**Dudley Public School**

# CANTEEN PROCEDURES AND POLICIES

Dear Canteen Volunteers

Thank you so much for volunteering your time. We greatly appreciate your assistance and hope that you enjoy your canteen experience in return. The students certainly love to see you behind the counter of the canteen.

Please take the time to ready the following canteen policies and procedure, they contain information that you need to be aware of and will hopefully assist you throughout the day.


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Please let the Canteen Committee know if you have any suggestions which may assist in the operation of the canteen. Have a great day.

**The Canteen Committee 2014**

## IMPORTANT POLICIES AND PROCEDURES

## OH & S

Regulations Specify:

- Enclosed non-slip shoes should be worn.
- Hair must not be able to contaminate food : hair should be tied back where possible.
- NO CHILDREN (babies, preschoolers, school age) are allowed in the canteen when operational.

## Allergies

- Children with allergies are identified on the Allergy Board by name and photograph.

- Each child has a list of all standard canteen food items. Acceptable items will be noted with a tick.

**Should the child request an item that is not acceptable or that is not listed, the volunteer is to offer the acceptable items as an alternative.**

- Lunch orders of children with known allergies are to be clearly identifiable either by:
  A **coloured sticker** at the top of their lunch bag or
  The word **ALLERGIES** written in large red lettering at the top of the bag.

- To avoid cross contamination:

> These **lunch bags are to be PREPARED SEPARATELY and prior to the preparation of other orders.**

> Canteen volunteers are to thoroughly wash their hands before and after handling foods that are known to be highly allergenic.

> Use new gloves when handling foods that are known to be highly allergenic or when making the lunch of a child who is at risk of anaphylaxis.

> **Only use the RED ALLERGY CUTTING BOARD** for preparation of orders for children with allergies. Please do not use this board for any other purpose.

> Use a different set of utensils for preparing orders for children with allergies.

> Use hot soapy water to wash kitchen utensils contaminated with foods that are known to be highly allergenic.

> Use hot soapy disposable paper towel to wipe surfaces that have been used to prepare highly allergenic food, i.e. do not use a dishcloth.

## FIRST AID

- The First Aid Kit is situated in the cupboard under the cash drawer.
- Coloured Band-Aids are provided in the First Aid Kit for cuts and wounds.
- All accidents should be reported to the office.

## IOU'S

- P & C policy does not allow IOU's for either staff or students.
- In the event that a student does not have any lunch, teachers may request food to be provided.
- P&C policy allows for the provision of a small drink and a sandwich (vegemite or honey).
- A docket/note requesting payment is then sent home with the students.
- An IOU docket book is kept in the cash drawer and is only to be used in conjunction with the above circumstances.

## INVOICES

- All goods received should be checked against the invoice to ensure that the received order is correct.
- Date and sign the invoice "Goods Received" or notate any errors for the committee to follow up.
- The invoice is then placed in the coloured box on the desk in the canteen office.

## NO FREE FOOD

- **ONLY** rostered canteen workers are entitled to have their morning tea and lunch supplied at no cost.
- Please do not give free food away to anyone else including friends or children.
- Left over perishable food may be taken home in exchange for a token donation.

## FOOD WASTAGE

- Please ensure that all food is wrapped properly and stored correctly at the completion of your shift. This ensures that food is not spoilt resulting in wastage = $$.
- Also ensure that the canteen is left in a clean and tidy state with benches, microwave, shelves, sink and fridges wiped clean.

## RECESS SALES

- Teachers have requested that **NO FROZEN ITEMS** such as ice blocks, milk icees or slushies be sold at recess due to children returning to class after recess still eating them.

## ROSTER DAY

If you are unable to work your rostered day, please organise a swap or a replacement. Failure to do so may result in the canteen not being able to open on the day. Children arriving with a lunch order are then disappointed and receive a vegemite or honey sandwich for lunch.

## VOLUNTEER REGISTER / DAILY RECORDS BOOK

- **All volunteers must sign on and off.**
- Please sign the visitors book located in the foyer of the school office upon arrival and departure.
- Please also sign the record book located in the cash drawer in the canteen upon arrival and again on completion of your shift.

## DAILY CANTEEN TAKINGS

- Please ensure that the money collected is double checked by **two** roster volunteers and the *Daily Canteen Takings* form is completed correctly and signed by **both** parties.
- The completed form and money is then required at the office by **1.50pm** (for collection by bank representative. N.B. On a **Tuesday** and a **Friday** an initital count of the morning canteen takings need to be completed at the end of recess, recorded on a Daily Canteen Takings form and taken to the school office by 11.40am for collection by the bank representative, a secondary count needs to be completed and taken to the office at the end of your canteen shift.

