

Delaware Technical Community College
Food Service and Conferencing

Policy and Operations Manual

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Unit Policies and HR Information

Unit policies are provided as a guide for expectations in attendance, punctuality, standard procedures, and professionalism. This unit adheres to the College's Human Resources Personnel Policy Manual (PPM) regulations and policies. If a conflict in policy occurs between this manual and the PPM, the policies in the PPM will be followed.

Attendance and Punctuality Policy

Delaware Tech management expects employees to be punctual and attend work regularly, so that the business meets the service expectations of the staff, students and other personnel.

Employees are to remain at work for the entire work schedule, except for unpaid meal or break periods. If an employee leaves their designated work area without notifying management, it may be considered job abandonment.

Failure to provide notification of absence for three consecutive workdays will be considered by management as a voluntary resignation.

PROVIDE NOTICE WHEN LATE OR ABSENT*

If an employee will be late or unable to report to work, he or she must:

1. Call your immediate manager or supervisor at the appropriate designated phone number, no later than 2 hours prior to reporting time.
2. Inform the manager or supervisor of the expected duration of your absence.
3. Give your reason or explanation for missing work.

*Occurrence of Absenteeism: Individual daily absences will be counted as one occurrence, regardless of reason or proper/improper call-in procedure. Employees that have a continued absence and provide medical documentation will be counted as one occurrence.

*Early/Late punctuality policy reflects clocking in or out 7 minutes after or before your scheduled start and end time.

REQUESTS FOR TIME OFF:

- For a vacation day(s), requests must be submitted at least two weeks prior to the first requested day off.
- Personal time off is to be requested (verbally and written) at least 48 hours prior to the date to allow for coverage, except in cases of extreme emergency.
- Multiple staff requests for time off on the same date will be considered on a first come, first served basis.

VERBAL COACHING AND COUNSELING:

Attendance and absenteeism issues are discussed with the management and with other appropriate supervisors in the unit area and/or Human Resources as needed. Factors which will be evaluated include:

1. Whether the occurrence of tardiness/absenteeism is excessive and/or detrimental to the delivery of services.
2. The employee's reason for absence.
3. The employee's record of absenteeism.

Please note: Attendance and/or punctuality is only one factor that relates to overall performance. Violations of other policies and/ or procedures in combination with poor attendance and punctuality will accelerate the progressive discipline process.

PROGRESSIVE DISCIPLINE:

Excessive tardiness or absenteeism may result in verbal warning, written reprimand, suspension with or without pay, or termination of employment. If you have a consistent issue with attendance, your manager or supervisor will discuss the matter with you. During this conversation, you will be advised on policies and time lines going forward about your attendance.

If you are absent for 3 or more consecutive days due to medical reasons, a written notification from a healthcare provider will be required in order to return to work.

I have read and understand this attendance policy.

Initials

Standard Operating Procedures

1. Two hour notice to your supervisor is required prior to calling out sick. You are allowed to leave a voicemail message or with personnel. However, it is your responsibility to contact your direct supervisor at some point that day.
2. Time off is to be requested (verbally and written) in accordance with the attendance and punctuality policy to allow for coverage, except in cases of extreme emergency.
3. All personnel are to report to work on time for their scheduled work shift. Call if you are going to be late. Excessive tardiness and/or absenteeism will result in disciplinary action.
4. Personal phone calls will be limited to essential emergency calls on the business line. Personal cell phone usage is limited to your break ONLY. Cell phone use is prohibited during work hours. This includes use of earphones/earbuds to talk or listen to music.
5. Personal items are not to be kept at the work station (grill line, stations, cash register), including wallets, purses, handbags, backpacks, coats, etc.
6. UNPAID breaks for part-time personnel are allotted (1) 15-minute break per shift. Breaks are accrued after four (4) consecutive work hours. All breaks are to be approved by supervisor if business needs allow. If business dictates, all work is to be completed before break is taken.
7. Breaks for full-time personnel are allotted (2) PAID 15 minute breaks AND (1) half hour UNPAID lunch break. This will be determined by workflow and discretion of supervisor.
8. Harassment and discrimination of any kind will not be tolerated.
9. If an employee is out due to illness or injury for a period longer than three (3) days, they are to bring in a doctor's note. Failure to bring a doctor's note will result in disciplinary action.
10. ALL food must be purchased for full price. You are to eat your meal on your break, and not at your work station. No food is to be taken off premises without the approval of the Supervisor.
11. All employees must adhere to the State Board of Health policies and procedures.

Initials

Telephone Answering Policy

This phrase is to be posted by the kitchen/cashier phone and spoken when answering the telephone:

Thank you for calling The Landing Café. This is _____. How may I help you?

Thank you for calling the Station Café. This is _____. How may I help you?

The Landing Café is the Stanton location, and the Station Café is the Wilmington location.

Uniform Policy

A proper uniform* reflects the level of service the unit wants to display. Clean, pressed uniforms present a positive image to your customers and leave them with a positive impression of the establishment.

An immaculate appearance is required and basic personal hygiene should be practiced daily. All staff must wear the approved uniform ONLY and employees must be in their complete uniform before clocking in for work. Service dress includes clean uniform, safety shoes, and nametag daily.

All uniform items must be kept neat, well repaired, and very clean, and the complete uniform must always be worn whether working with food in the kitchen, in front of the house area, or when cleaning work areas.

*Determination of proper uniform is at the discretion of management. Currently all café staff members are attired in shirt, pants, apron, hat, and shoes and socks as indicated below. Those employees failing to adhere to uniform policy may be asked to leave and return in proper uniform (time unpaid).

UNIFORMS

Item	Qty	Description
Hat	1	Black w/ logo (provided by management)
Apron	1	Black w/ logo (provided by management)
Shirt	2	Khaki and black with logo (provided by management)
Pants		Black khaki-style pants. NO JEANS (provided by employee)
Shoes		Black – upper portion must fully cover foot and be a non-porous material, non-slip soles (provided by employee)
Socks		Black (provided by employee)

APPEARANCE

- Facial jewelry may not be worn in any area of the operation.
- Fingernails must not protrude beyond the tip of the finger (unless gloves are worn the entire time). NO nail polish or fake nails.
- Hair must be tucked under the hat or tightly pulled back and secured at the nape.
- Makeup must be discreet and kept to a minimum.
- Men must wear their hair above the collar.
- Beards, moustaches and goatees must be neatly trimmed at all times. A beard guard may be necessary at the discretion of management.

Jewelry and other accessories should be limited to the following:

- Watch with tight fitting band, no bracelets.
- Wedding band or ring with a closely attached stone.
- Earrings not larger than a dime and nothing dangling lower than a half-inch from post. Only one pair may be worn.
- Necklace may be worn beneath the shirt.
- NO visible body piercing (INCLUDING TONGUE RINGS), offensive tattoos or unconventional hair color.

All parts of this policy, which do not require a purchase, are effective immediately.

I understand this policy and will follow its provisions on a daily basis.

Initials

Handwashing Policy

Procedure: ALL employees are to wash hands:

- **after** using restroom facilities **and again** in production or service areas before returning to work;
 - **after** handling **raw** meat, poultry, seafood and produce;
 - **before** starting to work and when returning from breaks;
 - **before** working with ready-to-eat food;
 - **between** handling different types of food;
 - **after** coughing, sneezing or blowing nose;
 - **after** touching hair, face, nose or other parts of the body;
 - **after** eating, drinking and smoking;
 - **after** cleaning;
 - **after** handling chemicals;
 - **after** handling dirty equipment;
 - **after** handling trash and other contaminated objects.
1. Wash hands thoroughly with approved antibacterial or antimicrobial hand soap. Pay particular attention to the areas underneath fingernails and between fingers. Wash hands and exposed parts of arms for at least 20 seconds. Rinse thoroughly with clean water. Dry hands with disposable towels or use an air dryer.
 2. Avoid re-contaminating your washed hands! Use a paper towel to turn off the faucet and operate the door handle.
 3. Keep fingernails neatly trimmed to make it easier to scrub them clean. Do not use fingernail polish because it may flake off into a customer's food. Do not wear artificial fingernails. Do not wear jewelry and watches on the hands or arms (except **smooth surface** ring / band) because they can harbor bacteria. Pieces of jewelry may come loose and get into the customer's food.
 4. Be sure all cuts, abrasions or burns are free of infection. Keep them properly covered with a tight-fitting, waterproof, leak-proof bandage. Also keep injured hands covered with tight fitting disposable gloves or finger cots. Keep cuts, abrasions or burns on exposed arms properly bandaged so they don't become a source of contamination.
 5. **ONLY** use approved handwashing sinks.
Never contaminate food by washing your hands in sinks used to clean food or food equipment, or by using wiping cloths to remove perspiration.

Initials

Meal Policy for DTCC Café Employees:

Procedure:

- 1) All DTCC café employees shall receive a 50% discount on meals.
- 2) One meal is allowed per shift.
- 3) There is a maximum of \$10 (regular price) per employee per day. This includes bottles beverages. Fountain beverages are complimentary.
- 4) No food is to be taken off-premise unless authorized by management.
- 5) All food consumption will be in designated dining areas ONLY. There will be NO consumption of food in food preparation areas, at register area or in storage areas.

Employee Station Duties

For all positions, the minimum service dress includes a clean uniform and safety shoes daily. See uniform section for details.

Although many tasks are job-specific, the primary expectation of ALL STAFF is to provide excellent service to all customers!! Job-specific details are listed below, but do not itemize all duties which may be requested or required of staff.

Grill Station Duties (AM and PM)

This employee will prepare food for sale to customers in accordance with safe food handling and sound business practices.

