

Company ABC DISH ROOM

Section/Department:	Dish room	Procedure Number:	DR-01
Subject:	DISH ROOM SOP/PROCESS	Effective Date:	3/19/2020
		Revised Date:	N/A
Approved By:		Review Date:	

Standard Operating Procedure (SOP)

For the correct and efficient operation of the Dish Room. This SOP will direct the Dish Room supervisor and the team on the following:

- The start-up of dish washers
- The shut- down of dish washers
- Allocation of personnel (peak and off-peak season)
- The proper use of cleaning supplies (soaps, polish and degreasers)
- The correct operation of the dish washers
- The organization process for cleaned product
- The pre-staging of product to be cleaned

Procedure

The following procedure will establish the guidelines to be followed by all Company ABC employees working in the Dish Room.

Equipment Operations / Start-up Dish Washers:

- Insert two filters located inside the machines in the down and locked position. Note: this is done before power up (Recommended)
- Turn on the power to the machine. Note: the power switch is located at the top of the machine above the exit port of the dish washer
- Close the main door located on the front of the machine. This is to ensure that water does not spill out of the machine when in-use

Shut Down:

- Turn the power off to the machine. Note: the power switch is located at the top of the machine above the exit port of the dish washer
- Open the front door to the cleaning compartment. The door is located on the side of the two dishwashers.
- Pull the two-filters located inside the machine to the up and locked position. This will ensure that all of the water inside the cleaning compartment is drained
- Pull out and clean dirt trap filters (5). The filters are located inside the cleaning compartment. Clean the filters under running water

Allocation of personnel:

This department will run two dish washing / units as needed. Each unit requires three associates to efficiently operate. However, the units can be operated with one associate at a slower pace. This is recommended for off season production. All other associates will be positioned and or moved to accommodate the daily workload

Peak season personnel:

The total number of associates needed to effectively operate the department during peak season should not exceed (8 associates) on the first shift and (4 associates) plus a team lead on a second shift. The total number of associates needed is (12). This number will include temp help.

Note: We can back fill position/ openings during the peak season by using a temporary staffing agency

Note: Only increase the staff during the peak season/ (holidays). All hires must be approved by the Director of Operations.

The allocation of personnel /peak season dish washing machines units 1 and 2 (First Shift):

Associate One:

- Will pre/soak -rinse dirty product. This is done at the sink located by dish washer

Note: The pre/soak process will require that the following steps:

- Remove dirty product from inside the crates/racks
- Pre/soak and if needed hand scrub the product
- Use the pink soap if needed
- Use degreaser if needed

Associate One:

- Return the pre/soaked product back into its crate/rack
- Once the crate/rack is full the associate will push the full crate/rack into the dish washer

Note: that the dish washer (s) have a running conveyer that will attached to the bottom of the crate/rack. The conveyer will hook onto the bottom of crate/rack and pull the crate/rack into the machine to being the cleaning process.

Also note: Only push the full crate/rack from the top rim to ensure the safety of the associate. (prevent getting caught by the conveyer).

Associate Two:

- Will be located at the exit end/ port of the machine to receive the clean crate/rack
- Remove the cleaned crate/rack from the steel receiving table and relocated the crate/rack on to the drying table located to the left of the machine for towel drying and spot removal

Note: Associate Two can also assist in the drying process with Associate Three. Associate Two can also help with the put away process if needed. (TBD) by department lead

Associate Three:

- Will be located at the drying table for towel drying and spot removal. This process should only take a minute or less per item
- The associate will remove the product from the wet crated/rack for drying and spot removal
- Once product is dried the associate will return the product into a clean and dry crate/rack
- Once the associate has a completed crate/rack (full), the crate/rack will be labeled on two sides with the (product info)
- Once labeled the crate/rack will be relocated on to the finishing area located to the left of the drying station. The crate/rack will be incased/wrapped with a clear plastic bag. The bag will be sealed to prevent dirt from contaminating the cleaned product
- The completed crate/rack will be stacked and staged in a holding area within the department (TBD)
- Stack the completed crates/racks no higher than 6 or 8 high to ensure stability
- Return completed crates/racks of product back to its assigned location(s) (use a two-wheel dolly to move the product)

The allocation of personnel /peak season dish washing machines units 1 and 2 (Second Shift):

Note: That the Dish Room will run the two dish washing units and hand wash flatware as needed. The work load will be addressed on a as needed basis.

The process and allocation of personnel will be the same as the first shift. Please review the above process.

