CATERING OPERATIONAL POLICY

prepared by the Catering Advisory Service
as a guide in the setting up of a Catering Department

HOKB

40 pages

THC 66/296

KING EDWARD'S HOSPITAL FUND FOR LONDON

CATERING OPERATIONAL POLICY

prepared by the
CATERING ADVISORY SERVICE

as a guide in the
setting up of a
Catering Department

CATERING ADVISORY SERVICE
The Hospital Centre,
24, Nutford Place,
London, W.1.

1965 2/-

FOREWORD

This paper was prepared in November 1962 for the Management Committee of the Mid Herts. Hospital Group to give guidance on the catering operational policy for the new Queen Elizabeth II Hospital. Whilst it is appreciated that there are some other forms of food service to the patients such as Ganymede the operational policy of a bulk food service was planned and arranged after consultation with the Hospital and Board Officers.

Whilst a good deal of detail can only apply to this particular hospital such as references to East and West dining rooms, number of patients, etc., the general principles would apply to any new hospital and in many cases to catering departments being upgraded. It is for this reason that this paper is being made available to planning officers, catering officers and others who may be planning new catering departments.

It should be noted in the meal arrangements that not only patients but each grade of staff is dealt with separately and an indication given of the times, the place and style of meal to be served, so that all know exactly where they should be for all meals.

It is thought that one of the greatest weaknesses in newly formed catering departments, or even in sections of a catering department, is the inadequate instruction given to staff. It is far from sufficient just to appoint someone as head cook, pastry cook or storeman without giving written instructions and guidance in what is expected of him. In the appendices will be found job cards prepared for every member of the staff which should form a basis for the preparation of job cards for every hospital catering establishment.

Similarly the greatest detail has been given on the work taking place in the various catering sections such as in the dining rooms, the times of operation, the staff being served, the numbers estimated to attend and the number of catering staff and grade on duty to provide the service.

One of the most important points in commissioning a new hospital is the date of engagement of catering staff. Paragraph 78 gives an indication of the date that various catering personnel should take up their duties.

In conclusion it is again emphasised that many points of policy apply to this particular hospital only, and in certain hospitals and groups amendments would be required. Where desirable, therefore, observations have been made in parenthesis.

Acknowledgement is given to Mid Herts. Group H.M.C. for kindly agreeing to the publication of this paper.

G.J. Stormont, F.H.C.I.,
Catering Adviser,
King Edward's Hospital
Fund for London

November, 1962

I N D E X

I

CATERING POLICY

PATIENTS MEALS

Menu

1. Patients should be offered a selective menu for all meals. Among the benefits of the selective menu are:-

   1. It pleases the patient who chooses the type of dish he or she likes.
   2. It saves waste from unwanted food.
   3. It reduces the number of special diets ordered.
   4. It makes the cooks' work more interesting and attracts a good category of staff.

   There is no evidence to show that it costs more, if the menu is properly planned. The standard of menu and range of choice recommended is shown in Appendix 1.

Distribution

2. The distribution of cooked food from the kitchen to the wards should be in the special heated and chilled trolleys designed by the Catering Advisory Service of the King's Fund to take a choice of dishes to the wards. The despatch of the trolleys to the wards should be staggered so that two trolleys are loaded and sent from the kitchen every five minutes.

Service

3. The service of the meal at ward level should be staggered over a period of half an hour to correspond with the despatch of trolleys at 5 minute intervals. The staggering of the meals distribution and service will shorten the interval between completing the cooking of the food for each ward and the service of the food in that ward. This has the advantages that food reaches the patient in a more palatable and nutritious condition and the pressure on the kitchen is greatly reduced allowing more time to make the food look attractive. It is of course very important that the meal be served immediately the trolley arrives at the ward.

4. Meals should be served from the trolleys by nursing staff who should receive instruction from the Catering Officer on the presentation of different dishes and on the size of portion to give. Proper and sufficient serving utensils, which should correspond in size to portions put up in the kitchen, should be issued to the wards.

5. Thought might be given to having catering staff serve the meal in the ward at a later stage so as to free nursing staff for essential nursing duties.

STAFF MEALS

Menu

6. All staff should be offered the same choice of dishes as the patients although at a later stage the number of dishes available might be increased at midday and in the evening. The portions for staff might also be larger in certain instances.

Dining Arrangements

7. The staff would normally dine in one or both of the two dining rooms depending upon the numbers to be fed at any particular meal. Generally it would appear that one dining room would suffice for the breakfast and supper meals initially although two would be required for the luncheon meal. Particular meal arrangements for each category of staff are enclosed with these recommendations.

Distribution

8. All soups, and braised, boiled, stewed and roast foods would normally be cooked in the main kitchen and conveyed to the dining room cafeteria counter on a trolley. Grills and fried foods however, would be cooked and roast meat sliced as required in the actual dining room servery.

Service

9. A continuous cafeteria service from a large display of heated and chilled foods would be operated in both dining rooms for all meals. Waitress service, if required, should be from a point adjacent to the service counter entrance. An increase in staffing would be required for a waitress service and as a guide one waitress should cope with 4 tables (16-20 customers) at peak periods. A small alcove is attached to each dining room for staff wishing to have tea or coffee after lunch.

Administration

10. It is recommended that both resident and non-resident staff pay for meals as taken. Payment may be by meal ticket or in cash - tickets being sold by machine or cashier. In this manner the number of meals served is immediately available and a proper control can be maintained, otherwise the only effective system is to have one dining room for all non-resident staff.

II

MEAL ARRANGEMENTS

11. In accordance with the catering policy of staggered meals given in the preceding paragraphs the following detailed arrangements have been planned, They are based on the estimated number of 300 patients and are as follows.

PATIENTS

Early morning tea (7 a.m.) cups of tea available if desired

Breakfast (8 - 8.30 a.m.) Ward breakfast meals staggered. Two ward trolleys leaving main kitchen every five minutes.

Refreshments (10 - 10.30 a.m.) Coffee, tea, biscuits, etc. served from ward servery.

Lunch (12 a.m.-12.30 p.m.) Two trolleys leaving main kitchen every five minutes: thus 12 wards are served in ½ hour

Afternoon tea (3.00-3.30 p.m.) Tea and cakes served from ward servery

Supper (6.00-6.30 p.m.) Two trolleys leave main kitchen every five minutes

Refreshments (8.00-8.30 p.m.) Tea, coffee, milk drinks, etc. served from ward servery

12. It is also mentioned that these suggested arrangements are in accordance with the "Pattern of the In-Patients Day" H.M.S.O. 1961. In staggering ward meals it is important to ensure that the times between the service of meals is constant. Thus patients having breakfast at 8.30 a.m. should not have lunch before 12.30 p.m., tea before 3.30 p.m. and supper before 6.30 p.m. To ensure a good service the porter delivering meals must be given a key to control one lift during patients' meals distribution times.

STAFF

13. Day Nurses

On the assumption that there will be 125 resident and 50 non-resident nurses on day duty meal arrangements are made as follows:

Breakfast (7 - 7.30 a.m.) Cooked in servery of West dining room with a continuous cafeteria service

Refreshments (9.30 - 10.30 a.m.) Coffee, tea, toast, etc. in West dining room with continuous cafeteria service

Lunch (12 noon - 2 p.m.) Continuous cafeteria service in West dining room

Afternoon tea (3.30 - 4.30 p.m.) Tea, cakes, bread, butter jams, etc. in West dining room with continuous cafeteria service

Supper/Dinner (6.30- 8 p.m.) Continuous cafeteria service in West dining room

Refreshments (9.30-10 p.m.) Coffee, tea, milk drinks, biscuits bread, etc. in West dining room with continuous cafeteria service

14. Breakfast for nurses off duty may be taken in the West dining room, or uncooked food collected from the kitchen for cooking in the Home, on requisition by the nurses' Home Warden. Cooking would be by the Home Warden or the nurses themselves.

15. Night Nurses

It is estimated that there will be 15 resident and 5 non-resident nurses on night duty.

Breakfast/Supper (8.15-8.45 p.m.) Continuous cafeteria service in West dining room

Refreshments (10. - 10.30 p.m.) Coffee, tea, toast, etc. in West dining room. Continuous cafeteria service for beverages

Lunch (12 p.m.-1 a.m.) Continuous cafeteria service in West dining room

Refreshments (3.30 - 4 a.m.) Tea, cakes, bread, butter, jams, etc. in West dining room with continuous cafeteria service for beverages

Breakfast/Supper (8.15 - 8.45 a.m.) Continuous cafeteria service in West dining room

16. A choice of dishes is essential for night staff, and menus should feature a number of light grills and 'breakfast dishes' at main meals throughout the night to suit differing tastes. Dessert fruit should always be available. Some waitress service is recommended for the snack meals, the tables being tastefully laid with cakes, biscuits, etc.

