



# DISHWASHER

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## Training Manual

Month / Year





## Table of Contents

Dishwasher Training.....	1
Dishwasher Job Description.....	2
Dishwashing Standards .....	3
Security .....	4
Station Set-up .....	4
Dish Station Preparation .....	5
Dishwashing Procedures.....	6
3-Sink Method of Dishwashing .....	7
Sidework Duties .....	10
End of Shift/Checkout Procedures.....	11
Dishwasher Station Tips.....	12



## Dishwasher Training

We welcome you to **Rebar Kitchen & Taproom**. As a Dishwasher you are responsible for washing, cleaning, and sanitizing tableware, pots, pans, and cooking equipment, maintaining a clean and organized work area, as well as other cleaning duties assigned by your Manager.

**Below you will find the *Dishwasher* topics that you will learn during this training.**

1. Dishwasher Job Description
2. Dishwashing Standards
3. Security
4. Station Setup
5. Dishwashing Procedures
6. 3- Sink Method of Dishwashing
7. Sidework Duties
8. End of Shift Checking Out



## Dishwasher Job Description

### *Job Summary*

As the Dishwasher, you are responsible for washing and cleaning tableware, glassware, pots, pans and cooking equipment while following safe food handling procedures and maintaining a clean, organized and sanitary workstation.

### *Job Standards*

- Follow all company policies as outlined by the company.
- Maintain a positive attendance record by reporting to work for assigned shifts at the scheduled time.
- Follow all sanitation and safety standards set forth by the company.
- Meet all uniform, appearance, and grooming standards as specified by the company.
- Ensure the cleanliness of every dish, pot, pan, piece of silverware, and glass that goes to the kitchen and our guests.
- Clearly communicate with servers, bussers, prep cooks and other station cooks (fry, salad, etc.).
- Ensure that the dish area, kitchen floor, employee restrooms, employee break area, and storage areas are spotlessly always cleaned.
- Follow the receiving and storage standard procedures.
- Perform assigned sidework duties satisfactorily.
- Follow all end-of-shift checkout procedures as outlined by the company.
- Maintain a good team environment by assisting other team members with their station duties and sidework when there is a need and/or when available.

### *Job Requirements*

- Must be able to read and communicate in English clearly and effectively.
- Must have the ability to lift pots, pans, products, and other items weighing up to 50 pounds frequently.
- Must be able to stand and exert well-paced mobility for the duration of a scheduled shift.
- Must have the ability to stand and walk for extended periods of time.
- Must have the ability to lift, stoop, and bend.

## Dishwashing Standards

A good Dishwasher must be able to perform his or her job duties thoroughly, to support the whole staff; and must be fast, to keep up with our volume of business. Much of a Dishwasher's job is involved with maintaining standards of cleanliness in the store. A good Dishwasher must be aware of our standards and must be able to work quickly and maintain them. Your Manager will demonstrate how the dish machine operates. You are responsible for:



- Ensuring the dish machine is operating at correct temperatures in all cycles.
- Ensuring that the proper detergents (and levels of detergents) are being used in the dish machine and pot washing sinks.
- Ensuring that the proper sanitizers are being used when cleaning walls, countertops, and floors.
- Abiding by the Material Safety Data Sheets (MSDS) that outline hazardous chemical use.
- Maintaining an inventory of all dishes, pots, pans, silverware, glassware, and kitchen utensils, which enables us to control loss and waste.

- Maintaining a waste management program in the dish area: controlling unnecessary disposal of wrapped and/or unused crackers, Sweet n'Low, tea bags, creamers, jellies, knives, forks, spoons, ramekins, napkins, dishes, bowls, and glasses.
- Maintaining safe, clean, and organized walkways in the kitchen.
- Assisting kitchen with prep work during off peak hours.
- You are responsible for the back dock and dumpster areas. You must maintain these areas so that they are always free from debris, to prevent the unsanitary habitation of rodents.
- You are a total team player that provides services that link all departments together, while ensuring 100% guest satisfaction.

## Security

As a Dishwasher, you have a very important role in the security of the Restaurant. The back door must be kept closed and locked at all times. During delivery hours, a Manager will always be present at the back door.

