



**Wurst Haus**  
**German Deli & Restaurant**

**Dishwasher Training Manual**

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## Introduction

Congratulations on your employment as a Dishwasher at the Wurst Haus German Deli and Restaurant! We will provide you with the training you need to be successful. As a Dishwasher you'll be an important part of every meal we serve and each guest's experience in our restaurant. We take great pride in serving quality food and maintain an extremely clean restaurant. Our high standards can only be maintained through great people like you who share our values and desire to do the very best job possible for our guests every day.

The guidelines listed on the following pages have been established to help you in your effort to provide these qualities to our guests. Along with the hands-on training you will receive, this manual will provide answers to questions you may have regarding the operating procedures for the Wurst Haus German Deli and Restaurant.

The Wurst Haus German Deli & Restaurant's mission is to enrich the lives of our guests, our employees and owners. We do this through superior quality food and beverages, legendary customer service, sales growth, cost controls and treating our employees like family. We believe that our employees are our most important resource and our success depends upon creating and retaining a staff capable of delivering an exceptional dining experience to every customer, everytime. Our Mission statement simply put!

### **C.A.R.E.S.**

- **C**ustomers are our focus
- **A**ttitude affects everything
- **R**espect others-have fun
- **E**arn profits for everyone
- **S**ervice is EVERYTHING!

Once again, welcome to the Wurst Haus German Deli and Restaurant Team!

## Dishwasher Functions & Responsibilities

Your role as a Dishwasher is extremely important to our restaurant. Your speed and efficiency are imperative to the smooth operation of customer service. You have a major role in and responsibility for the quick turnover of tables. Your efficiency and cleanliness will help assure 100% guest satisfaction. Hospitality is our keynote, and “You Can Make a Difference” is our key phrase: both are essential to keep our customer coming back.

### General Job Guidelines And Responsibilities

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- ▶ Ensuring the cleanliness of every dish, pot, pan, piece of silverware, and glass that goes to the kitchen and our guests.
- ▶ Ensuring the dish machine is operating at correct temperatures in all cycles.
- ▶ Ensuring that the proper detergents (and levels of detergents) are being used in the dish machine and pot washing sinks.
- ▶ Ensuring that the proper sanitizers are being used when cleaning walls, countertops, and floors.
- ▶ Abiding by the Material Safety Data Sheets (MSDS) that outline hazardous chemical use.
- ▶ Maintaining an inventory of all dishes, pots, pans, silverware, glassware, and kitchen utensils, which enables us to control loss and waste.
- ▶ Maintaining a waste management program in the dish area: controlling unnecessary disposal of wrapped and/or unused, Sweet n’Low, tea bags, creamers, knives, forks, spoons, ramekins, napkins, dishes, bowls, and glasses.
- ▶ Maintaining safe, clean, and organized walk ways in the kitchen.
- ▶ Assisting kitchen with prep work during off peak hours.

- ▶ You are to ensure that the dish area, kitchen floor, employee restrooms, employee break area, and storage areas are spotlessly cleaned at all times.
- ▶ You are responsible for the back dock and dumpster areas. You must maintain these areas so that they are free from debris at all times, to prevent the unsanitary habitation of rodents.
- ▶ You are a total team player that provides services that link all departments together, while ensuring 100% guest satisfaction.
- ▶ A good Dishwasher must be able to perform his or her job duties thoroughly, to support the whole staff; and, must be fast, to keep up with our volume of business.
- ▶ Much of a Dishwasher's job is involved with maintaining standards of cleanliness in the store. A good Dishwasher must be aware of our standards and must be able to work quickly and maintain them..

### Dishwasher Job Functions

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1. Stack dishes in dish racks. Do not stack dishes on top of each other. To clean, water must have access to both sides of dishes.
2. Glasses, cups and bowls should be turn upside down so they will not fill up with hot water.
3. Plates and all flatware should be stood up edgewise.
4. Dishes should be allowed to air dry for 1-2 minutes before removing from racks. Do not towel dry. Towel drying will contaminate the dishes.
5. Don't touch the surface of any glasses or plates that a guest's mouth will touch.
6. Store cups, bowls, pots, pans, etc., upside down.

7. Handle silverware and other utensils by the handles only.
8. Always store kitchen utensils at least 6 inches off the floor in clean, dry areas.
9. Inspect all items coming from the dish machine –
  - ▶ Be certain there are no stains or spots.
  - ▶ All items are clean and free of food.
  - ▶ No soap on any items.
  - ▶ No chips or cracks.
  - ▶ Dishes come out hot from 140 rinse water.