	Duties	Policy Notation
Preparation	Clock in with full uniform	
	Gather utensils	
	Sanitizer/Bucket with clean rag at station	
	Prep for main meal (i.e. make breakfast sandwiches and breakfast potatoes or lunch/evening entrées)	
	Make sure the specials of the day sign is posted and correct. All items must have a sign or a label.	
	Temp food that is held for service	
	Fill in HACCP sheets for hot items held for service	Must be served at 140 degrees or above. If below that mark, item needs to be reheated before service.
	Fill in HACCP sheets for cold deli items	Items need to be 40 degrees or below. If above that mark, pull from service and chill quickly (freezer for 20 min.).
Delivery	Open for designated meal	Greet customers with a pleasant smile. Fill any special requests.
	Keep grill clean	
	Additional assigned duties	AM – cookies, make wraps (chicken), cleaning, prep for lunch. PM - Bake pastries for next day. Prep for morning shift including traying up breakfast meats on sheet pans.
	Finish prep for today and tomorrow	Replenish refrigerated and frozen product at grill station.
	Clean grill again	
	Perform cleaning duties	
	Attend line meeting	
	Start to cook fried items according to business needs	
	15- Minute BREAK	Other staff to cover the grill line as directed by managers
	Communicate with Chef	(do not let food run out, give chef 15 minute notice)
	Keep pans clean and filled	(use smaller pans when we get slower)
	Continue keeping grill clean	
End of Shift	Restock station	AM- if levels are low, alert night time cook PM- Work with AM grill cook to replenish product at the grill and deli station for PM service.
	Wrap and label foods	

		Organize for next day	
		Clean entrée line and grill line	Wash with soap, water and green scrubbie
		Sanitize all stations	
		Perform cleaning duties	
		Clock out	

General Duties:

- Closely monitor the grill area during shift for efficient service to customers, sanitation, and quality of product.
- During slower periods, cook items to order to ensure the best quality.
- Follow portion sizes
- Fill out production log
- Keep station attractive and creative
- Keep grill clean at all times
- Keep foods fresh and filled (not over filled)
- Open items as you need them (do not over stock)
- Monitor the temperature of foods (temperature log)
- Fill out waste sheets as necessary

Monday, Tuesday and Thursday

Put away Sysco orders and other vendor deliveries in the appropriate spot in walk-in and freezer.

Label and date new products within one hour of delivery. Rotate older (inventory) product to use first.

Note: Due to the nature of the food service business, duties and/or schedules may change. Your flexibility is appreciated, as you may be asked to perform extra duties, stay late, or leave early.

Prep Cook Duties (AM and PM)

This employee will prepare food for sale to customers in accordance with safe food handling and sound business practices.

	Duties	Policy Notation
Preparation	Clock in with full uniform	
	Gather utensils	
	Sanitizer/Bucket with clean rag at station	
	Put out bagels, muffins, pastries and cookies on the salad bar.	
	Put on water for oatmeal. Turn on oatmeal kettle. On Mondays, prepare oatmeal.	Put out raisins, brown sugar, and cinnamon shaker along with oatmeal sign and spoons at serving station.
	Put out half and half, skim milk and whole milk on the condiment stand next to the microwave.	
	Put out fresh items, such as parfaits, grab-and-go fruit, strawberries, pineapples and grapes.	Make more parfaits or fruit cups if necessary.
	Prep for salad station and main meal	<ul style="list-style-type: none"> • Fill ice for the beverage station • Make pizzas for lunch period • Cook off soups • Set up salad bar, check for freshness, make additional product if needed. • Fill salad dressing bottles, replenish dressing packets, rolls wrapped and pitas cut into wedges.
	Make sure the specials of the day sign is posted and correct. All items must have a sign or a label.	
	Temp food that is held for service	
	Fill in HACCP sheets for hot items held for service	Must be served at 140 degrees or above. If below that mark, item needs to be reheated before service.
	Fill in HACCP sheets for cold deli items	Items need to be 40 degrees or below. If above that mark, pull from service and chill quickly (freezer for 20 min.).
Delivery	Open the salad bar; replenish/prepare additional items as needed.	Greet customers with a pleasant smile. Fill any special requests.
	Additional assigned duties	Check soup levels and napkin supply.
	Perform cleaning duties	Wipe down and sweep area around station during slower periods.
	Attend line meeting	
	30- Minute LUNCH BREAK	Other staff to cover the line as directed by managers
	Keep pans clean and filled	(use smaller pans when we get slower)
End of Shift	Restock station	AM- if levels are low, alert night time staff

			PM- Work with AM staff to replenish products for PM service.
		Break down as appropriate	Change pans, wrap and label items
		Organize for next day	
		Clean salad station line	Wash with soap, water and green scrubbie
		Sanitize all stations	
		Clock out	

General Duties:

DO NOT LEAVE STATION during service times unless you notify someone to cover.

Closely monitor station area during shift for efficient service to customers, sanitation, and quality of product.

Save any leftover product for next few days.

Monday, Tuesday and Thursday

Put away Sysco orders and other vendor deliveries in the appropriate spot in walk-in and freezer.

Label and date new products within one hour of delivery. Rotate older (inventory) product to use first.

Note: Due to the nature of the food service business, duties and/or schedules may change. Your flexibility is appreciated, as you may be asked to perform extra duties, stay late, or leave early.

Cook Duties (AM and PM) – SANDWICH/SALAD STATION

This employee will prepare food for sale to customers in accordance with safe food handling and sound business practices.

	Duties	Policy Notation
Preparation	Clock in with full uniform	Greet customers with a pleasant smile. Answer questions to the best of your ability – find another staff person if unable to assist.
	Gather utensils	
	Sanitizer/Bucket with clean rag at station	
	Check all sliced meats, cheeses and slice if needed.	
	Cook any chicken if needed for marinating and roast vegetables.	
	Prep all items for station, including salads, marinating tray, condiments (mayo, mustards), tongs, etc.	Fill any condiments or spices if needed.
	Make sure the specials of the day sign is posted and correct. All items must have a sign or a label.	
	Temp food that is held for service	
	Fill in HACCP sheets for hot items held for service	Must be served at 140 degrees or above. If below that mark, item needs to be reheated before service.
	Fill in HACCP sheets for cold deli items	Items need to be 40 degrees or below. If above that mark, pull from service and chill quickly (freezer for 20 min.).
Delivery	Open the sandwich/salad station; replenish/prep additional items as needed.	Greet customers with a pleasant smile. Fill any special requests.
	Additional assigned duties	Any other reasonable duties asked by your manager
	Attend line meeting	
	30- Minute LUNCH BREAK	Other staff to cover the line as directed by managers
	Perform cleaning duties	Wipe down and sweep area around station during slower periods. Polish stainless steel counter sides and tops. Clean any glass that is dirty.
End of Shift	Restock station	Check over menu for any menu items needed to pull from freezer for next day's service. Help stock

			cups, napkins, silverware etc. if time permits.
		Break down and clean as appropriate	Clean counter surface, glass and tray slide in front, sweep floor; clean glass front and back
		Wipe down and sanitize	All counters and black display tiles (clean AND sanitize); walls and doors, signs, salt and pepper shakers, and beverage coolers (clean)
		Perform cleaning duties	Organize shelves, grab-and-go case, refrigeration, hand-washing sink, sweep and mop area.
		Clean and sanitize sandwich station line	Wash with soap, water and green scrubbie
		Clock out	

General Duties:

DO NOT LEAVE STATION during service times unless you notify someone to cover.

Closely monitor station area during shift for efficient service to customers, sanitation, and quality of product.

Save any leftover product for next few days.

Monday, Tuesday and Thursday

Put away Sysco orders and other vendor deliveries in the appropriate spot in walk-in and freezer.

Label and date new products within one hour of delivery. Rotate older (inventory) product to use first.

Note: Due to the nature of the food service business, duties and/or schedules may change. Your flexibility is appreciated, as you may be asked to perform extra duties, stay late, or leave early.

Duties (AM and PM) – UTILITY STATION

This employee will provide support for the café operations by restocking supplies and products as well as sanitation of food preparation and customer areas.

	Duties	Policy Notation
Preparation	Clock in with full uniform	Greet customers with a pleasant smile. Answer questions to the best of your ability – find another staff person if unable to assist.
	Fill the front-of-the-house coolers with milk, water, juices, etc. (all but top shelf)	Turn Labels Forward to all Beverages
	Clean glass or shelving if needed	
	Clean dish machine out; fill machine with water.	
	Wash dishes as necessary	Record the temperatures from the dish machine, and the Sanitizer Solution concentration on their appropriate logs.
	Put away any dishes left over from previous night.	
	Put Away Orders	Note the date, and rotate stock and organize product (see schedule below)
	Fill Coke and Pepsi machines on the floor and the Starbuck's cooler	
	Clean glass on soda machines or cooler if needed	
	Check kitchen trash, empty if necessary	
	15- Minute BREAK	
	Empty the customer's trash area, after the breakfast period	Remember to double up on all trash liners in the trashcans.
Delivery	Clean entire area and polish when necessary.	The customer area needs to be kept well maintained and stay clean at all times. Clean cabinet if needed. Put away dishes.
	Replenish stock and utensils	Fill trays in front of the house; fill utensils and china, etc.
	Additional assigned duties	Any other reasonable duties asked by your manager. Assist Chef as needed.
	Attend line meeting	
	30- Minute LUNCH BREAK	
	Perform cleaning duties	Sweep and clean floors.
	Clean and put away dishes	Record temperatures; keep the conveyor belts moving through the rush hour.

	Check trash	Make sure trash is not getting overloaded; change the bags when they appear full
	Continue restocking plates and silverware throughout shift	
End of Shift	Finish cleaning tasks and putting away any remaining dishes	
	Perform cleaning duties	Clean and polish the tray & trash return area, both inside and outside of the dish room; clean pot sink and garbage disposal area. Check for debris on the floor under garbage disposal.
	Breakdown the dish machine	
	Take out remaining trash, set up trash cans for next morning	
	Perform cleaning duties	Sweep and mop the dish room floor and chef's area
	Clock out	

General Duties:

Closely monitor areas during shift for efficient service to customers, sanitation, and quality of service.