Whenever someone rings the back door, find a Manager; the Manager will open the door. When taking out trash, find a Manager; the Manager will open the door and stand guard as trash is being removed. You, as a Dishwasher, must abide by these policies at all times. The security of the Restaurant, the customers, and the staff (this includes you) is of the utmost importance.

## Station Set-up

One of the keys to our success is preparation. We need to ensure that we can prepare our guests' food accurately and consistently. We accomplish this by being prepared each shift with all the items and products necessary to fulfill orders. The "Opening Duties" checklist found under "Sidework Duties" helps set us up for success.

In your restaurant, there will be specific duties that you will need to perform during the opening of your shift. These duties are located in a central location on a clipboard for you to review each time you open. Your trainer or Manager will show you where these are located at your restaurant, and you will be trained on how to perform each duty listed according to company standards.



## Dish Station Preparation

The following is a list of tasks that will be included on your list:

- Clock in.
- Get apron and towel.
- Scrub hands.
- Sanitize work area with sanitation-solution.
- Set-up the dish machine, racking stations, presoak tubs, 3-compartment sink station.
- Ensure detergent and sanitizing dispensers are full and working properly.
- Check hand sinks and replenish hand soap and paper towels.
- Place floor mats.



## Dishwashing Procedures

1. Stack dishes in dish racks. Do not stack dishes on top of each other. To clean, water must have access to both sides of dishes.
2. Glasses, cups and bowls should be turn upside down so they will not fill up with hot water.
3. Plates and all flatware should be stood up edgewise.
4. Dishes should be allowed to air dry for 1-2 minutes before removing from racks. Do not towel dry. Towel drying will contaminate the dishes.
5. Don't touch the surface of any glasses or plates that a guest's mouth will touch.
6. Store cups, bowls, pots, pans, etc., upside down.
7. Handle silverware and other utensils by the handles only.
8. Always store kitchen utensils at least 6 inches off the floor in clean, dry areas.
9. Inspect all items coming from the dish machine –
  - Be certain there are no stains or spots.
  - All items are clean and free of food.
  - No soap on any items.
  - No chips or cracks.
10. Dishes come out hot from 140° rinse water.



## 3-Sink Method of Dishwashing

In addition to using a commercial dishwashing machine, we use the 3-sink method of dishwashing. Unlike dishwashing at home, manual restaurant ware washing requires more than washing with soap and water. It requires sanitizing the wares.

This method uses three separate sink compartments, one for each step of the ware wash procedure: **wash, rinse, and sanitize**. Although the 3-sink method uses three sinks to perform three different procedures, **the entire cleaning process has five steps**:

### 1. Prep:

**Each section of the 3-bay sink should be thoroughly cleaned and sanitized before each dishwashing session. Your Supervisor or Store Manager will show you the following:**

Wash Soap Sink 1 (Wash): Fill with hot water or with your dilution-controlled dispenser. If not equipped with a dilution control system, add pot and pan detergent directly into the sink bay. Use the product label to find the proper dilution ratio. The water needs to be at least 110° F.

Sink 2 (Rinse): Fill with warm water. Do not add any chemical or cleaning product to this sink bay.

Sink 3 (Sanitize): Fill with water using the temperature that is recommended for the sanitizer chemical you are using or with your dilution-controlled dispenser. Your Supervisor or Store Manager will explain and demonstrate your restaurant's procedure.

Test the solution concentration with the appropriate test strip.

If you are using hot water sanitation, the water must be 171 degrees Fahrenheit and continually moving(circulating).

After preparing the three sinks, you are now ready to begin prepping the dishes to be washed.

Pots, pans, and dishware are first scraped or rinsed clean of any remaining food residue. Removing as much food scraps as possible will help keep the water in sink 1 cleaner.

**Each sink should also be completely emptied and cleaned a minimum of every four hours.**

### 2. Wash: Sink 1

After removing any remaining food scraps, submerge the dish or pan in the first sink.

During this step, the wares should be scrubbed clean with a scrub brush, scouring pad, or cloth.

The water and detergent in this step should be replaced frequently. As a general rule, the sink should be drained and refilled when the water becomes too dirty, and the soap suds are no longer visible or every four hours.