17. Sisters

It is anticipated that there will be 20 resident and 5 non-resident sisters. The meal times would be as follows:

Breakfast (7.30 - 8 a.m.) Cooked in servery of West dining room with continuous cafeteria service

Refreshments (9.30 - 10.30 a.m.) Continuous cafeteria service in West dining room

Lunch (12 a.m. - 2 p.m.) Continuous cafeteria service in West dining room

Afternoon tea (3.30 - 4.30 p.m.) Tea, cakes, bread, butter, jams, etc. in the Sisters' home. Prepared and served by the Home maid.

Supper/Dinner (6.30 - 8 p.m.) Continuous cafeteria service in the West dining room

Refreshments (9.30 - 10 p.m.) Coffee, tea, milk drinks, biscuits, bread, etc. in Sisters' home prepared and served by Home maid.

18. Breakfast for sisters off duty may be taken in the West dining room, or uncooked food collected from the kitchen for cooking in the home, on requisition by the Home Warden. Cooking would be by the Home domestics or sisters themselves.

19. Doctors

The arrangements made for doctors are based on there being 12 resident and 13 non-resident

Breakfast (8 - 8.45 a.m.) Cooked and served in doctors' residence. One doctors' maid goes to the main kitchen at

7.45 a.m. and collects porridge (ready cooked, cereals, etc. and breakfast dishes according to menu, to be cooked in the kitchen in doctors' residence.

Refreshments (9.30 - 10 a.m.) Coffee, tea, etc. available in West dining room

Lunch (12 a.m. - 2. p.m.) West dining room cafeteria service

Afternoon tea (3.30 - 4.30 p.m.) Doctors' residence - served and prepared by doctors' maid

Supper/Dinner (6.30 - 8 p.m.) West dining room cafeteria service

Refreshments (9.30 p.m. - Coffee, tea, biscuits, bread for toast, cheese, etc. ready in kitchen of doctors' residence for doctors to help themselves. The coffee and tea to be made by doctors' maid

20. Administrative: Clerical and Technical

It is understood that there will be 60 non-resident staff requiring a catering service. The suggested arrangements are:

Refreshments (9.30 - 10.30 a.m.) Coffee, tea, toast or biscuits, in East dining room with continuous cafeteria service

Lunch (12 noon - 2. p.m.) Continuous cafeteria service in East dining room

Afternoon tea (3.30 - 4.30 p.m.) Tea, cakes, bread, butter, jams etc. in East dining room with continuous cafeteria service

21. Maids & Portering Staff

It is estimated that there will be

	Domestics	Porters
Resident	50	5
Non Resident	50	15

Breakfast (8.45 - 9.15 a.m.) Cooked in servery of East dining room with continuous cafeteria service

Refreshments (9.30 - 10.30 a.m.) Coffee, tea, toast, etc. in East dining room with continuous cafeteria service

Lunch (12 a.m. - 2 p.m.) Continuous cafeteria service in East dining room

Afternoon tea (3.30 - 4.30 p.m.) Tea, cakes, bread, butter, jams, etc. in East dining room with continuous cafeteria service

Supper/Dinner (6.30 - 8 p.m.) Continuous cafeteria service in West dining room

Refreshments (9.30 - 10 p.m.) Coffee, tea, milk drinks, biscuits, bread, etc. in West dining room with continuous cafeteria service

22. Resident staff on early shifts should be served with a cup of tea at 7 a.m. in the Domestics' and/or Porters' Home(s).

23. Resident staff off duty may breakfast in the East dining room, or uncooked food may be collected from the kitchen, for cooking in the Home, on requisition by the Home Warden. Cooking would be by the domestics or porters themselves.

III

ORGANISATION & STAFFING

STAFF ESTABLISHMENT

24. This establishment is recommended in accordance with the standard of menu, the times of meals and attendance of the various patients and staff in hospital.

Catering Officer	1	
Assistant Catering Officer	1	
Catering Clerk	1	3
Storekeeper	1	
Storesman	1	
Stores Porter	1	3
Head Chef	1	
Assistant Head Chef	1	
Chefs	4	
Cooks	7	
Butcher	1	
Kitchen Domestics	4	
Kitchen Porters	6	24
Dining Room Supervisor	1	
Asst. Dining Room Supervisors	2	
Maids	23	26
Total		56

Details of the responsibilities and duties of the various personnel are given in the pages which follow. Detailed 'job cards' are given in the appendices.

CATERING OFFICE

Catering Officer

(Note. The two paragraphs below has departed from the original text and has been brought up-to-date as much would not apply in general today and in particular the 1962 salary).

25. *The Catering Officer should be responsible, under the guidance of the Group Catering Officer, for the catering arrangements, and although it is not yet established whether the Catering Officer or Supplies Officer should purchase food, one or the other must be made responsible for this aspect and this will depend on local circumstances. The Catering Officer's responsibilities will include the organisation and control of the kitchen and staff dining rooms, the service of meals to patients as far as the wards where he will be expected to advise on presentation when desirable.

26. The highest possible salary should be paid to the Catering Officer for the first appointment, as it is essential to have a well experienced officer capable of organising a catering department. At some later date the salary might be reduced on the replacement of the first Catering Officer.

27. Amongst his many duties of the Catering Officer or the Supplies Officer should periodically visit wholesalers, particularly before writing menus. Once or twice weekly the Catering Officer or his assistant should supervise a staff breakfast and supper, and one or other should also call in to see a night meal. Obviously the hours of the Catering Officer and Assistant Catering Officer need be flexible if adequate supervision is to be given over a twenty four hour meal service with special functions. It is recommended that the Catering Officer in common with all other catering staff should normally work a five day week.

Assistant Catering Officer

28. The Assistant Catering Officer should act as second in command to the Catering Officer over the whole range of his duties.

Catering Clerk

29. Perhaps the main function of the Catering Clerk will be to provide the Catering Officer with the following information:

1. The number of meals, by categories, served daily.

2. The cost of the direct and indirect issues made daily - for this the Catering Clerk must be up to date with food prices.

30. In addition to this information the finance office should notify the Catering Officer weekly of the cost per head of issues made. Only if this information is given can the Catering Officer be expected to keep within his cost allowance.

* This would mean paying a higher salary than the Whitley scale for this first appointment.

31. As a considerable proportion of the Catering Officer's and Assistant Catering Officer's time will be taken in visiting the twenty catering points in the hospital (12 wards, 2 staff dining rooms, 3 residences: kitchen, stores and psychiatric unit) it is essential that there is a clerk on duty in the office to receive telephone messages from various departments, wards, etc. The Clerk also will type and stencil all menus, check ward requisitions against the bed state, and undertake general clerical duties involving correspondence etc.

32. In the appendices a day's work pattern is suggested for the Catering Officer, Assistant Catering Officer and the Catering Clerk.

CATERING STORES

33. The catering stores would be under the control of the Catering Officer who would sanction all deliveries and issues.

Deliveries

34. Deliveries may be divided into goods to be delivered directly to the kitchen and goods to be delivered to the catering stores.

i. Direct to the kitchen - Goods to be delivered directly to the kitchen would be:-

All vegetables and fruit
All meat
All fish

These goods should be delivered by the suppliers to the top floor kitchen where they would be weighed and checked against copy order and delivery note by the Head Chef or Assistant Catering Officer. All goods delivered to kitchen would be entered in the Kitchen Goods Received Book kept in the catering office

ii. Direct to stores - All goods other than vegetables, meat and fish and including potatoes would be delivered to the the catering stores on the ground floor of the hospital. As with kitchen deliveries they would be checked for weight and condition against the Catering Officer's copy order and the suppliers' delivery note, and entered in S.G.R.B.

iii. Delivery times - All deliveries should be made between 8 a.m. and 4 p.m. on Mondays to Fridays, and 8 a.m. - 11 a.m. on Saturdays.

