Congregational Church of Topsfield

Fair booth Worker Illustrated Orientation Guidebook

September 2024

Table of Contents

*	<u>I.</u>	Introduction3
	*	Fundraiser Purpose
	*	Atmosphere and Conduct
	*	Customer Interaction
*	<u>Ti</u>	ickets & Parking4
	*	Admission Tickets
	*	Parking Information
	*	Fairground Map
*	H	ealth & Safety Regulations7
	*	Food Handler Health
		Requirements
	*	Handwashing and Glove Use
	*	Shift Manager Responsibilities

*	II. Job Descriptions13
	<u>1. CASHIER</u> 14-18
	2. COOK19-21
	3. COUNTER22-30
	<u>4. DINING ROOM</u> 31-37
	<u>5. DISHWASHER</u> 38-43
	<u>6. DRINKS AND PIES</u> 44-51
	<u>7. GRILL</u> 52-66
	8. JACK-OF-ALL-TRADES67
	9. STEAM TABLE68-83
*	Thank you! 84

I. Introduction

First and foremost, we are involved in a fundraiser for the Congregational Church of Topsfield. All proceeds are donated to missions.

Working a shift at the fair provides an opportunity for a fun time with some wonderful people. The atmosphere should be one of fellowship and good times. Introduce yourself to others. Be kind to each other and tolerant of mistakes. Remember that we are all volunteers. Tickets & Parking



Tickets: You will receive a Fair admission ticket and a parking voucher.

Parking: Best lots to park in are Lot A (RiverGate) or Lot C (Co-op). Private parking areas do not accept the parking vouchers.

- Please try to car-pool or get a ride to the fairgounds.
- Please return unused tickets and/or vouchers to the Fair booth Shift Manager.

Fairground Map

https://www.topsfieldfair.org/explore/map/



Congregational Church of Topsfield Fair booth Restaurant

Located between the Grange building, and the Education Center





Health & Safety Regulations

The Fair booth is required to adhere to health and safety regulations as stated in:

105 CMR 590.00: State sanitary code chapter X: Minimum sanitation standards for food establishments | Mass.gov

Massachusetts General Law Ch. 111, s 127A requires **local boards of health** to enforce the Retail Food Code within their municipalities.

Food Code: key concepts

- * No person can work as a food handler if they have a respiratory **illness**, stomach-related illness or any contagious food borne disease.
- * Food handlers should **wash their hands** frequently, especially before preparing food, after handling raw meat or poultry, after using the restroom, and after touching any potentially contaminated surfaces.
- * Food workers are required to wear **gloves** when handling ready-to-eat foods.

The Shift Manager

The Shift Manager is the designated

Person In Charge

who is responsible for ensuring adherence to health and safety regulations.

All questions or concerns should be directed to the Shift Manager.



When you arrive

- * Arrive 15 minutes prior to the start of your shift.
- * Enter through the tent.
- * Stow your belongings in a cubby in the storage room.
- * Wash your hands in the handwashing sink.



Aprons & Name Tags

Put on a **plastic apron** *. Fill out a **name tag** and put it on.







unless you are a Cook or Grill person, in which case put on a cloth apron.
 Dishwashers wear a black rubberized apron and rubber gloves.

Check in with the Shift Manager

We are counting on you to arrive on time for your shift!

If you are unable to arrive on time, please call the Fair booth at

978-960-2853

When you arrive, please check in with the Manager.



Then go to your station & introduce yourself to the off-going shift worker. Observe for a few minutes to review the procedure.

II. Job Descriptions

- 1. Cashier
- 2. Cook
- 3. Counter
- 4. Dining Room
- 5. Dishwasher
- 6. Drinks and Pies
- 7. Grill
- 8. Jack-of-All-Trades
- 9. Steam Table

1. CASHIER







Cashier Job Description

Key Tasks:

- * Using a Point of Sale (POS) computer, enter each item on a customer's tray as listed in the appropriate category, e.g., "Beverage", "Dinners", etc.
- Accept payment by credit card or cash.
- * If a cash transaction, enter the amount tendered and the receipt will show the amount of change to be returned.
- * Periodically notify the manager to take large bills from the register and to provide change if needed.

