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**Volunteer At Guest House: Meal Service**

**Description:** Your group will plan, purchase ingredients, prepare, and serve our shelter guests a hot meal. Groups must provide all of the food and supplies.

* Breakfast: ~60 shelter guests
* Lunch: ~50 shelter guests
* Dinner: 86 shelter guests

**Purpose:** We know our shelter guests are able to succeed in their programs best when they are well nourished! Consistently serving meals also provides a sense of community and safety while they are here.

**General Time commitment:** Please arrive as early needed to serve your meal promptly at these times.

* Weekday Breakfast is served at 7:00 AM
* Weekend Breakfast is served at 7:30 AM
* Lunch is served at Noon
* Dinner is served at 6:00 PM

**Meal Service Orientation & Scheduling:** For more information, to schedule your meal service orientation, or to schedule your meal service, email [siena@guetshouseofmilwaukee.org](mailto:siena@guetshouseofmilwaukee.org)

**Food and Service Expectations and guidelines—Preparation & Arrival:**

* Consider planning for a team of about **5-8 volunteers**. We do not have age restrictions for our volunteers, as long as all minors are well supervised and keep a safe distance from sharp knives, stove, convection oven, and dishwasher.
* **Please plan hearty, nutritious menus** with foods high in vitamins/minerals and dietary fiber. Think of foods like fresh fruits, steamed veggies, soft bread/pasta made with whole grains, and lean proteins. **Please avoid using pork, or provide a pork free option** for guests who do not eat pork for religious reasons.
* It is recommended that you prepare your food in **Aluminum Foil Pans** for ease of storage and reheating.
* Drinking water (cold & hot, filtered) is readily available. Providing other beverages (milk, juice, or lemonade) is a well received addition, but not a requirement.
* Desserts are also optional.
* **Upon arrival, please have each group member sign in** at our Residential Services office (main office) in the “**Volunteer Sign-In**” binder.
* Please only plug in ONE Nesco at any time in the kitchen. If you have additional Nescos, they must be kept outside of the kitchen circuit. See a staff member for assistance.
* Our commercial grade kitchen has a warming oven, convection oven, six-burner gas stove and traditional oven, prep counters, a refrigerator, freezer, and a dishwasher.
* Our kitchen also has communal pots, pans, trays, and serving utensils that your group can utilize to cook, prep, and serve your meal.
* We have enough dishes (plates, cups, silverware, bowls, etc.) to accommodate each shelter guest. If possible, please provide a package of napkins.
* Sharp knives are available for check-out at the Residential Services desk. Please be sure to carefully hand wash and return them as soon as your group is finished with all cutting.

**Food and Service Expectations and guidelines— Service & Clean-Up:**

* The guests will begin lining up at the window cafeteria style a few minutes before each scheduled service.
* Before beginning DINNER service, retain 10 servings for our “late plates” and place in the warmer (set temperature to 3 or 4).
* Your group will be responsible for portioning and plating each meal, handing them out through the service window, and greeting all of the men with a few kind words and a smile.
* When the line has gone through once and if your group has extra food, you may call out for seconds. SECONDS MUST BE SERVED ON CLEAN DISHES! NO EXCEPTIONS!
* If you have a dessert, you may set it out prior to meal service or just after everyone has gone through once. There is also the option to serve it on trays, which we have.
* After meal service is complete, please have your group wipe down any counters or equipment used. Guests are assigned to wash dishes.
* If there are any leftovers, please be sure to wrap up, store, and **date the items** before putting them in the fridge/freezer or warmer. Please see staff members with any questions regarding leftover storage. The front desk will have a marker that you may use.
* **Please do not leave any of your personal items at the shelter for later pick-up** (pans, utensils, trays, crock pots, etc.). Due to the high frequency of different groups utilizing the kitchen throughout the day/week/month/year, we cannot guarantee the security of your items.

**Using the convection oven**In our commercial grade kitchen, you’ll find a commercial convection oven. The oven cooks in **half the time** of your home oven using a powerful fan to circulate the heated air inside the oven.

* Put in all items **uncovered**. The powerful fan will suck up lightweight foil and cause damage in the oven.
* The door is difficult to open and close, and will take some extra strength to make sure it’s fully closed. (Don’t be afraid to break it!)
* Turn oven is On and set to “Cook”
* Set fan to “High”
* Set timer as appropriate for the dish you are preparing (about ½ the time of a typical oven)
* Watch closely to ensure that food does not overcook.

**Using the Commercial Grade Stove**

* Be sure hair and loose clothing items are secure anytime you are working near the stove.
* Use caution starting the burner, as the flame will be much higher than your typical gas stove.
* Avoid using the stovetop to store items that aren’t cooking, as pilot lights are always on and capable of heating even when the burners are turned off.
* If you notice that a pilot light is out, please notify a staff member.

**Thank you for supporting Guest House of Milwaukee!**