



## Back of House Facilitator Guidelines

**Goal:** Maintaining a safe and fulfilling night for all volunteers and guests while ensuring that all three courses of the meal are prepared safely, deliciously, and on time.

**Description:** The BOH Facilitator is the person who sets the tone for the BOH volunteer team, ensures that the recipes are followed and executed safely, makes sure everything runs smoothly and the team has fun!

### OBJECTIVES

1. Setting the tone for the evening. Welcoming, cheerful, warm and safe are the dinner's defining characteristics! The best way to do so, smiling and looking at people in the eyes!
2. Providing the best possible experience for everyone. For guests, that means a very special dinner, being welcomed into a place of friendliness and positive social interactions. For volunteers, that means an engaging experience and an opportunity to connect with our neighbourly community and to break existing stigmas and biases towards residents of the Downtown Eastside.
3. Ensuring that all three courses of the dinner are prepared safely and **in a timely manner**. Provide guidance for volunteers to do so in a confident and supportive way.
4. Encouraging all volunteers to serve plates and spend quality time interacting with guests (this is what the experience is about for them).
5. Doing your best to make sure the night runs to schedule (i.e. food service timing and finishing time) and ensure that the volunteers clean the kitchen properly after service.
6. Ensuring your station is clean and tidy.

### DETAILS

**Time Commitment:** 4:30 pm - 9:00 pm

**Location:** Save On Meats - 43 West Hastings St.

## **DUTIES**

### **Facilitator's Arrival - 4:30 pm**

After arriving at Save On Meats - find an ABLF staff to go over the plan for the night. Ask questions, and make sure you have all the information you need so that you can lead the volunteer team with confidence.

Our staff will make sure that all of the recipes, ingredients and equipment needed for the night are set up at each prep station before you arrive. Read the recipe and make sure you are familiar with the location and handling of all the equipment needed in the recipe. This is the time to ask any questions you may have to the chef!

### **Volunteer's Arrival**

Be in the kitchen, ready to go for 5.30 pm, when the host will bring the team of volunteers to meet you.

- Provide aprons and have everyone wash their hands thoroughly.
- Have teams split into three smaller groups, one team per course and direct them to their respective stations.
- Each facilitator will go over their course with their team (appetizer, main course and dessert)

### **Cooking Time**

Provide direction and guidance to the kitchen teams while they prepare their dishes, **but don't do the work for them.**

However, they will need help operating some of the kitchen equipment - Make sure you are confident and available to do so. If you have any doubts, do not hesitate to ask the chef or a more experienced facilitator for assistance!

\*NOTE: Make sure to keep an eye on the timing of the preparation of all the dishes.

### **Volunteer's Engagement**

Make sure volunteers are engaged and busy.

- Some volunteers may find themselves primarily in the kitchen, but we want to make sure everyone gets the most out of the night, and a critical piece is being out front to serve our guests.
- If you see that someone has been in the kitchen all night, ask if the person wants to be in the action at the front. An easy way is to have them serve some of their dishes, taking time to chat with guests. If we have a large team, there should be no rush to have everyone back in the kitchen right away.

## **Service**

We prepare food for 100 people and, on average, see between 50-75 guests. During service, your role is to ensure the smooth running of the kitchen operations and be the liaison between the kitchen and the front-of-house team.

- This involves ensuring that all the needed plates for each three courses are ready prior to service.
- Ensuring that all members of the kitchen team know the meal and plating organization.
- Checking the table charts for any information about our guests that may have been added by the front-of-house team ( Dietary restrictions, Food allergies, etc.)
- Keep track of the number of dishes plated and served (Corresponding with the front of house team/checking at the table charts).
- When plating and serving slow down, take the opportunity to clean the kitchen and the plating areas.
- Once all guests in the diner have been served (communicate with the FOH team to determine), pack up the remaining food in to-go containers and bags. Communicate with the host to coordinate when to bring them to the host at the front counter. DO NOT run to-go bags out to guests at the tables. The host distributes the leftover meals on a first come, first serve basis so as not to create a rush or demand that we can't fulfill.

## **Clean up**

Once the service has ended and our guests are starting to leave, it is time to clean up.

- If to-go bags are still being made and distributed, ask a few volunteers to stay in the plating area to take care of that.
- Look at the cleaning checklist and assign tasks to volunteers as needed. Ensure that by the end of the night, all tasks have been handled.
- Ensure that nothing is left in the kitchen (apron, dirty cloth, material)
- Ensure that the floor is clean under the prep stations - swept and mopped

## TIMELINE OF THE EVENING

\*NOTE: The timing is approximate!

- ♦ **4:30 pm** - Your facilitator shift begins!
- ♦ **4:45-5:00 pm** - Volunteers arrive & welcome speech commences
- ♦ **5:25 pm** - We all head to the kitchen, and the Back-of-House Lead runs through kitchen safety and etiquette instructions
- ♦ **5:30 pm** - Everyone divides into front and back-of-house teams. Each BOH Facilitator runs through the recipe with their back-of-house team & FOH Facilitator runs through the set-up checklist with their front-of-house team.
- ♦ **5:40 pm** - BOH teams commence food prep & FOH team starts setting up the diner.
- ♦ **6:45-7:00 pm** - Guests are lined up in front of the diner, and doors open.
- ♦ **7:15 pm** - Starter service.
- ♦ **7:30-7:40 pm** - Main service
- ♦ **8:00 pm** - Dessert service
- ♦ **8:20 pm** - To-go meal distribution (if available)  
\*We will have guests lined up outside to receive a to-go bag.
- ♦ **8:30 pm** - Service ends & clean up commences.
- ♦ **8:30-9:00 pm** - Feedback form distribution & Debrief.

That's a wrap!