

Volunteer arrival time 10:30 a.m. (Door should already be unlocked)
Seniors arrival time 11:00 a.m.
MOW arrival time 11:30 a.m.

Cabinet Lock Code – 273

Problems – Call Denise @ 465-2273

Website – www.hollisseniors.org for MOW menu + volunteer schedule

GENERAL

COFFEE -- Start coffee as soon as you get there. (See instruction on next page.)

DESSERT – Whenever the MOW dessert is listed as a fruit, the seniors feel cheated; so, the lead volunteer should make arrangements to have a “real” dessert on hand.

Labels Inside Cabinet - Take a minute to familiarize yourself with where things belong inside the cabinet. You should notice a label which marks where a particular item belongs.

IMPORTANT: Please return items to their designated spots; it makes it easier for the next week’s set of volunteers.

Counter Tops / Sink / Gray Utility Tray / Stove – Take a minute or two to wipe these down with hot water and then dry them before you start setting out the coffee and other refreshments.

Name Tags – Bring out name tag box from cabinet (bottom shelf, right-hand side). Find your name tags in the appropriate labeled Zip-Lock bag. Then put the box on the greeting table in the main dining area. One of the seniors will sort out the name tags for those seniors who have signed for lunch.

Sponges / Everything Basket – On the 2nd shelf from the bottom, front left-hand side is a plastic “everything basket” that has such helpful things as tape, markers, scissors, pushpins, etc. Resting against this basket (so that they can dry), I leave two clean sponges that are for our use only. Please return them to the cabinet in the resting position to dry when you are done with them.

HINT: I set the “everything basket” on the counter next to the 3-bay sink.

Dish Towels & Wash Cloths – Each lead volunteer should bring her own set of 3-4 dish towels and 1-2 wash cloths; however, there is now a yellow/purple wire basket in the cabinet (2nd shelf, left back) that has pot holders and dish towels. **IMPORTANT** -- If you choose to use the community towels from the cabinet, you’ll have to figure out a way to bring them home, wash them, and bring them back before the next week’s luncheon.

Special Event / Holiday Decorations – Containers of decorations for special events and holidays are stored at Denise April’s house. The lead volunteer on those Thursdays (which are noted on the volunteer schedule) should make arrangements with Denise to get any decorations, treats, etc., needed for the party.

REFRESHMENTS

Coffee – *START COFFEE ASAP.* See new instruction card affixed to cover of coffee jar. There is a white 1/3 cup measuring cup (scoop) that should be in or near the coffee can to use for measuring coffee per the instruction card. For 20-25 people signed up for lunch – make 30 cups; for 25 to 30 people signed up for lunch – make 35 cups; etc. Set up coffee pot on counter to right of stove. Set out coffee cups (2nd shelf, back center). Fill the WHITE carafe with hot coffee.

HINT: Also set out a sugar, creamers, and stirrers next to this as a serving area.

Cider / Hot Chocolate / Tea – Heat water in the tea kettle. Fill the BLACK carafe with hot water. Set out boxes containing cider, hot chocolate, and tea on the counter to right of stove.

HINT: Set out a couple of plastic spoons in this serving area to stir these mixes; the plastic stirrers aren't strong enough to mix up the mixture.

EXTRAS: Extra boxes of cider/hot chocolate, etc., are stored in the cabinet (2nd shelf from the bottom, back middle-to-right-hand side).

Water / Ice – Cold bottled water is stored in the refrigerator (left bottom drawer). Set out cold-drink cups (2nd shelf, back center).

HINT: Bring a Zip Lock bag of ice cubes from home.

HINT: If you run out of bottled water fill one of the Pampered Chef liquid dispensers (top shelf, back left) with water from the tap (use ice cubes to make it cold).

EXTRAS: Extra water is stored in the cabinet (top shelf, left-hand side).

Soft Drinks: Ginger ale is usually the only soft drink we keep on hand; stored in the refrigerator (left bottom drawer).

EXTRAS: Extra ginger ale is stored in the cabinet (top shelf, left-hand side)

TABLES & TABLE SET UP

Large Rectangular Tables – Take a minute or two to wipe these down with hot water and then dry them before using them.

1. Food staging table -- outside kitchen door in main dining room (in front of large barn doors); use this to stage the serving of the MOW lunch. HINT: From the cabinet, take out the yellow/purple wire baskets (2nd shelf, middle) and the wicker baskets (top shelf, front right) and place them on the food staging table. Line 5 wicker baskets with napkins (these will become the bread baskets). Put out packs of plastic gloves.
2. Greeting table -- near entry door to main dining room (in front of sliding doors); use this for name tags, blue charity bins, and any literature to be distributed to Seniors.

Round Tables – These should be in place already – 3 on each side of the room; set with 6+ chairs each. The Seniors usually only use 5 of the tables – the 3 on the left-hand side and the first 2 on the right-hand side. The middle table on the right-hand side is the busiest; set this table with at least 8 place settings.

Table Stations – Set up for 5 tables. Place in center of each table. Each station consists of: 1 clear round plastic serving tray on which you place -- 1 straw dispenser; 1 set of salt & pepper shakers; 1 Creamora dispenser; 1 sugar holder; 1 coffee stirrer holder. These are located in the cabinet (2nd shelf, right-hand side).

Table Place Settings – Set up for 5 tables of 6 to 8 settings. Each place setting consists of: one placemat on which you place a rolled napkin containing 1 fork, 1 spoon, and 1 knife.