## Security



As a Dishwasher, you have a very important role in the security of the Restaurant. The back door must be kept closed at all times. During delivery hours, a Manager will always be present at the back door. Whenever someone enters the back door, find a Manager. When taking out trash, find a Manager; the Manager will open the door and stand guard as trash is being removed. You, as a Dishwasher, must abide by these policies at all times. The security of the Restaurant, the customers, and the staff (this includes you) is of the utmost importance.

## Kitchen Sanitation & Cleanliness



The responsibility of management and staff to protect the public from food borne illness is fundamental. A food borne illness is simply a disease that is carried, or transmitted, to human beings by food.

Throughout your training, you will receive information concerning proper temperatures of food storage and serving, as well as, cleanliness standards, proper use of chemical cleaning, and disinfectant products. It is always our #1 objective to operate our restaurant at the highest level of sanitation and cleanliness for the benefit of our guests and employees.

### Major causes of food borne illness

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- ▶ Poor personal hygiene
- ▶ Employees with a infectious illness
- ▶ Improper food handling & storage
- ▶ Unsafe food holding temperatures. Food left in the danger zone of 41° to 140° for four or more hours.
- ▶ Unsafe reheating & cooling of foods
- ▶ Unsanitary dishware, utensils and equipment
- ▶ Cross contamination - the transfer of harmful microorganisms from one food product to another
- ▶ Improper chemical storage

## Personal Hygiene

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Always wash your hands . . .

1. Before starting work
2. After . . .
  - ▶ ...using the restroom
  - ▶ ...smoking or eating
  - ▶ ...touching money, raw food, your face, hair or skin
  - ▶ ...combing your hair, handle anything dirty
  - ▶ ...you cough, sneeze, or blow your nose
  - ▶ ...cleaning, talking our the garbage

## How to wash hands properly

1. Use warm water
2. Use soap to build up good lather
3. Use nail brush to clean nails
4. Rinse and repeat
5. Dry hands with disposable towel or air dryer (never use your apron as a hand towel)

## Personal Grooming

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- ▶ Fingernails - Keep your fingernails short and clean. Don't wear fingernail polish or false fingernails.
- ▶ Maintain clean teeth, hair, hands and body. Use deodorant.
- ▶ Do not wear rings or loose jewelry; it can cause injury by getting caught on sharp objects and equipment.
- ▶ Use cologne or cosmetics moderately.



- ▶ Hair - Never touch your hair while handling food. Wear a hat or hairnet at all times.
- ▶ Do not eat, drink or chew gum while you are working.

### **Dispose of waste properly**

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- ▶ Take garbage out frequently.
- ▶ Keep garbage areas clean and sealed.
- ▶ Clean and sanitize garbage cans regularly.
- ▶ Store soiled linen in a laundry bag or non-absorbing container.

### **Keep insects and animals out by**

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- ▶ Keeping doors closed.
- ▶ Taking garbage out frequently and keeping garbage areas clean.
- ▶ Report any holes where an animal can enter.
- ▶ Do not provide a free meal for any animals.

### **Handle ice and tableware properly**

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- ▶ Use clean scoops or tongs to pick up ice, do not use hands or glass.
- ▶ Store scoops or tongs in a clean container, not in the ice.
- ▶ Do not store any food or beverage in the ice.
- ▶ Avoid touching food contact surface with dishes, utensils, etc.

### **Avoid cross contamination from one food item to another**

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- ▶ Keep separate cutting boards for raw and cooked foods.
- ▶ Never mix leftovers with fresh food.
- ▶ Store fresh raw meats, poultry, and fish on lowest racks.
- ▶ Sanitize thermometers after each use.
- ▶ When thawing raw foods in the refrigerator, place them on the lowest shelf.

### **Store foods and equipment properly**

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- ▶ Cover, label, and date foods in storage.
- ▶ Do not store food in open cans.
- ▶ Store new foods behind old ones.
- ▶ Store food off the floor and away from the wall.
- ▶ Check temperatures of refrigerators and freezers daily.
- ▶ Defrost freezers as necessary. Frost build up causes freezers to warm up.
- ▶ Dry goods and storage areas should be cool and dry for good storage.
- ▶ Do not store food or equipment under exposed server lines.
- ▶ Keep storage areas clean.
- ▶ Store all equipment so that dust cannot settle on it.
- ▶ Store chemicals and pesticides separately from food.

