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# AMVETS Post \_\_\_\_\_

Standard Operating Practices  
Covering  
Dining Facility



Dining Facility SOP  
AMVETS POST \_\_\_\_\_

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# DINING FACILITY OPERATION

## Article I. Introduction

1. The AMVETS Post \_\_\_\_ kitchen and dining facility operation is enjoyed by our members throughout the year. We need to ensure that this operation continues to meet and exceed their expectations. The dining facility operation encompasses the operation of the kitchen, the cost, preparation, presentation, quality and quantity of the food being served. Our goal is to serve a tasty, cost effective meal to our members that make them want to tell everyone in our organization that they had the best meal ever at the Post Dining Facility.
2. The Dining Facility Operation expectations were adopted by the Executive Committee with input from the Kitchen Committee. It establishes the criteria for the entire dining facility, including but not limited to: Kitchen, Dining Room, Food Storage and all equipment associated with the dining facility.
3. The operation and use of the facility is covered in this document. In addition, we must ensure that we meet or exceed the rules and regulations set forth by the Regulatory Bodies that cover dining facility operations.

## Article II. Organizational Staff

1. The Food Service Manager (FSM) is responsible for the daily operation of the entire Dining Facility. This position is recruited by the Executive Committee with final approval of the Post Commander. The person holding this position must have a valid Certified Food Manager's Certificate. A "Certified Food Manager" is one who has passed a written certification test, which has been approved by the State of Florida, which demonstrates a basic knowledge of food protection practices. Because this is one of our paid positions the Post Commander will handle the reviews, discipline and if necessary, the termination of the employee in accordance with Article VIII of this document.
2. The Assistant Food Service Manager (AFSM) is responsible for executing the duties assigned by the FSM. The person holding this position must have a valid Certified Food Manager's Certificate. A "Certified Food Manager" is one who has passed a written certification test, which has been approved by the

State of Florida, which demonstrates a basic knowledge of food protection practices. This position assumes the responsibility of the Food Service Manager in his/her absence. The person filling this position is hired by the FSM with approval of the Executive Committee. Because this is one of our paid positions the Dining Facility Manager will handle the reviews, wage increases and discipline in accordance to Article VIII of this document.

3. Other kitchen assistants (volunteers) from within Post \_\_\_ Organization are considered food service employees/volunteers. All food service employees/volunteers must complete food safety training from a State of Florida approved provider. The Food Handlers Card is valid for 3 years and must be obtained within 60 days of hire. (Section 509.049, Florida Statutes). They follow the direction of the FSM and AFSM.
4. When Post \_\_\_'s Subordinate Organizations use the kitchen, an officer of that Organization will assist in the duties and responsibilities of the FSM.
5. The State Health Department requires businesses with more than 2 employees have one (1) person trained as a Food Service Manager to be in attendance at all times when kitchen is in use. Because we have only 2 full-time employees in our dining facility we need only a single trained person on call. The FSM or AFSM will be that person.

### **Article III. Food Service Manager (FSM)**

1. It shall be the responsibility of the certified Food Service Manager or Managers to inform all employees or volunteers under their supervision and control who engage in the storage, preparation, or serving of food, to do so in accordance with acceptable sanitary practices as described in the Food Hygiene Rule, [Chapter 64E-11](#) (PDF file, 260 KB), Florida Administrative Code.
2. The FSM must have passed a State of Florida approved Certified Food Manager's test and received a certificate attesting thereto in accordance with Chapter 509.039 of the Florida Statutes. The FSM has a period of 30 days after employment to pass the required test. A copy of the Food Service Manager's Certificate must be posted in the Kitchen. The Certificate must be renewed when required by Florida Statutes.
3. The Food Service Manager (FSM) is responsible for the operation of the

dining facility which includes the purchase of the food, preparation of the food, serving of the food, storage of the food, and cleanliness of the kitchen and dining facility.