Training:

This position can be learned on the job, and is easiest to learn when the foot traffic is light. Managers can assist if necessary.

CASHIERS 2024

Please read and do a "practice" transaction before your shift

- 1. Select "Cash" or "Card" We do not accept checks
- 2. Select category of item "Beverage", "Dinners", "Grill", etc. Listed in alphabetical order
- 3. Select item(s) in each category. Touch multiple times as required. Note: if you make an error and need to remove or change an item, go to the left side of the screen and click on the entry. From the dropdown choices that appear, select "Remove".
- 4. To total, press the gray total icon.
- 5. If a cash transaction, enter the amount tendered, and the receipt will show the amount of change to be returned.
- 6. If a credit card transaction, swipe the card and return it to the customer.
- 7. The register will print one receipt automatically which does not need to be signed unless the order total is over \$150.00
- 8. For cash transactions using vouchers, treat vouchers as cash.
- 9. For credit card transactions using vouchers, enter the voucher amount as a "discount" to make the credit card amount correct for billing.
- 10. In 2024 there will be a \$2.00 discount coupon published in the daily Fair program for turkey dinners. Enter a \$2.00 "discount" for the transaction. Also, we will determine a way to mark the coupon as "used".

GENERAL

- The shift manager has the password for the register.
- We do not accept checks. There is an ATM on the fairgrounds at the main entrance.
- Cashier is to keep large bills under the change tray. Periodically the manager is to take large bills out of cash register.
- Our Fair workers pay full price for food. Free drinks are provided in the Storage Room refrigerator for workers.

VOUCHERS

Judges' vouchers should be treated as money. Cashiers are to write amount charged on front of voucher.

There are two kinds of vouchers:

- 1. Vouchers that are good for 1 meal. Cashiers are to write amount on voucher front.
- 2. Fair Food Voucher- Value is \$10.00.
- For cash transactions using vouchers, treat vouchers as cash.
- For credit card transactions using vouchers, enter the voucher amount as a "discount" to make the credit card amount correct for billing.
- If you receive a voucher for a specific sum, enter the amount as "Cash". If there is a balance to be paid, the register will give you the option to accept a credit card for the remaining balance.
- No Change is given back on ANY Voucher.

2. COOK









Cooks are chosen from a cadre of "seasoned" volunteers.

Following recipes that have been handed down over decades, they create **the key items** of our menu and supply them to the Steam Table.

- mashed potatoes
- gravy
- vegetables
- soup
- baked beans
- stuffing

Foods that originate off-site:

- * **Turkeys** are baked off-site, and the meat is carved, weighed, and packaged into **3-ounce servings**. These are transported to the fair booth daily and **stored in our refrigerators**.
- * **Brown Bread** is baked off site, transported daily to the fair booth, stored in our refrigerators and sliced as needed. One loaf **is kept warm on the stove** and one loaf on the Steam Table.
- * Mac & Cheese is pre-cooked off site, stored frozen in our freezer and re-heated by the manager who delivers it to the Steam Table.

Cooks' Workspace Safety First!