After the wares are washed, they are placed into sink 2.

### 3. Rinse: Sink 2

The second sink is used to remove all detergent from the wares. The water in this bay will need to be replaced when the water becomes too soapy. The water is too soapy when a dish can no longer be removed without soap residue.



### 4. Sanitize: Sink 3

The final sink is used for sanitizing the dishes. Sanitizing is different from cleaning. Cleaning is the process of physically removing germs and dirt from surfaces. Dishes must first be cleaned before they can be sanitized.

Sanitizing kills 99.99% of bacteria and germs on the wares. This step is critical to reducing the chance of food-borne illness. If you find that wares have remaining food or detergent residue, repeat the cleaning procedure before sanitizing.

Wares can be sanitized using either chemical sanitizer or hot water sanitization. Your Supervisor or Store Manager will explain and demonstrate your restaurant's procedures.

**Dishes must be submerged in the sanitizing solution for a minimum of 1 minute.**

### 5. Air Dry

Do not rinse the wares after the sanitization step.

Dishes and utensils should always be air-dried on a drain board, utensil rack or similar piece of equipment.

Drainboards control the excess water running off the wares and allows for the items to fully dry without becoming contaminated. Placing the wares on a flat surface will allow water to build up and increase the likelihood of bacteria growth.

**Warning:** Never dry items with a towel or cloth; doing so can result in cross-contamination.

Allow wares to dry completely before stacking in storage. Wet-nesting, or stacking wet wares increases the likelihood of bacteria growth.

**Note:** Knives must never be submerged in soapy water – they are to be cleaned, sanitized and returned to the knife rack after use.

## Sidework Duties

Duties performed by Dishwasher other than those related to the actual washing dishes are commonly called “sidework. These duties although may come second to preparing food item are just as important. They help to maintain the restaurant and make it a safe and pleasant place for guests to come and dine. Sidework is normally done at opening, during slow periods, and at the end of your shift.

The following are typical sidework duties for the Dishwasher Station.

### *Opening Duties*

- Sanitize all work surfaces
- Turn on all equipment
- Set-up dish racking system and presoak tubs for smallwares
- Set-up 3 Compartment sink station
- Place floormats
- Clean as you go – and check kitchen station for cleanliness

### *During Shift*

- Sweep and mop floors as necessary
- Wipe down dish station and drying racks counters
- Replenish racks as necessary
- Empty full trash cans
- Deliver dishes to the cooking line
- Deliver and stack clean dishes

### *Closing Duties*

- Turn off all station equipment and clean them thoroughly
- Organize and clean all shelves
- Organize racks
- Clean and sanitize all stainless steel
- Wipe down all walls
- Clean and sanitize the station sinks, ensuring that the drains are unblocked

- Sweep, spray, scrub, mop, and squeegee the floors, making sure that the floor drains are free from debris
- Restock and organize small wares
- Empty, clean, and reline trash cans

*Note: See the restaurant-specific sidework sheet for your station.*

## End of Shift/Checkout Procedures

### *Checkout Procedures*

Before beginning your checkout each shift, check the following:

- Make sure that the dish stand is clean, sanitized and organized and reviewed with your Manager.
- Be certain that the Manager has communicated that you are done at your station.
- Be certain that all of your sidework and closing duties are done.
- Have the Manager or closing employee initial your Dishwasher report indicating that you have successfully completed your sidework.
- Make sure that you REMOVE YOUR APRON while in the front of the house.





## Dishwasher Station Tips

When working your station, there are some things that you can do to improve the effectiveness of your performance and ensure the quality of each item you prepare.

What to do	How to do it
<b>Organization</b>	Be organized in and do tasks in the proper order. Always work quickly and efficiently to ensure spotless plateware and glassware is available for guest service
<b>Communication</b>	Always communicate professionally and clearly with others. This will ensure a positive tone is set in the kitchen and will make things go smoother. Remember, tension will slow things down. A simple “thank you” can help the entire shift be more effective.
<b>Quality Check</b>	Be sure to give the plateware, glassware and utensils a final quality check before allowing them to leave the dish area.