### **Personal Health**

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- ▶ Stay at home if you have the flu, sore throat, fever, diarrhea, vomiting, headache or dizziness.

- ▶ Contact the restaurant and speak to a manager if you are sick and feel you need to say home.

## **Kitchen Cleanliness**

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- ▶ Sanitation solution (spray) should be used on all food contact surfaces after they have been cleaned or when switching from one food product to another.
- ▶ Sanitation solution should be always be accessible in the kitchen. Frequently rinse all cloths used to wipe counters in this solution.
- ▶ Store all cleaning products, insecticides, poisons and chemicals **AWAY FROM FOOD.**
- ▶ Wash mops like brushes – in hot water and hang to dry. Rinse mop buckets immediately and store after use.
- ▶ All employees should help maintain clean and organized freezers, dry storage and other storage areas.
- ▶ All pots and pans, food storage containers and trays should be inverted after cleaning.
- ▶ Maintain and clean kitchen equipment on a regular basis.
- ▶ Clean microwave oven door seals and cavities regularly.

## **Sanitation Solution and Spray**

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- ▶ Our sanitation solution is safe to use on all equipment and surfaces that come into contact with food products. It requires no rinsing or wipe down after use. It evaporates very quickly because it has a high bleach content.
- ▶ Use our sanitation solution spray frequently and generously.
- ▶ Plastic spray bottles should be used and accessible anywhere in the kitchen.

- ▶ After cleaning equipment and counters, spray generous amounts of sanitation solution.
- ▶ Clean towels should be available for use with sanitation solution.

## Safety



In addition to a clean and sanitary environment, the Wurst Haus German Deli & Restaurant provides a safe environment. One of our primary goals here at the Wurst Haus is to operate an accident-free restaurant. A safe restaurant takes teamwork and effort on everyone's part. Everyone who works with cleaning chemicals will receive training on the use of those products, and will be tested following the guidelines of OSHA Hazard Communication Standard, Title 29 Code of Federal regulations 1910.1200.

Monthly safety meetings will also be held to review and reinforce information presented from the initial training and to discuss additional safety and security issues as necessary. Management's role is to provide the daily monitoring of safe work practices developed from these meetings.

Whenever you see a potential hazard, or something you notice as unsafe, notify a manager immediately. Safety begins with you.

Here are guidelines for safety procedures:

### **When Cleaning Stationary Equipment**

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1. Unplug equipment; make sure hands are dry.
2. Disassemble.
3. Wash removable parts in dish machine, or three-compartment sink.
4. Wash and rinse stationary parts.
5. Sanitize food contact surfaces with sanitizer.
6. Air dry before reassembling, without touching food contact surfaces.

### **Preventing Falls**

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1. Wipe up spills immediately.
2. Use "wet floor" signs.
3. Wear shoes with non-skid soles and heels.
4. Keep aisles and stairs clear.
5. Walk; do not run.
6. Follow established traffic patterns.
7. Do not carry anything that blocks your vision.
8. Keep drawers closed.
9. Use ladders properly; never use chairs, tables or boxes. Do not stand on top of ladder, and do not over reach.
10. Use handrails on stairs.
11. Turn lights on to see.

### **Preventing Electric Shock**

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1. Never touch electrical equipment with wet hands, or while standing in water.
2. Unplug equipment before cleaning or disassembling, to avoid shock.
3. Do not yank plugs out by cord. This can cause damage to the cords, which may then cause shocks.
4. Report damaged and worn plugs and cords to your supervisor.

### **Lift Properly**

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1. Plan it. Do you need help? Could you use a cart? Where is it going? Which route is best?
2. Get ready. Spread feet apart, shoulder width. Put one foot slightly in front of the other for a good support base. Squat down with back straight and head up. Do not bend over from the waist! Grip the object firmly with both hands. Keep elbows and arms close to body. Tuck in chin. If lifting a tray, squat down alongside the tray and slide the tray onto your shoulder and hand.
3. Lift it! Straighten your knees slowly and smoothly to a stand. Avoid doing this in a quick or jerky manner. Do not lift and twist at the same time.
4. Move it! Keep object close to you. To change position, move your feet and entire body. Do not twist from the waist. Look where you are going and call out "coming through" as needed.
5. Set it down! Bend your knees slowly and smoothly. Slide load into place; watch your fingers and toes.

### **Moving a Cart Properly**

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1. Push rather than pull.
2. Spread feet wide, one in front of the other with your front knee bent.
3. Keep back straight.
4. Slowly push into the cart with your body weight, using your leg muscles to do much of the pushing.
5. Push slowly and smoothly. Avoid sudden motions or twisting your back.