The allocation of personnel /peak season Flatware (First and Second Shift):

Note: All flatware is to be washed by hand only. Flatware is deemed soft metal and can not be washed using the dish washers as it can and will damage the product. All flatware is to be washed in the two 20-gallon sinks located in the Dish Room. This is a two-person operation. Note: that this is a slow process and depending on the number of dirty items the number of items washed can vary from 200 items an hour or less.

Flatware cleaning assignment (s)

Flatware Prep:

1. Add hot water into the sink (half full) or 10 gallons
2. Use the pink soap
3. Add one to two ounces of soap/pink bottle into the water
4. Pre/soak flatware for 20 minutes or longer
5. If needed use degreaser to help remove hard to clean items (add the degreasers to a clean towel)

Sink One and Two/ Associate one and Two:

- Remove item from the sink (pre/soaked)
- Under running water scrub the item with a sponge until clean
- Place cleaned items onto the steel table located to the left of the sinks
- Place a clean dry towel on the top of the steel table this will absorb any water from the flatware
- Always clean the same item/ product (same item number)
- When the towel area is full / with a dry towel hand dry the flatware
- Once dry move the product to the packing table. The table/ station is located to the left of the sinks.
- The flatware will be packed into a clear plastic bag (20 items per bag) knives spoons and forks
- The bag will be labeled the item and return to stock

Note: some flatware may need to be polished, so be sure to ask the Dish Room lead before bagging.

Off peak season:

During this time both hours and manpower will be reduced. We will only run one shift during this time. The total number of associates needed to effectively operate the department should not exceed (4 associates) first shift. This number will include both first and second shift team leads.

The allocation of personnel /Off peak season dish washing machines units 1 and 2:

Associate One:

- Will pre/soak -rinse dirty product. This is done at the sinks located by both dishwashers.

Note: The pre/soak process will require that the following steps:

- Remove dirty product from inside the crates/racks
- Pre/soak and if needed hand scrub the product
- Use the pink soap
- Use degreaser if needed

Associate One:

- Return the pre/soaked product back into its crate/rack
- Once the crate/rack is full the associate will push the full crate/rack into the dishwasher
- Associate one will remove the cleaned crate/rack from the steel receiving table and relocated the crate/rack on to the drying table located to the left of the dishwasher /machine for towel drying and spot removal

Note: that the dishwasher has a running conveyer that will attached to the bottom of the crate/rack. This conveyer will hook onto the bottom of crate/rack and pull the crate/rack into the machine to being the cleaning process.

Also note: Only push the full crate/rack from the top rim to ensure the safety of the associate. (prevent getting caught by the conveyer).

Associate Two:

- Will be located at the drying table for towel drying and spot removal. This process should only take a minute or less per item
- The associate will remove the product from the wet crated/rack for drying and spot removal
- Once product is dried the associate will return the product into a clean and dry crate/rack
- Once the associate has a completed crate/rack (full), the crate/rack will be labeled on two sides with the (product info)
- Once labeled the crate/rack will be relocated on to the finishing area located to the left of the drying station. The crate/rack will be incased/wrapped with a clear plastic bag. The bag will be sealed to prevent dirt from contaminating the cleaned product
- The completed crate/rack will be stacked and staged in a holding area within the department (TBD)
- Stack the completed crates/racks no higher than 6 or 8 high to ensure stability

- Return completed crates/racks of product back to its assigned location(s) (use a two-wheel dolly to move the product)

Flatware cleaning assignment (s)

Flatware Prep:

1. Add hot water into the sink (half full) or 10 gallons
2. Use the pink soap
3. Add one to two ounces of soap/pink bottle into the water
4. Pre/soak flatware for 20 minutes or longer
5. If needed use degreaser to help remove hard to clean items (add the degreasers to a clean towel)

Sink One and Two:

Associate Three:

- Remove item from the sink (pre/soaked)
- Under running water scrub the item with a sponge until clean
- Place cleaned items onto the steel table located to the left of the sinks
- Place a clean dry towel on the top of the steel table this will absorb any water from the flatware
- Always clean the same item/ product (same item number)
- When the towel area is full / with a dry towel hand dry the flatware
- Once dry place items into clear plastic bags (20 items per bag) knives spoons and forks
- Label the item and return to stock

Note: some flatware may need to be polished, so be sure to ask the dish room lead before bagging.

Inventory Cycle Counts and other assignments:

Associate Four:

- Cycle count inventory items as needed
- Clean and organize the racks and item locations
- Reset storage racks and or adjust inventory item (s) location (s)
- Rework/clean any product that are dirty and stored on racks
- Other projects as needed (all departments)