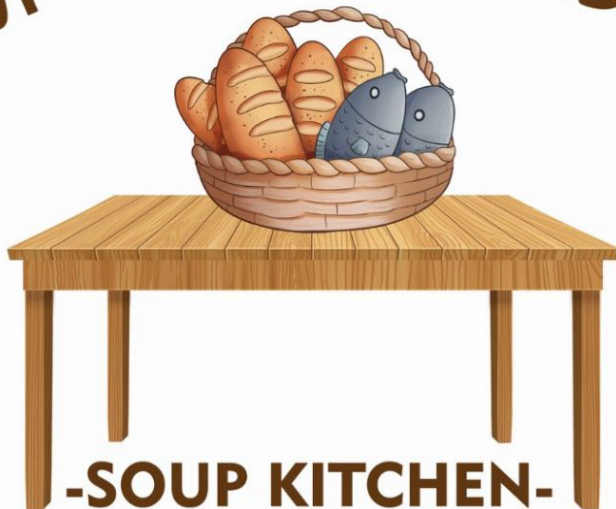


OUR FATHER'S TABLE



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VOLUNTEER HANDBOOK

WELCOME TO OUR
VOLUNTEER FAMILY

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Welcome to the Our Father's Table Volunteer Family!

Thank you for volunteering with Our Father's Table! We are excited to have you as part of our volunteer family. Your time, kindness, and servant's heart help us provide meals, hope, and compassion to our community, and we are grateful for you!

New Volunteer Training Video on our YouTube Channel

We're excited to share our **New Volunteer Training Video**, created to complement this guide and help you feel prepared for your first day of volunteering!

Whether you'll be serving as a **Meal Prep Volunteer** or a **Meal Server**, this video will walk you through everything you need to know before your first shift. From what to expect when you arrive to important volunteer procedures and best practices, you'll gain the confidence and knowledge you need to feel prepared, supported, and ready to make a difference.

We encourage all new volunteers to watch the video before their first shift.

Watch on YouTube: @OurFathersTableSoupKitchen

<https://www.youtube.com/@OurFathersTableSoupKitchen>

Before Your Shift

Parking & Arriving

Please park across the street in the Compass Health parking lot and walk through our back gate and enter through the back door when you arrive. The back door will be unlocked and the Evening Manager will greet you.

Evening Managers

Every evening there is a fully trained and experienced Evening Manager who manages all volunteers and the entire evening operations. When you arrive, the Evening Manager will greet you and will walk you through what they need help with and answer any questions you have. The Evening Manager arrives for meal prep and is there until the last volunteer leaves.

Signing In

Please sign in on the Volunteer Sign in Sheet located on the Metal Bar in front of our Pantry Shelves. Please provide the following information:

- Full Legal Name (First, Middle, Last)
- Date of Birth

- Arrival Time

When your shift is complete, please remember to sign out and record your departure time.

Personal Belongings

- Store purses, jackets, and personal items on the shelf behind the bar.
- Volunteer drinks should be placed on the shelf labeled “Volunteer Drinks.”
- You may keep your phone with you; however, phone calls should be taken behind the bar or outside the back door.
- After taking a phone call, wash your hands and put on a fresh pair of gloves before returning to work.

Before We Open

While waiting for guests to arrive, you may be asked to assist with:

- Rolling silverware
- Setting out salad dressings
- Plating desserts
- Other last-minute tasks

A few minutes before opening, the Evening Manager will gather volunteers for prayer and provide job assignments.

To help everything run smoothly, please remain in your assigned role during the initial dinner rush unless instructed otherwise.

Volunteer Roles & Information

Food Safety: Shoes & Hair Requirements

Because we are a food service environment and in accordance with food service guidelines, volunteers are required to wear closed-toe shoes and have hair pulled back while in the kitchen or serving area. We have ponytail holders available if you need one—just let us know!