4. The FSM monitors the quality and quantity of the food to ensure that it meets the expectation of our membership and is within the budget limits set by the Executive Committee in the fiscal budget.
5. Food should be purchased from reputable suppliers at reasonable prices. It should be purchased in the correct quantity to ensure the best taste and the least amount of waste.
6. Food should be received, accounted for and dated prior to putting it in a proper storage facility. Food bought in quantities should be rotated so that it is used in a first in – first out system. Food not completely used which requires frozen storage should be properly packaged with a date applied. Food requiring refrigeration storage must also be properly packaged, date stamped and used within 7 days or less.
7. Food not requiring refrigeration should be properly packaged and stored on shelves in the storage room. No food should be stored directly on the floor.
8. All kitchen staff including volunteers should be briefed prior to food preparation on proper hygiene. Signs should be posted in the restrooms that alert the kitchen staff that hands must be properly washed prior to returning to the kitchen.
9. Personnel working in the kitchen must wear proper clothing. No open toed shoes may be worn while working in the kitchen. Shirts must have sleeves, either short or long, but no sleeveless shirts may be worn.
10. Above all the kitchen must be thoroughly cleaned by the Organization using it before they leave. Cleaning requirements must be met in accordance with Article VII.
11. Walk in cooler, refrigerators and freezers must be kept clean at all times.
12. Upon completion of the meal, all dishes must be washed, air dried and properly stored. Counter tops, food preparation areas, sinks, stoves and ovens should be wiped clean. Floors must be swept and mopped. All

garbage containers must be emptied with new plastic bags applied and lids on.

#### **Article IV. Assistant Food Service Manager (AFSM)**

1. The AFSM must have passed a State of Florida approved Certified Food Manager's test and received a certificate attesting thereto in accordance with Chapter 509.039 of the Florida Statutes. The AFSM has a period of 30 days after employment to pass the required test. A copy of the Food Service Manager's Certificate must be posted in the Kitchen.
2. The (AFSM) follows the directives of the FSM. In the absence of the FSM the AFSM assumes the duties and responsibilities of the FSM.
3. The AFSM monitors the quality and quantity of the food to ensure that it meets the expectation of our membership and is within the budget limits set by the Executive Committee in the fiscal budget.
4. Food should be received, accounted for and dated prior to putting it in a proper storage facility. Food bought in quantities should be rotated so that it is used in a first in – first out system. Food not completely used which requires frozen storage should be properly packaged with a date applied. Food requiring refrigeration storage must also be properly packaged, date stamped and used within 7 days or less.
5. Food not requiring refrigeration should be properly packaged and stored on shelves in the storage room. No food should be stored directly on the floor.
6. All kitchen staff including volunteers should be briefed prior to food preparation on proper hygiene. Signs should be posted in the restrooms that alert the kitchen staff that hands must be properly washed prior to returning to the kitchen.
7. Above all the kitchen must be thoroughly cleaned by the Organization using it before they leave. Cleaning requirements must be met in accordance with Article VII.

## Article V. Kitchen Assistants/Volunteers

1. Collections Volunteer
  - a. Receives cash bag from the Bartender on duty.
  - b. Verifies the amount of startup cash in bag and initials paperwork.
  - c. Properly greets members and guests and welcomes them to the dining facility.
  - d. Takes orders from members and guests, fills out meal slip and collects money.
  - e. Tallies money at the end of the meal and completes paperwork showing:
    - i. Date
    - ii. Meal
    - iii. Cash received
    - iv. Name of Collections Volunteer
  - f. Turns cash bag over to bartender to be locked in the trustees safe and delivered to the Finance Officer the next morning by the Trustees.
2. Serving Volunteers
  - a. Ensures tables are properly cleaned, napkin holders have ample napkins and salt and pepper shakers are cleaned prior to meal.
  - b. Receives Meal slips from patrons
    - i. Records table number that patrons are at.
    - ii. Delivers slips to Cook
    - iii. When food is dished on plates, delivers food to respective tables.
    - iv. Checks with Patrons to ensure everything is done to their satisfaction.
    - v. When patrons have completed the meal, retrieve dishes and puts cutlery in container, scrapes waste off plates and puts plates in ready container to be cleaned. Properly cleans tables and chairs for next customer.
3. Cook Volunteers
  - a. Follow directions from the FSM, AFSM or Lead Chef from Subordinate Organization.
  - b. Ensures food is properly handled and prepared.
  - c. Dishes food up on plate for the best appearance.
  - d. Ensures food left over is properly packaged and stored with package dated.
  - e. Cleans kitchen in accordance with Article VII.
4. Cleaning Volunteers

- a. Follows directions from the FSM, AFSM or Lead Chef from Subordinate Organization.
- b. Hand washes dishes, rinses, sanitizes and places in sanitizer for final wash and rinse. Removes dishes from sanitizer and after air dried, places them in the proper storage area.
- c. Cleans all areas of the kitchen as directed by FSM, AFSM or Lead Chef from Subordinate Organization in accordance with Article VII.