Monday, Tuesday and Thursday

Put away Sysco orders and other vendor deliveries in the appropriate spot in walk-in and freezer.

Label and date new products within one hour of delivery. Rotate older (inventory) product to use first.

Monday – Coke, Balford (put milk in cooler)

Tuesday- Sysco, perishables and dry storage

Wednesday – Balford (put milk in cooler)

Thursday – Pepsi (also check Bag in the Box to see if any need to be changed)

Friday – Sysco / Balford (put milk in cooler)

Note: Due to the nature of the food service business, duties and/or schedules may change. Your flexibility is appreciated, as you may be asked to perform extra duties, stay late, or leave early.

Cashier Duties (AM and PM)

This employee will prepare food for sale to customers in accordance with safe food handling and conduct the processing of payments according to sound business practices. Cashier duties listed below are general duties; functions relating to cash controls, payment processing, and other financial duties are detailed in the Payment Processing Procedures section.

	Duties	Policy Notation
Preparation	Clock in with full uniform	Greet customers with a pleasant smile. Answer questions to the best of your ability – find another staff person if unable to assist
	Verify drawer and be on the register by appointed shift time. Get any change needed for the shift.	Do not leave register unlocked while not attended.
	Sanitizer/Bucket with clean rag at station	
	Set up and replenish utensils, condiments and paper goods at front of the house as necessary.	
	Check beverage station for coffee product, cup refills, fountain beverage products.	
	Assist in kitchen with prep and dishes.	
	Unlock all merchandise, soda machine, deli case, and soda case, etc.	
	Set up menu items for main meal	AM- Bagel station with condiments, muffins, danish, cinnamon rolls, fruit, donuts, etc. Stock milk, juice and yogurt in first refrigerator case.
	Cut pies and cake for lunch/evening	
	Make sure the specials of the day sign is posted and correct. All items must have a sign or a label.	
Delivery		
	Additional assigned duties	Any other reasonable duties asked by your manager.
	Perform cleaning duties	Wipe down and sweep area around station during slower periods. Clean all tables between breakfast, lunch, and dinner periods. Polish stainless steel counter sides and tops. Clean any glass that is dirty.
	Attend shift meeting	
	30- Minute LUNCH BREAK or 15-minute BREAK	Other staff to cover the line as directed by managers

End of Shift		
	Wipe down and sanitize	All counters and attachments to beverage dispensers (clean AND sanitize); walls and doors, signs, salt and pepper shakers, and beverage coolers (clean)
	Clean and organize for next day	Shelves, coffee pots, beverage machine drains (hot water)
	Restock beverage cases as completely as possible.	
	Pull fruit at end of day and clean containers.	
	Lock all machines; wipe down coffee station, dessert station, etc.	
	Produce receipts and reports to verify cash and credit cards in accordance with payment processing procedures.	See Payment Processing Procedures section
	Clock out	

General Duties:

Practice customer service skills.

DO NOT LEAVE STATION during service times unless you notify someone to cover.

Closely monitor station area during shift for efficient service to customers, sanitation, and quality of product.

Monday, Tuesday and Thursday

Put away Sysco orders and other vendor deliveries in the appropriate spot in walk-in and freezer.

Label and date new products within one hour of delivery. Rotate older (inventory) product to use first.

Note: Due to the nature of the food service business, duties and/or schedules may change. Your flexibility is appreciated, as you may be asked to perform extra duties, stay late, or leave early.

Food Service Supervisor Duties (AM and PM)

This employee will provide management oversight for food preparation, processing of financial activity, and inventory control in accordance with sound business practices. Supervisory duties listed below are general duties; functions relating to cash controls, payment processing, and other financial duties are detailed in the Payment Processing Procedures section.

	Duties	Policy Notation
<i>Preparation</i>	Clock in with full uniform	Greet customers with a pleasant smile. Answer questions to the best of your ability – find another staff person if unable to assist
	Verify safe contents and deposit money in drawer for morning start up or afternoon shift change.	Do not leave register unlocked while not attended.
	Sanitizer/Bucket with clean rag at station	
	Set up and replenish utensils, condiments and paper goods at front of the house as necessary.	
	Check beverage station for coffee product, cup refills, fountain beverage products.	
	Make sure the specials of the day sign is posted and correct. All items must have a sign or a label.	
<i>Delivery</i>		
	Perform cashiering duties as needed for coverage.	Any other reasonable duties asked by your manager.
	Supervisory duties	Monitor work duties of staff members to ensure task completion in a timely and productive manner.
	Conduct/Attend shift meeting	
	30- Minute LUNCH BREAK or 15-minute BREAK	Other staff to cover the line as directed by managers
	Customer service duties	Ensure customer satisfaction in such areas as quality, service and problem solving.
<i>End of Shift</i>	Prepare for shift change or closure of Café	Communicate with next shift supervisor or break down front of house items to be placed behind gate.
	Prepare for cash drawer shift change or closure	Count out drawer and assemble shift activity deposit.
	Produce receipts and reports to verify cash and credit cards in accordance with payment processing procedures.	See Payment Processing Procedures section
	Clock out	

General Duties:

Practice customer service skills.

DO NOT LEAVE STATION during service times unless you notify someone to cover.

Closely monitor station area during shift for efficient service to customers, sanitation, and quality of product.

Monday, Tuesday and Thursday

Put away Sysco orders and other vendor deliveries in the appropriate spot in walk-in and freezer.

Label and date new products within one hour of delivery. Rotate older (inventory) product to use first.

Note: Due to the nature of the food service business, duties and/or schedules may change. Your flexibility is appreciated, as you may be asked to perform extra duties, stay late, or leave early.

Marketing and Signage

All signage and marketing efforts must be approved in advance by the Marketing Department.

Station Menus, Pricing and Cost Control

This section provides information on salad and deli stations as well as inventory control.

The New Deli

<i>Begin to build your creation</i>		\$4.29
1) Your meat	Ham, Turkey, Corned Beef, Tuna Salad, Chicken Salad	
2) Your bread	White, Wheat, Rye, Wrap	
3) Your spread	Mayonaise, Mustard, Honey Mustard, Horseradish Mayo	
4) Toppings	Lettuce, tomato, onion, hot/sweet peppers	

Served with pickle and chips

Substitute an upscale bread	Ciabatta, Croissant, Baguette, Pretzel Roll	\$.50
Substitute a chicken breast		\$.50
Add Bacon (2 pcs)		\$.80

Salad Action Station

BBQ Ranch Chicken Salad

Chicken Breast, Romaine, Roasted Corn, Tomato, Avocado, Tortilla Strips and BBQ Ranch Dressing

Nicoise Salad

Chunk white tuna, Green Beans, Red Bliss Potato, Black Olive, Boiled Egg, Tomato, Red Onion, Dijon Vinaigrette

Shrimp and Avocado Salad

Baby Shrimp, Sliced Avocado, Pico de Gallo, Mixed greens, jicama, tortilla strips, pineapple mango vinaigrette

Balsamic Berry Turkey Salad

Diced turkey, fresh strawberry, green onion, sliced almonds, spring mix with Balsamic Vinaigrette

Ham Fuscilli Salad

Diced Ham, Smoked Gouda, fuscilli pasta, cucumber, tomato, carrot, green peas, with buttermilk ranch dressing

Chicken and Roasted Vegetable Salad

Diced chicken breast, Roasted vegetables (zucchini, carrot, red onion, roasted red pepper, and mushroom) served with Red Wine Vinaigrette.

Mediterranean Salad

Fresh Hummus, tomato, cucumber, kalamata olive, feta cheese and toasted pita on spring mix with Balsamic Vinaigrette

Create your own salad

Choose any 1 protein with 4 other toppings and dressing

Salad Bar Prep List

- All product needs to be monitored daily for freshness.
- Any product that needs to be rotated should be put in separate location and labeled for use in soups and composed salads. Notify other team members to the availability of that product.
- At closing of business each day, all salad bar items need to be wrapped individually.
- Monday – all fresh products.
- Wednesday and Thursday – begin to rotate any leftover Monday product.
- Friday – back up should be limited to only use for that day.
- At closing of business on Friday, all perishable salad bar items need to be discarded.
- Any items that are prepped fresh on Friday needs to be labeled with date for use on Monday.

- Diced Chicken
- Diced Turkey
- Diced Ham
- Shrimp
- Hummus
- Tomato
- Cucumber
- Shredded Carrot
- Red onion
- Sweet Red Pepper
- Chopped Egg
- Sliced Avocado
- Kalamata Olive
- Black Olive
- Jicama
- Fusilli Pasta
- Roasted Corn
- Roasted Mushrooms
- Roasted Vegetables (Zucchini, Squash, Red Pepper)

- Strawberry
- Pico de Gallo
- Smoked Gouda
- Shredded Cheddar
- Crumbled Feta
- Sliced Almonds
- Tortilla Strips
- Pita Points
- Chopped Romaine
- Spring Mix
- Dressings (Ranch, BBQ Ranch, Dijon Vinaigrette, Mango vinaigrette, Red Wine Vinaigrette, Balsamic Vinaigrette)
- Assorted Dinner rolls (wrapped)

BUILD CARDS

BBQ RANCH SALAD

BBQ Ranch Dressing	2 oz
Tortilla Strips	¼ cup
Diced Chicken	3 oz
Avocado	3 slices
Chopped Tomato	2 oz
Roasted Corn	2 oz
Chopped Romaine	3 oz

SERVE ROLL ON THE SIDE

NICOISE SALAD

Dijon vinaigrette	2 oz
Chunk white Tuna flaked	3 oz
Green Beans blanched	2 oz
Red Bliss Potato quarters	2 oz
Nicoise olive	1 oz
Tomato chopped	2 oz
Red Onion	1 oz
Boiled Egg Sliced	1 ea
Mixed Greens	3 oz

