

West Side Catholic Center Saturday Meal Procedures

3135 Lorain Avenue, Cleveland, OH 44113

Introduction:

- Parking is located off of W. 32nd Street, behind the building. Enter through the side double doors, which will be locked. Knock or ring the bell beside the door to enter.
- Two WSCC staff will be at each meal to answer questions, and assist with managing the crowd. They will give the clients numbered tickets, and call 10 at a time to the counter to pick up a plate. They will facilitate the prayer before the meal. Staff will secure the building after the volunteers leave. Please see staff for any questions you have or assistance you may need.
- Volunteers arrive at 8:00 A.M. to serve breakfast at 9A.M., and at 3P.M. to serve dinner at 4:30P.M.

Meal Preparation:

- Volunteers must wear gloves when preparing and serving food which are found in the kitchen island counter, second drawer from the left. Gloves are also required when wrapping and passing out silverware.
- Staff will place the food to be served on the kitchen counter for the volunteers
- Oblong metal baking pans are located under the microwave. Large metal serving bowls are in the far right cabinet under the island counter. Utensils are hanging on the wall by the stove, and in the metal drawers facing the stove. Pots and pans are on the shelf below the metal drawers facing the stove. Towels and dish cloths are above the sink. Knives are in the drawer by the sink.
- Lead Volunteer:
 - Arrives a few minutes before the rest of the group
 - Responsible for assigning volunteer duties and for time management
 - Assists where needed
- Cooks (2 volunteers):
 - Responsible for preparing the main course and the hot side dishes
- Cold Side Prep (1 volunteer):
 - Prepares the cold side dish. Usually salad or cole slaw.
- Dessert Prep (2 volunteers):
 - Divide desserts into at least 100 servings on small paper plates
 - Place the paper plates on large metal trays on the racks of the serving carts
- Beverage Prep (1 volunteer):
 - Pour or mix drinks in the two large round coolers
 - Add ice found in trays and plastic dishes
- Bread Prep (1 volunteer):
 - Place bread in aluminum trays
- Silverware Prep (2 – 3 volunteers):
 - Wrap needed silverware in napkins and place in large bowl to hand out to clients

Serving Station Set-up (2 volunteers):

- Place one package of paper plates on the far right side of the front counter. Count the plates if there are partial packages, in order to determine the number of meals served.
- Place beverage coolers and cups on the far left side of the front counter

- **Set up three serving carts along the counter in this order:**
 - **Main Course and Hot Side (towels under pans)**
 - **Cold side and bread**
 - **Dessert**

Serving the Meal:

- **The meal is served in a “buffet style.” Volunteers dish the food onto plates, which are provided to the clients.**
- **Lead Volunteer:**
 - **Keeps track of the number of meals served, distinguishing between “firsts” and “seconds.”**
 - **Serves as food runner**
- **Main Course/Hot Side (1 or 2 volunteers):**
 - **Dish the main course and hot side onto plate**
 - **Pass to the cold side volunteer**
 - **Use your discretion regarding portion size, to ensure each client receives a plate**
- **Cold Side/Bread (1 or 2 volunteers):**
 - **Dish cold side and bread onto plate**
- **Dessert (1 volunteer):**
 - **Place desserts on the counter near the beverages, and replace as needed**
- **Beverages (1 volunteer):**
 - **Stand on outside of counter and fill cups with beverage**
- **Silverware (1 volunteer):**
 - **Stands on the outside of the counter and hands each guest silverware**
 - **Helps pace the line**
- **Close the window shade at the counter when the meal is over. Staff can assist.**

Clean Up:

- **Dishwashers (2 – 3 volunteers):**
 - **This is a three step process: wash, rinse in plain water, rinse in sanitizer. The detergent and sanitizer are in a pre-mixed system, using hoses to fill the sinks.**
 - **Fill the metal pot in the first sink with dish detergent, by placing the left hose in the pot and pressing the button labeled “Sta-Glo” detergent. Pull the button out to turn it off.**
 - **Fill the middle sink with plain hot water**
 - **Fill the plastic tub in the right sink with sanitizer by placing the hose in the tub and pressing the button labeled “No Rinse Sanitizer.” Pull the button out to turn it off.**
 - **Wash, dry, and put away all pots, pans, utensils, drink coolers, and dishes used**
- **General Cleaning (3 – 5 volunteers):**
 - **Wrap and store leftover food in the refrigerators in the Sorting Room. Staff and volunteers are welcome to eat leftovers**
 - **Put serving carts away and wipe down counters**
 - **Turn off grill, burners, oven, and exhaust fans**
 - **Staff will sweep and mop**