## **Article VI. Kitchen Committee**

1. The Kitchen Committee is appointed by the Post Commander with the approval of the Executive Committee with specific guidelines. The Post Commander determines the number of positions on the committee and appoints the members. The FSM is a member of this committee. In the absence of the FSM the AFSM will sit on the committee with voice and vote.
2. The duties of the Kitchen Committee may be as follows:
  - a. Develop the rules for using the kitchen and submit to the Executive Committee for approval. As a minimum these rules must cover the food handling process, storage of food, proper marking of containers, and above all the cleanliness of the kitchen when the meal is over.
  - b. Review the menu items and make suggestions on changes that will bring more of our members in for a great dining experience
  - c. Make recommendations on how to account for members that actually dine at our facility so we have more accurate records of revenue and expenses
  - d. Review the serving process of the food from the kitchen to the customer.
  - e. Recommend and justify additional or replacement equipment for the kitchen.

## **Article VII. Dining Room**

1. Tables and chairs are to be set up in accordance with established guidelines.
2. Dining Room set up may be changed to suit the meal and entertainment that is scheduled. The dining room must be put back to its original set up after the function is complete.



3. As a minimum tables should be wiped clean prior to any meal being served. They should have napkin holders full of napkins, salt and pepper shakers cleaned and ready. Tables should have numbers for convenience in delivering the meals. There must be tables set up in the non-smoking area and monitored by the FSM, AFSM, Kitchen Committee Member or any Officer of the Post to ensure there is no smoking at the particular tables.
4. After bingo is completed the tables must be cleaned to ensure that all of the dabber marks are removed from the tables. This is done by the bingo team.

## **Article VII. Kitchen Cleaning and Maintenance**

It is of utmost importance that the Dining Facility be clean and ready for inspection at all times. We want our membership to be proud that we have a clean operational dining facility that can be used for any meal regardless of the group using it. We ALL have a responsibility to keep it maintained and cleaned.

Below is the minimum that MUST be done by anyone utilizing any part of the kitchen for any food preparation regardless of how large or small. Our goal is clean as you go:

1. DAILY:
  - a. All flat surfaces used in the preparation, serving or cleanup must be wiped clean,
  - b. Any dishes, pots & pans, reusable silverware or anything used to prepare and serve the meal must be hand washed, rinsed and sanitized using the sanitizer machine,
  - c. Any equipment used (micro-wave, meat slicer, dicer, mixer, etc.) must be cleaned,
  - d. Stove Surfaces, fryers, flat top cooker, warming table, etc. must be cleaned.
  - e. Floors must be thoroughly cleaned with soap (degreaser) and water then rinsed clean.
2. Weekly:
  - a. Exterior of stoves, convection oven, fryers must be degreased.
  - b. Plates, pots and pans should be rotated so that the ones at the back of the racks do not continually collect oil and dust.
  - c. Refrigerators, sandwich preparation table, warming oven must have food removed and thoroughly cleaned.
  - d. Walk in cooler and freezer should be cleaned.
3. Monthly:
  - a. Fryers, stove and convection oven should be moved away from the wall to allow the floor to be thoroughly cleaned then slide the components back in

- position.
- b.
- 4. Quarterly:
  - a. Walls should be thoroughly cleaned by moving the movable components, gaining access and cleaning the walls of grease.
- 5. Semi-Annually:
  - a. Vacuum floor of walk in cooler and freezer. If required, wash any food particles from the floor or racks.
- 6. Annually:
  - a. Remove as many of the components as possible out of the kitchen. Take all of the pots, pans, plates and cooking utensils off the removable storage racks. Disassemble racks and pressure wash with hot water. Pressure wash fryers inside and out. Pressure wash all preparation tables.
  - b. Pressure wash the entire kitchen floor with hot water. After the pressure wash, mop with vinegar water.
  - c. Wash all of the pots, pans, plates and cooking utensils prior to putting them on the cleaned racks.