Issues

35. These include daily and weekly issues to wards, departments, kitchen and dining rooms. Issues would normally be delivered by the Stores Porter although the catering stores would be open for sundry issues from 10.30 a.m. - 11.30 a.m. and 2 p.m. - 3 p.m. daily.

i. Daily issues - Daily issues would be delivered by the Stores Porter between 8 a.m. - 10 a.m. daily. They would normally include milk, bread and special requirements for wards and departments but all stores for kitchen and dining rooms.

Milk would be taken around the wards, departments, kitchen and dining room on arrival and issued on signature against a maximum scale of issues. It would be bottled for other than kitchen use. Bread would be delivered daily on arrival and issued against signature. Special requirements might include such items as bottled beers and spirits ordered on medical instruction.

ii. Weekly issues - General dry goods, butter, fats, tea, instant coffee, etc., would be issued to the wards and departments weekly against requisition. However, there would be a daily delivery to kitchen and dining rooms.

iii. Times of issue - The time of issue would be 8.30 a.m. - 12 noon for deliveries by the stores porter and 10.30 a.m. - 11.30 a.m. or 2 p.m. - 3 p.m. for sundry issues.

Staffing

36. The catering stores would normally be staffed from 7.30 a.m. to 5 p.m. on Monday to Friday, and from 8 a.m. to 12 noon on Saturdays. The Catering Storekeeper and Storesman would between them take all deliveries and make all issues. The Stores Porter would deliver issues to wards and departments.

37. The Storekeeper and Storesman will work on alternate Saturday morning duty from 10 a.m. - 12 noon. The Stores Porter and kitchen porter will work the alternate Saturday morning duty 8 a.m. - 10 a.m. Sunday morning milk deliveries will be made by the kitchen porters. All store staff will work a five day week with alternative weekends free. Detailed 'job cards' for these personnel are given in the appendices.

MAIN KITCHEN

38. The kitchen would produce an estimated 700 main meals (lunches) daily for 300 patients and 400 staff. The type of service recommended is outlined below.

Type of Service

39. (a) Patients Patients meals will be prepared and cooked in the main kitchen and conveyed to patients in the electrically heated and chilled food service trolleys designed by the Fund. The trolleys will take the range of small interchangeable stainless steel dishes necessary to convey a choice of dishes to a ward of thirty patients. Where practicable food should actually be cooked in these containers thus eliminating rehandling which leads to spoilage of food.

The distribution of patients meals should be staggered so that two trolleys are taken around the kitchen, loaded and despatched at five minute intervals.

(b) Staff Staff meals would be cooked in the main kitchen with the exception of grills and fried foods which should be cooked in the dining room serveries. The two serveries would be used as finishing kitchens and staffed by a cook at breakfast, lunch and supper meals. Thus chips would be blanched in the kitchen but crisped by the cook in the fryer of the servery back bar unit and roasts which had been cooked in the main kitchen would be sliced in the servery.

All dishes whether cooked in the main kitchen or servery would be displayed in the cafeteria service counter and replenished as required.

Meals from Main Kitchen

40. The numbers of meals required from the main kitchen, the time of these meals are required, and the location is set out below:-

Time	Location	Estimated Nos.
Breakfast		
7 - 7.30 a.m.	East dining room	57
8.45 - 9.15 a.m.	" " "	55
7. - 9.15 a.m.	West " "	118
8. - 8.30 a.m.	Wards	300
	Total number of breakfasts	530
Lunch		
12 - 12.30 p.m.	Wards	300
12 - 2 p.m.	East dining room	175
12 - 2 p.m.	West " "	225
	Total number of lunches	700
Supper P.M.		
6 - 6.30	Wards	300
6.30 - 8.00	West dining room	212
8.15 - 8.30	West dining room	15
	Total number of suppers	527
Midnight Meal		
12 - 1.00 a.m.	West dining room	20

Staffing

41. The kitchen staffing includes cooks, domestics and porters.

Cooks

The minimum number of cooks required at each meal for the the type of service recommended will be as follows:

Meal	Minimum Cooks Required		Notes
Breakfast			
Supervising and cooking	1		Possibly 3 at weekends when the East d.r. might be closed
Cooking patients bkfast, cooking staff bkfast in East d.r. from 6.45-7.30am	2		
Cooking staff bkfast in West d.r. from 6.45-8.45 am and East d.r. from 8.45-9.15 a.m.	1	4	
Lunch			
Supervising and cooking	1		Again this might be reduced to 7 at weekends if only 1 d.r. is open for lunch and with the butcher and pastry chef off duty
Cooking patients and staff lunch and loading patients lunch	4		
Cooking staff lunch in 2 dining rooms	2		
Preparing meat dishes and cakes	2	9	
Supper			
Supervising and cooking	1		This might be reduced to 4 at weekends. It includes 2 cooks who will cook the staff meals following the despatch of the patients meals
Cooking patients and staff supper and loading patients supper	4	5	
Cooking staff supper in West d.r. & kitchen (2)			
Night Meal	1		Obviously this will also obtain at weekends

42. Thus a minimum of 10 cooking staff will be required during the week and 8 at weekends. It is recommended that all staff work a 5 day week. This will demand an overall establishment of 14 cooks.

This kitchen staffing is based on four basic shifts:

1. An early shift (approx. 6.45 a.m. - 4.15 p.m.) covering the breakfast and lunch service
2. A middle shift (approx 9 a.m. - 6.30 p.m.) covering the lunch and patients supper service
3. An evening shift (approx 11 a.m. - 8.30 p.m.) covering the lunch, patient and staff supper service
4. A night shift (approx 9.30 p.m. - 7 a.m.) covering the midnight meal service, and breakfast preparation

43. In addition to these four basic shifts there might be a fifth shift (approx 8 a.m.-5.30 p.m.) for the butcher

44. The specific duties of these 14 cooks together with the duties of the kitchen domestics and porters are as set out. Detailed 'job cards' are given in the Appendices.

Kitchen Staff Duties

Head Chef

45. He will be responsible to the Catering Officer for kitchen organisation and control and cooking standards, and will have mainly supervisory duties over all sections of the kitchen helping out where required.

Assistant Head Chef

46. He will relieve on the Head Chef's rest days and work on the entree section or other sections as required. The Head Chef and Assistant Head Chef between them work the hours from 7.30 a.m. - 7.30 p.m. working alternate early and late shifts to supervise the breakfast and staff supper meals.

Larder Chef

47. He will be responsible to the Head Chef for the preparation of all butchery, cold meats and cold sauces, salads etc. He would normally work from 10 a.m. - 8.30 p.m. daily.

Butcher

48. He will work under the Larder Chef, his duties would be the butchery and preparation of all raw meats and the production of of small goods, slicing bacon etc. The Butcher would normally work from 8 - 5 daily with weekends free.

Pastry Chef

49. He will be responsible to the Head Chef for the preparation and cooking of approximately 800 cakes, pastries and yeast goods for canteens, dining rooms and ward throughout the hospital. The Pastry Chef will be in charge of the sweet and pastry section of the kitchen. The Pastry Chef would normally work from 9 a.m. - 6.30 p.m. with weekends free.

Sweet Cook

50. He will prepare breakfast and all hot and cold sweets, maintaining a fixed variety of cold sweets in the refrigerator. The Sweet Cook would normally work from 6.45 a.m - 4.15 p.m.

Assistant Sweet Cook

51. He will assist the Senior Sweet Cook over the complete range of his duties. The Assistant Sweet Cook would normally come on early to cook the patients breakfast meal prior to his sweet section duties. Hours of duty approximately 7.30 - 5. p.m.

Vegetable Cook

52. He will be responsible to the Head Chef for the preparation and cooking of the breakfast meal and all vegetables and soups. He will also control the vegetable preparation domestics. Normal hours of duty approximately 6.45 a.m - 4.15 p.m.

Entree Chef

53. He will be responsible to Head Chef for cooking of all fish, eggs etc. and all hot sauces. Normal hours of duty 9 a.m. - 6.30 p.m.

Entree Cook

54. He will be assisting the Entree Chef over the complete range of his duties. The second Entree Cook would normally come on early to cook the patients breakfast meal. Hours of duty approximately 7.30 a.m. - 5 p.m.

Tournant Chef

55. He will relieve the Larder, Vegetable and Entree Cook on their rest days.

Tournant Cook

56. He will relieve the two Sweet Cooks and Entree Cook on their rest days. (The two Tournant Cooks would each cover one of the Entree Cooks rest days).

Night Cook

57. The duty of the Night Cook should be to prepare and cook the nurses midnight meal and to prepare the patients and staff breakfast meal. Normal hours of duty approximately 9.30 p.m. - 7 a.m.