SERVE ROLL ON THE SIDE

SHRIMP AND AVOCADO SALAD

Cilantro Lime Dressing	2 oz
Tortilla Strips	¼ cup
Baby Shrimp	3 oz
Pico de Gallo	2 oz
Sliced Avocado	3 slices
Jicama (julienne)	2 oz
Mixed greens	3 oz

SERVE ROLL ON THE SIDE

BALSAMIC BERRY TURKEY SALAD

Balsamic Vinaigrette	2 oz
Sliced Almonds	1 oz
Diced Turkey	3 oz
Green Onion sliced	1 oz
Sliced Strawberries	3 oz
Spring Mix	3 oz

SERVE ROLL ON THE SIDE

HAM FUSILLI PASTA SALAD

Buttermilk Ranch Dressing	2 oz
Diced Ham	3 oz
Smoked Gouda	2 oz
Fusilli Pasta	3 oz
Cucumber	2 oz
Tomato diced	2 oz
Carrot shredded	1 oz
Green Peas	1 oz
Mixed Greens	3 oz

SERVE ROLL ON THE SIDE

CHICKEN ROASTED VEG SALAD

Red Wine Vinaigrette	2 oz
Diced Chicken	3 oz
Rst. Zucchini	1 oz
Rst. Carrot	1 oz
Rst. Red Onion	1 oz
Rst. Red Pepper	1 oz
Rst. Mushroom	1 oz
Chopped Romaine	3 oz

SERVE ROLL ON THE SIDE

MEDITERRANEAN SALAD

Toasted pita	½ ea
Red Wine Vinaigrette	2 oz
Fresh Hummus	4 oz
Tomato diced	2 oz
Cucumber diced	2 oz
Kalamata Olive	2 oz
Feta Cheese	2 oz
Spring Mix	3 oz

SERVE ROLL ON THE SIDE

CREATE YOUR OWN SALAD

One protein	3 oz
4 toppings	2 oz
Mixed greens	3 oz
Choice of dressing	2 oz
Additional toppings	.50 ea

SERVE ROLL ON THE SIDE

Monthly Inventory Procedures

The best practice and the required procedure in the monthly process for taking inventory on the last Thursday of the month using a three-person process with a counter, a writer and someone to input.

1. Count from top shelf Left to Right. The counter should not skip an item. If necessary the writer can look for the item or write it down when called out.
2. Bulk dry items over 10 pounds should be counted by weight but they MUST be weighed on a scale for accuracy—dry beans, flour, candy, sugar, etc.
3. Continually organize your inventory shelf to sheet items so they are in order.
4. All vendor pricing for items are to be put on the inventory sheets the week they are received. Mark your invoice with “PU” to indicate that prices have been updated.
5. Count unopened cartons of dairy, bottles of soda by type (prices vary), packaged chips (by price brand type as prices vary), and packaged cookies (by type as prices vary).
6. Count unopened packaged sleeves of cups, plates etc. Package must not be opened.
7. Count portion control (PC) cases by .25 increments. (.25, .50, .75, 1.0)
8. Count individual packages of hot chocolate, tea, Crystal light--AGAIN if different prices than count individually such as Tetley tea bags and premium tea bags.
9. If you purchase produce from Sysco and from a local vendor than you need to have both listed on your inventory and update the local vendor prices. This is true if you purchase other emergency supplies from a non-Sysco vendor.
10. Produce is counted ONLY in whole units (i.e. each melon, each bag of cut lettuce) If any produce is opened or cut in any way, it CANNOT be counted.
11. If there is only one manager, then the manager will be the input and cannot be a counter or writer. All 3 people must sign and date the inventory count sheets and initial each page. This is part of inventory packet and is retained for 2 years. HOWEVER, it is acceptable for the manager to OVERSEE the caller and writer and point out corrections if they observe it while inventory is being taken (for example, employee counts 7 cans but manager observes 9 than he/she can correct the caller on the spot.
12. IF the person doing the input notices a discrepancy in the items counted, he/ she should change to correct amount on count sheet and enter, but also MUST get counter and writer to initial the change along with your initials.
13. The INVENTORY PACKET consists of the 3-person signed Count sheets, the manager signed/dated inventory summary report and the printed inventory extension sheet so it can be verified to insure it matches the count sheet. Also, review the inventory packet to check for unit extension errors such as counting sleeves and calculating case prices.
14. Annually on June 30 inventory must be completed and submitted to the Business office.

Cash Control and General Payment Processing

An important part of operations is payment handling, and associated duties with processing the financial activity of the unit area. This section addresses the responsibilities of those staff members involved in this critical function.

CASH REGISTER GUIDELINES

Cashiers, as with all staff, are expected to be professional at all times. Certain safeguards to protect the cashier and the Café should be observed. These guidelines are provided to ensure that the integrity of the financial transaction is intact.

- Cashiers are not to allow anyone to loiter at the registers and are encouraged not to have personal conversations while at the register.
- Cashiers are not to ring in their own purchases, and there is to be no comingling of personal and Café funds at any time.
- Cashiers are expected to ring in all sales accurately, and are responsible for knowing the pricing of menu items.
- Cashiers are to place bills on ledge of register in view of the customer and cashier until the transaction is completed. Once completed, cashiers are to close the register drawer between each transaction.
- If the register does not have a register display which faces the customer showing charges and totals, a receipt is to be provided.
- Cashiers are not to leave the registers unattended with the key in. When unattended, cash registers are to be locked and all keys removed, if applicable.
- Cashiers are to use the "tender" key only after all money has been received from the customer.
- Cashiers are to be held accountable for over/shorts according to HR Policy. (see notation in back up controls- P/PPcedures – add to that??)

Initials

**Delaware Technical Community College
Stanton/Wilmington Campus – Station and Landing Cafés**

Payment Processing Procedures

The objectives of a sound payment processing policy are:

- To prevent loss or theft of monies received into the cafe'
- To prevent employee theft
- To provide information to accurately report the cafe's financial activity.

The following cash control procedures are to be followed by the Stanton/Wilmington Cafés.

It is imperative that no one person completes a full cycle of accounting activity. This means that no person should have control of money and access to the accounting records. This separation of duties must be in place in order to have an effective cash and credit card control process.

The only checks received by the Cafés are from Camp on Campus payments. These checks are handled via Business Office staff designated as Cashiers. The Stanton/Wilmington Cafés have designated staff members at each campus who are responsible for processing cash and credit card payments. All payments must be processed as detailed below. (*reference Cashier Appointment Letter dated 7/9/13*)

The cash register is to be supplied with \$400 cash from the safe that is maintained in the Food Services Supervisor's area of the café. The AM and PM Food Services Supervisors have individual safes, which are designated to have a total of \$400 each. All cash refunds are refunded with cash, and credit card refunds are returned via credit card within 2-3 business days. The Café Conference Center and Food Services Manager II will produce the refund in the EPX system upon request by Food Services Supervisor. Credit card refunds are only conducted on Tuesdays.

A.M. Shift/Opening

- Because the cash register shuts down automatically at 2:00 AM, the POS system resets to a "0" balance. **Cashiers are to ensure that the correct date and time is set on the register.**
- Each AM, café Food Services Supervisor completes the Cashier Sheet in its entirety to validate prior shift cash activity. This verification is to be done by the shift Food Services Supervisor to verify cash prior to Cashier arrival. (*reference Food Services Supervisor Appointment Letter dated 7/9/13*)
- The verification should be noted in a log. The log will note the amount of cash being taken out of the safe or the cash register, the names of the Cashier and the Food Services Supervisor who are attesting to the amount of cash being removed, and the date. This is to be done each day without exception. The Business Office will conduct "impromptu audits" for verification of the amount of cash on hand. The hard copy log will be kept in the respective Food Services Supervisor's office.
- During the day, all transactions are to be rung through the automated P.O.S system (cash register). **Cashiers are required to ring in all sales immediately and accurately at all times.** This includes all customer cash and credit card transactions (no checks). As an exception, Camp on Campus check payments are

rung through the automated P.O.S system as a non-cash payment, and then entered into QuickBooks as part of the closeout process (see PM Shift/Closing).

- Food Services Supervisor and Cashier must follow counterfeit prevention procedures (*see Counterfeit Currency Procedures dated 9/23/11*). All cash bills greater than and including \$5 must be checked.

Mid-Day/Shift Change

- Opening Food Services Supervisor must run a System Report from the P.O.S. to validate the amount of cash on hand at the close of the shift (approximately 2:30 PM).
- Reconciliation of cash on hand must be signed-off by both the Cashier for that shift and the AM Food Services Supervisor on duty upon receipt (POS daily system report is generated, and must match count of cash on hand). The AM Food Services Supervisor counts the cash collected up to the point of closeout, and collects all credit card transactions. Any overages in excess of \$400 in cash must be deposited with daily cash activity by 4:00 p.m. daily in the Business Office. Credit card transactions are forwarded to the PM Food Services Supervisor for evening closeout. This is noted on the Daily Cashier Sheet. The \$400 must be returned to the AM Food Services Supervisor's safe for the next business day.
- A Banner receipt for cash is generated by the Business Office Cashiers, and is filed with the backup documents in the office of the Café Conference Center and Food Services Manager II.
- The Business Office payment processing procedures are to be followed when deposits are taken to the Business Office each day.
- The PM Food Services Supervisor assumes the responsibility of the cash register from the AM Food Services Supervisor via sign-off of the system report verifying the activity. The PM Food Services Supervisor counts the safe for opening the shift.