## FLOAT

An amount of $6.00 in change is to be left in the cash drawer each afternoon as a float for change for the following day. The float does not get included in the money count when completing the Daily Takings Sheet.

## DELIVERIES AND SUPPLIERS

### Milk and Juice

- Milk and Juice is ordered by a committee member and delivered to the school usually very early in the morning.

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### Deli Meat for Lunches

- **Canteen Volunteers** purchase deli meats on a daily basis from the shop across the road "The Shop @ Dudley".
- The cost of goods purchased is to be put on the Canteen Account at the shop.

**Please purchase only the amounts required for the day (1 slice = 1 serve).**

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### Bread, Break Sticks and Rolls

- Are delivered to the Canteen by a committee member on a Monday morning for Monday & Tuesday orders, and then again on Thursday for Thursday & Friday orders.
- There is also a stock of rolls & bread in the freezer if extra are required on a particular day.

### Frozen Produce

- Are delivered by Ithaca Cold Storage each week (organised by a committee member).

### Fruit and Vegetable Produce

- Are delivered to the canteen by a committee member each week.

### Groceries

- Purchased from the supermarket and delivered each week by a committee member.

### Disposables / Confectionary / Bulk Groceries

- Are delivered by Lakeside Wholesalers each week (organised by a committee member).

### Baked Goods / Pies

- Are delivered by Thompson's Bakery each week (organised by a committee member).

### Icee Machine

- Cleaned by a committee member each week - Monday.
- Product refills are made up and kept in the fridge for storage.
- Roster volunteers can top up icee machine through the week as required.

### Tea Towels

- Please place dirty tea towels in the green bucket marked 'Tea Towels', the bucket is stored on top of the fridge located near the canteen front door.
- Are collected and washed by a committee member each week.

## FOOD PREPARATION HYGIENE AND SAFETY ISSUES

**Allergies**
**Refer Page 2**

# Noodle Cups

- Hot Noodle cups can cause serious burns
- Prepare as per product instructions
- The noodle cup must be allowed to cool for **at least 20 minutes** after adding hot water.
- **DO NOT GIVE** a child a noodle cup with boiling hot water.

**Heating Food Brought From Home**

- OH&S regulations state that the canteen microwave cannot be used to reheat food brought in by a child due to a possible contamination issue as well as uneven heating of food in the microwave causing hot spots within the food.
- If a child requests food to be heated, politely decline.

**Money in Lunch Bags**

- Health regulations do not allow money in the bags with food.
- Any change or refunds for the student must be attached to the front of the bag with sticky tape.

**Slinky Apple Machine**

- Please use caution when operating the apple slinky machine as the blades are sharp and fingers and hands can be easily cut, especially when attempting to extract the core from the prongs.

**Personal Belongings**

- Keep handbags and personal belongings away from food preparation services.
- Do not store handbags or personal belongings on bench tops.
- Do not smoke in canteen or on school grounds.

**Protective Clothing**

- Clean clothing should be worn.
- Aprons (kept in the bottom drawer) should be worn for food preparation: aprons protect food from bacteria on your clothes. Aprons should NOT be worn outside of food preparation i.e. take apron off before going to the toilet.
- Aprons should be placed with dirty tea towels for washing.
- Enclosed non-slip shoes should be worn at all times in the canteen, no exposed toes.
- Hair should not be able to contaminate food; hair should be tied back where possible or hat worn.

## Gloves

- The law requires that we take all practicable measure to avoid contact with ready to eat food.
- Gloves, utensils or a barrier such as a piece of paper can be used when handling food.
- Gloves are provided for volunteers to use when preparing food.
- Remember to wash hands prior to putting gloves on, otherwise you will be putting bacteria from your hands onto the outside of the gloves.
- Gloves should be changed regularly, when you change task or when they become soiled.
- When a task is difficult to accomplish using gloves or utensils, hands may be used but need to be washed frequently.
- Wear one glove only when serving and handling food at recess and lunch; collect money with the ungloved hand.

## Hand Washing

Regularly wash and dry your hands thoroughly whilst on canteen. The need to thoroughly dry your hands can't be overlooked; damp hands make it easy to transfer bacteria and viruses to food and food preparation surfaces.