Assistant Night Cook

58. The duties of Assistant Night Cook should be to relieve on the Night Cook's rest nights and holidays. If a full time Assistant Cook is appointed his duties should include the preparation of day staff meals on 3 nights a week. However, a part time night cook relief would only relieve the Night Cook over the normal range of duties.

Domestics and Porters

Domestics

59. There should be a minimum of three domestics in the vegetable preparation section during the week although two should suffice at the weekends. Thus a staff of four domestics will be required for general vegetable preparation under the supervision of the Vegetable Chef. When not engaged in vegetable preparation these domestics should be used for general cleaning. Hours of duty would be approximately 7 a.m. - 4 p.m.

Porters

60. There should be a minimum of four porters in the kitchen daily, two on the early shift and two on the late shift. Thus a staff of six porters will be required working a five day week. The duties of the porters would include washing all dirty pots and pans, ward trolleys and containers, delivering and collecting the ward food trolleys. The collection of swill from wards and departments and general cleaning within the kitchen area. Their normal hours of duty would be approximately 7 a.m. - 4.30 p.m. and until 11.30 a.m. to 9 p.m.

61. On one day of each week there would be an extra porter on each shift. One this day specific pieces of equipment should be thoroughly cleaned as directed by the Chef. Detailed 'job cards' for these staff are given in the appendix.

DINING ROOMS

62 The two dining rooms would between them serve an estimated 420 staff daily over a 24 hour period. Both dining rooms would use the washing up section adjacent to the main kitchen.

East Dining Room

63 The suggested arrangements which are to take place in the East dining room are set out in the paragraphs which follow. The recommendations are based on the numbers of people feeding which have been supplied by the hospital.

Seating capacity	68 in lower dining area (17 tables of 4) 20 (approx) in high level coffee alcove
Time in Operation	7 a.m. - 6 p.m. (11 hours)
Meals Served	Breakfast Midmorning refreshments Lunch Afternoon tea
Type of service	Continuous cafeteria service
Staff served	Administrative, clerical, technical and ancillary staff for all meals and the overflow of nursing staff from the West dining room for the 7 - 7.30 a.m. breakfast

Arrangements

Time	Staff	Estimated Numbers	Remarks
7 - 7.30 a.m.	Day nurses breakfast	57	Overflow from West d.r.
8.45-9.15 a.m.	Ancillary staff "	55	Resident porters and domestics
		112	

N.B. One cook from the main kitchen to work in the servery from 6.45 - 7.30 a.m. and 8.45 - 9.15 a.m. taking ready cooked porridge from kitchen but cooking all other dishes in the servery.

9.30 -10.30 am	Administrative clerical technical & ancillary staff refreshments	175	Staggered attendance
10.30 - 12.0	Closed		Cleaning & preparation for the lunch service
12.0 - 2.p.m.	Administrative clerical technical & ancillary staff lunches	175	Staggered attendance

N.B. One cook from the main kitchen from 11.45 - 1.45 p.m. to cook all grills and fries, and slice all roast meats in the servery.

Time	Staff	Estimated Numbers	Remarks
2.30 - 4.15 pm	Preparation and service of administrative, clerical, technical & ancillary staff teas	175	Staggered attendance
4.15 - 6 pm	Closed		Cleaning & preparing d.r. for following day's meal service

West Dining Room

64. The suggested arrangements which are to take place in the West dining room are set out in the paragraphs which follow. The recommendations are based on the numbers of people feeding which have been supplied by the hospital.

Seating capacity	68 in lower dining area (17 tables of 4) 20 (approx) in high level coffee alcove
Time in operation	24 hours daily
Meals served	Breakfast Mid morning refreshments Lunch Afternoon tea Supper Evening refreshments Night meals
Type of service	Continuous cafeteria service
Staff served	Nursing and medical for all meals All staff for supper and evening beverages

Arrangements

Time	Staff	Estimated Numbers	Remarks
7.0 - 7.30 am	Day nurses	68*	*Overflow to East d.r.
7.30- 8 am	Day sisters	25	
8.15-8.45 am	Night nurses	20	
8.45-9.15 am	Late doctors breakfast	5	
		118	

N.B. One cook from the main kitchen to work in the servery from 6.45-8.45 am taking ready cooked porridge from the kitchen but cooking all other dishes in the servery. Late breakfasts to be cooked to order.

9.30-10.30 am	Nursing & medical staff refreshments	225	Staggered attendance
10.30-12 a.m	Closed		Cleaning & preparation for lunch
12 am -2 pm	Nursing & medical staff lunches	225	Staggered attendance

One cook from main kitchen to the servery from 11.45 - 1.45 p.m. to cook all grills and fries and slice all roast meats in the servery

Time	Staff	Estimated Numbers	Remarks
2.30-3.0 pm.	Closed		Cleaning d.r. for afternoon teas
3.0-4.15 pm	Nursing & medical staff teas	225	Staggered attendance
4.16-6.30 pm	Closed		Cleaning & preparing d.r. for supper
6.30- 8 pm	All staff supper	212	Staggered attendance
8.15-8.45 pm	Night nurses supper/ breakfast	15	
One cook from main kitchen from 6.15-8.30 pm to cook all grills and fries and slice all roast meats in the servery.			
8.45-9.30 pm	Closed		Cleaning & preparing d.r. for evening refreshments
9.30-10.30 pm	Day nurses Night staff evening refreshments	125 20	
10.30-12 midnight	Closed		Cleaning & preparation
12- 1 am	Night staff midnight meal	20 plus	Possibly some provision could be made fore prebooked late day suppers at the time
Night cook to servery to cook all grills and fries to order and slice all roast meats			
2.0-3.30 am	Closed		Cleaning d.r. & preparing for morning refreshments
3.30-4 am	Night staff refreshment	20	Semi-waitress service
4.00-6 am	Closed		Washing & cleaning d.r.
6.00-7 am	Closed		Preparation for breakfast meal

Clearing of Dishes

65. The dirty crockery, cutlery, glassware, trays, etc., should be cleared from the tables and tray racks continuously through-

out the meals service. Dirties cleared from the table should be taken to the clearing trolleys for sorting at a point remote from the diners. Plates should be scraped and stacked, in sizes, and cutlery sorted into knives, forks and spoons at this point. The clearing trolleys with dishes should then be taken to the wash up section.

Dirties reception

66. The maid on clearing duty will unload the dishes at the reception bay of the wash up section taking care that plates, cups, glasses, etc., are placed in the correct position - indicated by a decoy piece of crockery, etc. The cutlery would be placed in the appropriate basket in the cutlery soak sink and finally the waste food scraped into a waste bin. The clearing maid would then wipe down her trolley and return with it to the dining room.

Washing up process

67. Dirty crockery, etc., should be taken from the dirties reception bay and racked into the machine. Cutlery would be taken from the soak sink and placed, blades, prongs and bowls uppermost, into the perforated stainless steel cutlery bowls.

Cleans reception

68. Clean glasses, cups, etc., would be stacked, in their racks, onto special conveyors for transporting them to the various service points, in the cafeteria counter.

69. The clean cutlery would be inverted, handles uppermost, into additional stainless steel bowls to fit the special cutlery trolleys in the dining room. They would be conveyed to the dining room in either spare cutlery trolleys or on clean clearing trolleys.

Staffing

70. There should be a minimum of one operator in the washing up section at breakfast, two at supper and two at lunch. One operator would load the dishes into the machine, whilst the other would load the cleans into the special conveyors returning them to the respective dining rooms at slack moments. A third part time operator will be required at the busy supper service to aid with the stacking of both clean and dirty crockery.

71. The staff should work shifts of approximately 7 am - 4.30 pm and 10.30 am - 8 pm and 6.30 pm - 9.30 pm. The part time and one half time staff will be required for this section. On the one day weekly when 3 day staff are on duty, one maid will work in the dining room as directed by the dining room Supervisor.