P.M Shift/Closing

- Reconciliation of cash on hand must be signed-off by both the Cashier for that shift and the PM Food Services Supervisor on duty upon receipt (POS daily system report is generated, and must match count of cash on hand). The PM Food Services Supervisor verifies the revenue collected from mid-day shift change to the point of closeout, and deposits cash and credit card transactions in the PM Food Services Supervisor's safe. Any overages in excess of \$400 in cash must be deposited the next business day by 2:00 p.m. This is noted on the Daily Cashier Sheet. The \$400 must be returned to the PM Food Services Supervisor's safe for the next business day.
- At the close of the day (approximately 6:30 PM), the contents of the cash register drawer are to be verified and initialed by the PM Food Services Supervisor. This is recorded via the Cashier Sheet (**see attached example**) and conducted in the Food Services Supervisor's office.
- The closing PM Food Services Supervisor processes the end of day credit card transactions for closeout of the business day (*reference POS/EPX Credit Card Processing dated 7/9/13*). All signed credit card receipts, the report from POS, and a calculator tape of totals is submitted to the Café Conference Center and Food Services Manager II for processing and reconciliation.
- All cash and credit card register transactions are to be entered into the QuickBooks accounting system by the PM Food Services Supervisor.
- Once the information is entered into the accounting system, a Daily Sales sheet will be produced from QuickBooks. The Daily Sales sheet and POS System Report should reconcile completely with one another. The designated Food Services Supervisor will also sign off on the Daily Sales sheet.

- The PM Food Services Supervisor keeps the cash in the supervisor's safe located in supervisor's office until the next business day, when the cash is deposited in the Business Office prior to beginning the shift (approximately 2:00p.m.).
- A Banner receipt for cash and credit cards is generated by the Business Office Cashiers, and is filed with the backup documents in the office of the Café Conference Center and Food Services Manager II.
- The Business Office payment processing procedures are to be followed when deposits are taken to the Business Office each day.

Credit Card Reconciliation

- The Café Conference Center and Food Services Manager II will reconcile credit card transactions between the EPX and POS reports daily. (*reference POS/EPX Credit Card Processing dated 7/9/13*)
- The credit card activity period is from 8:00a.m. – 6:30p.m. The documentation from the PM Food Services Supervisor is verified, and matched to the EPX report. The EPX report is available two days after the activity period. Once the EPX report is verified to the activity, both reports and the credit card receipts are submitted to the Business Office for deposit. A Banner receipt is generated by the Business Office Cashiers, and is filed with the backup documents in the office of the Café Conference Center and Food Services Manager II.
- In the event that the Café Conference Center and Food Services Manager II is unavailable to run the EPX reports, the Management Analyst II and the CCP Assistant Director can serve as back up.

Backup Controls

- The contents of the cash drawer are to be secured in the safe that is located in a secure area.
- All backup, including the daily System Report, Daily Sales Sheet, Banner report and deposit information is to be maintained by the Cafe' Conference Center and Food Services Manager II in his/her office.
- The backup and reporting information should be organized in such a way that spot audits could be easily undertaken by an independent party.
- The Cafe' Conference Center and Food Services Manager II will routinely investigate shortages and overages as well as all voids. The shift Food Services Supervisor has the ability to void a transaction, not the Cashier.
- Small overages and shortages are common. Overages and shortages of a substantial amount greater than \$5.00 should be investigated as should any patterns that emerge as the result of this routine supervisory review.
- The Café Conference Center and Food Services Manager II will report these overages/shortages to Public Safety, who will document the details on an incident report. The report will then be forwarded to the Business Manager or the Assistant Business Manager and to the CCP Director.
- Unannounced mid-shift register audits will be conducted by the shift Food Services Supervisor at least once every quarter for each Cashier. Audits may also be conducted by the Business Manager, CCP Director, or designees. The Cashier Report should be used for this purpose.
- Unannounced audits of operations (including supervisory activity) will also be conducted quarterly by the Conference Center and Food Services Manager II, Management Analyst II, CCP Assistant Director and CCP Director.
- Audits for QuickBooks activity will be conducted quarterly by the above mentioned personnel.

Accounting System

- All receivables and payables are required to process within one week of receiving them.
- The First State Financial system is used to process account payable invoices to vendors. The receiving supervisor acknowledges the receipt of product(s), and forwards the invoices to the Secretary for processing. The invoice is stamped "ok to pay" and signed by the Café Conference Center and Food Services Manager II. The Secretary produces a chart of accounts, and obtains departmental signatures for approval. Once all signatures are obtained, the invoice and chart of accounts is forwarded to the Senior Administrative Coordinator for entry into FSF. Documents are returned to the Secretary for copying and forwarding (originals) to the Business Office.
- Quick Books is used by the Cafe' to keep track of accounts receivables for catering. For FY14, it is also being used to track daily revenue deposits for appropriations 20246-04 (Wilmington) and 20246-05 (Stanton).
- QuickBooks is used by the Secretary, the Food Services Supervisor, and the Café Conference Center and Food Services Manager II to generate invoices for services rendered through conference center and catering activities and applies payments for the invoices produced.
- The Supervisor generates the information for the invoice via a Food Services Agreement (TBD) based on the conference center or catering request. The Café Conference Center and Food Services Manager II will secure the client approval via a signed Food Services Agreement. The Secretary produces the invoices based on the signed agreement and forwards to the client for payment processing. Once payment is received, the check/credit card, a copy of the invoice, the Food Services Agreement and a copy of the contract are provided as back up for the deposit to the Business Office. (***reference Food Services Agreement***)
- A monthly First State Financial report is generated, which is reconciled against information in the QuickBooks accounting system.

No Pay Outs

Effective June 1st of 2008, the Cafeterias will not be authorized to use C.O.D. vendors for the delivery of any products. *** \$200.00 Petty Cash available in Business Office for emergency situations***

MEMORANDUM

TO: Deans and Directors, Managers, Supervisors, and Public Safety Officers
Stanton/Wilmington Campus

FROM: Daniel R. Ehmman, Business Manager
Stanton/Wilmington Campus

DATE: September 26, 2011

RE: **COUNTERFEIT CURRENCY PROCEDURES - REMINDER**

It has been some time since we have formally discussed counterfeit procedures. This document serves as a reminder to anyone that handles cash payments.

There have been sporadic occurrences of counterfeit currency exchanges at the campus. When this occurs, it results in a financial loss to the College.

All bills must be inspected by the campus employee accepting payment. If you suspect a counterfeit note, please follow the following steps as instructed by the United States Secret Service:

1. Do not put yourself in danger.
2. Do not return the bill to the passer.
3. Observe the passer's description – and their companions' descriptions – and write down their vehicle license plate numbers if you can.

For the purpose of campus procedures, staff should ask for the student's College ID and should record the student's name and ID number.

4. Contact your local police department OR call your local U. S. Secret Service Office.

For the purpose of campus procedures, staff will contact Public Safety at this step, and Public Safety will complete the investigation, according to U.S. Secret Service or local law enforcement guidelines. Step 4 is continued below.

Keep in mind that counterfeit currency is not legal currency; therefore, it is a crime to knowingly pass the currency which has now been labeled as suspect. This is why the bill

should not be returned to the bill passer. Legally, there is no financial remuneration for the confiscation of counterfeit bills, but despite this, the campus will need to accept the payment and will need to process a receipt to the customer. If necessary, the Business Office will make an adjustment on the receipt, in the same manner that we would for a returned check.

Generally speaking, if the cost of services sold is under \$20.00, then a payment in a denomination larger than \$20.00 should not be accepted in any campus service area (for example: it would be unusual for a student to make a \$50.00 cash payment for a \$2.00 food purchase in the cafeteria). Common sense should prevail. If an unusual denomination is presented, then our staff has a responsibility to respond with an unusual level of scrutiny and observation. Do not hesitate to request identification with an unusual cash payment.

Counterfeit detection pens are available through the Business Office, and should be used on any denominations of \$20.00, and above. These pens are not 100% effective; however, they are a deterrent and will identify counterfeit bills on bad paper. By making a small mark on the money, the mark should remain a light gold color. A bill is immediately suspected to be counterfeit if the mark turns black or dark grey.

Other detection features of currency include:

COLOR-SHIFTING INK: If you hold the new series bill (except \$5 note) and tilt it back and forth, please observe the numeral in the lower right hand corner as its color shifts from green to black (or copper depending on the denomination) and back.

WATERMARK: Hold the bill up to a light to view the watermark in an unprinted space to the right of the portrait. The watermark can be seen from both sides of the bill since it is not printed on the bill but is imbedded in the paper.

SECURITY THREAD: Hold the bill up to a light to view the security thread. You will see a thin imbedded strip running from top to bottom on the face of a banknote. In the \$10 and \$50, the security strip is located to the right of the portrait, and in the \$5, \$20, and \$100, it is located just to the left of the portrait.

ULTRAVIOLET GLOW: If the bill is held up to an ultraviolet light, the \$5 glows blue; the \$10 bill glows orange, the \$20 bill glows green, the \$50 bill glows yellow, and the \$100 bill glows red. The Business Office is in the process of purchasing this equipment for use in the Business Office.

MICROPRINTING: There is a minute microprinting on the security threads: the \$5 bill has "USA FIVE" written on the thread, the \$10 bill has "USA TEN" written on the thread; the \$20 bill has "USA TWENTY" written on the security thread; the \$50 bill has "USA 50" written on the thread; and the \$100 bill has the words "USA 100" written on the security thread. Microprinting can be found around the portrait as well as on the security threads.

FINE LINE PRINTING PATTERNS: Very fine lines have been added behind the portrait and on the reverse side scene to make it harder to reproduce.

COMPARISON: Ink should feel slightly raised. Compare the feel and texture of the paper with other bills which you know are authentic.

Step 4, continued:

Upon the decision to contact Public Safety, please limit the handling of the suspected bill.

Public Safety will confiscate the bill, and they will place the bill in a protective covering, such as an envelope.

Public Safety will complete a College incident report, and they will ensure via the Business Office, that the payment has been flagged and processed properly.

Public Safety and/or the Business Office will complete the "Counterfeit Note Report" found here:

http://www.secretservice.gov/money_receive.shtml

Public Safety will call the local U. S. Secret Service Office or local law enforcement agency, once all steps are complete.