## Preventing Cuts

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1. Know how to operate equipment.
2. Pay attention when using sharp equipment. Never touch edges of sharp blades.
3. Use guards when provided on equipment.
4. Use tampers to push food into equipment.
5. Turn equipment off before adjusting.
6. No loose sleeves, ties, or dangling jewelry should be by equipment
7. Carry dishes and glassware carefully.
8. Sweep up broken glass; do not use your hands.
9. Use special container to dispose of broken glass, dishes, and other sharp objects.
10. Remove can lids entirely from cans, then dispose of them.

## Knife Handling

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1. Do not use knives or operate any cutting or mixing equipment without proper training.
2. Use the correct type of knife for the job. If you don't know, ask the Kitchen Manager or the Manager-on-Duty.
3. Never cut towards yourself - always away from yourself and others
4. Use a cutting board. Place a damp towel under the cutting board to prevent slippage.
5. Use no-cut gloves when using a knife for slicing or dicing.
6. Carry knives down at your side when walking through the kitchen.
7. Let a dropped knife fall. Never try to catch a falling knife.



8. Clean and sanitize knife after each use.
9. Always return knife to proper storage location after use. Never place a knife in a sink.

### **Preventing Burns**

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1. Pay attention when working around hot equipment.
2. Always alert other employees when carrying hot foods by saying, "HOT FOOD" or "BEHIND YOU."
3. Avoid overcrowding range tops.
4. Use dry potholders.
5. Keep pot handles turned in from the edge of the range and open flames.
6. Avoid overfilling containers with hot foods.
7. Get help lifting heavy pots of hot foods.
8. Open lids of pots and doors of steamers away from you, and do so slowly, to avoid a steam burn.
9. Stir foods with long-handled spoons.
10. Warn others of hot surfaces.
11. Let equipment cool before cleaning, and do not use wet rags.
12. Do not put icy frozen foods into the fryer. Put foods slowly into the fryer and stand back to avoid being splattered.
13. Strike match before turning on gas equipment, to avoid a flare-up.
14. Wear closed-toe and closed-heel shoes that do not absorb liquids.
15. Metal containers, foil or utensils should never be used in microwaves.
16. Warn guests of hot dishes.

## Preventing Fires

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1. Smoke only where allowed.
2. Do not turn your back on hot fat, as it may burst into flames.
3. Keep equipment and hoops from grease build up because grease causes many food service fires.
4. Do not set the fryer at too high a temperature.
5. Store matches in a covered container, away from heat.
6. Keep garbage in covered container, away from heat.
7. Store chemicals away from heat because many chemicals are flammable.

## Safe Chemical Handling

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You will be trained on how to use and handle chemicals products in the restaurant. Here are rules and guidelines to always remember when handling chemicals -

- ▶ Read the labels of all products, before you use them.
- ▶ Follow the directions for proper storage, handling, and use for all chemicals you use.
- ▶ Ask the Kitchen Manager or manager-on-duty with any questions or concerns you may have about using a certain product.
- ▶ Know how to call for medical help, in case of an emergency.
- ▶ Never mix chemicals together.
- ▶ Do not store chemicals in unmarked containers.
- ▶ Do not store chemicals in or close to food storage, preparation, or serving areas.

- ▶ Do not leave aerosol spray containers near heat or spray close to an open flame.
- ▶ Do not dispose of any empty chemical container until you have checked on the label for how to do so.

### **Reading the MSDS (Material Safety Data Sheets)**

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- ▶ Read product name.
- ▶ Fire hazard - explains if the product can catch fire or explode.
- ▶ Health hazards - explains effects of over exposure and first aid procedures.
- ▶ Spill precautions - explains steps to take in case of spills.
- ▶ Special protection - describes any special measures, such as goggles and rubber gloves, used to decrease exposure and risk.

### **Read Chemical Product Labels**

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- ▶ Read name.
- ▶ Physical and health hazards.
- ▶ Instructions for storing, handling, and use.
- ▶ Instructions on what to do in case of an emergency.

### **Wear Appropriate Safety Equipment**

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- ▶ Gloves
- ▶ Face shield
- ▶ Shoes

## Personal Appearance



Your overall image is our image. You make a distinct impression on each of our guests. The image you create can enhance or detract from our overall concept and the way our Restaurant is perceived in the minds of the guest. You are entrusted with handling our guests' needs and must, therefore, reflect cleanliness and wholesomeness at all times. Always remember . . .

