

# HIDEAWAY PIZZA®

## Dish Room

The dish room is one of the key areas of daily operations of any restaurant. Everyone at the Hideaway does dishes. We do not promote a bad image with the dish room. You will often see a Manager or even the Owners of the Company jump into the dish room to help get it caught up. Many people enjoy doing dishes; it gives them the ability to focus on just one specific job & is quite often a real challenge to stay ahead. A positive attitude will make doing dishes a piece of cake. Please help the dish person, everyone needs a helping hand.

### Opening Procedures

The dish room should be up & running before the operations of the kitchen begin. However, there are a few steps necessary to properly set up the dish room:

- Make sure the screens, jets, & curtains are in their proper place.
- Close the drain & door, then turn the machine on. The machine will automatically fill up with water. Wait about 3 minutes before running anything through.
- If applicable, turn on booster heater & exhaust switch.
- Make sure the rubber mats are down & where they belong.
- Check all the chemicals used by the dish machine. The soap, sanitizer, & drying agents may need to be primed before use.
- On a **chemical sanitizing** dish machine, check the sanitizer level with the litmus paper. It should read 100 ppm.
- On a **hot water sanitizing** machine, the rinse water must be at least 180<sup>0</sup> F. Temperatures need to be checked at least 3 times a day.
- Fill the silverware tub with the pre-soak solution/water, change out at least once a day, normally this should be done during the shift change.

### Operations

- The key to the dish room is organization. Keep the dishes stacked with like dishes. Spray the stacks down with water. This will loosen any food making them easier to clean. Continually spray the stacks down as new dishes are added.
- Before running dishes through you will want to remove all food particles. Don't use the dish machine cycle to loosen food. This will reduce the amount of chemicals used by the machine & the frequency in which the screens will need to be cleaned. If possible, **always run full racks**.

- Keep the large inset screen that is in the rinse sink (above the disposal) as clean as possible. Straws & cracker wrappers can destroy the disposal.
- When pulling dishes, it is **absolutely necessary to wash your hands with soap & water before you start**. Why wash the dishes if someone is going to use dirty hands to put them up?
- Use caution while pulling dishes for several reasons; to keep from breaking dishes, avoid burning someone on hot dishes & equipment, to minimize the noise of clanking them together. With an open kitchen, much of this noise carries to the dining room.
- Make sure the dishes are dry before pulling from the clean shelf & dispersing to the floor or kitchen.
- Be aware of the warning signs when chemicals are running out. The out of soap mechanism should beep & the sanitizer has a red light mounted on the wall that should flash when out of sanitizer. Check signals & the rinse-dry chemical often. The warning beeps & flashes have been known to fail.
- The temperatures of each cycle are very important for proper cleaning & should be checked every shift.
- The wash cycle in a chemical sanitation dish machine should always maintain a minimum temp of 130-140 degrees. The rinse cycle should also have a minimum temp of 140-150 degrees, but not to exceed 165 degrees. Too high of rinse temperatures will lessen the sanitizer's effectiveness.
- Use a sanitation test strip to check the level or strength of the sanitation chemical in the water, **often** (at least before the lunch rush & before the dinner rush). The ideal reading is **100ppm** (parts per million). The ppm reading should never fall below 50 or exceed 200, but again 100ppm is ideal.
- The wash cycle for a hot water sanitation dish machine should be at least 140-165 degrees & the rinse cycle (sanitation cycle) should be at least 180 degrees.
- The water in the dish machine should be emptied & replaced approximately every 2-3 hours.
- Delime the machine every at least every two weeks. Delime 2 to 3 times a week if your machine is not on a water softener. Ask a manager if you are unsure.

## **Special Cleaning Procedures**

### **Glass Coffee Pots**

These are fragile & should be handled with care. The coffee pots are to be run through the dish machine just like any other dish. When a film or deposits form on the pot, use a mixture of ice, lemon wedges, & salt. Place all three items inside the pot & shake in a circular motion. If the stains persist, soak in limeaway for 10-15 minutes, rinse thoroughly & run through the dish machine. Use a #0000 steel wool or SOS pad to scrub.

### **Cutting Boards**

Cutting boards require regular cleaning after every use. If stained, spray with bleach water, let it sit for a while, scrub & rinse thoroughly. Run it through the dish machine.

### **Tea Urns**

These need to be scrubbed out every night. Use a scrub pad to scrub the inside of the urns until all stains are removed. If stains persist after a good scrubbing, fill the urn with hot water & a little blue soap. Give it about 10-15 minutes, scrub again & rinse thoroughly. Once the stains are removed, dismantle the spigot & scrub it

down. While the spigot is removed, run both the tea urn & the spigot through the machine & then reassemble.

### **Pizza Pans**

As the pans are waiting to be washed, spray down the stacks & let them soak. This will help loosen the cheese. As you load the pizza pans in the racks, you should scrub each pan. If there is stubborn spot, set aside & re-soak with hot water.