72. The following staff will be required for the meal service in the two dining rooms and washing up section.

Meal		East d.r.	West d.r.	Total	Notes
Breakfast					
Supervising	1			1	Supervising both d.r.
Severing beverages		1	1	2	
Serving hot dishes		1	1	2	
Serving cold dishes & toast		1	1	2	
Clearing		1	1	2	Also helping in wash up
Washing up	1			1	
Total	2	4	4	10	
Midmorning Refreshments					
Supervising	1			1	
Serving beverages		1	1	2	
Serving snacks		1	1	2	
Clearing		1	1	2	Two maids will be at meal break during this period
Washing up	1			1	
Total	2	3	3	8	
Lunch					
Supervising		1	1	2	
Serving beverages		1	1	2	
Serving soups & cold meats		1	1	2	
Serving main hot courses		1	1	2	
Serving vegs & potatoes		1	1	2	
Serving hot & cold sweets		1	1	2	
Clearing		2	2	4	Both early and late shifts on duty
Washing up	2	-	-	2	
Total	2	8	8	18	
Afternoon tea					
Supervising		1	1	2	
Serving beverages		1	1	2	
Serving refreshments					
Washing up & clearing		2	2	4	
Total		4	4	8	
Supper					
Supervising			1	1	
Serving beverages			1	1	For the supper meal the East late shift joins West late shift in West dining room
Serving soups & cold meat			1	1	
Serving main hot courses			1	1	
Serving vegs & potatoes			1	1	
Serving hot and cold sweets			2	2	
Clearing			1 + ½	1 + ½	Each evening from 6.30 p.m.-9.30 p.m.
Washing up					
Total			8½	8½	

73. It is recommended that both East and West dining rooms staff work two basic shifts daily:

1. An early shift from 6.45 a.m. - 2.30 p.m. ($6\frac{3}{4}$ hrs)
2. A late shift from 11.30 a.m. - 9.00 p.m. ($8\frac{1}{2}$ hrs)

74. In addition to these two basic shifts there should be a night shift in the West dining room from 9.30 pm.-7.00 a.m. These two basic day shifts could of course be broken down into shorter shifts to suit the part time labour market.

The number of maids required on each shift will be:

	East d.r.	West d.r.
Early shift (breakfast, midmorning refreshment and lunch)	4	4
Late shift (lunch, afternoon tea and supper)	3	3

75. Thus there should be a minimum staffing of 2 supervisors and the full time equivalent of approximately $12\frac{1}{2}$ maids required daily (eight early maids at $6\frac{3}{4}$ hours daily plus six full time late maids).

76. It is recommended that all dining room staff work a five day week. Thus a total staff of 3 supervisors and $17\frac{1}{2}$ maids will be required for the day dining room service, $3\frac{1}{2}$ maids for the wash up, and 2 maids for night duty. This gives a grand total of 3 supervisors and 23 maids.

77. The particular duties of the dining room supervisors and maids over the early, late and night shifts are set out on "job cards" in the appendices.

ENGAGEMENT OF STAFF

78. To ensure the smooth running of the catering service it is essential for staff to be engaged in sufficient time to organise the department, know the type of service to be given and their way around the hospital. To this end it is suggested that the various grades of staff are engaged as follows:

Prior to the opening of the hospital	Grade	Work to be done in this period
3 months	Catering Officer	Planning details of service writing out job cards - estimating number of staff required in accordance with the type of service to the various patients and staff previously agreed when the hospital was planned.

Prior to the opening of the hospital	Grade	Work to be done in this period
1 month	Asst. Catering Officer Catering Clerk Storekeeper Head Chef	Preparing books: ledgers etc. to be kept - ordering & receiving stores - writing recipes & planning work in kitchen
	Commence cooking meals for limted no. of staff	
3 weeks	Storesman Store porter Asst. Head Cook Sectional chefs 1 Kitchen Porter 1 Kitchen Domestic Dining room Supervisor 2 Dining room maids	
10 days	Butcher Remainder of cooks 2 Kitchen porters 2 Kitchen domestics 1 Asst. dining room Supervisor	
	Cooking numbers will increase as the majority of nurses, maids, etc., and a few doctors are engaged	
7 days	2 Asst. dining room supervisors Remainder of dining room maids Remainder of kitchen domestics Kitchen porters	

Essex

Supt. Detention Officer
Detention Clerk
Storekeeper
Line Chief

Prisoners cooking area for

Storeroom
Store porter
Asst. Head Cook
Sanitation officer
1 Kitchen Porter
1 Kitchen Assistant
Dining room Supervisor
2 Dining room staff

Butcher
Assistant of cooks
2 Kitchen porters
1 Kitchen domestic
Asst. dining room

APPENDIX I

OFFERING A CHOICE OF DISHES TO PATIENTS

MENUS

In providing choices the menu should be designed to cover as many diets as possible and therefore dishes suitable for light and in many cases Stage III Gastrics should always be included.

Midday and Evening Meals

It is suggested that the minimum number of dishes to be offered in hospitals with more than 200 patients should be as Appendix C.A.1. Usually there should be available, for the main course, a hot meat dish, a fish dish, an egg dish and a cold meat. Occasionally other dishes such as poultry and cheese dishes may replace the basic meat or fish dishes. Potatoes should always include a creamed or boiled potato and one or two other kinds. Vegetables should include a leafy vegetable such as cabbage and a pulse or root vegetable. Salads should be available particularly in the summer. The third course should always include a milk pudding and cheese and biscuits but the type of cheese should be stated.

Breakfasts

Appendix C.A.2. shows a suggested menu for breakfast, porridge, a cereal and a fruit being available. The main course offers a bacon dish, an egg or fish dish. With more experience it should be possible for the Catering Officer to give a much wider range of dishes as Appendix C.A.3.

SYSTEM

This system outlined in the following paragraphs is one which is operating in a number of hospitals with certain adjustments to meet local requirements.

A provisional menu is prepared weekly. From this provisional menu daily menus are stencilled and sent to each ward. Under the present generally accepted service of meals to patients in which food is sent in bulk to the wards for the Sister to serve, three or four menus per ward is sufficient.

The patient selects from the menu the dishes desired and the Sister marks them on the form as shown in Appendix C.A.5. for dinner or supper meals. The order which is made out in duplicate, is sent to the Catering Officer one copy being retained in the ward. Form C.A.6. which is again made out in duplicate, is suitable for breakfast meals. This system is suggested when each of the main meals are ordered at different time of the day, only two to three hours before the meal is served. If the patients are having to requisition their meals today for tomorrow then a composite form (C.A.7.) might be used.

A summary of ward requirements is sent to the kitchen on form C.A.8.

.....

APPENDIX I

STATISTICS OF [illegible]

Reference Numbers

It will be noted that the menu C.A.4. has various letters and numbers at the side of dishes. They refer to a system which might be adopted by the Catering Officer to facilitate administration.

Fruit dishes are marked F.1., F.2., F.3., etc.

Main dishes are marked in arabic numbers, 1, 2, 3, etc.

Potatoes are marked in capital letters, A, B, C.

Vegetables are marked in small letters, a, b, c.

Sweets are marked in roman numerals I, II, III, IV.

C.A.1.

DINNER MENU

Cream of Lentil Soup

Consomme

Roast Leg of Mutton & Mint Sce
Fillet of Cod Meuniere
Poached Egg with Cheese Sauce
Cold Roast Sirloin of Beef

Potatoes - creamed
" - fried
" - in jackets

Garden Peas
Green Salad

Steamed Jam Sponge & Custard
Baked Rice & Plums
Fruit Jelly
Cheddar & Bisuits

BREAKFAST MENU

Porridge
Cornflakes
Stewed Prunes

Grilled Bacon & Tomato
Boiled Egg
Poached Finnan Haddock

Bread - Butter - Marmalade

Tea
Coffee

BREAKFAST MENU

Porridge or Cornflakes

Fruit

Bacon & Fried Tomatoes

Grilled Sausages & Tomatoes

Bacon & Beans

Poached Smoked Fillet

Finnan Haddock

Grilled Herrings

Kippers

EGGS - Fried, Boiled, Poached,
Scrambled

Bread

Butter Marmalade
Toast

Tea Coffee

KING EDWARD'S HOSPITAL FUND FOR LONDON

CATERING ADVISORY SERVICE

Ward ..... Name .....

Date ..... Diet .....

BREAKFAST

Porridge *
1. Cornflakes

---

81. Grilled Bacon & Tomato
92. Boiled Egg *
52. Poached Finnan Haddock *

Tea
Coffee
Bread
Butter
Marmalade

Ward ..... Name .....

Date ..... Diet .....

