

Welcome!

At our hotel, we pride ourselves on delivering a truly memorable dining experience to every guest. That's why your job as a Steward is critical to maintaining our reputation. You make certain that every service item is sparkling clean.

If you follow the standards and procedures in this handbook, you'll be delivering the kind of service that defines our brand: the *best* service in the world!





Before beginning your shift, make certain your grooming and attire meet your hotel's standards.



One of your most important responsibilities is to make sure all tableware items are clean and ready.



You may also be asked to help prepare food as instructed by the Cook.

PREPARING FOR YOUR SHIFT

- Before beginning your shift, make certain that your personal grooming and attire meet your hotel's standards
- Know and follow any sign in (and sign out) procedures in place at your hotel
- Before beginning work, check the Communication Board and with your Supervisor for
 - » Any special notices from management that could affect your shift
 - » Any announcements of new hotel policies or procedures
 - » Any Team Member activities that involve you
 - » Any functions that will involve Food & Beverage service
- As a Steward, you are an important member of your hotel's Food and Beverage service team; as such, make certain you know and follow
 - » All safety and sanitary procedures in place at your hotel
 - » All local food-and-beverage-related laws, rules and regulations

YOUR CORE DUTIES

- The details of your duties at your hotel may vary from those described in this handbook; always follow your Supervisor's instructions in all aspects of your job
- One of your most important areas of responsibility is making sure that all tableware items are
 - » Washed
 - » Cleaned
 - » In good condition
 - » Properly stored
 - » Available for use
- You may also be called on to
 - » Assist as directed in Banquet Service
 - » Support your fellow Food and Beverage Team Members as needed, including
 - Bussing tables during peak hours
 - Preparing food as instructed by the Cook
- Your hotel's kitchen is a busy place; always
 - » Be aware of everything going on around you
 - » Be on the lookout for – and alert your Supervisor to
 - Any potential hazards
 - Any malfunctioning equipment
 - » Be mindful of what your fellow Team Members are doing – and when they may need extra room or help

- » Stay focused on whatever you are doing, especially if it involves machinery
- Whenever you are working in view of the public, you are contributing to your hotel's reputation for great service – so always remember to
 - » Smile
 - » Look for any way to assist guests – or to get assistance for them – when needed and appropriate

LIFTING OBJECTS PROPERLY

- Since your job may require you to lift objects, it is important that you know and follow
 - » All safe lifting procedures and requirements in place at your hotel, as well as
 - » These basic guidelines
- Before you attempt to lift an object
 - » Determine if it's possible for you to lift it alone
 - » If it's too heavy or awkward, get help
- If you are able to lift the object
 - » Make sure your pathway is clear and dry
 - » Make sure the space needed to set the object down is clear and large enough
 - » Put one foot beside the object
 - » Put your other foot behind it
 - » Keep your back straight
 - » Bend your knees
 - » Lift with your legs, not your back
 - » Tuck in your chin and neck to avoid strains
 - » Grip the object with your whole hands, not just your fingers
 - » Draw the object up close to you
 - » Tuck in your arms and elbows
 - » Move the object to its destination
 - » Set it down by bending your knees, not your back



Whenever you are working in public view, smile and look for any way to assist a guest.



Before you attempt to lift an object, determine if it's possible for you to lift it alone.



Lift with your legs. Keep your back straight and grip the object with your whole hands.



When using workplace chemicals, follow all hotel procedures, and wear gloves & eyegear.



Read the chemical label every time before you use it.



Wash your hands regularly with soap and hot water.

WORKING WITH CHEMICALS AND CLEANING AGENTS

- It is important that you know and follow all procedures in place at your hotel regarding the use of workplace chemicals and cleaning agents
- Use chemicals and cleaning products provided by your Department only
 - » Never use products from a different Department
 - » Never bring cleaning materials into the hotel on your own
- Check with your Supervisor to find out if your hotel maintains Material Safety Data Sheets; if so
 - » Know where they are kept
 - » Regularly review the information they provide about
 - The kind and degree of hazards, if any, a product poses,
 - Precautions required to avoid problems when using the product, and
 - Procedures to follow should a problem occur
- Every time you use a cleaning agent or workplace chemical, check the label and follow all instructions for
 - » Safe and effective use
 - » A list of any protective clothing or gear needed when using the product
- Never mix any chemicals or cleaning products – even with water (unless the instructions specifically call for it)