Meal Prep Volunteers

You may assist with:

- Chopping vegetables or salad
- Slicing bread
- Plating desserts
- Washing dishes
- Filling drink dispensers

- Last-minute meal preparation

Meal Server Volunteers

You may assist with:

- Taking drink orders
- Serving meals from the kitchen to our seated guests
- Plating meals in the kitchen for our guests
- Serving desserts
- Clearing Tables
- Washing dishes

Meal Prep shifts typically end at 5:30 PM when dinner service begins. If the Evening Manager is busy and forgets to dismiss you, simply let them know you are heading out.

Never hesitate to ask questions if you are unsure how to perform a task. We are happy to help!

Serving Our Guests

Opening Time

Doors open at 5:30 PM.

Guests will:

1. Sign in at the wooden sign-in table.
2. Choose any available seat in the dining room.
 - If seating becomes limited, volunteers may assist guests in finding available seats. Guests are allowed to sit at the metal bar, if necessary.

Taking Drink Orders

After guests are seated:

- Ask what they would like to drink.
- Available beverages typically include:
 - Water
 - Sweet Tea
- Deliver drinks along with silverware.

Serving Meals

Meals are plated in the kitchen and carried out on serving trays.

When serving:

- Remove the plate from the tray.

- Place the plate in front of our guest.
- Do not place the serving tray on the table.
- Please return serving trays to the kitchen team to be reused.
- If a serving tray becomes dirty, please place it in the kitchen sink to be washed.

Second Servings

We gladly offer seconds servings.

However:

- We do not offer thirds or additional servings beyond seconds.
- To avoid confusion, only one or two volunteers should handle requests for seconds.

Serving Desserts

Desserts are pre-plated and stored in the baker's cabinet behind the bar.

After guests receive their meals:

1. Take a dessert tray from the cabinet.
2. Visit each table.
3. Ask guests if they would like dessert.
4. If multiple dessert options are available, ask which one they prefer.
5. Hand the dessert directly to the guest.
6. Take empty dessert trays to the kitchen

Weekend Bags (Fridays Only)

Every **Friday during dinner service**, we offer **Weekend Bags** to our guests. These ready-to-eat meals help provide food over the weekend while Our Father's Table is closed.

Weekend Bag Options

Please ask each guest if they would like a Weekend Bag. If they do, ask which option they prefer:

-  **PB&J** – Peanut Butter & Jelly with crackers
-  **Chicken** – Canned chicken with crackers
-  **Tuna** – Canned tuna with crackers

Weekend Bags are located on the **wire shelves behind the metal serving bar** and are labeled:

- **PB&J**
- **CS** (Chicken)
- **TS** (Tuna)

If we run out of a particular option, simply let the guest know which Weekend Bag choices are still available.

Important Guidelines

- **Limit one Weekend Bag per guest.**
- **The guest must be present** to receive a Weekend Bag.
- Weekend Bags may **not** be taken for someone who is not dining with us.

Tracking Weekend Bags

Please keep an accurate count of the Weekend Bags distributed during your shift.

Record:

- The total number of Weekend Bags handed out.
- How many of each type were distributed (PB&J, Chicken, and Tuna).

Keeping an accurate count helps us plan for future Fridays and ensures we're able to serve as many guests as possible.

Dine-In Policy

Our Father's Table is a dine-in-only establishment.

Carry-Out Meals

We do not provide:

- Carry-out meals
- Meals to take home for others

If a guest requests an exception and you are uncomfortable declining, please ask the Evening Manager for assistance.

Clearing and Cleaning Tables

Guests may clear their own dishes, but they are not required to do so.

Please monitor tables and clear dishes as needed.

Dirty Dish Station

Located in the dining room corner:

- Scrape food into the trash can.
- Pour liquids into the designated bucket.
- Place dishes into the dish tub.

Sanitizing Tables

After clearing a table:

- Wipe tables, chairs, and surrounding surfaces.
- Use sanitizer rags from behind the bar.

