



more
than
shelter

LUNCH & DINNER SERVICE GUIDE

UPDATED 2/18

DESCRIPTION: Your group will plan, purchase, prepare, and serve our 86 guests a nice meal. Meal groups must provide all of the food and supplies. (Lunch = 50 guests.)

PURPOSE: Guest House strives to have a hot dinner prepared for the guests every night of the year.

GENERAL TIME COMMITMENT: 5:30 PM – 7:00 PM— please plan to arrive earlier if preparing meal onsite. (Lunch is served at Noon.)

SCHEDULING & KITCHEN TOURING: Please contact us at info@guesthouseofmilwaukee.org

FOOD AND SERVICE EXPECTATIONS AND GUIDELINES—PREPARATION & ARRIVAL:

- Consider planning for a team of about **5-8 volunteers**. We do not have age restrictions for our volunteers, as long as all minors are well supervised and keep a safe distance from the stove, convection oven, and dishwasher.
- **Please plan hearty, nutritious menus** with foods high in vitamins/minerals and dietary fiber. Think of foods like fresh fruits, steamed veggies, bread/pasta made with whole grains, and lean proteins. **Please avoid using pork, or provide a pork free option** for guests who

do not eat pork for religious reasons.

- It is recommended that you prepare your food in **Aluminum Foil Pans** for ease of storage and reheating.
- Drinking water (cold & hot, filtered) is readily available. **Providing other beverages (milk, juice, or lemonade) is a well received addition, but not a requirement.** Desserts are also optional.
- **Please have each group member sign in** at our Residential Services office (main office) in the “**Volunteer Sign-In**” binder. This helps us track your group’s volunteer hours and know who is in the building.
- **Dinner is served promptly at 6 pm.** Please feel free to arrive as early as you need to cook, prep and set-up for your meal service.
- Please only plug in 1 Nescos at any time in the kitchen. If you have additional Nescos, they must be kept outside of the kitchen on a separate circuit. See a staff member for assistance.
- Our commercial grade kitchen has several amenities that your group can use. These include a warming

oven, convection oven, six-burner gas stove and traditional oven, prep counters, a refrigerator, freezer, and a dishwasher.

- Our kitchen also has some communal pots, pans, trays, and serving utensils that your group can utilize to cook, prep, and serve your meal.
- We have enough dishes (plates, cups, silverware, bowls, etc.) to accommodate each shelter guest. If possible, please provide a package of napkins.
- Sharp knives are available for check-out at the Residential Services desk. Please be sure to carefully hand wash and return them as soon as your group is finished with all cutting.

making sure to greet all of the men with a few kind words and a smile.

- When the line has gone through once and if your group has extra food, you may call out for seconds. **SECONDS MUST BE SERVED ON CLEAN DISHES! NO EXCEPTIONS!**
- If you have provided a dessert, you may set it out prior to meal service or just after everyone has gone through once.
- After meal service is complete, please have your group wipe down any counters and/or equipment that you used to prep/serve food.
- If your group uses any Guest House communal dishes to prep the meal (i.e. pots, pans, and serving utensils) it is your group's responsibility to wash those dishes before you leave.
- If there are any leftovers, please be sure to wrap up, store, and **date the items** before putting them in the fridge/freezer. Please see staff members with any questions regarding leftover storage. The front desk will have a marker that you may use.
- **Please do not leave any of your personal items at the shelter for later pick-up** (pans, utensils, trays, crock pots, etc.). Due to the high frequency of different groups utilizing the kitchen throughout the day/week/month/year, we cannot guarantee the security of your items.

FOOD AND SERVICE EXPECTATIONS AND GUIDELINES— SERVICE & CLEAN-UP:

- The guests will begin lining up at the window cafeteria style just before 6 pm.
- Before beginning service, portion out 10 “late plates” for the men who are out of shelter during the time of service and place in the warmer (set to 3 or 4)
- If ready, your group may begin service at about 5:55 pm to shorten the length of the line following 6 pm intake.
- Your group will be responsible for portioning and plating each meal and handing them out the service window,

USING THE CONVECTION OVEN:

In our commercial grade kitchen, you'll find a commercial convection oven. The oven cooks in **half the time** of your home oven using a powerful fan to circulate the heated air inside the oven.

- Put in all items **uncovered**. The powerful fan will suck up lightweight foil and cause damage in the oven.
- The door is difficult to open and close, and will take some extra strength to make sure it's fully closed. (Don't be afraid to break it!)
- Turn oven is On and set to "Cook"
- Set fan to "High"
- Set timer as appropriate for the dish you are preparing (about ½ the time of a typical oven)
- Watch closely to ensure that food does not overcook.

USING THE COMMERCIAL GRADE STOVE:

- Be sure hair and loose clothing items are secure anytime you are working near the stove.
 - Use caution starting the burner, as the flame will be much higher than your typical gas stove.
 - Avoid using the stovetop to store items that aren't cooking, as pilot lights are always on and capable of heating even when the burners are turned off.
 - If you notice that a pilot light is out, please notify a staff member.
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If you would like to see the oven, or commercial grade kitchen, in-person before your next scheduled meal service, please contact us at info@guesthouseofmilwaukee.org to set up a 15-30 minute appointment.