### **Silverware**

Silverware is always in high demand. Wash silverware as often as possible. The silverware is to be removed from the pre-soak solution & placed on a flat rack. Spray the utensils down thoroughly, removing any trash or debris that you see. Run the rack through the machine. Once it comes out, the utensils will need to be sorted into the silverware racks with the heads of the utensils facing DOWN. This is so no hands touch the part of the utensil used to eat with. Then run the silver through again. After it has been through the dish machine **twice** & has dried, it is ready to be put back to use.

## **Dish Room Shift Change**

The shift change duties are to be performed at the end of the lunch shift & at closing. Attention to these areas throughout your shift will make the shift change smooth & easy:

- Sweep up all trash in the dish room, under shelving, the machine, & even under the mats. Mop up any standing water.
- Take out the trash. Breakdown all boxes & place in the dumpster. Replace the liners in the trashcans & tie down the bags. Wash your hands often.
- Clean the walls, h& sink, & the machine inside & out. Remove the screens & jets, spray out, & return to their proper place.
- Return all towels, brooms, mops, cleaning supplies, etc., to their proper place.
- Make sure all chemical levels for the machine are good to go.
- All dishes should be washed & all clean & dry dishes put in their proper place. The clean side (drying shelf) should be emptied every shift.

## **Dish Room Closing**

Closing the dish room is more difficult than opening due to the level of dirty dishes increasing over a longer period of time. Closing procedures are done in the latter part of the shift. During this time, you should expect an increase of dishes from the kitchen & floor as they begin their closing procedures.

- Wash all items from the FOH & BOH, & then store these items on the clean drying shelves before performing your closing duties. The kitchen & floor staff should retrieve these items as they complete their closing duties.
- Wash & store all remaining glasses, utensils, & dishes. This will need to be done before performing your closing procedures.
- Once **all** dishes have been washed, roll up the rubber mats & run them through the dish machine. Leave the mats on the clean end to dry. While the mats are drying, sweep the walkway & under the shelving & under the Dish Machine. Mop the entire dish area & immediately place the mats back down on the floor. Thoroughly clean & sanitize the clean dish area. If **anything** needs to be washed after the mats have been sent through make sure

the water is drained, the inside sprayed out, & refilled with clean water. Save floor mats until last. They should be the last thing through the dish machine.

- After everything has been washed, turn off the dish machine, open the door, & drain the machine. You will need to clean all the interior screens. Depending on the machine, you could have from 4 to 8 interior screens. Remove these screens, spray them off with the h&-held sprayer, spray the inside of the machine to flush out any leftover debris, & return the screens to their proper place. There are two sets of jets that are held in by a spring-loaded pin. Remove both sets, unscrew the end caps & spray out with the h&-held sprayer.
- Then you will need to clean the screens in the spray sink & the scudder sink. The scudder sink is the little drain area at the entrance to the Dish Machine.
- If applicable, turn off booster heater & exhaust fans.
- Wipe down entire machine with a sanitizer. Clean & sanitize both the clean & dirty runways. Wipe down all shelving, sinks, counter tops, walls, & glass racks.
- Remove all trash from the building.
- Put away clean dishes.
- Review your closing checklist.
- Check out with the MOD or AKM.

### **\*The Three-Sink Method**

Everyone who washes dishes at a Hideaway Pizza is lucky enough to use fast & efficient dish sanitation machines. However, these dish machines do occasionally break down. Unfortunately, the dishes do not stop coming so we must have a back up option. This is where the three-sink method comes in handy.

**1<sup>st</sup> Sink – Wash, 2<sup>nd</sup> Sink – Rinse, 3<sup>rd</sup> Sink – Sanitize.**

- Rinse, scrape, or soak all items before washing. There should be no visible food particles or soil.
- Clean Before Dirty. Clean before dirty implies that you are washing the less dirty dishes first followed by the extremely dirty dishes. This allows you to drain the water less frequently.
- Small before Large. Small before large is aimed at making stacking & organization easier & less time consuming.
- Wash items in the first sink in a detergent solution that is at least 110°F. Use a brush, cloth, or nylon scrub pad to loosen the remaining soil. Replace the detergent solution when the suds are gone, or the water is dirty.
- Immerse or spray-rinse items in the second sink using water that is at least 110°F. Remove all traces of food & detergent. If using the immersion method, replace the rinse water when it begins to look cloudy or dirty.
- Immerse items in the third sink filled with hot water or chemical-sanitizing solution. If hot water sanitation method is used, the water must be at least **180°F & the dishes must be in the water for at least 30 seconds**. If chemical sanitizing is used, the sanitizer must be mixed at the proper concentration (100ppm chlorine sanitizer, or 200ppm quaternary ammonia solution) & the water temperature of at least 75°F. Check the concentration of the sanitizing solution using a test strip.
- Air-dry all items. Set each item on the drying rack until they have dried completely.