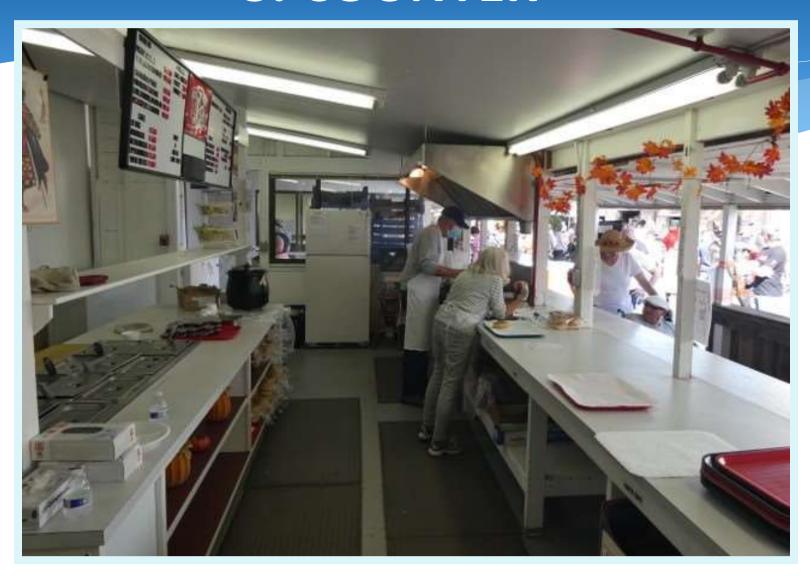


Pots are large, heavy and filled with steaming hot food. Kettles are filled with boiling water. There are sharp knives in use. Cooks carry containers of food and boiling water back and forth to the Steam Table. Therefore:

Do not walk in the cooks' area.

Do not obstruct or linger in the area between the Stove and Steam Table.

3. COUNTER



Counter Job Description

Key Tasks:

- * Take customer orders.
- * Call dinner orders and hot sandwich orders to steam table workers.
- Call grill orders to the grill worker.
- Set out rolls for hamburgers and hot dogs.
- Prepare trays for meals: place cranberry sauce, dinner roll and butter pat on the customer's dinner tray.

Training:

Persons new to the job should work alongside experienced workers or select a shift on a low-volume day. Busy days are week-ends and Senior Citizens day.

Counter Instructions Food Safety – gloves/handwashing

- * Zero bare-hand contact with ready-to-eat food. MUST WEAR GLOVES
- * Gloves should be used in accordance with the Massachusetts State Sanitary Code, 105 CMR 590.0003.
- * Single-use gloves should be changed anytime you would need to wash your hands. This includes after:
 - * using the bathroom,
 - * sneezing, wiping your nose,
 - * touching your hair, face, or clothing,
 - * Using your phone,
 - eating or drinking,
 - * smoking
 - * taking off or before putting on a new pair of gloves,
 - * handling garbage,
 - handling dirty equipment, dishes, or utensils,
 - * touching raw meats, poultry and fish, and
 - * anytime you change tasks.

Counter: Opening Shift

- * Review supplies and re-stock as needed:
 - * Next to the **grill**:
 - * Small paper plates for hamburgers
 - * Hot dog sleeves
 - * Paper plates for pancakes
 - * Bags of Hamburger & Hot dog rolls
 - * Pancake syrup individual servings
 - * Next to the electric **soup** kettle warmer:
 - * Packs of saltine crackers
 - * Soup spoons
 - * Styrofoam soup bowls & mac & cheese/side order bowls **
 - * Small paper plates
 - * Lids for bowls.
 - * Next to the **Steam Table**:
 - * Bag of dinner rolls
 - * Tray of cranberry sauce individual servings
 - * Sleeve of butter pats

- Check **cranberry** supply in Refrigerator # 6; if low, tell manager.
- Extra **butter** pats are in the double -glass-door refrigerator #8.

** Note different size bowls:



Study the menu Answer questions





Customers have many questions about

- * ingredients in the food, e.g. gluten, dairy, wheat.
- * what food is available, in what **combinations**.

For questions about **food allergies** or menu **substitutions**, it is best to **consult with the manager.**

Greet the customer and take their order



Communicate orders Prepare Trays

- * Place a **paper tray liner** on each tray.
- * Call **dinners**, **hot sandwich orders** back to the steam table.
- * Call hamburger, hot dog, and pancake orders to the grill.



- Set rolls for grill orders next to the grill.
- * Keep a supply of 6" plates separated for hamburger orders.

Dinner orders

- * Hamburger and Hot Dog **dinners** are served on a compartment plate.
 - First, give the plate to the grill for the meat;
 - * Then pass the plate to the steam table to be completed.
- * Have **dinner roll, butter & cranberry** ready, and put on dinner plate according to chart.