## **Article VIII. Discipline Process for Dining Facility Employees & Regular Volunteers**

### **Purpose**

AMVETS Post \_\_\_'s progressive discipline policy and procedures for Dining Facility employees or volunteers is designed to provide a structured corrective action process to improve and prevent a recurrence of undesirable employee behavior and performance issues. It has been designed consistent with AMVETS organizational values, human resource (HR) best practices and employment laws.

Outlined below are the steps of AMVETS Post \_\_\_'s progressive discipline policy and procedure. AMVETS Post \_\_\_ reserves the right to combine or skip steps depending on the facts of each situation and the nature of the offense. The level of disciplinary intervention may also vary. Some of the factors that will be considered are whether the offense is repeated despite coaching, counseling or training, the employee/volunteer's work record, and the impact the conduct and performance issues have on the organization.

### **Procedure**

#### ***Step 1: Counseling and verbal warning***

Step 1 creates an opportunity for the immediate supervisor to schedule a meeting with a Dining Facility employee or volunteer to bring attention to the existing performance, conduct or attendance issue. The supervisor should discuss with the employee the nature

of the problem or the violation of company policies and procedures. The supervisor is expected to clearly describe expectations and steps the employee/volunteer must take to improve performance or resolve the problem.

Within five business days of this meeting, the supervisor will prepare written documentation of a Step 1 meeting. The employee/volunteer will be asked to sign this document to demonstrate his or her understanding of the issues and the corrective action.

### ***Step 2: Written warning***

Although AMVETS Post \_\_\_ hopes that the employee/volunteer will promptly correct any performance, conduct or attendance issues that were identified in Step 1, AMVETS Post \_\_\_ recognizes that this may not always occur. The Step 2 written warning involves more formal documentation of the performance, conduct or attendance issues and consequences.

During Step 2, the immediate supervisor and the Post Commander will meet with the employee to review any additional incidents or information about the performance, conduct or attendance issues as well as any prior relevant corrective action plans. The immediate supervisor and/or Elected Officer will outline the consequences for the employee/volunteer of his or her continued failure to meet performance or conduct expectations.

A formal performance improvement plan (PIP) requiring the employee/volunteer's immediate and sustained corrective action will be issued within five business days of a Step 2 meeting. A warning outlining that the employee may be subject to additional discipline up to and including termination if immediate and sustained corrective action is not taken may also be included in the **written** warning.

### ***Step 3: Suspension and final written warning***

There may be performance, conduct or safety incidents so problematic and harmful that the most effective action may be the temporary removal of the employee/volunteer from the Post. When immediate action is necessary to ensure the safety of the employee/volunteer or others, the immediate supervisor may suspend the employee pending the results of an investigation.

Suspensions that are recommended as part of the normal progression of this progressive discipline policy and procedure are subject to approval of the Post Executive Board.

Depending on the seriousness of the infraction, the employee/volunteer may be suspended without pay in full-day increments consistent with federal, state and local wage-and-hour employment laws. Nonexempt/hourly employees may not substitute or use an accrued paid vacation or sick day in lieu of the unpaid suspension. Due to Fair

Labor Standards Act (FLSA) compliance issues, unpaid suspension of salaried/exempt employees is reserved for serious workplace safety or conduct issues. The Post Judge Advocate will provide guidance so that the discipline is administered without jeopardizing the FLSA exemption status.

Pay may be restored to the employee if an investigation of the incident or infraction absolves the employee.

#### ***Step 4: Recommendation for termination of employment***

The last and most serious step in the progressive discipline procedure is a recommendation to terminate employment. Generally, AMVETS Post \_\_\_ will try to exercise the progressive nature of this policy by first providing warnings, a final written warning or suspension from the workplace before proceeding to a recommendation to terminate employment. However, AMVETS Post \_\_\_ reserves the right to combine and skip steps depending on the circumstances of each situation and the nature of the offense. Furthermore, employees/volunteers may be terminated without prior notice or disciplinary action.

The Dining Facility Manager's recommendation to terminate employment must be approved by the Executive Board and the Commander's recommendation to terminate the Dining Facility Manager will be approved by the Executive Board.

