

Notes for Volunteers Serving Meals in St James Place Kitchen

Mission Statement

**We believe in the dignity of every human being.
we want to share not only adequate food, but an atmosphere of
hospitality and mutual respect.**

Volunteers are asked to perform two equally important tasks:

- First: Welcome all guests with a smile and a joyful courtesy that respects their dignity as a creation of God.**
- Second: Present and serve the available meal in the most appealing manner possible.**

Recommendation 10 -12 volunteers:

- 4 - Serving Line 1 - Dishwasher**
1 - Dryer 1 - Pan scrubber
3- Dining Room attendant

If volunteers are unable to serve on their assigned night – they are asked to please find a replacement if at all possible. Notify St James Place (816-561-8515) and /or Kitchen Supervisor as early as possible if shorthanded or if replacements are being used.

Volunteer duties - Before and during the meal

Volunteer arrival time is **no later than 4:10pm**. This allows Kitchen Supervisor time to assign responsibilities and setup the serving line for the meal. Upon arrival Volunteers are asked to :

- Sign the Volunteer sign in Book
- Wash hands
- Wear gloves and aprons when serving food.

Doors are opened at 4:30pm

1. As required wash, dry and put in proper place all pots, pans, utensils, trays, glasses etc...
2. As they are returned from dining room wash and count number of trays, (this count will be used to determine the number of guests served). Regularly run garbage disposal (it's a very delicate system) followed by large amounts of water, **do not put greasy liquids** or large amounts of food down the disposal (use container and place in dumpster.)
3. Wipe down tables and pickup trash as guests leave - keep dining room as clean as possible during meals.
4. The large number of guests currently being served makes it difficult for St James to serve **"seconds"**.
5. There are 2 reasons we are unable to serve **"seconds"**. First, difficulty in acquiring and preparing sufficient quantities of food to serve such large numbers of guests. Secondly, the limited seating in the dining room requires guests to dine and leave promptly in order to provide seating for the next person – serving "Seconds" can prevent all who come to our door from being served a full meal.

Doors will be closed and locked at 6:00pm

1. All left over food is to be discarded or stored in the walk-in cooler
NO FOOD is to be left out!! PLEASE – double check ovens for pans of food).
2. Empty all trash containers in kitchen and dining room. Be especially careful to wipe down the wall in the dining room behind containers where trays are emptied. Stack emptied trash containers on dishwasher table and back sink. **Do not “nest” trash cans** inside one another as they can be very difficult to separate.
3. Deposit all trash / garbage in the largest dumpster - insure dumpster lids are closed
4. **Check that stove and all ovens are empty of food and turned OFF.**
5. Finish washing and putting away pots, pans, trays, utensils, etc... Clean dishwasher – empty and rinse strainer located inside the washer.
6. All dining room tables and chairs must be wiped down thoroughly each day, being white they need extra attention to keep them clean. A spray bottle with a cleaning solution should be used on all table tops and edges. Chair seats and backs should also be wiped down to prevent the build up of grime.
7. Stack chairs on tables in dining room (8 per table).
8. Sweep floor in Kitchen, Dining Room and hallway. Turn off steam table – unlock brakes and move in order to sweep under and clean the walls around the steam table.
9. Close and lock serving window “curtain”. Straighten up the storage areas.
10. Mop floors in dining room, kitchen and hallway – (follow directions in mop room for mixing mop water).
11. Empty mop bucket in the basin provided in the mop closet (Do not empty in sinks located in kitchen area). Return brooms, mops and buckets to mop closet (while it does leave tracks on the freshly mopped floor the KC Health Department requires they not be left in kitchen or dining area).
12. **Lock cooler and freezer.**
13. **Lock Bathroom doors and return keys to cabinets in Kitchen.**

SECURITY: All who dine or work at the Kitchen will be treated with courtesy and respect. Disturbances, verbal or physical, will not be tolerated. Disrespect to volunteers will be dealt with firmly. Disruptive guests will be asked to leave – if individuals fails to leave or disturbance persists “911” will be called without hesitation. Police will then deal with those involved and offenders will be banned from the Kitchen for a period of time. While it is often difficult to identify the offending individuals, unless police apprehend them, every effort should be made to convey name and description to Rudi and /or Mike Mathews in order to minimize future incidents.

At the end of the evening the **Kitchen Supervisor** is asked to call the Pantry (561-8515) and leave a message on the recorder with the following information:

- Number of guests served
- Number of volunteers present
- Any unusual occurrences or problems during the evening

Make sure all lights are off and door to Kitchen and restrooms are securely locked.

Thank you for your generous assistance in serving those in need.

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St James Place Food Pantry and Soup Kitchen

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Dear “Soup Kitchen Angel”,

Those who volunteer at our Kitchen and Pantry would more accurately be described as stewards rather than volunteers. While similar, I believe there is a great deal of difference between volunteers and stewards. In Webster’s Dictionary a volunteer is “one who enters service of their own free will”. People volunteer to get involved with many different things and for many different causes—often times not even knowing why they volunteer, except for the fact they have time on their hands.

Good stewards always know why they are involved in something: it’s because God has blessed them, and they want to offer a part of their time, talent, and treasure back to God in thanksgiving. Good stewards always do what they do out of gratitude, they never forget that it was God who first gifted them, thus providing them the gifts to share. It’s the sharing of those gifts that builds the Kingdom of God here among us.

Each month over 600 families receive assistance from the Food Pantry and nearly 5000 hot meals are served through the Kitchen.

Over time several changes, both physically and procedurally, have been made to the Soup Kitchen at St James Place. In order to continue serving our clients and guests with the respect and dignity they deserve we must adapt and change. The number of guests coming to our Kitchen and the number of families requesting assistance from our Pantry have made procurement of food more of a challenge than ever before.

In our Kitchen the limited seating and the increasing numbers served require our guests to eat and depart promptly in order for the next person to be seated and served.

Our increased numbers and limited seating **make it extremely difficult to serve “second” helpings** to our guests or to provide them “carry out”. All of us desire to serve each guest all they want to eat, however it is even more **important that we serve all our guests**. There are times when our generosity early in the evening forces us to serve little to those who enter later. Food remaining at the end of an evening is not discarded, rather it is stored in the cooler and served as part of the following meal. **I ask for your cooperation in being consistent in how we treat all guests with regard to serving “seconds”.**

Because of your stewardship, St James Place -- Pantry and Kitchen, are able to continue ministering to those most in need. Thank you and all who join with you so faithfully in serving meals each month.

May God bless you for all your efforts.
Mike Mathews