DINNER

1. Cream of Lentil Soup *
21. Consomme

---

1. Roast Beef & Yorks. Pudding
2. Roast Chicken & Cream Sauce *
31. Cheese Pudding *
41. Cold Roast Mutton

A. Potatoes - creamed *
B. " - fried
C. " - in jackets

---

a. Garden Peas *
b. Green Salad

---

1. Steamed Jam Sponge & Custard
11. Baked Rice & Plums *
111. Fruit Jelly
XX1. Cheddar & Biscuits

Ward ..... Name .....

Date ..... Diet .....

SUPPER

2. Cream of Tomato Soup *
21. Consomme

---

53. Baked fillet Cod with lemon *
82. Grilled Sausages
21. Blanquette of Veal *
42. Cold Roast Beef

A. Potatoes - creamed *
D. " - saute

---

d. Beans in Tomato
e. Carrots Vichy *

IV. Blackberry & Apple Pie & Custard
V. Cream Caramel *

XX11. Cheshire & Bisuits

N.B.I. Dishes suitable for Light Diets marked *
2. For Soft Diets, please mark [illegible] by the diet required.

C.A.5

Ward ..... Date.....

WARD REQUISITIONS

Dinner/Supper

Bed No.	Patient's Name	1st Course		2nd Course												3rd Course			
		Soup		Meats					Pots			Veg			Sweets			
		Clear	Thick	1	2	3	4	5	A	B	C	a	b	c	I	II	III	IV
1																		
2																		
3																		
4																		
5																		
6																		
7																		
8																		
9																		
10																		
11																		
12																		
13																		
14																		
15																		
16																		
17																		
18																		
19																		
20																		
21																		
22																		
23																		
24																		
25																		
26																		
27																		
28																		
29																		
30																		
Total																		

Remarks.....
.....
.....

Signed .....
Ward Sister

C.A.6.

Ward .....

Date .....

WARD REQUISITIONS

Breakfast

Bed No.	Patients Name	1st Course					2nd Course											
		1	2	F	.	.	1	2	3	4	5	6	7	8	9	10	11	12

Remarks ....

.....

.....

Signed .....
Ward Sister

C.A.7

MEAL REQUISITION

Ward No. | No. of Patients | Date _____

BREAKFAST		TOTAL			DINNER		SUPPER		
Porridge			Soups Consommes	21		SOFT	2		SOFT
Cereals	1		Meats	1			53		
Fruit	F1			2			82		
				31			21		
				41			42		
				5					
Bacon & Tomatoes	81		Potatoes	A			A		
Sausages	82			B			D		
Smoked Fillet	51			C					
Finnan Haddock	52		Vegetables	a			d		
Eggs raw	91			b			e		
Eggs boiled	92			c					
Eggs poached	93		Sweets	I			V		
Eggs scrambled	94			II			VI		
Eggs fried	95			III			XXII		
				XXI					

Signed _____

Sister I/C

NOTE The total in each group should not exceed the total number of patients in the ward.

C.A.8

DINNER / SUPPER

Pats. Nos.	Ward No.	Soups	Consomme	Fruit Juice	Meat	"	"	"	"	Potatoes	"	"	Veg.	"	"	Sweets	"	"	"	Soups	Consomme	Meat	"	"	"	Potatoes	"	"	Veg.	"	"	Sweets	"	"	"
																																			SOFT
	1																																		
	2																																		
	3																																		
	4																																		
	5																																		
	6																																		
	7																																		
	8																																		
	9																																		
	10																																		
	11																																		
	12																																		
	13																																		
	14																																		
	15																																		
	16																																		
Totals																																			

APPENDIX II

MEALS REQUIRED

Patients		300
Staff Resident	245	
Non Resident	175	420

ANALYSIS

Category	NO.	Meals Required Breakfast	Lunch	Supper
Medical and Nursing Staff				
Resident Doctors	12	12	12	12
Consultants	13		13	
Resident Sisters	20	20	20	20
Non Resident Sisters	5		5	
Resident Nurses (day)	125	125	125	125
Non Resident Nurses (day)	50		50	
Resident Night Staff	15	15	15	15
Non Resident Night Staff	5		5	
	245	172	245	172
Admin, Clerical, Technical & Ancillary Staff				
Resident Porters	5	5	5	5
Non Resident Porters	10		10	
Resident Domestics	50	50	50	50
Non Resident Domestics	50		50	
Non. Res.Admin, & Clerical	30		30	
Non Resident Technical	30		30	
	175	55	175	55
Total Staff	420	227	420	227
" Patients	300	300	300	300
Grand Total (Patients & Staff)	720	527	720	527

APPENDIX III

Job Card

GENERAL PATTERN OF THE CATERING OFFICER'S DAY

Catering Officer		Asst. Catering Officer	
Time	Duties	Time	Duties
9-10 am	Dealing with mail. Checking meal summary. Approving ward and department food orders		
10 am	Daily meeting with Asst. Catering Officer, Chef, D.R. Superintendent & Storekeeper	10 am	Daily meeting with Catering Officer, Chef, D.R. Superintendent & Storekeeper
10.30-11.30 am	Checking prices, placing orders, general supervision	10.30-11.30 am	Placing orders, interviewing staff, maintaining swill record, general supervision
11.30-12 am	Going round department, sampling food, etc.	11.30-12 am	Going round department with Catering Officer, sampling food, etc.
12-12.30 pm	Supervising patients and staff meal service	12-12.30 pm	Supervising patients and staff meal service
12.30-2.00 pm	Visiting wards and dining rooms to supervise patients and staff meals service	12.30-2.00 pm	Visiting wards and dining rooms to supervise patients and staff meals service
2.-3.00 pm	Own lunch	2.-3.00 pm	Own lunch
3.-5.30 pm	Signing confirmation orders, reading journals, interviewing representatives. Approving ward and dept. food order. General supervision	3.5.00 pm	Staff records (time cards, etc.) Interviewing representatives. General supervision.
		5.-6.30 pm	Supervising preparation and cooking and serving of staff and patients supper meal

Job Card

for

CATERING CLERK

(8.30 a.m. - 5.00 p.m.)

Time	Duties
7.30 - 8.45 a.m.	Collects bed state and nursing numbers and preparesa copy for catering stores.
8.45 - 9.30 a.m.	Summarises ward meal orders to be signed by Catering Officer and give to Chef by 10 a.m.
9.30-10. a.m.	Enters bed state and nursing returns into daily feeding record.
10.00 - 10.30 a.m.	Records the actual meals served for previous day and converts to equivalent patient days.
10.30 - 12 noon	Types and stencils following days menu. Takes letters for Catering Officer, filing and general office duties.
12.00 - 1 p.m.	Maintains staff records, files correspondence, deals with queries.
1.00 - 2.00 p.m.	Lunch
2.00 - 4.00 p.m.	Ascertains the cost of previous days issues and works out cost per patient for previous day.
4. 00 - 5.00 p.m.	Collects delivery notes from Finance Department and keeps stamp book. General office duties.

Job Card

for

CATERING STOREKEEPER

(8 am - 5 pm)

Time	Duties
8.00 am	Collects copy of bed state from Catering Office to calculate issues of milk, etc. to predetermined scale.
8.00 - 10.00 am	Puts up day's issues for wards, dining rooms, kitchen and other departments
10.00 am	Attends Catering Officer's daily meeting
10.30 - 11.30 am	Makes sundry issues
11.30 - 1.00 pm	Takes delivery of stores, checks and weighs goods against copy orders and delivery notes and enters into G.R.B. Records empty containers sent and returned. Prepares daily issues sheet.
1.00 - 2.00 pm	Breaks for lunch
2.00 - 3.00 pm	Takes deliveries, etc., as in morning. Makes sundry issues.
3.00 - 4.00 pm	Takes daily stock of one or two items with Assistant Catering Officer. Prepares record of stores required to maintain agreed stock level. This record would go to the Catering Officer weekly for re-ordering. Enters day's issues on issue sheet.
4.00 - 5.00 pm	Finishes daily issues sheet and takes to Catering Office.

Job Card

for

CATERING STORESMAN

(8 a.m. - 5.00 p.m.)

Time	Duties
8.00 - 10.00 am	Puts up days issues for wards, dining rooms, kitchen and other departments
10.00 - 12.00 noon	Takes delivery of stores and sorts out empties. Makes sundryissues to wards and departments 10.30 - 11.30
	Unpacks goods and stores on shelving in date order so that first goods delivered are used first
12.00 - 1.00 pm	Breaks for lunch
1.00 - 4.00 pm	Takes delivery of stores, unpacks and stores goods. Refills bins and restocks shelves as required. Makes sundry issues from 2 - 3 p.m.
4.00 - 5. 00 pm	Tidies stores; empties, etc. Collects requisitions for following day's issues from catering office

Job Card

for

CATERING STORES PORTER

(7.30 a.m. - 4.30 p.m.)