MAINTAINING GOOD PERSONAL HYGIENE

- It is important that all Team Members working throughout your hotel maintain excellent personal hygiene
- It is especially important for you to do so since you are working in and around food and tableware
- Your most important hygienic responsibility is to wash your hands regularly with soap and hot water – and especially after
 - » Using chemicals or cleaning agents
 - » Eating
 - » Drinking
 - » Using the restroom
 - » Combing your hair
 - » Smoking
- Before arriving at your hotel, cover (and keep covered throughout your shift) all
 - » Small cuts
 - » Burns
 - » Sores

AN IMPORTANT NOTE ABOUT YOUR HOTEL'S DISHWASHING MACHINE

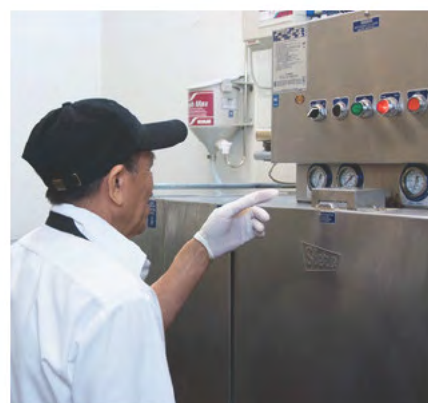
- ♦ The most important piece of equipment that you will be using as a Steward is your hotel's dishwashing machine
- ♦ These machines vary in detail from one hotel to another, so always check with your Supervisor to make sure you know exactly how your hotel's dishwasher works
- ♦ Always confirm with your Supervisor that the instructions in this handbook apply to your dishwashing machine; if they do not, follow instructions provided by your Supervisor instead

PREPARING THE DISHWASHING MACHINE

- ♦ All dish machines have three basic functions
 - » Washing (which may include a pre-washing cycle)
 - » Rinsing
 - » Sanitizing (or final hot rinse)
- ♦ Most dishwashers maintain pre-set water temperatures
 - » Pre-wash 110 – 140° F / 53 – 60° C
 - » Wash 140 – 165° F / 60 – 74° C
 - » Rinse 150 – 170° F / 66 – 77° C
 - » Sanitize 180 – 190° F / 82 – 88° C
- ♦ Make certain the machine in your hotel has presets in these ranges for each cycle; if it does not, or you can't confirm that it does, notify your Supervisor before operating the dishwashing machine
- ♦ Before operating any dish washing machine,
 - » Lift the tank covers
 - » Add clean water until the tank is no more than $\frac{3}{4}$ full
- ♦ Change the water in the machine
 - » At least twice during each shift, or
 - » As instructed by your Supervisor
- ♦ Inspect all wash arms and scrape trays to make sure they are
 - » Clean
 - » Free of debris
- ♦ Check the detergent dispenser or reservoir and refill it as instructed by your Supervisor
- ♦ It's also important that a dishwashing machine be set to allow enough time for items in it to dry before removal; check with your Supervisor to make certain your hotel's machine is properly programmed



The most important piece of equipment that you will use is the dishwashing machine.



Make sure the machine temperatures match the machine pre-set water temperature ranges.



Check the detergent dispenser and refill it as instructed by your Supervisor.



Prepare silverware for the dishwasher by letting it soak in a pre-wash soaking solution.



Wearing rubber gloves, scrape all food scraps into a receptacle or garbage disposal.



Load cups and glasses rim down.

USING THE DISHWASHING MACHINE

PREPARING ITEMS TO BE WASHED

- To prepare silverware for the dishwashing machine
 - » Get instructions from your Supervisor for mixing a pre-wash soaking solution
 - » Soak the items for 15 minutes (or as long as instructed) in
 - An aluminum pan or
 - A plastic bus pan lined with aluminum
- While the silverware is soaking, prepare tableware for washing in 3 stages
 - » Bus soiled items in plastic tubs from the dining area to the cleaning preparation site
 - » Sort them
 - » Scrape them
- Begin by removing any non-food items such as
 - » Paper
 - » Toothpicks etc.
- Wearing rubber gloves (and using a hand brush if necessary), scrape all food scraps as directed into
 - » A receptacle used for this purpose, or
 - » A garbage disposal (making sure that no non-food items get into the unit)
- If plates are not going to be washed immediately after scraping, stack and soak them in water to prevent food from drying on them
- Place soiled cups and glasses lip down in their designated washing racks

LOADING ITEMS

- Remove the silverware items from the pre-soak solution onto a flat rack and run them through the washer
- Place a maximum of 25 of the washed items handles up in the designated container and send them through the machine a second time to sanitize
- Load the racks on the conveyer in a specific order
 - » Glasses
 - » Cups
 - » Plates, saucers and bowls
- Avoid breakage by
 - » Placing similar items together
 - » Stacking dishes so that
 - They will not move around during washing
 - They are not packed too tightly

