

Open Kitchen

HOMELESS MEALS

Supervisor's Guide

When supervising an evening meal, the overriding task is to be around to sort out problems. Below is a list of specific duties:

One to four days before the Thursday:

- Email or call helpers (not cooks) to make sure they are coming
- If you hear someone is ill, organise a replacement

6:00pm

- Get to the Church by 6:00pm
- Do the opening checks

6:00-6:15pm

- Help the cook's get set up

6:15-6:30pm

- Help the Waiters set up the tables
- Check someone is handling teas/coffees
- If you need emergency helpers, call Julia Hill on 07736 306057 (e: juhill82@aol.com)

6:30 - 7:15pm

- Check someone is always in the hall outside the dining area. Make sure any kids are safe and the guests do not wander around inside the Church

7:15-end

- Check the meal is going smoothly
- Check the tables and chairs are stacked
- Check the surplus food is boxed and the boxes are put in the fridge
- Handle any requests for take-away meals
- Call the caretaker, Jerry on 07931 233506, about 15 minutes before we finish

At the end

Do the closing checks, including

- Check nothing is left either in the Hall or the Kitchen
- Check the fan, water boiler and all the oven controls are turned off
- Find out how much the cooks need to be reimbursed, and keep any receipts they give you.

After the end

- Fill in a supervisor's report (including guest numbers, etc) at:
- http://www.openkitchen.org.uk/djapp/homeless/supervisors_log/

Emergency contact details:

* Nigel : 01628 660665 or 07428 678396

* Sue : 01628 623554 or 07580 935693

Open Kitchen

HOMELESS MEALS

Supervisor's Guide

A few extra notes

- For food we take to the shelter, can we try to get containers filled to around 80% capacity. If they are filled to 100%, the food spills out. If they are filled to around 10% capacity, we will run out of containers.
- Takeaways are now only available to people sleeping rough, because there are now so many people who need food. Feel free to exercise discretion, but generally please can you make sure the cooks know the rules and help them if they get asked for food from people who have homes to go to.
- Can you ask our volunteers to wear name labels. It makes volunteers and guests feel more comfortable if they know the names of the people they are working/talking with.
- None of our volunteers is allowed to give lifts to any of the guests.
- None of our volunteers should ever be left alone with a guest.