Times	Duties
7.30 - 8.00 am	Takes daily issue of potatoes to kitchen
8.00 - 9.30 am	Takes milk around wards, dining rooms, kitchen departments, etc., issues on a predetermined scale of issues against signature of ward sister.
9.30 - 10.00 am	Puts up day issues
10.00 - 12.00 noon	Takes bread and other day issues around wards, dining rooms, kitchen departments, etc. issuing against signature
12.00 - 1.00 pm	Breaks for lunch
1.00 - 4.30 pm	Takes delivery of stores, unpacks and stores goods. Refills bins and restocks shelves as required. Tidies stores, empties, etc.

Job Card

for

HEAD CHEF

ASSISTANT HEAD CHEF

These two supervisory grades work alternate duties so as to cover all meals. The shifts are:

Long shift	-	7.30 am - 7.30 pm
Early shift	-	7.30 am - 3.00 pm
Late shift	-	11.30 am - 7.00 pm

LONG SHIFT

Time	Duties
7.30 - 9.00 am	Supervision
9.00 - 9.30 am	Break for own breakfast
9.30 - 2.00 pm	Supervision
2.00 - 3.00 pm	Break for own lunch
3.00 - 7.30 pm	Supervision

SHORT SHIFTS

Early Shift

7.30 - 11.30 am	Supervision
11.30 - 12.00 noon	Break for meal
12.00 - 3.00 pm	Supervision

Late Shift

11.30 - 2.00 pm	Supervision
2.00 - 3.00 pm	Break for meal
3.00 - 7.30 pm	Supervision

When both Head Chef and Assistant Head Chef are on duty the junior will help with the patients service and at any sections of the kitchen where help is required, e.g. making omelettes, etc. The Head Chef or Assistant Head Chef will go round the kitchen with the patients trolleys at all meals to see that they are correctly loaded.

Job Card

for

ENTREE CHEF

(Middle shift 9 am - 6.30 pm)

Time	Duties
9.00 - 12 noon	Prepare and cooking main dish
12.00 - 12.30 pm	Patients lunch service
12.30 - 2.00 pm	Oven work for staff main dish
2.00 - 3.00 pm	Meal break
3.00 - 6.00 pm	Preparation of main course for patients and staff and for preparing main course for following day. Cooking patients meal.
6.00 - 6.30 pm	Serving of patients meal

Job Card

for

ENTREE COOK

(Late shift 11 am - 8.30 pm)

Time	Duties
11.00 - 11.30 am	General preparation for midday and/or evening meal
11.30 - 12.30 pm	Help with final cooking and patients meals service
12.00 - 2.00 pm	To West dining room for meals service to staff, e.g. final frying, slicing of meats, plating of salads, according to menu
2.00 - 3.00 pm	Meal break
3.00 - 6.00 pm	Preparing main course of patients and staff and for preparing main course for following day. Cooking patients meal.
6.00 - 6.30 pm	Service of patients meal
6.30 - 8.30 pm	Cooking staff meal in West dining room

Job Card

for

VEGETABLE COOK

(Early shift 6.45 am - 4.15 pm)

Time	Duties
6.45 - 6.55 am	Collects raw eggs, bacon some of which will be ready cooked, fish etc., and takes into West dining room where breakfast will be cooked.
6.55 - 8.30 am	Cooking breakfasts in West dining room
8.30 - 9.00 am	Break for own breakfast
9.00 - 12.00 noon	Prepare and cooking of soups, vegetables (except salads) and potatoes. Assisting entree cooks in any spare time
12.00 - 12.30 pm	Service of patient meals, assisted by one (vegetable prep.) maid. The first lot of vegetables will already have been sent to the respective departments.
12.30 - 1 pm	Cooking second lot of vegetables for staff dining rooms
1.00 - 1.30 pm	Cooking third lot of vegetables for staff dining rooms
1.30 - 1.45 pm	Cooking final vegetables for staff dining rooms
1.45 - 2.15 pm	Break for lunch
2.15 - 4.15 pm	Preparing of soups, vegetables and potatoes such as 'Duchesse', 'Saute', etc., for evening meal.

N.B. Breakfast - porridge would be made and grills etc., trayed up and fish placed in pan by night cook prior to vegetable cook coming on duty.

Job Card

for

SWEET COOK

(Early shift 6.45 am - 4.15 pm)

Time	Duties
6.45 - 6.55 am	Collects raw eggs, bacon (some of which will be ready cooked) fish, etc., and takes into West dining room where breakfast will be cooked.
6.55 - 7.30 am	Cooking staff breakfasts in East dining room.
7.30 - 8.30 am	Cooking patients breakfast in main kitchen
8.30 - 9.00 am	Break for breakfast
9.00 - 12.00 noon	Preparing and cooking range of sweets to include daily:- 1. A milk pudding 2. A hot sweet pudding, e.g. steamed pudding/fruit pies, crumble, etc. 3. A cold sweet, e.g. creams, trifle, jelly etc.
12.00 - 12.30 pm	Service of sweets for patients midday meal.
12.30 - 1 pm	Cooks 2nd lot of hot sweets for staff dining rooms
1.00 - 1.20 pm	Cooks 3rd lot of hot sweets for staff dining rooms
1.20 - 1.45 p.m	Cooks final lot of sweets for staff dining rooms
1.45 - 2.15 pm	Break for lunch
2.15 - 4.15 pm	Preparation of sweets for the evening meal and following day's preparation

Job Card

for

ASSISTANT SWEET COOK

(Early shift 7.30 am - 5.00 pm)

Time	Duties
7.30 - 8.30 am	Prepare and cook patients breakfast in main kitchen
8.30 - 9.00 pm	Break for own breakfast
9.00 - 12.00 noon	Preparing and cooking range of sweets to include daily: 1. A milk pudding 2. A hot sweet pudding e.g. steamed pudding/fruit pies, crumble, etc. 3. A cold sweet, e.g. creams, trifle, jelly, etc.
12.00 - 12.30 pm	Service of sweets for patients midday meal
12.30 - 1.00 pm	Cooks 2nd lot of hot sweets for staff dining room
1.00 - 1.20 pm	Cooks 3rd lot of hot sweets for staff dining room
1.20 - 1.45 pm	Cooks final lot of sweets for staff dining room
1.45 - 2.15 pm	Break for lunch
2.15 - 4.15 pm	Preparation of sweets for the evening meal and following day's preparation

Job Card

for

PASTRY CHEF

(Late shift 9.00 am - 6.30 pm)

Time	Duties
9,00 - 2.00 pm	Responsible for preparation of all sweet dishes for day and evening meals and making up 800 pastries and yeast goods daily
2.00 - 3.00 pm	Break for meal
3.00 - 4.15 pm	Pastry work as in morning
4.15 - 6.00 pm	Finish off evening sweets, etc. started by sweet cook
6.00 - 6.30 pm	Helping with patients meals service

Job Card

for

NIGHT COOK

(Night shift 9.30 pm - 7.00 am)

Time	Duties
9.30 - 11.45 pm	Preparing dishes for night staff main meal. Cooking soup, boiled, braised, stewed and roast dishes and sending to servery at 11.45
11.45 - 12 pm	Loading cooked dishes into hot containers, setting out salads and cold dishes with night maid
12.00 - 1 am	Cooking all grills and fries and carving roasts to order throughout the meals service
1.00 - 2.00 am	Break for own meal
2.00 - 3.00 am	Clearing up kitchen, placing dirty pots and pans in pot wash
3.00 - 5.00 am	Traying up patients breakfast meal from kitchen summary sheet and placing suitable dishes (e.g. smoked haddock fillet) into trolley container for cooking
5.00 - 6.00 am	Assisting night maid on washing up machine
6.00 - 6.45 am	Cooks the porridge for patient and staff breakfast. Trays up grills, etc. for staff breakfast.
6.45 a.m.	Hands over to day brigade.
7.00 a.m.	off duty

Job Card

for

BUTCHER

(8 a.m. - 5.30 p.m.)