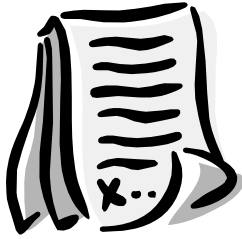
- ▶ You are responsible for keeping your clothing neat and clean at all times. There is no excuse for reporting to work out of dress code.
- ▶ Your hair will be clean.
- ▶ The only jewelry that will be allowed, will be items checked by management to ensure safe operation of all machinery.
- ▶ Hands must always be clean. Do not wear scented lotion on your hands, as it clings to glassware.
- ▶ At no time will employees chew gum or eat while in the public areas of our store.
- ▶ Do not report to work without the previously mentioned items being adhered to.
- ▶ A smile is part of our dress code.

## Dress Code

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There will be an apron issued, along with towels, each day prior to the beginning of your shift. At the end of your shift, dispose of your apron, and any soiled linen, in the appropriate dirty linen bins. Please refrain from any activity in the front of the house while in a soiled clothing.

## Performance Standards



1. If you fail to show up for a shift, you will meet with the General Manager prior to your next scheduled shift.
2. Notify a Manager of anything out of the ordinary, or any possible problem.
3. A smile and friendly attitude are part of everyone's appearance and will increase your income.
4. All employees are required to have a telephone number where they can be reached.
5. If you notice anything in the Restaurant that is broken or damaged, notify a Manager.
6. Do not leave your station on break without checking with the kitchen Manager.
7. Do not eat, drink, or smoke while on the floor.
8. A Manager must approve all schedule changes.
9. Keep break area clean. Do not leave glasses, napkins, etc., lying out.
10. You must clock in and out as scheduled. **BE ON TIME!**
11. Print a copy of your schedule each week. Do not call up to the Restaurant to find out your schedule. You are responsible for knowing your schedule.
12. You may not receive personal phone calls at the Restaurant, except in a real emergency. Please inform your friends and family.
13. Schedule requests are due by the Monday prior to the Thursday posting. Leave them in the designated area.
14. If you have a suggestion on how to make the Restaurant run more efficiently, please give them to a Manager.

15. You will maintain a high level of communication between servers, kitchen line, kitchen prep, and dish staff. This is necessary to the flow of the restaurant.
16. You will clean and sweep the kitchen and storage area, maintaining a safe and sanitary area for customers.
17. You will uphold sanitation and safety standards.
18. You are contributors to teamwork, understanding it is essential.

## **Front of the House Behavior**

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There is to be no yelling or arguing in the front of the house. If you have a problem with a customer, **DO NOT ARGUE**, keep calm, and get a manager. The same applies to employee relations. No yelling or arguing, - get a manager.

## **Eating or Drinking**

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There is to be no eating or drinking in the front of the house at any time. Food is only to be eaten during management approved breaks in appropriately designed areas.

## **After Shift Behavior**

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Employees may not sit with customers at a table or at the bar while on duty. If you are visiting the restaurant off duty, you are still a representative of the Wurst Haus German Deli and Restaurant. For this and other reasons, we will appreciate you maintaining a very high standard of behavior.

## Opening, Running, Closing Duties

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Every shift at the restaurant has opening, running, and closing duties. These duties are posted in the server stations, behind the bar, in the door book, and in the kitchen. These duties are extremely important in assuring smooth daily operations and ongoing quality service. These duties require teamwork, and through teamwork, we will maintain excellence in service.

Opening and closing duties will not be considered complete until approved by the Manager on duty. Running duties refer to ongoing duties while the Restaurant is open for business. The responsibility of making sure these duties are being done during the shift, is that of you and your teammates. Each position of the Restaurant is assigned its own duties. Some duties will require individual effort, while others will require team effort.

## Conclusion

There is a lot of information contained in this manual! Believe it or not, however, there is even more information that is not.

We have given you the basics, as we view them, and how we would like them to be conducted. There is no section in this manual concerning "Teamwork." The reason for this is that we feel this topic falls under the "Common Sense" category. We expect our staff at the Wurst Haus German Deli and Restaurant to possess this common sense from the word "GO."

We want you to use the service tips in the manual, along with your common sense, and above all, YOUR individuality, to help create an atmosphere that will encourage good times for our customers, and yourself. When this happens, you will be ensuring the success of not only the Wurst Haus German Deli and Restaurant, but also yourself.

**GOOD LUCK!!!**