fill up with water.
4. Allow dishes to air dry for about 1 minute before removing from racks. Do not towel dry. This will contaminate the dishes.
5. Do not touch the surface on any plates or glasses that the guest's mouth will touch.
6. Store any pots, pans, bowls, cups, etc. upside down.
7. Handle clean silverware and utensils by handles only.
8. Store all clean kitchenware at least 6 inches off the floor in a clean and dry area.
9. All items must be inspected from the machine:
 - a. Clean and free of all food.
 - b. No spots or stains.
 - c. Rinsed of all soap.
 - d. No chips or cracks.
 - e. Hot from 140° rinse water.

SILVERWARE

1. Prepare silver soak.
2. Change the water when it becomes dirty.
3. Immerse silverware until all soil is loosened.
4. Run silverware through dish machine twice.

Hazardous Chemicals

1. Chemicals are found in three physical forms at work and at home.
 - Solids
 - Liquids
 - Gases
2. Chemicals enter your body through:
 - Inhalation (breathing)
 - Eye contact



Physical and Health are 2 primary hazard classes.

- Skin Contact/Absorption
- Ingestion (eating or drinking)

TWO PRIMARY HAZARD CLASSES

1. Physical Hazards

Fire Hazards: Any time a chemical substance will ignite as a result of exposure to sparks, open flames or lighted materials.

Reactivity Hazards: Reactive chemicals, when mixed, can produce toxic gases, heat or even explosions. Example: mixing bleach with ammonia produces toxic chlorine gas.

Explosion Hazards: When exposed to heat or flames or when mixed with other chemicals, explosive chemicals can violently release large quantities of gases and heat.

2. Health Hazards

Corrosives: Chemicals that can burn your skin, eyes, mucus membranes on contact.

Irritants: Chemicals that cause the skin to become sensitive (irritated) at the area of contact.

Sanitizers: Cause allergies which affect the skin, eye, nose or lungs and develop over time.

Toxic Chemicals: Are poisonous if they are ingested, inhaled or are in contact with the skin for a long period of time.

Carcinogens: Chemicals that cause cancer or are suspect of causing cancer. Most chemicals are not carcinogens.

HOW TO PROTECT YOURSELF

1. Labels

a. All products that contain hazardous chemicals are required by law to be labeled with:

- The identity of the hazardous chemical
- The appropriate hazard warning
- The name and address of the manufacturer

b. Look for:

- The hazardous chemicals involved
- The specific use of the chemical (window cleaner, oven cleaner, insecticide, etc.)
- How the chemical is used
- The necessary personal protective measures

2. Determine the degree of hazard (if any) by determining:

- How the chemical will be used and in what quantity
- How long the chemical product will be used
- What the hazards are
- What the possible routes of entry into the body may be



**Know where the
MSDS is located
in your
restaurant.**

3. Wear the appropriate safety equipment:

- Proper clothing
- Gloves
- Face Shield
- Shoes

4. Obtain the proper training on the use of chemical substances in the workplace:

- You will be trained by your manager.
- Feel free to ask questions prior to using chemical products.
- Never mix two chemicals together without first checking with the Manager and reading the label.

MATERIAL SAFETY DATA SHEETS (MSDS)

1. As part of your training, your trainer will explain the use of MSDS. Be sure you know where MSDS are located in your restaurant and how to use them.
2. MSDS generally provide the following information:
 - Name, address and emergency phone number of the manufacturer
 - The identification by product name and product type
 - Hazardous Contents - the chemicals' names and concentrations of hazardous chemicals present in the product (if any)
 - Physical Data - appearance and odor, solvability, pH, etc.
 - Fire & Explosion Data - includes fire fighting methods
 - Reactivity Data - information about stability and what happens when the chemical is mixed with other chemicals.
 - Spill or Leak Procedures
 - Health Hazard Data - The results of exposure to the chemical by skin contact, ingestion, etc.
 - First Aid - First aid measures in case of ingestion, eye contact, inhalation, etc.
 - Special Protection Information - Recommended safety equipment, special, precautions, etc.
 - Additional Information - storage and transportation precautions.
3. Symptoms of Exposure to Chemical Hazards:
 - Skin rashes/irritation
 - Nausea, dizziness following inhalation
 - Difficulty breathing and shortness of breath

In Closing

Thank you for taking the time to read your training handbook. There are many duties and tasks that are part of your job. We hope that you have a better understanding of what these responsibilities include and our expectations. Your trainer or manager will help explain and demonstrate these various tasks. Please feel free to ask any questions to assist in your training. Again, welcome to the team!