HINT: There should be a wire basket (2nd shelf, front middle) which has a bunch of pre-made utensil bundles.

REPLENISH SUPPLY: PLEASE take a minute, once you've set everything up, to roll a bunch more bundles so they'll be ready for the next week's volunteers. Place in a yellow/purple wire basket and put that basket on top of the other wire baskets (2nd shelf, middle).

Creamer / Butter Bowls – Use 5 Styrofoam bowls (top shelf, back right). Place 5 or 6 creamer packets (stored in refrigerator – right bottom drawer) AND 5 or 6 butter pats (stored in the freezer) in each bowl; place on tables.

HINT: Once these have sat out for the 1+ hour lunch, they should be thrown out; so don't put too many out.

SERVING LUNCHEON

Plastic Gloves – There are packs of large, medium, and small plastic gloves in the cabinet. Set these out on the food staging table. As soon as the meal arrives, please remember to put gloves on to stage and to serve.

Serving Utensils – Drawer to left of sink. This drawer holds all kinds of serving utensils, large knives, pizza cutters, ice cream scoops, etc.

HINT: Serve Milk first. Have 1 volunteer serving milk; while 1 sets out the bread baskets; while 1 removes food from carriers. Have 1 volunteer tearing off cellophane seals while 2 volunteers serve the meals.

Milk – ***SERVE THIS FIRST.*** Use 1 or 2 of the yellow/purple wire baskets (2nd shelf, middle). Fill wire baskets with milk cartons.

HINT: The wire basket will accommodate 3 rows -- make 2 rows of 2% and 1 row of skim..

Bread/Rolls – Use 5 of the wicker baskets (top shelf, front right). Line each basket with a napkin. Place 6-8 pieces of bread/rolls in each basket and place on tables.

Fruit – Use 5 of the wicker baskets (top shelf, front right). Place 6-8 pieces of fruit in each basket and place on tables.

Meal – Make sure there are enough meals for everyone who signed up. If more people show up than signed up, give meals to those who signed up first; then give the rest out on a first-come/first-serve basis. If there are extra meals left over, bag them up in plastic shopping bags (located somewhere in the cabinet); put 2 meals per bag. Announce to the group that bags are in the refrigerator and for them to take home. All leftover food should go home with someone (even the milks). We really shouldn't be leaving anything in the refrigerator other than what's in the two bottom drawers. Do your best to be fair.

HINT: After everyone has been served, take a few minutes to go around to each table to see if everything is okay and if anyone needs their drink refreshed.

HINT: There are condiments (mustard, ketchup, mayo) in the refrigerator (bottom drawers).

Dessert – The nature of the dessert will help dictate how to serve it. Serve after you see 1 or 2 tables are finished with their meals and begin serving the dessert to them (while one of the volunteers clears away their used plates).

HINT: Styrofoam plates and bowls are in the cabinet (top shelf, back right). Will they need a new spoon/fork to eat their dessert; have extras readily available. Will anyone need milk to wash it down? More coffee? Whipped topping (refrigerator, one of the bottom drawers should have Redi-Whip).

CLEAN-UP

Coffee Pot & Tea Kettle & Carafes & Serving Utensils – Dump coffee grinds; dump extra coffee. Wash, rinse, dry coffee pot, tea kettle, & carafes; return to cabinet with lids propped open so the insides can dry properly (top shelf, front middle). Wash, rinse, and dry any serving utensils; return to draw to left of sink.

Decorative Boxes of Drink Mixes – Replenish as needed (2nd shelf from bottom, back middle). Return to cabinet (2nd shelf, left-hand side)

Clear Dining Tables – Throw away all used meal and drink containers, utensils, placemats, etc. Throw away any unused butters or creamers. Use your discretion as to whether these tables need to be wiped down.

Table Stations / Wicker Baskets – Wash, rinse, dry the clear plastic trays. Use a damp towel to wipe down straw dispensers, Creamora dispensers, sugar holders, and coffee stirrer holders; return to cabinet (2nd shelf, right-hand side). Empty wicker baskets; return to cabinet (top shelf, front right).

Counter Tops / Sink / Gray Utility Tray / Stove – Take a minute or two to wipe these down with hot water and then dry them.

Large Rectangular Tables – Take a minute or two to wipe down the food staging table and the greeting table with hot water and then dry them.

Leftover Food / Drink – Pack any leftover meals in plastic shopping bags (located somewhere in the cabinet); put 2 meals per bag, including bread, milk, dessert, etc. Announce to the group that bags are in the refrigerator and for them to take these home.

HINT: All leftover food should go home with someone (even the milks). We really shouldn't be leaving anything in the refrigerator other than what's in the two bottom drawers. Do your best to be fair.

Name Tags – Return volunteer name tags to the appropriate, labeled Zip-Lock bag. Return all seniors' name tags to the appropriate, labeled Zip-Lock bag also. Return name tag box to cabinet (bottom shelf, right-hand side).

RUNNING OUT OF SUPPLIES

Ordering Supplies from MOW – Fill out order slip for items supplied by MOW for Hollis Seniors Community Dining and give to MOW driver. Order slips on cabinet door.

Ordering Supplies (other than those supplied by MOW) – Fill out order slip for items other than those supplied by MOW and give to Terry McKay or Denise April. Order slips on cabinet door.