Please contact me if you have any questions.

DE/cn

POS/EPX credit card processing

Closeout Process- Credit Cards

- Visa and MasterCard are the only types of credit cards accepted by the Café.
- 1) Closing (PM) Food Services Supervisor initiates the process to close credit card activity for the day. From the Digital Dining Program, reports are run by Food Services Supervisors in the back office system as follows:
- a) Go to "Utilities"
 - b) Select "Process Registers"
 - a. Process Credit Card Authorizations
 - c) Go to Reports – Print Credit Card Summary Report
 - d) Go to Reports – Print Credit Card Detail Report
- The closing PM Food Services Supervisor processes the end of day credit card transactions for closeout of the business day. All signed credit card receipts, the reports from POS (c, d), and a calculator tape of totals is submitted to the Café Conference Center and Food Services Manager II for processing and reconciliation with EPX report(s).
 - The Café Conference Center and Food Services Manager II will reconcile credit card transactions between the EPX and Daily Revenue System Report (POS) reports daily.
 - The credit card activity period is from 8:00a.m. – 6:30p.m. The EPX report is available two days after the activity period and available for settlement. Reports not matching must be resolved prior to deposit. Once the EPX report is verified to the activity, both reports and the credit card receipts are submitted to the Business Office for deposit.
 - Credit card refunds are returned within 2-3 business days. The Café Conference Center and Food Services Manager II will produce the refund in the EPX system upon request by Food Services Supervisor. Credit card refunds are only conducted on Tuesdays.

**Some variation may occur due to weekends, holidays, etc. but should reflect one day of activity.*

- 2) The Café Conference Center and Food Services Manager II will run an EPX Report as follows:
- Website: <https://websuite.epx.com/>. Log into merchant area. Once IN THE system, click on "Reports." Select the report under Credit Card category titled "Merch - Credit Card Settlement Report."
- a. Select the frequency. Can be one time, or set up to automatically run daily.
 - b. Select the time zone.
 - c. Set the schedule time (a prior time if running a current report, or a specific time prior to needing the report).

- d. Set the start and end date as required.*
 - e. Status should be marked "Enabled."
 - f. Save your parameters. Note: can have one report for "on-demand" reports set up and another parameter set up for ongoing daily reports.
 - g. Expand + next to Credit Card Settlement line item to expand the menu. Reports in queue will show up as pending. Collapse and expand the report (+) until the report is marked as "Completed" with the date and time stamp.
 - h. Open the report by selecting the "Report" link on the right of the line. Open, save the report as needed (EPX only saves 7 days of activity), and print the PDF report.
Note: The EPX report date is for the current date, but reflects previous credit card processing activity.
 - i. Fraud control reports may indicate problems with credit card processing. Check under Utilities>Fraud Control>Fraud List. Items that are suspect are held until released. If activity is there, research the item. If it is a legitimate sale or refund, click the down arrow next to "hold" and change to "release." Print a copy to provide as backup to the daily work to account for the discrepancy. Save the record. These transactions will appear in the next day's EPX report.
- 3) Stamp the EPX and Daily Revenue System Report (POS) reports with Approver/Business Office stamp; sign as Approver.
- 4) Hand write the amount(s) of credit card deposits next to appropriations (20246-05-Stanton; 20246-04 Wilmington) on the EPX and Daily Revenue System Report (POS) report.
- Make a copy of both of the reports. Deliver originals to the Business Office. Business Office cashier will sign on the Business Office line of stamp, and will immediately provide a copy of the signature page of the EPX and Daily Revenue System Report (POS) reports to Approver. Business Office retains original EPX and Daily Revenue System Report (POS) reports. A Banner receipt is generated by the Business Office Cashiers, and is filed with the backup documents in the office of the Café Conference Center and Food Services Manager II.
 - In the event that the Café Conference Center and Food Services Manager II is unavailable to run the EPX reports, the Management Analyst II or the CCP Assistant Director can serve as back up.

Employee Training

A goal of the unit is to provide continuous feedback and improvement through training of unit staff members, which may include professional and personal development.

Daily Line Meetings/Training

Policy: Daily line meetings will be conducted in each operating unit as directed by an appointed key employee.

Procedure:

1. Line meetings are most effective during the 5-10 minute period prior to opening for lunch/dinner.
2. These meetings are conducted in the front of the house, so that ALL employees may attend. It is also important for non-culinary staff (utility, office personnel, etc.) to attend because the knowledge acquired during the meeting must be consistent throughout the operation.
3. In the event the unit does not close between AM and PM hours, a designated employee can be available to respond to customers' needs during the duration of the meeting.
4. The format for these meetings should include:
 - a. Menu specials for the day
 - b. Combo specials along with proper pricing
 - c. Upcoming events in the Café that management would like the employees to promote and catering.
 - d. Unit specific details for the day (special prep assignments, additional cleaning, etc.)
 - e. Employee acknowledgements (birthdays, employment anniversaries, etc.)
 - f. Customer focus for the day.
5. Employees should be encouraged to participate at the meetings by discussing menu items they have prepared or questions they have on material discussed.
6. The meeting also encourages employees to be conscious of timing and to be prepared to serve customers immediately after the meeting.
7. The knowledge acquired at this meeting shows customers that our staff is informed of the operation and product they are serving.
8. Twice monthly a safety topic should be discussed at the meeting. Employees should receive a brief handout related to the training and must sign off on a training attendance sheet that they have attended or received the training material

Training Schedule 2016

	Food Safety	Physical Safety
January	Foreign Objects in Food	Fire Safety/Emergency Evacuations
January	Food Security	
February	Food Allergies	Back Injury Prevention
March	Thawing Food	Knife Safety
April	Receiving and Storing	Actions for Emergencies: Slip, Trip and Fall
May	Sanitizing Food Surfaces	Burn Prevention
June	Washing Pots and Pans	Injury and Illness Response
July	Preventing Cross-contamination	Equipment Safety
August	Handwashing/Glove Use	
September	Calibrating and Use of Thermometers	Bloodborne Pathogens
October	Cooking Temps	PPE Training
November	Cooling Food	Chemical Hazard
December	Reheating Food	Lockout/Tagout

Daily Reporting

- Absentee Calendar
- Cashier Sheets w/ Daily Cashier Log
- Daily Deposit Checklist

Weekly Reporting

- Weekly P&L statement w/ Variance Explanation
- Labor Report and/or Labor Calculator
- Purchase Tracker
- Weekly Sanitation/Safety Guides
- Waste Sheets
- Cashier Sheets w/ Daily Cashier Log

Monthly Reporting

(to be compiled in monthly files)

- Freezer Temperature logs
- Refrigerator Temperature Logs
- HACCP Food Temperature Logs
- Pest Activity Log
- Monthly Trainings (Food Safety, Physical Safety, Operational, etc.)

I certify that I have read and have been provided a copy of the Delaware Technical Community College’s Food Service and Conferencing Policy and Operations Manual. I agree to follow the policies and procedures as outlined in this document and understand that signing this page will serve as my understanding of specific policies, namely:

- **Attendance and Punctuality Policy**
- **Special Operating Procedures**
- **Uniform Policy**
- **Handwashing Policy**
- **Cash Register Guidelines (as applicable)**
- **Payment Processing Procedures (as applicable)**

A copy of this signature page will be placed in my Human Resources personnel file.

Signature: _____

Date: _____

Witness: _____

Date: _____

Appendix Documents

Absentee Calendar

2013 ABSENTEE CALENDAR

Employee Information	Absent Codes	
Name: _____	T - Tardy	1 - Lack of Work
Address: _____	H - Holiday	2 - Sick (Employee)
Phone: _____	L - Layoff	3 - Family Sickness
SS #: _____	P - Partial Hours Worked	4 - Accident (off the Job)
Dept.: _____	V - Vacation	5 - Workers' Comp.
Position: _____	O - Other: _____	6 - Personal
Hire Date: _____		7 - Discipline
Vacation Hours Available: _____		8 - Leave of Absence
		9 - Transportation
		10 - Unknown
		11 - Death In Family
		12 - Jury Duty/Court
		13 - Military
		14 - Weather
		15 - Medical Appointment
		16 - Recognition
		17 - FMLA
		18 - _____
		19 - _____
		20 - _____

2013 CALENDAR

JANUARY

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

FEBRUARY

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28		

MARCH

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

APRIL

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

MAY

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

JUNE

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

JULY

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

AUGUST

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

SEPTEMBER

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

OCTOBER

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

NOVEMBER

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

DECEMBER

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

revised 11/12

Cashier Appointment Letter

MEMORANDUM

TO: File

FROM: Paul T. Morris, Jr.
Director, Corporate & Community Programs

DATE: July 9, 2013

RE: **Café Cashier Appointment Letter**

As referenced in the Payment Processing Procedures, the following individuals have been appointed and have accepted roles as cashiers at the Stanton/Wilmington campus:

Tammy Rogers (W)
Keira Patton (S)
Kelly Brown (W)
Keisha Atkinson (S)

Cashier Sheet (DRAFT-Updated w/ BO elements)

Cashier Sheet									
CASHIER _____		SHIFT _____		REGISTER _____					
DATE _____									
OPENING BANK			CLOSING BANK			REPORT READING	Actual	Difference	
CASH						Cash	\$	\$	\$
100/50						Checks	\$	\$	\$
20						Visa	\$	\$	\$
10						Mastercard	\$	\$	\$
5						TOTAL REVENUE	\$0.00	\$0.00	\$0.00
1						OVERRINGS			
\$ -						REFUNDS			
						CASH SUMMARY			
						TOTAL CASH SALES	\$ -	\$ -	\$ -
Rolled Coins			Rolled Coins			CHARGE SUMMARY			
Quarters						TOTAL CHARGE SALES	\$ -	\$ -	\$ -
dimes						OVER/SHORT			
nickels									
pennies									
\$ -									
Loose Coins			Loose Coins			Customer Count			
Quarters									
dimes									
nickels									
pennies									
\$ -									
cashier initial		cashier initial							
supervisor initial		supervisor initial							
						<input type="checkbox"/> POS Cash Register report <input type="checkbox"/> Signed credit card receipts separated by Visa, MC - totaled with calculator tape, stapled <input type="checkbox"/> POS Credit Card Batch Detail report and Summary <input type="checkbox"/> Refunds tallied, totaled with calculator tape, stapled and signed <input type="checkbox"/> Cash drawer funds secured in safe; deposit activity completed <input type="checkbox"/> Register area <input type="checkbox"/> Copy of QuickBooks daily sales sheet to BO <input type="checkbox"/> Banner receipt on daily activity received from BO for file <input type="checkbox"/> Incident Report completed (if required)			