- Hands should be washed in a separate basin (the handwashing basin near the front door of the canteen or the bathroom), never in the food preparation sinks.
- Wash your hands with soap and warm water and dry them thoroughly on a single use towel i.e. paper towel provided.
- Hands should be washed:

- On arrival at the canteen, this reduces new germs being introduced to the environment
- Before you prepare any foods
- After handling raw meat, poultry
- After handling known allergenic foods
- Before preparing orders for children with known allergies
- After going to the toilet
- After blowing your nose
- After touching or combing hair
- After handling food waste or garbage
- After handling money

## Jewelry and Nails

- Keep jewelry to a minimum as it harbours dirt and bacteria
- Keep fingernails short and clean

## Feeling Unwell

- If you are suffering from a transmittable condition or symptoms of food borne disease (such as diarrhea, vomiting, fever, sore throat with fever) do not engage in food handling.
- If you have sores on your hands, arms or face cover them with Coloured waterproof dressings and use disposable gloves.

## MORNING TO RECESS PROCEDURE

N.B. Some experienced volunteers may have a varied method of operating that works well for them. Some of the following procedures may also vary depending on quantity of orders.

- Please arrive at 8.30am to open up, or arrange for a team member to do so.

- Sign *Visitor's Book* in office foyer area.
- Collect tin and keys from office.

- Fill in and sign the ***Volunteer Register*** (required for insurance purposes). This should be in the cupboard under the cash drawer.

- Open shutters. Have lunch bags, pens and menus ready on counter to write orders for those who require them. Whilst collecting orders, check money and give change immediately where possible or tape coins to the outside of the lunch bag. **Health regulations do not allow money in the bag with food.**

- Attend to Icee machine:

- Top up icee machine using cold water in the blue containers from the refrigerator. If filling up the machine from empty, add half a bottle of syrup.
- Turn the **black** switch UP to the 1 position. The **green** button always stays on.

- Line oven drawers with foil.
- Turn the pie warmer and oven trays on to **HIGH** for pre-heating. Please ensure the bowl in the pie warmer contains water.

- Advertise any specials for the day on the chalkboard outside the door.

- Separate the orders into recess and lunch piles, as you receive them is usually easiest.

- Record orders onto **Daily Order Sheet.** This is useful for obtaining total quantities required for:

- bread rolls, pies, sausage rolls and finger buns,
- getting frozen food items out of the freezer, as well as
- summarizing other foods required for preparation.

- Allergy students' orders are to be prepared first to avoid cross contamination. Their lunch orders are identifiable by a sticker on the bag.

- Wash hands and put gloves on. Please use gloves diligently but sensibly i.e. always maintaining hygiene.

- Place non-hot & non-cold food lines into order bags i.e. straws, sauce, chips etc

- ***Cheese Bread*** - Prior to recess, grate approximately 2 cups cheese, cut bread stick into 2cm slices and top with grated cheese, pushing down with gloved hand and wrap in greaseproof paper or in paper bag.

- Place ordered bakery items, cheese breads etc in recess and lunch bags and place extras on a platter ready for display and sale. Store any cheese bread orders in the fridge until required.

- 10.00am Remove frozen foods from freezer as per totals in Daily Order Sheet i.e. nuggets, burgers, rolls, chicken meat etc and display/heat accordingly.

- HEATING SMALL QUANTITIES (depends on how frozen or defrosted items are)

10.30am All pies, sausage rolls, lasagne are placed in pie warmer. Turn down from high to 3 1/2.

- HEATING LARGE QUANTITIES (depends on how frozen or defrosted items are)

May need to leave oven and pie warmer on high for longer and may need to place food items in earlier.

- Have a morning tea break.

- Wipe down and prepare counter for recess sales i.e. Place fruit bowl on counter. Peel and cut up fruit for fruit cups or kebabs, neatly displayed to entice buying.

- Present platter of baked goods and/or cheese breads nicely on counter.

- Set up slinky machine on clear bench space out of the way of the serving counter.

## RECESS TO LUNCH PROCEDURE

- 11.00 - 11.20am Recess Sales
- Wear one glove only when serving and handling food, collecting money with ungloved hand.

- After recess, clear away counter, **close gauzed shutters.**

- 11.20am Turn oven down to 200 degrees. **Do not use bottom two drawers as they burn food quickly.**

Place burgers, nuggets, dino nuggets in drawers.

- Pizzas are to be taken out of the freezer and placed into the fridge to defrost.