<i>Dishwasher/Utility Training Agenda Overview</i>	
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Day 1**Task Time & Practical**

Machine set up
Parking lot
Back dock and dumpster area
Restrooms
Safety
Review Teamwork, Hazardous Chemical and Position Responsibility

Review/Preview

Fill out Training Checklist
Prepare for Hazardous Chemicals, Teamwork and Safety Quizzes
Read Handbook

Day 2**Task Time & Practical**

Take Hazardous Chemicals, Teamwork and Safety Quizzes
Machine set up
Parking lot
Back dock and dumpster area
Trash runs
Maintains machine (during peak business)
Prepares machine for shift change
Daily and weekly maintenance
Review sanitation standards and safe food procedure

Review/Preview

Fill out Training Checklist
Prepare for Sanitation and Position Quizzes

Day 3**Task Time & Practical**

Take Sanitation and Position Quiz
Floor maintenance
Maintains machine
Proper breakdown of equipment
Clean station fully
Daily and weekly maintenance

Review/Preview

Evaluation

Dishwasher/Utility Training Checklist

Name: _____

TASK	TRAINER INITIALS	TRAINEE INITIALS	DATE COMPLETED
Teamwork			
Position Responsibilities			
Dishwasher Job Functions			
Restroom Cleanliness			
Sanitation			
Temperatures for Safe Food			
Product Venting and Cool Down			
Shelf Life			
Kitchen Terms			
Kitchen Tools			
Kitchen Equipment			
Kitchen Closing Checklist			
Knives			
Restaurant Safety			
Clean On The Go			
Waste Management			
Dish Washing Responsibilities			
Hazardous Chemicals			

Trainee Signature: _____

Date: _____

Trainer Signature: _____

Date: _____

Dishwasher/Utility Performance Evaluation

Name _____

A performance evaluation should be conducted once an employee has completed training. This written evaluation is a means of determining the individual's strengths and weaknesses in order to set goals to improve performance. Evaluate each area according to the scale of:

**1=Substantially Exceeds; 2=Exceeds; 3=Consistently Meets
4=Inconsistently Meets; 5=Needs Immediate Improvement**

Any area that is rated with a 4 or 5 requires a detailed comment of the problem area. Circle the appropriate rating for each item.

- | | | | | | |
|---|---|---|---|---|---|
| 1. Arrives to work on time | 1 | 2 | 3 | 4 | 5 |
| 2. Arrives to work in proper uniform | 1 | 2 | 3 | 4 | 5 |
| 3. Completes all opening and closing duties efficiently | 1 | 2 | 3 | 4 | 5 |
| 4. Displays teamwork towards fellow employees | 1 | 2 | 3 | 4 | 5 |
| 5. Exhibits a sense of urgency and maintains a fast working pace | 1 | 2 | 3 | 4 | 5 |
| 6. Keeps dish area clean and organized | 1 | 2 | 3 | 4 | 5 |
| 7. Cleans and maintains restrooms | 1 | 2 | 3 | 4 | 5 |
| 8. Keeps building grounds and dock area clean and maintained | 1 | 2 | 3 | 4 | 5 |
| 9. Adheres to all safety and sanitation standards | 1 | 2 | 3 | 4 | 5 |
| 10. Uses recipes when preparing any food items | 1 | 2 | 3 | 4 | 5 |
| 11. Able to accomplish more than one task at once | 1 | 2 | 3 | 4 | 5 |
| 12. Effectively anticipates needs and prepares in advance | 1 | 2 | 3 | 4 | 5 |
| 13. Works effectively under pressure | 1 | 2 | 3 | 4 | 5 |
| 14. Cleans and organizes work area before, during and after shift | 1 | 2 | 3 | 4 | 5 |
| 15. Demonstrates "clean-on-the-go" techniques | 1 | 2 | 3 | 4 | 5 |
| 16. Positive, friendly attitude with co-workers | 1 | 2 | 3 | 4 | 5 |

Comments: _____

Trainee Signature: _____

Date: _____

Trainer Signature: _____

Date: _____

General Manager's Signature: _____

Date: _____

Li'L Rizzo's***Position Description***

TITLE: General Utility, or, Dishwasher

DEPARTMENT: Restaurant Operations

REPORTS TO: Restaurant Management Team

PRIMARY RESPONSIBILITIES: Act as a member of the Li'l Rizzo's Team and work to provide total guest satisfaction. Assist fellow team members. Maintain, clean and sanitize kitchen work areas, equipment, and service ware pieces. Assist in food preparation.

SPECIFIC FUNCTIONS & DUTIES:

1. Scrapes, rinses, stacks dirty dishes and utensils and loads in dishwashing machine.
2. Washes all pots, pans, and other kitchen service pieces by hand and/or machine.
3. Removes trash to the dumpster, cleans garbage cans, breaks down cardboard boxes.
4. Completes assigned cleaning duties and maintenance projects.
5. Completes assigned food prep according to instructions and/or recipes.

QUALIFICATION STANDARDS:

1. Mobility required during entire shift between all areas of the restaurant.
2. Ability to reach and place utensils, plates, pots & pans and boxes on high and low shelves
3. Ability to read, write and verbally communicate with management and other employees.
4. Carries objects, e.g. cases of food, stacks of dishes up to 50 pounds frequently during a shift.
5. Works frequently in a hot and damp environment. Works occasionally outdoors.
6. Works occasionally in walk-in refrigerator and/or freezer

PHYSICAL STANDARDS:

1. Must be able to stand for long periods of time and move among all areas of the restaurant, both indoors and outdoors. Must have the ability to bend, stoop, lift and carry items up to 50 pounds on a regular and continuing basis during a shift. Subject to wet floors, temperature extremes, and loud noise.

Please check the box that applies. Sign and date upon acceptance of a position with Li'L Rizzo's:

- I can perform all of the essential functions of this position.
- I can not perform all of the functions of this position without an accommodation.

Signature and Date: _____

Click link to e-sign: <https://mswinteractive.wufoo.com/forms/s52veer0c7h9it/>