

The Junior League of Houston, Inc. 2020-2021 Kitchen Pointers
Tea Room Kitchen Training
Administrative Items

Contacts for Kitchen:

- Alex Willis, Support Chairman; alexhaley86@gmail.com; 817.360.4511
- Mason Clelland, Support Assistant Chairman; mason.clelland@gmail.com; 713.822.5018

- Dress Code

- Hat/hairnet
- Hair pulled back (preferably in a bun)
- Cotton shirt (short or long sleeves)
- Jeans/khakis (no yoga pants)
- Close-toed shoes (rubber soles, i.e. sneakers)
- Minimal jewelry
- No Cell Phone use, leave purses in car
- No outside food or beverages in the Tea Room (don't want to lose our 501(c) status)
- Kitchen Tasks and Pointers (see below)
- Incident/Accident Reporting Procedure

Absences

Please refer to the Junior League Tea Room Volunteer Policies and Procedures for the full Absence Policy. We would like to mention a few extra details:

- Please sign in as you arrive. Failing to sign in defaults as an absence. It is imperative you be responsible for signing into the log to receive credit for your work.
- If there is an unforeseen circumstance on the day/night you are supposed to work, please email or call Mason or Alex **BEFORE** your shift to avoid an unexcused absence. We understand that sometimes that is not possible, but please try your best.
- Leaving early, unless released by the staff or your Head Active, will be considered an absence.
- Any volunteer arriving late to the required start time will have an unexcused absence, which will require adding that shift's hours on to your placement requirement and will be reported by the Head Active to the Kitchen Chairman. Note, if tardiness is deemed unacceptable per Head Active, you may be sent home and deemed a No Show.
- Provisionals: There may be a situation when you have a conflict with your educational meeting and a scheduled evening kitchen shift. Do not plan on attending both on the same night.

- No Show will require you to work a make-up shift. *We don't want to assign them any more than you want to work them!*

Substitutions

- When you know a date you need to miss, start looking for a substitute immediately – the sooner, the better! *Check the waitlist & contact the first person on the list!*
- You may remove your name from a roster up to one (1) week before the shift takes place. After that time, you must find a substitute. You may request a substitute online, but please remember that the shift remains your responsibility until you receive an email from the Junior League stating that a substitute has been found.
- Once you have found a substitute, email us to confirm the change in schedule. If you cannot secure a substitute, please email us. Once you have found a sub and notified us, it then becomes the responsibility of the sub to show up. If she forgets or does not show up to work, she will have to make up the shift.
- Most importantly, please make note of all substitutions in the sign-in book. On the day you substitute for someone, ***you must know the name of the volunteer whose shift you are covering.*** Please sign your name, along with the name of the person whose shift you are covering.
- If you exhaust all possibilities for a substitute and are still not able to secure anyone, please contact Mason or Alex.

Sanitation

Pointers:

- Always wear gloves when working
- Change gloves when switching tasks, opening doors, clearing dirty dishes, etc.
- Change knives/cutting boards/utensils when switching tasks, don't cross contaminate
- If you wouldn't eat it, don't serve/prep it

Saturday

Pointers:

The menu changes three times a year – summer, fall and spring. Kitchen volunteers prepare all salads, cold sandwiches and hot sandwiches that need to be grilled. We also garnish each plate before it is served.

Check the photo book to see how meals should be presented. The photo book will also give a list of the components needed for each salad or sandwich.. Michael will tell you how to garnish any specials.

Other garnish tips:

- Crepes – a little paprika (on crepe only) and parsley lightly sprinkled all over plate
- Risotto – parmesan cheese
- Wild rice/white rice – a little parsley
- Soup – parsley or cheese as instructed

Serving tips:

- All hot foods go out on a plate with a silver cover on it. The silver covers come in two sizes (one for a rim plate and one for a platter). The sizes look about the same, but the wait staff will teach you which covers fit which plates.
- Do not use the “bone china” plates (this is printed on the bottom of the plates). They are only for events in the Ballroom.
- Salads always go on a rim plate.
- If someone wants a condiment on the side, please put it on a small plate with a doily. Three items that should always be on a doily plate are: salad dressing on the side, picante for a taco salad and condiments for a burger.
- A cup of soup goes on a medium plate with doily and a spoon.

