

Health Inspections

Every so often the health department makes surprise visits to our Pit Sandwich Sales to ensure public health safety. They also inspect us at both the Community Show and Colorfest **every year**. Before we get started in this years' food based fundraisers, we'd like to take just a few moments to remind everyone about our safe food handling practices.

- Please make sure to keep all empty serving containers bottom-up until being used. Also, plastic utensils (knives, forks, spoons) should always be positioned in the dispensing buckets with the handles up. This is very important and seems to be overlooked the most frequently.
- Sanitizing water must have bleach at a certain strength. Too much could pose a health hazard as some people have allergies to bleach and too little will not adequately disinfect the items we are washing. If you have any question as to the right amount, check with Don or Doug. There should be at least 3 basins for cleaning at every event. They must be large enough to clean the largest kitchen tool being used. We also often use a large basin to get larger food residue off before running it through the other basins. The three required sinks include; bleach water, rinse water and soapy water (in that order) so you can wash then rinse and disinfect and rinse again.
- When you have washed and dried your hands and put gloves on (both levels of protection are required if you are handling food) then you must not touch your face or any other body part. If you do—you must remove your gloves, wash your hands again and re-glove before handling food again. Always wash your hands when starting a shift, after using the restroom, after eating or anytime you walk away from the food prep area. Hand washing is separate from the 3 basin utensil cleaning sinks. Do not clean your hands in the 3 basin sinks. Hand washing water should be kept warm-careful not to make it too hot. Anti-bacterial soap and paper towels should also be nearby and make sure the catch-bucket is under the hand-washing station at all times.
- We typically try to separate the money handlers from the food handlers. At the Community Show and Colorfest we use LEOs as runners to handle the food. By having only Lions handling money and LEOs getting the food we have a good separation of food and money.
- We must observe proper temperatures. A good rule of thumb is to keep hot foods above 160 degrees and cold foods below 41 degrees.
- Our club's long-standing policy allows workers to have free drinks while working at an event; but, food is regular charge. This rule also applies to LEOs helping at a Lions fundraiser. If you are eating food, please do so with the customers. Do not eat food while working in the food prep area. During Pit Sandwich Sales the following policy was adopted to keep things fair;
 - During the event, Pit meat by the pound will be charged at the regular cost to members
 - After the event if there is any meat leftover, it will be sold at 50% of the regular price; but you run the risk that we could run out and won't have any after the event
- Know where the first aid kit is located. For both the Community Show and Colorfest the first aid kit is kept in the trailer under the counter, just inside the door to the left. At the Pit Sandwich sales it is located in the top right hand corner of the shelf located in front of the slicer.
- Many customers have life-threatening shellfish allergies so do **NOT EVER** cook seafood in the oil that we cook the fries and corndogs in. AND conversely—do **NOT EVER** cook corndogs, fries or any other non- seafood items in the oil that we cook seafood in.
- We only use vegetable oil (no peanut oil) to avoid problems for those that have peanut allergies.

- Always avoid touching or exposing cooked foods with raw foods to prevent contamination.
- If food is holding for a long time during slow periods, throw it away. No one wants to eat stale, cold fries, or tough hot dogs. Make sure to stir the sloppy joe mix and pork bbq frequently and either add sauce if it dries out a bit or switch out the crock pot liner if it starts to burn on the bottom. Do not sell burnt-blackened foods.
- When the health inspector arrives—remember they are the boss—whatever they say goes. If they find anything wrong, follow their instructions on how to correct it immediately. You can ask questions and talk to the health department; but, keep distractions at an absolute minimum. They are there to do a job and cannot accept food during their visit.
- Know the location of key items for the Community Show and Colorfest:
 - When you arrive at a fundraiser, familiarize yourself with where everything is located
 - For Community Show and Colorfest we use the food trailer for storage, utensil boxes are usually kept on top of the refrigerator and the fire extinguisher is usually kept immediately under the hot dog roller grill
 - Order forms and carry-out boxes and shopping bags are kept in the front under the front tables
 - We try to have a central location for condiments. Extra condiments are kept in the storage trailer at these events—make sure to check for open boxes before opening a new box
 - In general when we open a bottle to use, i.e. barbeque sauce—we must use it all up immediately or put it in the refrigerator
- Cleanliness is next to godliness and lionism
 - Always try to keep a clean food stand. When trash gets full - empty it! Occasionally wipe down the condiments area—this gets dirty very quickly and very frequently.
 - Try to keep condiments, plastic-ware and napkin holders full
 - If you drop a cooking or serving utensil make sure to take it to be washed and either get a new one or wash and clean the original one before using it again
 - Secure items so they don't blow around—anything that hits the floor should be disposed of and we can't afford to waste our supplies
 - Safe food handling and cleanliness of the food booth is **everyone's** responsibility. If you see something that needs to be done and you have a spare moment, please go ahead and do it. You can always ask the shift leader if you want to make sure you are doing the right thing but in general—we're all adults and if you see something that needs to be done then we appreciate your going ahead and doing it
- Treat customers with respect and be mindful of supply/demand
 - If someone asks for something and you don't know if we have it, go look for it or ask someone who knows. Don't just assume we don't have it because you can't see it. This has happened MANY times!
 - Be nice to customers and give them a positive experience-so they will return for more
 - **Portion size should always be more than what you think it should be.** We pride ourselves on giving heavy portions. Customers will not come back if they feel cheated or short changed. Also everyone should get the same amount.
 - Complete your tasks as quickly and thoroughly as possible and to the best of your ability. If you have problems request assistance. We want to keep the lines moving quickly but we also want to make sure we are getting their orders right so quantity and quality are equally important.

- When your shift ends—if you can, please work with your replacement so they understand what you were doing which will help them understand what they are supposed to do. We all want to succeed— that’s what helps the club succeed— teamwork!
- Always remember the golden rule-the customer is always right. This does not mean to give away the store. We conduct fundraisers to make money. The only thing free is our volunteered time. As a good member of the community and in order to be a good steward of the public’s trust and a valuable business practice—we do want to make sure our customers are satisfied.
- Customer Service is our goal and we need to put ourselves in the customers’ shoes— what do they think? Most are concerned that they get quality food at reasonable prices. Some (especially local people) are concerned that it is going to help a good cause but for the most part (especially during Colorfest) they don’t care as much about that—they just want good food, cheap and fast. They also want what they ordered. We put up signs telling people to remember that we are all volunteers but that only buys us so much goodwill and with some folks—it gets us nothing.
- Remember we are all volunteers. In general we need to keep things as simple and as easy as possible. Many members have limited time to volunteer so we need to be able to quickly orient workers without overwhelming them.