Soup

- Check temperature dial on electric soup kettle and assure soup is kept warm at 135 degrees.
- If water level under the soup is low, ask cooks to re-fill it.
- * Serve soup in **larger** size Styrofoam **bowl**, add a lid, place it on a small paper plate.
- * Place 2 packets of **saltine crackers** on the paper plate.





4. DINING ROOM

Key tasks:

- Ensure that each table has the required condiments,
- * Keep tables clean.
- * Clean trays and return them to the counter area.
- * Notify manager when trash barrels are filling up.

Training:

* On the job. This position can be learned in a few minutes at the beginning of a shift. Great for first-time volunteers.

Dining Room: Opening Shift

- * Remove clear plastic covering from each table and save the plastic on shelf behind Manager's desk.
- * Replenish condiments & napkins as necessary.
- * Turn on lights.(Switch is behind the door.)



Ensure that each table has the required items:

- * Napkin Dispenser.
- * Condiments:
 - * Relish
 - * ketchup
 - * Mustard
 - * Mayonnaise
- * Salt Shaker,
- * pepper Shaker



Tray washing

Prepare:

1 tub of rinse water1 tub of soapy waterGet 2 clean towels from under cooks' counter.

All trays are to be clean before returning them to front counter.

Wash only those requiring cleaning. Towel drying is acceptable.

Please go around the outside to deliver trays to the front counter. Do not go through the booth.

If it's busy, take trays up more often.



Keep tables clean and organized.

Straighten chairs and pick up litter.

Keep napkin holders filled and clean.

Make sure there is ketchup, mustard, relish, mayonnaise, salt and pepper on tables.



Trash Responsibilities

Keep an eye out for the Fair barrel crew so our trash barrels are emptied as necessary.

The manager will remove full garbage container bags and set them outside the tent to be picked up by the fair employees.

Replace the barrel liner and rubber band; supplies are located on shelf behind manager's desk.



Dining Room: Closing Shift responsibilities

- * Clean table tops.
- * Replenish condiments.
- * Wipe down ketchup bottles.
- * Fill napkin dispensers, wipe down.
- * Cover table items with a clean garbage bag.
- * Turn off lights.

5. DISHWASHER





Dishwasher Job Description

Key Tasks:

- * Prepare sinks for washing, rinsing, and sanitizing.
- * Wash items as they are delivered to you.

Training:

* On the job. Washing is straightforward and preparation of sinks is done at the beginning of the shift and water is changed as necessary. Note that the closing shift may involve more work than the other two shifts since all containers must be washed, rinsed, and sanitized at the end of the evening.

Dishwasher: opening shift

Prepare the **three-bay sink.**

Prepare sanitizing solution:

One capful of bleach per half-sinkful of water.
Check the proper mixture by using **Test Strips** which are found on the shelf behind the three-bay sink and in the Manager's desk.



All containers, utensils and surfaces must be washed, rinsed and then sanitized using the three-bay sink:

Wash in soapy water;

Rinse in clear water;

Sanitize.

Pre-wash and Air Dry

Wash the pots, pans and utensils that are brought to you.

Steam table pans have priority. Please wash these as soon as they come in.







3 COMPARTMENT SINK





Scrape leftover food off dishes.



SINK 1

WASH

Scrub dishes in soapy, warm water at minimum

temperature of 110 F.

Use second sink to rinse dishes in clean, warm water at minimum temperature of 110°F

SINK 2

RINSE

SANITIZE

Soak dishes in chemical sanitizing solution. Follow sanitizing directions.

OR

Sanitize dishes in hot water at 171*F or hotter for at least 30 seconds.

DRY DISHES

Always air-dry dishes.

IMPORTANT: REPLACE THE WATER WHENEVER IT APPEARS DIRTY

WebstaurantStore*

The information provided here does not, and is not intended to, constitute legal or medical advice. Please refer to FDA Warewashing Guidelines and sanitizing solution instructions,

Additional Dishwasher duties

* **After Air-drying** the cooks' items, put them back on the shelves beside stove.

* Closing Shift:

- * Empty the sinks.
- * Make sure all faucets and sprayers are turned off.
- * Close the windows.