Cashier Sheet (Original version)

Cashier Sheet						
CASHIER _____		REGISTER _____		SHIFT _____		
OPENING BANK		CLOSING BANK		POS READING		
CASH		CASH		TOTAL REVENUE		
100/50		100/50				
20		20				
5		5				
2		2				
	\$ -		\$ -			
Rolled Coins		Rolled Coins		OVERRINGS		
Quarters		Quarters		REFUNDS		
dimes		dimes				
nickels		nickels		CHARGE SUMMARY		
pennies		pennies	\$ -			
	\$ -		\$ -	Charge Card	Actual	Register Reading
				VISA		
				MASTERCARD		
Nickel		Nickel		TOTAL CHARGE SALES		
Penny		Penny			\$ -	\$ -
	\$ -		\$ -			
TOTAL	\$ -	TOTAL	\$ -			
				total register receipts		
		opening bank	\$ -	actual charge meals	\$ -	
				overrings/refunds		
		Total Cash Sales	\$ -	Total Adjusted Cash Sales	\$ -	
cashier initial _____		cashier initial _____		OVER/SHORT		
supervisor initial _____		supervisor initial _____				
				Customer Count		

Cost Comparison for New Salad Bar and Deli

Column1	Column2	Column22	Column3	Column4
Item	Sysco	UPC Code	U.S. Food	UPC code
Chopped Romaine	1.97 #	2189819	2.04#/ 6/2# no split	6189021
Spring Mix	3.88 #	3629433	3.01 #	2326445
Chopped Salad Mix	1.30 # (split per bag)	1675602	1.30#(split)	9332305
Corn (froz) for roasting	3.15 per 2.5# bag	1435221	2.99 per 2.5# bag	9328444
Avocado (frozen halves)	.76 ea	6297594	.71 ea	6619316
12" Tortilla (for fried strips)	2.68 per dz.	6962961	2.37 per dz.	2822898
Light tuna (tongol)	14.73/ 66oz can	8682692	12.25	8346892
Green Beans(froz)	2.94/per bg	2282283	2.25 per 2# bag	3327699
Red Bliss Potato	19.75/ 50# bag	1254069	19.19/ 50#bag	9332206
Black Olive	8.54/ #10 can	873117	7.42/ #10 can	7333479
Nicoise Olive	7.48/ 8oz jar	3188976	86.26/11# = 3.92/ 8 oz	61291
Kalamata Olive	23.56/ 4.4# container=5.35#	5429766	16.06/ 1.5KG= 4.86#	7463482
Boiled Egg	46.43/ 20#	6652935	25.59/ 10#	827477
Tomato	28.70/ 5X6 bulk	1105733		
Red Onion jumbo	25.25 / 25#	8313967		
Baby shrimp P&D ckd 100/150	2/5# 64.65 cs	1344803	59.40/ 2/5#	9446444
Pico de Gallo	52.40/cs 4.37/17.6oz	5237056	26.97/ 2/5#	694257
Jicama	3.23#	1299742	1.22#	3010691
Diced Turkey (white)	2/ 9# 5.05#	6109724	2/5# 3.10#	7318975
Fresh Strawberry	5.71 #	6235501	6.12#	3331535
Green onion icels	6.03 ea/ 2#	7350788	6.21/ 2#	8187270
Sliced Almonds	10.05#	6814594	10.33#	8888646
Diced Ham .375" dice	36.50/ 1/10#	2253359	3.82# / .25" 4/2.5#pk	8052391
Smoked Gouda	5.28# / 2/6#	2393049	5.73#/ 2/6#	3353919
Pasta Rotini/Spiral	32.80cs/ 2/10#	4879367	27.65 cs/ 2/10# small s	6328009
Cucumber	27.80/ 50-55 ct	1000314	24.85	6578983
Carrot shredded	9.06ea/ 5#	6523542	14.27/ 5#	4010401
Green Peas (froz)	31.90/ 20#cs	1314657	24.76/ 20#cs	8328247
Chicken Cvp Brst Wbhl B/I Rnc	1.53#/ 4/10#	1889542	1.71#/ 4/10#	2804821
Zucchini Medium fresh	24.20 cs/ 1/2 bu	4517421	16.61/ 20#	3016342
Roasted Red Pepper	41.05/ 6/3kilo	6254288	36.00/ #10 cans	8429052
Mushroom fresh medium	10#	1182211	15.85/ 10#	5700315
Hummus	2.95#/ 4/.5gl	3958717	3.71#/ 2/4#	2554244
Feta Cheese	3.67#/ 2/9#	7403381	3.54#/ 2/5# bag	4909511
Pita 7"	.287ea/ 5/24ct	2385946	.232ea/ 12/10ea	5278924
Shredded Cheddar	13.55/ 5#	2404135	15.74/ 5#	1332642
cilantro	9.60/ 8oz	1974518	6.61/ 1#	9326430
Lime Juice fresh squeezed	5.25 qt	3865730	4.05 qt	4293288
BBQ Sauce dispenser pk	44.81 2/1.5 gl	5920855	40.60 2/1.5 gl	1318781
Corned Beef top rnd ckd C/O	5.71#/ 2/5-7# ea	1348226	4.15#/ 2/6#	9418419
Buttermilk Ranch Dressing gal	14.07/ gl	4488912	15.15/ gl	1317841
Balsamic Vinagrette gallon (k)	12.69 gl	78772328	11.86 gl	8284457
Italian Dressing gallon	12.47/gl	4003687	10.49 gl	6125462
American Cheese	2.53#/ 4/5#	9035775	3.15# 4/5#	8340770
Swiss	4.11#/ 6-8# avg	1101930	4.24# 2/8#	8404014
Provolone	2.73#/ 6#avg	7484512	2.92# 2/6#	3382520
Cheddar Block	5.40#/ 10#avg	2534535	3.66# / 10#	2216455
Ciabatta	baguette41.15cs/ 80 serv .51	8694384	4" square .46ea	176891
Croissant (marg sliced 2.2oz)	58.10 cs/ 144/ .40ea	7318900	.61 ea 48/2oz	3006160
Pretzel Roll	.77 ea/ 80 cs	7475858	.68 ea 80/4oz	5205331
Lays Chips 1oz	.23 ea	6163141	.34ea	9315128
Dinner Roll	.19 ea/ 240 per cs	5860042	.25ea	5914320

Food Services Supervisor Appointment Letter

MEMORANDUM

TO: File

FROM: Paul T. Morris, Jr.
Director, Corporate & Community Programs

DATE: July 9, 2013

RE: **Café Food Services Supervisor Appointment Letter**

As referenced in the Payment Processing Procedures, the following individuals have been appointed and have accepted roles as supervisors at the Stanton/Wilmington campus:

Fern Bishop (S)
Dion Dupree (S)
Vacant (W)
Vacant (W)

Gary James, Conference Center and Food Service Manager II, may also perform duties in a supervisory capacity.

Freezer Temperature Log

Freezer Temperature Log				
Location _____				
*Use a separate sheet for each Freezer unit				
*Temperature should be 0 degrees or under (for sub zero units) during times of limited use.				
Product needs to be below 32 degrees to remain frozen. Check once per day (i.e. opening of unit)				
*If temperature is out of range, complete corrective action				
Month _____			Year _____	
Date	Time	Temp.	Corrective Action	Employee Initials
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
21				
22				
23				
24				
25				
26				
27				
28				
29				
30				
31				

HACCP Food Temperature Log

HACCP																	Date
FOOD TEMPERATURE LOG																	Station
<p>Step 1- Make sure thermometers are cleaned, sanitized and calibrated</p> <p>Step 2- Take internal COOKING temps of food (chart for recommended temp is attached)</p> <p>Step 3- Take temp of food after HOLDING in service for two hours and every two hours after</p> <p>Step 4- Hot foods that are leftover need to be cooled properly (cooling procedures attached)</p> <p>If closing unit immediately after placing product in cooling area, complete area at bottom of sheet explaining procedure taken.</p> <p>Step 5- If food falls out of temp within the two hour window, it is safe to reheat ONCE to proper temperature (explain in HACCP correction area of document.)</p> <p>If food falls out of temp longer than the two hour window, the food must be discarded (unsafe to serve)</p> <p>Step 6- Give sheets to manager daily. Keep sheets on file for one year</p>																	
Column1	Column2	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14	Column15	Column16	Column17
Product	Employee initials	Cooking internal temp		Holding Temperatures						Cooling Temperatures				Reheating temperatures			
		Time	Temp	Served Time	Temp (>140 or <40)	2 hrs Time	Temp	6 hrs Time	Temp	Start time	Temp	Temp 2 hrs (70<)	Temp 6 hrs (40<)	Start time	Final Time	Temp (>165)	

Labor Calculator

EMPLOYEE	RATE	HRS WRK	TOTAL BASE	Fringe Benefit(11%)	Payroll Taxes 9%	Work Comp 8%	TOTAL LABOR
	9.85	40	394.00	43.34	35.46	31.52	504.32
	7.99	12	95.88	10.55	8.63	7.67	122.73
	10.44	37.5	391.50	43.07	35.24	31.32	501.12
	10.3	37.83	389.65	42.86	35.07	31.17	498.75
	8.5	16.5	140.25	15.43	12.62	11.22	179.52
		0	0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
	47.08	143.83	1411.28	155.24	127.02	112.90	1806.44
VACATION	XX						
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00	0.00	0.00
HOLIDAY/sick	XX						
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00
TOTAL	47.08	143.83	1411.28	155.24	127.02	112.90	1806.44