At 12.30pm remove plastic from pizzas and microwave to cook, then place pizzas in the pie warmer to brown and keep warm.

- **NOODLE CUPS** should be prepared at 12.30pm and left to soak up all liquid.

- Prepare salad ingredients for salads, burgers etc. Ensure all food items being stored in the fridge or freezer are wrapped and market with the date of opening.

- Deli meat required for lunches can be purchased in The Shop across the road. Only purchase enough to fulfill your lunch orders on the day (no excess) **1 serve = 1 slice.**

Payment is by the Dudley School Canteen Account at the shop.

- If working a busy day, prepare small bags for nuggets, writing the quantity applicable to each order, bag them and return to oven. This will ease the assembling process at lunch time.
- Have a lunch break
- 12.20pm Prepare burgers, toast wraps etc for bagging.

- 12.40pm Assemble class baskets. Start to fill order bags, placing them in class baskets. Drinks can be placed in a separate bag labeled with the child's name to avoid combining hot and cold items together as well as avoiding mix ups and missing drinks.

- When class baskets are ready, clear away preparation areas and wipe down.

- 12.50 - 1.00pm Open screens ready for basket distribution. Kinders and Year 1 classes come down at 12.50, the rest of the classes come down at 1.00pm.

- Turn off pie warmer and oven drawers.

- Wash up, wipe counters ensuring all traces of food are removed, tidy up, remove foil lining from oven drawers.
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- Set up serving counter in readiness for lunch break counter sales. Any baked goods left from recess should be placed on a serving platter on the counter for sale.

## LUNCH TO LOCK UP PROCEDURE

- 1.00 - 1.30 pm Lunch Sales

- Towards the end of lunch, excess items that will not keep can be sold at 1/2 price. **PLEASE DO NOT GIVE AWAY FOOD.** Volunteers can also take unsold perishable items (items that will spoil if left overnight or will not be suitable for sale the following day) home in exchange for a token donation.

- Close gauzed shutters.

- **1.40pm** Leave $6.00 change in the drawer for float (this does not get counted or included with the daily takings). Two people are to count the money, complete and both sign the ***Daily Canteen Takings*** sheet. Please take care counting the money, ensuring that the amounts on the sheet are correct. **These are to be taken to the office no later than 1.50pm.**

- Note any items that need restocking on the whiteboard or call the appointed contact person if completely out of stock.

- The **black** switch on the Icee machine is to be pushed down to the II position. The **green** button always stays on.

- Check the drink fridge ensuring older stock is at the front and new stock at the rear.

- Place the **Daily Order Sheet** in the folder and ensure any delivery dockets are placed in the coloured box in the canteen office.

- If time permits, please restock items on shelves by placing the new stock at the rear of the old stock.

- Complete and sign the Volunteer Register.

- Lock Up:

- Ensure all food is wrapped, packaged and stored correctly to eliminate spoilage and wastage
- Ensure all work areas, ovens, fridges, microwave, sink and benches are clean and tidy
- Lock and bolt shutters and bar
- **ENSURE ALL FRIDGES AND FREEZERS ARE SHUT**
- Switch off lights and fans
- Lock doors.

- Return tin with keys to the office.

**Thank you very much for your wonderful efforts today.**

## END OF DAY CHECKLIST

- Counted the canteen takings and completed the canteen daily takings form ready to be dropped off at the office at the end of shift.
- Leave $6.00 change in drawer for float (this does not get counted or included with the daily takings).
- Ensure all food is wrapped, packaged and stored correctly to eliminate spoilage and wastage.
- Re-stocked the drink fridge, rotating drinks and removing out of date stock.
- Re-stocked the freezer as required.
- If time permits, rotate and re-stocked snack foods, removing out of date items.
- Noted low/out of stock items on the whiteboard for re-ordering.
- Replaced foil in heating trays if time permits.
- Place daily order sheet in folder.
- Placed all dockets in coloured box.
- Complete and signed the canteen attendance book.
- Ensure all work areas, ovens, fridges, microwave, sink and benches are clean and tidy.
- Turn the black switch on the Icee machine to the II position. The green button always stays on.
- Placed tea towels in the tea towel bucket for washing.
- Lock and bolt canteen shutters and bar.
- Checked that all fridge and freezer doors and drawers are firmly closed.
- Turned off pie oven.
- Turned off the lights, fan, A/C.
- Lock the door.
- Drop canteen takings off the office.
- Sign off in school visitors book.