6. DRINKS AND PIES



Drinks and Pies Job Description: Coffee/Tea/Hot Chocolate

COFFEE

- To make a fresh pot of coffee, pull out the dispenser basket, add a filter, add a half-cup of coffee grounds, push basket back in.
- **Push the Start button ONCE**. It takes a few minutes for the water to begin flowing. DO NOT push the button twice, or the machine will dispense twice as much water.
- Use brown pot for **regular coffee**, orange pot for **decaf coffee**. Keep at least one full pot of regular on at all times. Do not start another pot of decaf until the first pot is less than half way full.
- Keep a supply of filters separated & stacked below the counter.

TEA & HOT CHOCOLATE

The Coffee machine has a **hot water spigot** on the side. Put tea bag or contents of hot chocolate packet into a cup and add hot water from spigot.

Coffee/tea/hot chocolate supplies



Supplies are stored under the counter. If you need anything ask the manager.

Coffee/tea supplies on the counter



Keep knives, forks, spoons, straws, stirrers, sugar and Sweet 'N Low containers full and neat.

Cold Drinks: soda, milk, water

- * Do not display samples of milk, it wastes it!
- * Rotate milk from back to front in the glass fridge (#3).
- * Stock newer dated milk from fridge #4.
- * Keep sodas filled in the coke refrigerator.

 Cold back up soda is kept in #4 refrigerator
- * Keep refrigerator stacked with milk and creamers. (Be sure to use oldest date first.)

Drinks & pies refrigerators are behind the counter





Cut pies using template



- * Pie Prep station is behind coke refrigerator.
- * Use the Microwave on pie prep station for heating slice of pie (if requested).
- * Cut all pies using template. Pie-cutting utensils are in bin underneath table. Get clean utensils from rack above handwashing sink.
- * If more pies are needed, ask the manager to cut them. Thawed pies are in #6 refrigerator.
- * Manager may delegate pie-cutting to Drinks & Pies person as appropriate.

Drinks & Pies Closing Shift

- * After 8:00 p.m. do not slice whole pies unless an order is placed. Serve out pieces only on order unless it is really busy.
- * Put all cut pies in the refrigerator. Make sure Boston Crème Pie is covered.
- * Take utensils and coffee pots to the dishwasher for washing and sweep the area.
- * The "Coke fridge" and "fold back cooler" (#4) should be filled every night. Back-up milk is also in the #4 cooler.
- * Turn off the Coffee machine.
- * Empty trash, sweep floors and clean all counters using only dish soap and water.

7. GRILL



Grill: Job description

- * Cook hamburgers, hot dogs and pancakes on the grill.
 Hamburgers may be ordered with cheese and/or peppers.
- * <u>Training:</u> On the job. Anyone who can cook on an outdoor barbeque grill will find this to be straightforward.
- * The morning shift starts the grill and the evening shift will shut down and clean the grill.

Grill: Instructions

- * Wear a cloth apron. Do **not** wear a plastic apron plastic melts!
- * Do **not** wear gloves.
- * Use the "right" grill only, until the second (left) grill is necessary to keep up with orders.
- * Zero bare-hand contact with ready-to-eat food.
- * Use utensils to transfer cooked food to rolls or plates.
- * Do not touch cooked meats, rolls or paper goods.
- * Do **not** take orders directly from customers.

ALL ORDERS are taken by the Counter people ONLY.

Grill supplies in grill refrigerator



Frozen Hamburgers

Frozen Hot Dogs

Cheese slices

Sliced peppers

Pancake batter

Bacon

Grill: Opening Shift

The Manager will fire up the grill at 10:00 a.m.



Vent hood over the grill

Vent Hood





The Manager will turn on the vent hood over the grills - The fan is controlled by a variable speed switch located to the right of the main power panel (back wall behind the steam table).

Fire Suppression system

In 2024 a fire suppression system was installed in the grill area to automatically extinguish a fire that might arise from the grill.

If it detects a high temperature above the grill, it will release carbon dioxide to put out the fire and will shut off the supply of natural gas to the grill.