Labor Report

Employee Name	XXXXXXXXXX								
Status(F/T, P/T)	XXXXXXXXXX	Hrly hrs	hrly OT	mgt hrs	paid holid	temp hrs	temp OT I	Total Hrly	
Monday	1/14/2013	7.5	4					11.50	
Tuesday	1/15/2013	7						7.00	
Wednesday	1/16/2013	6						6.00	
Thursday	1/17/2013	7.5						7.50	
Friday	1/18/2013	7.5						7.50	
Saturday	1/19/2013	0						0.00	
Sunday	1/20/2013	0						0.00	
Weekly Total		35.5	4	0	0	0	0	39.50	
Budget									0.00
Variance		35.50	4.00	0.00	0.00	0.00	0.00	39.50	
Employee Name	XXXXXXXXXX								
Status(F/T, P/T)	XXXXXXXXXX	Hrly hrs	hrly OT	mgt hrs	paid holid	temp hrs	temp OT I	Total Hrly	
Monday	1/14/2013	7.5	4					11.50	
Tuesday	1/15/2013	7						7.00	
Wednesday	1/16/2013	6						6.00	
Thursday	1/17/2013	7.5						7.50	
Friday	1/18/2013	7.5						7.50	
Saturday	1/19/2013	0						0.00	
Sunday	1/20/2013	0						0.00	
Weekly Total		35.5	4	0	0	0	0	39.50	
Budget									0.00
Variance		35.50	4.00	0.00	0.00	0.00	0.00	39.50	
Employee Name	XXXXXXXXXX								
Status(F/T, P/T)	XXXXXXXXXX	Hrly hrs	hrly OT	mgt hrs	paid holid	temp hrs	temp OT I	Total Hrly	
Monday	1/14/2013	7.5	4					11.50	
Tuesday	1/15/2013	7						7.00	
Wednesday	1/16/2013	6						6.00	
Thursday	1/17/2013	7.5						7.50	
Friday	1/18/2013	7.5						7.50	
Saturday	1/19/2013	0						0.00	
Sunday	1/20/2013	0						0.00	
Weekly Total		35.5	4	0	0	0	0	39.50	
Budget									0.00
Variance		35.50	4.00	0.00	0.00	0.00	0.00	39.50	
Employee Name	XXXXXXXXXX								
Status(F/T, P/T)	XXXXXXXXXX	Hrly hrs	hrly OT	mgt hrs	paid holid	temp hrs	temp OT I	Total Hrly	
Monday	1/14/2013	7.5	4					11.50	
Tuesday	1/15/2013	7						7.00	
Wednesday	1/16/2013	6						6.00	
Thursday	1/17/2013	7.5						7.50	
Friday	1/18/2013	7.5						7.50	
Saturday	1/19/2013	0						0.00	
Sunday	1/20/2013	0						0.00	
Weekly Total		35.5	4	0	0	0	0	39.50	
Budget									0.00
Variance		35.50	4.00	0.00	0.00	0.00	0.00	39.50	
Employee Name	XXXXXXXXXX								
Status(F/T, P/T)	XXXXXXXXXX	Hrly hrs	hrly OT	mgt hrs	paid holid	temp hrs	temp OT I	Total Hrly	
Monday	1/14/2013	7.5	4					11.50	
Tuesday	1/15/2013	7						7.00	
Wednesday	1/16/2013	6						6.00	
Thursday	1/17/2013	7.5						7.50	
Friday	1/18/2013	7.5						7.50	
Saturday	1/19/2013	0						0.00	
Sunday	1/20/2013	0						0.00	
Weekly Total		35.5	4	0	0	0	0	39.50	
Budget									0.00
Variance		35.50	4.00	0.00	0.00	0.00	0.00	39.50	
Employee Name	XXXXXXXXXX								
Status(F/T, P/T)	XXXXXXXXXX	Hrly hrs	hrly OT	mgt hrs	paid holid	temp hrs	temp OT I	Total Hrly	
Monday	1/14/2013	7.5	4					11.50	
Tuesday	1/15/2013	7						7.00	
Wednesday	1/16/2013	6						6.00	
Thursday	1/17/2013	7.5						7.50	
Friday	1/18/2013	7.5						7.50	
Saturday	1/19/2013	0						0.00	
Sunday	1/20/2013	0						0.00	
Weekly Total		35.5	4	0	0	0	0	39.50	
Budget									0.00
Variance		35.50	4.00	0.00	0.00	0.00	0.00	39.50	
Employee Name	XXXXXXXXXX								
Status(F/T, P/T)	XXXXXXXXXX	Hrly hrs	hrly OT	mgt hrs	paid holid	temp hrs	temp OT I	Total Hrly	
Monday	1/14/2013	7.5	4					11.50	
Tuesday	1/15/2013	7						7.00	
Wednesday	1/16/2013	6						6.00	
Thursday	1/17/2013	7.5						7.50	
Friday	1/18/2013	7.5						7.50	
Saturday	1/19/2013	0						0.00	
Sunday	1/20/2013	0						0.00	
Weekly Total		35.5	4	0	0	0	0	39.50	
Budget									0.00
Variance		35.50	4.00	0.00	0.00	0.00	0.00	39.50	

Pest Activity Log

This form is to be used by the kitchen staff in the event there is a pest problem. It serves as communication to management as well as facility services and will initiate necessary action for pest control services.

Pest Activity Log						
Date	Time	Sighting/Activity	Location	Comments	Manager Initials	Technician initials

Purchase Tracker

This form is to be used on a daily basis as a working tool to control product cost. Based on related sales and budgeted food cost percentage, it will show the actual food cost percentage according to day of the week as well as vendor. This will allow management to make necessary adjustments to purchases and to show a history of vendor related purchases.

PURCHASE TRACKER						
	Friday	Monday	Tuesday	Wednesday	Thursday	Week Total
	31-Aug	3-Sep	4-Sep	5-Sep	6-Sep	
Amoroso						\$0.00
Dairy			\$11.00			\$11.00
U.S. Foods	\$155.00					\$1,594.00
Sysco		\$1,266.00				\$1,695.00
Bagel			\$40.00			\$429.00
tropicanna			\$133.00			\$133.00
Produce	\$150.00	\$50.00	\$56.00			\$256.00
Pepsi					\$400.00	\$400.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
	\$305.00	\$1,316.00	\$240.00	\$0.00	\$400.00	\$2,261.00
Enter Budgeted Food Cost			36%			
	Actual Purchases	Budgeted Purchases	Budgeted Sales	Actual Sales	Beginning Inventory	\$10,000.00
Friday	\$ 305.00	\$ 323.10	\$ 900.00	\$ 1,450.00	Purchases	\$2,261.00
Monday	\$ 1,316.00	\$ 430.80	\$ 1,200.00	\$ 1,100.00	+ or - Transfers	\$0.00
Tuesday	\$ 240.00	\$ 430.80	\$ 1,200.00	\$ 1,250.00	Credits	\$0.00
Wednesday	\$ -	\$ 430.80	\$ 1,200.00	\$ 1,530.00	Sub Total	\$12,261.00
Thursday	\$ 400.00	\$ 430.80	\$ 1,200.00	\$ 1,100.00	Ending Inventory	\$10,000.00
Weekly Totals	\$ 2,261.00	\$ 2,046.30	\$ 5,700.00	\$ 6,430.00	Total Usage	\$2,261.00
					Actual Sales	\$6,430.00
					Food Cost %	35.16%
	Café sales	Add. Sales	Total			
Friday	\$ 1,200.00	\$ 250.00	\$ 1,450.00			
Monday	\$ 1,100.00		\$ 1,100.00			
Tuesday	\$ 1,250.00		\$ 1,250.00			
Wednesday	\$ 1,530.00		\$ 1,530.00			
Thursday	\$ 1,100.00		\$ 1,100.00			

Refrigeration Temperature Log

Refrigeration Temperature Log				
Location _____				
*Use a separate sheet for each refrigeration unit				
*Temperature should be 40 degrees or under during times of limited use. Check once per day (i.e. opening of unit)				
*If temperature is out of range, complete corrective action				
Month _____			Year _____	
Date	Time	Temp.	Corrective Action	Employee Initials
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
21				
22				
23				
24				
25				
26				
27				
28				
29				
30				
31				

Variance of Budget to Actual Explanation

Variance of Budget to Actual Explanation					
	Week 1	Week 2	Week 3	Week 4	Week 5
Sales/Revenue					
Product Cost					
Labor Cost					
Controllable					
Non Controllable					

Vendor List

Vendor List					
Vendor Name	Unit Account Number	Contact Number	Sales Rep	Delivery Day	Online info
Sysco Foods		1-800-927-6410 ext 9688 Fax-410-677-5599	Dan DeMichele cell 302-494-0911	Mon and thurs	
U.S. Foods		1-800-336-3313 ext 1646	Denise Riddell cell 1-610-496-5659		
Pepsi		1-800-963-2424/ 764-6770	Debbie Zeil cell 218-9570 office 761-8697 Dana cell 218-0635		
Pepsi Repair	4543190	1-800-562-6800			
Amoroso Bakery	292 3856	1-800-377-6557			
P.K. Food		302-656-5540			
American Beauty		1-484-459-4164	Mike		
Diamond State Party Rental		777-6677			
EMR		322-1179			
Linen of the Week		322-2136			

WASTE SHEET

*DOCUMENT **EVERYTHING** YOU ARE DISCARDING BELOW*

Item	Date	Initials

Please submit to office at the end of each week

