

To ensure the kitchen operations at Remuera Bowls and Bridge Incorporated remain professional, calm, and organised, here is a comprehensive procedures list for staff and volunteers.

- **Pre-Event Preparation**

- Sign-In: All staff and volunteers must sign the daily register upon arrival.
- Attire & Hygiene: Ensure a clean apron is worn. Wash hands thoroughly with soap and warm water for 20 seconds before handling any food or equipment.
- Station Setup: Review the daily catering schedule. Organise your workspace by gathering all necessary utensils and ingredients before beginning prep to maintain a quiet, orderly environment.
- Equipment Check: Ensure the coffee machine, oven, and dishwasher are operational and clean.

- **Food Safety & Handling**

- Cross-Contamination: Use designated cutting boards (e.g., green for produce, red for raw meat).
- Temperature Control: Keep high-risk foods (dairy, meats, seafood) refrigerated until needed. Ensure hot food is held at or above 60°C .
- Dietary Requirements: Strictly segregate items for specific dietary needs (e.g., gluten-free or sugar-free options) to prevent contact with allergens.
- Labelling: Any prepared food stored in the fridge must be labelled with the item name, date prepared, and "use by" date

- **Service Standards**

- Presentation: Food should be plated neatly with attention to detail. Ensure the service counter remains clear of clutter and crumbs.
- Environment: Maintain a low-noise atmosphere. Handle crockery and cutlery quietly and keep verbal communication professional and focused.
- Refreshments: When preparing coffee, ensure each cup is made to order with care. Keep the milk fluffing container clean and empty the coffee waste after every use.

- **Cleaning & Maintenance**

- "Clean as You Go": Wipe down surfaces immediately after use with food-safe sanitiser.
- Dishwashing: Load the dishwasher efficiently. Ensure all glassware is polished and free of water spots before being put away.
- Waste Management: Sort waste into general, recycling, and organic bins as per club policy. Empty bins at the end of every shift.
- Floors: Keep floor areas dry. If a spill occurs, clean it immediately and place a "Wet Floor" sign.

- **End-of-Shift Shutdown**

- Surfaces: Sanitise all benches, high-touch points (fridge handles, taps), and the coffee station.
- Storage: Ensure all perishables are sealed and refrigerated.
- Equipment: Turn off ovens, warmers, and non-essential appliances. Clean the coffee machine group heads.
- Restocking: Note any low stock levels (milk, coffee beans, tea, napkins) on the kitchen whiteboard for the next shift.
- Final Walkthrough: Ensure the kitchen is left in a "ready-to-go" state for the following morning's routine.

- **Compliance Note**

All personnel must familiarise themselves with the club's Health and Safety manual located by the first aid kit. Any incidents or equipment breakages must be reported to the Manager immediately.