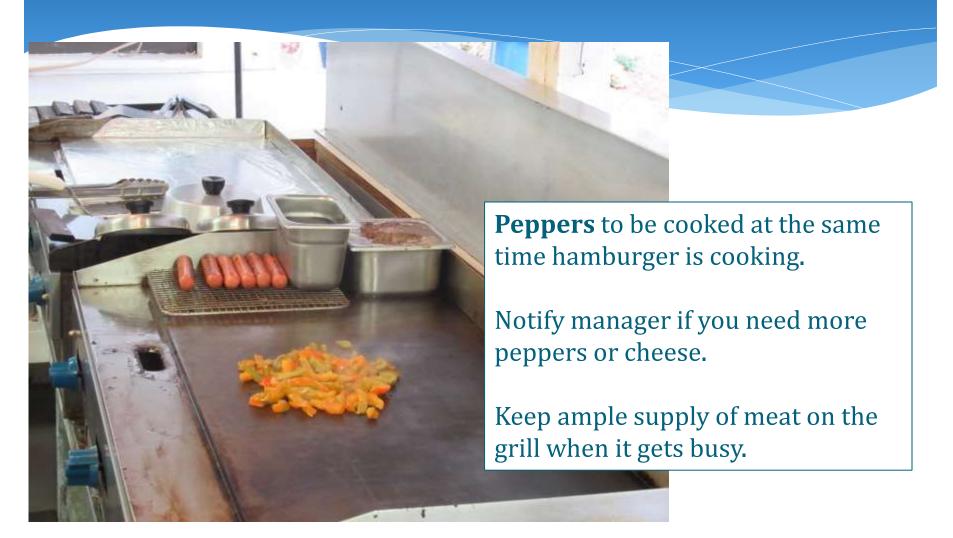
It can also be operated manually by a button mounted next to the entry door.

Grill instructions: Hamburgers, cheeseburgers

- * **Hamburger** to be cooked to internal temperature of 160°F. (Special thermometer needed)
- * Frozen hamburgers cooked for 8 minutes.
- * **Cheeseburger** is made by placing cheese on burger and covering with pot lid for 1 minute or until melted.
- No Cheese or Rolls directly on Grill.
- * Raw hamburgers should **not** be left thawing on the counter.



Hot dogs, Pepperburgers



Pancakes & Bacon



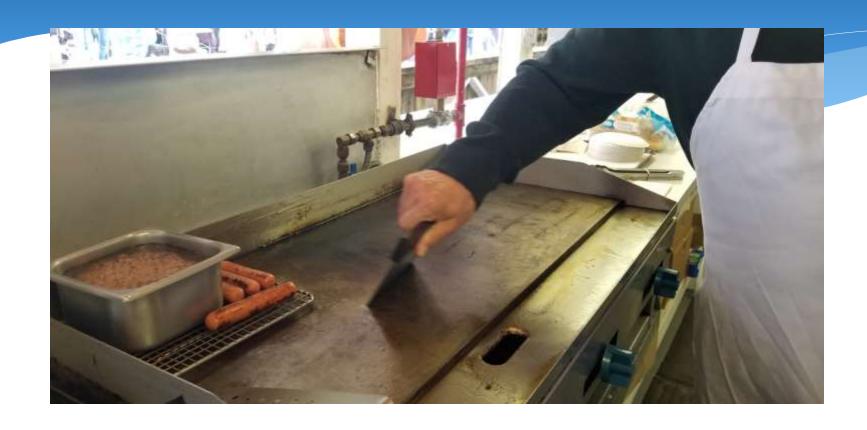
- * Prepare pancake batter by adding water to packaged mix.
- * Store the batter in the grill refrigerator.
- Wipe excess grease off of an area on the grill.
- * Use the "pancake shooter" to create three uniform-sized pancakes.
- * Heat the pre-cooked bacon on the grill.



Grill Instructions: Closing shift

- * Let grill cool down before cleaning.
- * All utensils, racks, covers, etc. to be given to Dishwasher for cleaning.
- * Clean all the counters in your area and sweep the floors.
- * Turn off Vent over Grill.
- * Restock the refrigerator with extra boxes of hamburgers, hot dogs, and stacks of cheese for the morning shift.