Pre-order tips:

- When you arrive, check the pre-order list and look for anything that is already made in the refrigerators. Just because something is pre-made does not mean it is useable. You might need to fluff it up or change out the fruit or garnish.
- Make sure you have enough garnishes and the supplies you need for the salads and sandwiches.
- It is much easier to restock the little front refrigerator early than while you are trying to prepare an order.
 - Prepare all the pre-orders. Then, check with your Head Active or Michael to make sure everything is ready for any large parties on the schedule.

Lunch tips:

- When an order comes in, follow the instructions of your Head Active. She should be the one to take

the ticket from the server. Dark Yellow will go to the server, pink on the tray, white on the line, and yellow to the chef.

- If you are not sure about an order, ask the waitress. Sometimes the tickets are not clear, and it is better to call a waitress back to clarify than to redo an order.
- When orders are ready and on the tray, please place the white ticket on top so the wait staff will know where to take it.
- Cover all food that you place into coolers/fridges.
- Be prepared to assist with pantry orders for box lunches or fresh to go items.

Evening Pointers

In the evenings, the kitchen is a bit different:

- Volunteers may help plate food on evenings when there is an event, but most other evenings will be spent preparing for the next day.
- Emilio or Marta will give instructions about what needs to be done. Once the tasks requested by Emilio and/or Marta have been completed, all additional evening tasks (see handout) must be completed.

General Pointers

The hardest part of starting in the kitchen is learning where to find the items you need. Here is a quick (but non-exhaustive) list:

- Aprons are on a shelf in the corner by the dishwashing area.
- Cut fruit, meats or cheeses are in the front walk-in refrigerator.
- Uncut fruit and vegetables, orchids and flowers are in the back walk-in refrigerator. If you cannot find mixed greens, ask the staff. They may be using a big container.
- Paper products and dry ingredients are in the back pantry.
- Bread for sandwiches is on a tall trolley cart by Michael's desk.
- To-go containers are on the shelves by the small front refrigerator, or in the corner of the kitchen near the kitchen sinks.
- Cutting boards and knives are in the room behind the fryer.

Be nice, polite and ask questions when needed. The staff is wonderful, and they are happy to help and enjoy teaching the volunteers how to prepare the food. Also, use your own experience and judgment – if something looks like it should not be served, tell your Head Active or ask someone if an ingredient can be substituted.

Additional Evening Kitchen Tasks

Kitchen tasks to be completed each evening:

- Prepare food as directed by staff.
- Fold napkins for next day's Tea Room operations (minimum 100). Confirm with the staff the style fold desired.
- Refill sugar containers in Tea Room, Ballroom and storage room. Make sure like color packets are grouped together and that all color packets are represented.
- Refill salt and pepper containers in Tea Room, Ballroom and storage room.
- Straighten up Tea Room for next day's operations. Make sure dirty dishes are returned to the kitchen, trash is picked up and each table has a centerpiece and events table tent. (Table tents are often in the hutch by the Tea Room entrance, if not out.)
- Wipe menus down and organize in the hutch by the Tea Room entrance.
- Re-stock credenzas (sideboards) in the Ballroom and Tea Room.
- Assist the staff with set-up for next day's events, as needed.
- Rinse and/or sort recyclable plastic, metal, glass and paper, as needed.
- Other tasks as directed by the staff.

Kitchen tasks to be completed if time remaining:

- Straighten up waitress lunchroom upstairs.
- Organize dishes on shelves in the kitchen and in the area between the kitchen and Tea Room.
- Roll silverware.
- Polish silverware.
- Other tasks as directed by staff.

The Tea Room is a place of business, a training ground for our volunteers and our greatest development opportunity for the Junior League. Even though we are volunteers, it is crucial for all of us to adhere to the policies and procedures to ensure its success.

If you have any questions, please call or email Mason or Alex. We are here to ensure the kitchen is staffed to provide a valuable experience and excellent service for our members and patrons. Thank you all for your cooperation, and we know we are going to have a fabulous year in the kitchen!