#### **Appeal Process**

Employees/volunteers will have the opportunity to present information that may challenge information management has used to issue disciplinary action. The purpose of this process is to provide insight into extenuating circumstances that may have contributed to the employee/volunteer's performance or conduct issues while allowing for an equitable solution.

If the employee/volunteer does not present this information during any of the step meetings, he or she will have five business days after that meeting to present such information.

#### **Performance and Conduct Issues Not Subject to Progressive Discipline**

Behavior that is illegal is not subject to progressive discipline, and such behavior may be reported to local law enforcement authorities.

Similarly, theft, substance abuse, intoxication, fighting and other acts of violence at work are also not subject to progressive discipline and may be grounds for immediate termination.

## Documentation

The employee/volunteer will be provided copies of all progressive discipline documentation, including all PIPs. The employee/volunteer will be asked to sign copies of this documentation attesting to his or her receipt and understanding of the corrective action outlined in these documents.

Copies of these documents will be placed in the employee/volunteer's official personnel file.

Sample copies are included in Appendix A of this document.

**Important note:** Nothing in this policy provides any contractual rights regarding employee/volunteer discipline or counseling, nor should anything in this policy be read or construed as modifying or altering the employment-at-will relationship between AMVETS Post \_\_\_ and its employees or dining facility volunteers.

## Article IX. Certification

This is a true copy, which was adopted by the Executive Committee and approved by the General Membership.

Signed:

\_\_\_\_\_  
(Post Commander)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Dining Facility Manager)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Judge Advocate)

\_\_\_\_\_  
(Date)



APPENDIX A – SAMPLE COUNSELING FORM  
EMPLOYEE CORRECTIVE ACTION COUNSELING FORM

Date

To: Employee Name, Job Title

From: Supervisor Name, Job Title

Re: Counseling Memo for \_\_\_\_\_

This is to confirm the meeting that I had with you on \_\_\_\_\_. During this meeting, which was attended by \_\_\_\_\_, I expressed my concern about (identify the date, time and inappropriate behavior and the consequences of the employee's actions)

During this meeting I told you that I expect you to (be very precise on your expectations of the employee's future behavior and the potential consequences if the behavior does not change)

Your signature below indicates your clear understanding of the unacceptable consequences of your past behavior and my future expectations of the corrective action you must exhibit. You also know what the potential consequences will be if my expectations are not met.

I will be giving you an evaluation within the next 30 days to let you know how you are doing in maintaining good employee performance and achieving these expectations. Please let me know if you have any questions regarding these instructions.

I will furnish you a copy of this signed Employee Corrective Action Counseling Form. A copy will also be retained in your personnel file.

\_\_\_\_\_ Date: \_\_\_\_\_  
Dining Facility Manager

\_\_\_\_\_ Date: \_\_\_\_\_  
Employee/Volunteer



## APPENDIX B – SAMPLE WRITTEN WARNING

### WRITTEN WARNING

Date:

Name:

Title:

SUBJECT: Written Warning

In accordance with the Standard Operating Practices – Dining Facility, you are receiving this Written Warning because of ... (describe the unsatisfactory behavior/performance and explain the consequences for the organization quoting the SOP – Dining Facility where possible.)

You were verbally counseled regarding your unacceptable behavior on (date(s)). To date, there has been no marked improvement in these areas. To the contrary... (provide example(s)/incident(s), including date(s), of the poor performance and/or attendance and/or the inappropriate behavior that has occurred since the time of the informal discussion(s) relating back to the original counseling session).

Effective immediately, you are expected to.....(describe what is required to improve and/or correct the unsatisfactory performance and/or attendance and/or behavior). Failure to demonstrate immediate and sustained improvement in these areas may result in further corrective action, up to and including dismissal.

Your signature below indicates your clear understanding of the unacceptable consequences of your past behavior and my future expectations of the corrective action you must exhibit. You also know what the potential consequences will be if my expectations are not met.

You have the right to request a review of this action by the Commander or Executive Board (depending on who the action is against). A copy of this document will be placed in your personnel file.

\_\_\_\_\_ Date: \_\_\_\_\_  
(Dining Facility Manager)

\_\_\_\_\_ Date: \_\_\_\_\_  
(Employee/Volunteer)