REMOVING ITEMS

- ♦ Always use gloves when handling freshly-washed tableware
- ♦ When removing silverware
 - » Grip by the handles
 - » Take care to avoid touching any surface that comes in touch with food or a diner's mouth
 - » Inspect to make sure all the items are clean; re-wash any that are not
- ♦ When unloading glass racks
 - » Unload one at a time
 - » Stack no more than 9 racks on a dolly
 - » Move the racks to their storage location
- ♦ When unloading dish racks
 - » Move the racks to the farthest end of the table
 - » Never touch the surface of any item
 - » Shake off any excess water
 - » Allow at least two minutes for air drying

MOVING AND STORING TABLEWARE

- ♦ Store clean silverware items in their appropriate containers
- ♦ Stack washed china in a clean "poker chip" dolly
- ♦ When moving any dolly or cart holding dishes
 - » Make certain it is not over-loaded
 - » Push it, never pull it
 - » Look for, and clean up, any spilled water
 - » Keep a clear line of vision in front of you
 - » Avoid hitting the cart too hard against any
 - Uneven floor surfaces
 - Raised mats
- ♦ Always thoroughly clean any container that will be re-used in the kitchen, including
 - » Bus tubs
 - » Trays
 - » Carts
 - » Dollies



Always use gloves when handling freshly-washed tableware.



When unloading dish racks, move them to the furthest end of the table.



Stack washed china in a clean "poker chip" dolly.



Always use gloves and extra care when handling broken items.



If you see a spill or a leak, clean it up immediately to avoid slips and falls.

DEALING WITH BREAKAGE

- Always use extra care when handling broken items
- When removing broken items from a machine
 - » Use gloves
 - » Do not reach in and grasp the item
 - » Open the door
 - » Gently extract the item or items
- Know and follow your kitchen's procedure for disposing of any items that are
 - » Broken
 - » Chipped
 - » Have cracks in them

KITCHEN FLOOR CARE

- You should monitor the condition of the floors in your hotel's kitchen at all times
- If you see a spill or leak, clean it up immediately to avoid slips and falls
- Be aware that water spills around dishwashing machines and sinks pose a special danger
 - » Keep clean floor mats in traffic areas around machines and sinks
 - » If a machine is leaking
 - Keep Safety Signs in place until the problem has been repaired
 - Report the unit to your Supervisor for repair
- Follow your Supervisor's instructions regarding how frequently you should clean kitchen floors
- Whenever possible, clean high traffic areas during slow periods
- When cleaning kitchen floors
 - » Place Safety Signs or Caution Cones around the area to be cleaned
 - » Roll up floor mats and take them to a separate area for cleaning
- NEVER PUT FLOOR MATS IN ANY MACHINE
 - » Clean in patterns that leave room for passing traffic
 - Finish one area before
 - Moving to the next
 - » Sweep the floor thoroughly to remove any debris
 - » Prepare a cleaning solution
 - Fill a bucket $\frac{3}{4}$ full of hot water
 - Add detergent as instructed by your Supervisor

CLEANING KITCHEN FIXTURES

WALK-IN REFRIGERATOR

- Check with your Supervisor to find out the best time to clean this important unit
- Notify your fellow Team Members when you are planning to clean the Walk-In Refrigerator – and make sure they get anything that they'll need during cleaning in advance
- Make certain no one else enters the refrigerator until you have finished cleaning it
- Begin by sweeping the refrigerator floor
- Wet mop – then immediately dry mop – one small area of the floor at a time
- Take special care when you are forced to step on a wet surface
- Keep in mind that the higher humidity in the refrigerator means drying will take longer than elsewhere in the kitchen

POKER CHIP DOLLIES AND QUEEN MARYS

- Use a hose and sprayer to wash and rinse all surfaces of these items, inside and out

STOVES AND KITCHEN LINES

- Use a folded cloth to thoroughly wipe all surfaces – top and bottom
- Never clean a stove top while burners are in operation

TRASH BINS

- Empty trash bins whenever they get close to full
- Dispose of the contents according to your hotel's standard operating procedures – usually in either
 - » A compactor or
 - » A dumpster
- When removing trash from a bin
 - » Tie off the top of the plastic liner
 - » Dispose of the whole bag as instructed by your Supervisor
- If you ever see any evidence of insects or pest in or around the trash, report it immediately to your Supervisor



Begin cleaning the walk-in refrigerator by sweeping it.



Once it is swept, wet mop, then immediately dry mop, one small area of the floor at a time.



Use a folded cloth to thoroughly wipe all surfaces. Never clean a stove top while burners are on.