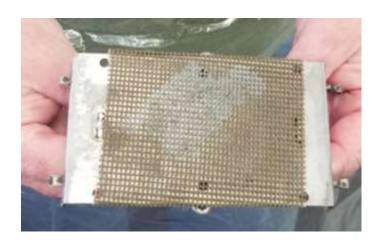
Before you leave, both grills must be cleaned.



Scrape the grease into the slot, using the single-edge scraper.

Prepare the screen tool with which to clean the grill







Scrub the grill

DO NOT use Soap and Water on Grill!

Use only vegetable oil to clean the grill.



Grease traps and trays

Empty and clean both grease trays under the grill



Empty and clean

Grease traps

at each end of the vent

over the grill.

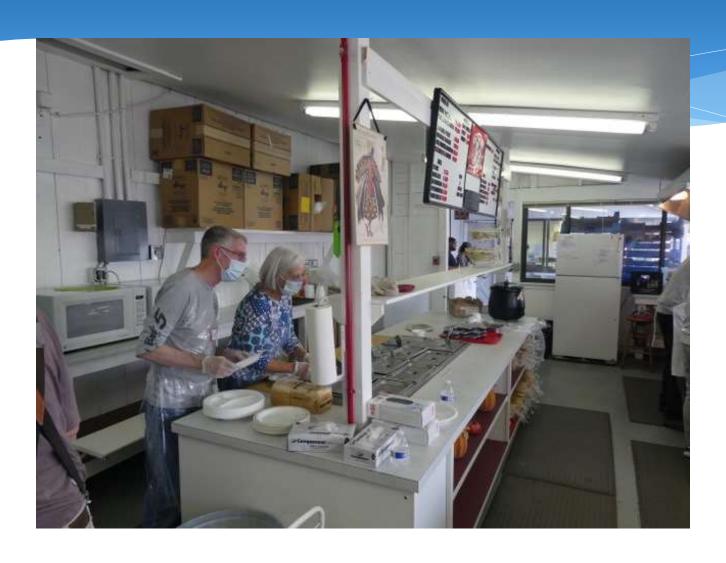


8. JACK-OF-ALL-TRADES

This position involves assisting the manager in filling any open positions and taking on specific tasks as directed by the manager.

The person should have prior experience volunteering at the booth.

9. STEAM TABLE



Steam Table: Job Description

- * Prepare dinners as ordered by Counter personnel. Using charts provided to arrange food on plates, fill orders for dinners.
- * Training: New personnel should work with an experienced worker or select a low-volume day and time for their shift. Use a scoop for potatoes and stuffing, a ladle for gravy, and a slotted spoon for vegetables. Turkey is pre-sliced in pre-measured packages.

Steam table instructions: food safety – gloves/handwashing

- * Zero bare-hand contact with ready to eat food. MUST WEAR GLOVES.

 Gloves should be used in accordance with the Massachusetts State Sanitary Code, 105 CMR 590.0003.
- * Single-use gloves should be changed anytime you would need to wash your hands. This includes after:
 - * using the bathroom,
 - * sneezing, wiping your nose,
 - * touching your hair, face, or clothing,
 - Using your phone,
 - eating or drinking,
 - smoking
 - * taking off or before putting on a new pair of gloves,
 - handling garbage,
 - handling dirty equipment, dishes, or utensils,
 - * touching raw meats, poultry and fish, and
 - * anytime you change tasks.

Steam Table Food temperatures

- * The temperature requirements for **hot** holding of food is **135°F** (57°C) **or above**. This is necessary to prevent the growth of harmful bacteria that can cause foodborne illnesses.
- * Every time a food container is replaced, observe the water level in the Steam Table.. There should be one inch of water. If level is low, ask the cooks to add more boiling water.

Familiarize yourself with the menu



Fill plates according to pictures above the steam table.



Steam Table Supplies

Start your shift with all clean utensils:

- Scoops for mashed potatoes & stuffing
- * Slotted spoon for vegetables
- Ladle for gravy

Stack plates on the Right Side of the Steam Table, not on the shelf above.