If sanitizer water becomes:

- Cold
- Dirty
- Cloudy

Please notify the Evening Manager or replace it according to instructions.

The Free Corner

Our Free Corner is in the front left area of the dining room including items on the guest sign-in table.

Guests are welcome to:

- Browse
- Take needed items (donated food, clothing, hygiene and household items).

Some items may have limits, but volunteers are not responsible for enforcing them. If special distribution is needed, the Evening Manager will handle it.

Kitchen Safety & Hygiene

Handwashing

The handwashing sink is ONLY for washing hands.

Never use it for:

- Dishwashing
- Food preparation

After Using the Restroom

1. Wash your hands in the restroom.
2. Wash your hands again at the handwashing station before returning to work.

Gloves

Wear gloves anytime you touch food. Gloves are NOT required for:

- Carrying plates
- Clearing tables (unless preferred)

Remember:

- Gloves used in the dining room do not go into the kitchen.
- Gloves used in the kitchen do not go into the dining room.
- After clearing tables, wash hands and change gloves before handling food.

Dishwashing Procedures

Please help with dishes whenever possible throughout the evening. Keeping up with dishes makes cleanup much easier at closing time.

Commercial Dishwasher Instructions

Step 1: Pre-Rinse

Using cold water:

- Remove all food residue from dishes.

Step 2: Load Dishes

- Place dishes into dish racks.

Silverware:

- Place on the flat rack with holes, or
- Use the brown silverware caddy.

Navy Blue OFT cups:

- Fill an entire rack before washing.
- Place a second rack on top to prevent cups from moving during the wash cycle.

Step 3: Check Water Level

- Ensure water reaches the black water-level line.

If needed:

- Add hot water before starting.

Step 4: Start Dishwasher

- Slide rack into dishwasher.
- Pull both sides completely down.
- The wash cycle takes approximately 2 minutes. When finished, the dishwasher will stop.

Step 5: Unload

When the machine becomes quiet:

- Raise both sides.
- Remove the rack from the clean side.

If dishes are dry:

- Put them away immediately.

If dishes are still damp:

- Place on the drying shelf until fully dry. The drying shelf is across from the dishwasher to the left of the handwashing sink.

Guest Interaction Guidelines

Financial Assistance & Transportation

Guests may occasionally ask for:

- Money
- Gas assistance
- Hotel rooms
- Rides

Please politely decline and let the Evening Manager know.

For everyone's safety and consistency, Our Father's Table does not provide:

- Financial assistance through volunteers or Our Father's Table
- Transportation by volunteers

If you are uncomfortable responding, ask the Evening Manager for assistance.

Respect & Compassion

We are a judgment-free environment and strive to love and serve everyone with kindness, dignity, and respect.

Please never comment on:

- A guest's appearance
- A guest's hygiene
- A guest's circumstances

Volunteer Meals & Breaks

Meal Prep Volunteers

Please wait until your shift is complete before enjoying a meal.

Meal Server Volunteers

When the dinner rush slows down, you are welcome to enjoy a meal.

Please:

- Eat in the dining room
- Please **do not eat or drink in the kitchen** since the kitchen is used for food preparation and serving.

You may also:

- Get drinks as needed
- Take restroom breaks when necessary

End-of-Evening Cleanup

We close at 7:00 PM. We ask volunteers to stay and help with cleanup whenever possible. Most cleanup is completed by approximately 7:30 PM.

Cleaning Checklist

A cleaning checklist is located on the bar counter.

The Evening Manager will:

- Answer questions
- Assign tasks
- Provide direction

Remember: Many hands make light work!

Leaving for the Evening

During winter months it may be dark when volunteers leave.

If you are uncomfortable walking to your vehicle alone, please let the Evening Manager know. We will gladly make sure someone walks out with you.

Thank You!

Thank you for serving with Our Father's Table. Every meal served, every table cleaned, every smile shared, and every act of kindness helps make a difference in someone's day. We couldn't do this without you!