- * All dinners go on compartment plates.
- Hot turkey sandwiches go on plain plates.



Steam Table supplies: Bread & Rolls



Located behind the grill are:

- * Bread for Hot Turkey sandwiches
- * Dinner rolls
- * Hamburger and Hot Dog rolls.

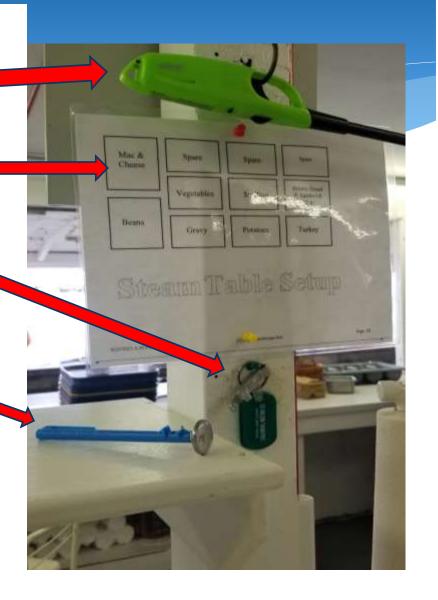
Steam Table tools

Hanging above and right of the steam table you will find:

- Lighter to light the pilot lights
- Steam Table food layout chart
- A key tool to help lift up the food containers
- **Thermometer** to check the temperature of the food

Also you will find:

- Paper towels;
- Spray sanitizer to clean the area;
- Pot holders



How to set up the Steam Table

MACCARONI & CHEESE	SPARE	SPARE	SPARE
BEANS	VEGETABLES	POTATOES	BROWN BREAD
	GRAVY	STUFFING	TURKEY MEAT

Food supplies: Turkey



- * Turkey packets are in the refrigerator behind you.
- * Bring the turkey up to temperature by placing the turkey packs in the **microwave** and following the directions on the microwave.
- * Transfer the warmed turkey into the container on the steam table
- Do not warm too many turkey packs during slow times.

Food supplied by the Cooks

Work together with the Cooks to assure the steam table is supplied with:

- * Mashed potatoes
- * Gravy
- * Stuffing
- * Vegetable du jour (e.g. green beans or carrots)
- * Baked Beans
- * Brown Bread

Notify cooks when you need to be restocked with these foods. Give them time to prepare the food.

Food supplied by the Grill

Hamburgers

Cheeseburgers

Pepper burgers

Pepper/cheeseburgers

Hot dogs

Pancakes and Bacon





Macaroni & Cheese

- * Mac & Cheese will be heated and added to the Steam Table by the Manager or Jack-of-all-Trades.
- * It takes about 12 minutes to heat a batch of Mac & Cheese, so give the Manager ample advance notice when this is low.



Steam Table, Counter & Grill are a **TEAM!**

- * Counter person receives order for e.g.

 "Hamburg Plate" or "Franks, beans & Brown Bread."
- * Counter person relays order to Grill and Steam Table.
- * Work together to prepare the plate according to photos above the Steam Table.



Steam Table: Closing Shift

- * The Steam Table should be not overstocked after 7:00pm.
- * Cooks finish at 8:00pm. Stock the Steam Table based on expected volume for sales until 9:00 pm.
- * The manager will advise the Steam Table people regarding the disposition of leftover items at closing.
- * Shut off the pilot lights under the Steam Table.
- * Drain the water out of the Steam Table.
- * Transfer the remaining food into disposable foil containers and cover them with foil.
- Set the containers on the stove to be kept warm. Food will be served from there.
- * Give all pots and utensils to the Dishwasher to be washed for the next day.
- * Before you leave, please:
 - Clean the Steam Table and surrounding counter;
 - * Sweep floor around your area

Thank you!

Thank you to the 127 volunteers who make the CCoT Fair booth Restaurant work.

Beside the significant funds earned in support of missions, the Fair booth is an important community event, both for church members and for the other members of our greater community who join us.