Time	Duties
8.00 - 8.30 am	Preparing section for day's work, sorting out meat requisition for various departments and kitchens
8.30 - 2.00 pm	Taking delivery of meats, checking for condition and weight against copy orders and delivery notes. Taking notes and orders to the catering office for entry into G.R.B. Butchering of carcass meat, poultry etc. Boning and rolling joints to order.
2.00 - 3.00 pm	Break for lunch
3.00 - 5.30 pm	Production of small goods, brawn, faggots, etc. Boning and slicing bacon. Rendering down fat for dripping. Weighing day's bones, fat, etc., for charging to various departments. Cleaning up meat preparation.

The Assistant Catering Officer will take a physical stock check of meat in the Butchers refrigeration weekly for comparison with meat stock sheet.

The Butcher will normally work a five day week preparing meat as far as is possible two days in advance.

Job Card

for

LARDER CHEF

(Late Shift 10.00 am - 8.30 pm. 1 hour overtime included daily)

Time	Duties
10.00 - 12.00 noon	All salads. Preparing salads, slice meats for patients and staff. Preparation of such cold sauces as mayonnaise, tartare, remoulade, vinaigrette. Plates 30-40 meals for dining room service and loads patients trolleys with cheese and biscuits, salads etc.
12.00 - 2.00 pm	In East dining room for staff meal service
2.00 - 3.00 pm	Lunch
3.00 - 4.00 pm	Assisting stove cook or butcher according to menu on preparation and cooking of patients meals
4.00 - 6.00 pm	All salads as in morning and loads patients trolleys with cheese and biscuits, salads, etc.
6.00 - 6.30 pm	Assisting entree cook with cooking of patients supper meal
6.30 - 7.30 pm	Staff meal service in main kitchen
7.30 - 8.30 pm	Overtime to cover service to staff dining room from kitchen

N.B. The larder chef will also assist where required on preparation and cooking of main dishes

Job Card
for

KITCHEN DOMESTICS

(7 a.m. - 4.30 p.m.)

Time	Duties
7.00 - 10.00 a.m.	Preparation of potatoes and vegetables for day's meals under direction of Vegetable Cook.
10.00 - 10.30 a.m.	Break for own meal
10.30 - 2.00 p.m.	Preparation of potatoes and vegetables for day's meals and general preparation of food on various sections throughout the kitchen as required.
2.00 - 2.30 p.m.	Break for lunch
2.3- - 3.00 p.m.	General cleaning throughout the kitchen
3.00 - 4.00 p.m.	Preparation of potatoes and vegetables for day's meals and general prepartion of food on various sections throughout the kitchen as required
4.00 - 4.30 p.m.	Cleaning of vegetable area and vegetable store

Job Card
for
KITCHEN PORTERS

KITCHEN PORTERS (6)

The kitchen porters would work on two shifts alternating weekly. Two porters would work on the early shift from 7 a.m. - 4.30 p.m. and two on the late shift from 11.30 a.m. - 9.00 p.m.

EARLY SHIFT

Time	Duties
7.00- 7.45 am	Washing up pots and utensils for breakfast meal
7.45 -8.00 am	Washing and changing into clean coat for patients meal service
8.00 - 8.30 am	Taking trolleys around kitchen for loading and delivering to wards
8.30- 9.30 am	Washing up pots and utensils and general cleaning of kitchen and equipment. Delivering milk to wards and dept. on alternative Sat-days and each Sunday
9.30-10.00 am	Break for own meal
10.00-11.45am	One porter collects swill. Weight recorded in daily swill book by Assistant Catering Officer. Cleaning ward trolleys and containers. General cleaning and washing up.
12.00-12.30 p.m	Taking trolleys around kitchens for loading and delivering to wards
12.30- 2.00 pm	Washing up pots and utensils and general cleaning of kitchen and equipment
2.00- 2.30 pm	Break for own lunch
2.30- 4.30 pm	Washing up ward trolleys and containers. Cleaning of specific items of equipment in kitchen as directed by Chef.

LATE SHIFT

Time	Duties
11.30 am	One porter in pot wash the other changing into clean white coat to help on patients meal service.
12.00-12.30 pm	One porter in pot wash, the other taking trolleys around kitchen for loading and delivery to wards
12.30- 2.00pm	Washing up pots and utensils and general cleaning of kitchen and equipment
2.00- 2.30 pm	Break for own lunch
2.30 -5.45 pm	Washing up pots and utensils general cleaning, etc.
5.45 pm	Change into white coat to help on patients meal service
6.00- 6.30 pm	Taking trolleys around kitchen for loading and delivering to wards
6.30- 9.00 pm	Washing up pots, pans and utensils. Cleaning of ward trolleys and containers. General cleaning of kitchen as required

Job Card

for

DINING ROOM SUPERVISORS (3)

The dining room supervisors should work two shifts, one early shift from 6.45 a.m. - 4.15 p.m. and one late shift from 11.30 a.m. - 9.00 p.m. This would give coverage by one supervisor for the breakfast and supper meals, and two (one for each dining room) for the luncheon meal. A third supervisor would also be required to cover rest days, and on the one day weekly when all three supervisors are on duty, the most junior will assist with the meals service.

EARLY SHIFT

Time	Duties
6.45- 9.00 am	Supervision of breakfast in East and West dining room
9.00- 9.30 am	Break for own breakfast
9.30-10.30 am	Supervision of mid-morning refreshments in East and West dining rooms
10.30-11.45 am	Ordering of stores, detailing of daily duties
11.45- 2.00 pm	Supervision of lunch meal in East dining room
2.00- 2.30 pm	Break for own lunch
2.30- 4.15 pm	Supervision over cleaning and service of afternoon tea meal in East dining room

LATE SHIFT

Time	Duties
11.30- 2.00 pm	Supervision over preparation in West dining Room
2.00- 2.30 pm	Break for own lunch
2.30- 4.15 pm	Supervision over preparation and serving of afternoon tea meal in West dining room
4.15- 5.30 pm	Supervision over cleaning of East and West dining rooms
5.30- 6.00 pm	Break for own tea
6.00- 9.00 pm	Preparation and service of supper meal in West dining room

During the meals service supervisors will normally spend half of the service in the servery supervising the plating of meals and the other half supervising clearing operation and beverage service in the dining room

Job Card

for

EARLY MAIDS 1

(6.45 a.m. - 7.30 p.m.)

Time	Duties
6.45 - 7.00 a.m.	*Placing containers of food into the heated counter including serving utensils, and portions with breakfast Supervisor. Sorting out plates for service.
7.00 - 9.15 a.m.	Serving the hot breakfast dishes as on the menu. Re-ordering food as required from the breakfast Cook in the servery
9.15 - 9.30 a.m.	Clearing the hot counter of all breakfast dishes which would be sent to the wash up. Cleaning up in preparation for the service of mid-morning refreshments.
9.30 -10.00 a.m.	Break for breakfast
10.00-10.30 a.m.	Relieving maid 2 on the counter for the service of mid-morning snacks, replenishing food where required.
10.30-11.45 a.m.	Clearing up servery and dining room for the luncheon meal. Particular duties such as cleaning, polishing, dipping silverware, filling cruets, etc., as specified by Supervisor.
11.45-12.00 noon	Placing containers of soup into hot section and arranging display of cold meat, fruit juices, etc., in chilled section of counter.
12.00- 1.45 p.m.	Service of hot soups and replenishing foods in the chilled section as required.
1.45- 2.00 p.m.	Clearing the hot counter of all luncheon containers which should be sent to the kitchen/wash up.
2.00 - 2.30	Break for own lunch

N.B. *The section of the hot counter required for the breakfast service would be switched on by the night maid at 6.30 a.m.

Job Card

for

EARLY MAID 2

(6.45 a.m. - 2.30 p.m.)

Time	Duties
6.45 - 7.00 a.m.	Preparing of cafeteria for the breakfast meal service. Setting out plates of cereals, fruit juice, etc., in the cold section. Cooking off the first batch of toast in the rotary toaster for the 7 a.m. breakfast.
7.00 - 9.15 a.m.	Service of cold dishes, jams, marmalade, etc., on the counter and cooking toast throughout the meal service.
9.15 - 9.30 a.m.	Clearing of the servery for the mid morning refreshment.
9.30.00 -10.00 a.m.	Service of mid morning snacks, replenishing food when required.
10.00 -10.30 a.m.	Break for own breakfast being relieved by Early Maid 1.
10.30 -11.45 a.m.	Clearing up servery and dining room for the luncheon meal and particular duties such as cleaning, polishing, dipping silverware, filling cruets etc., as specified by Supervisor.
11.45 -12.00 noon	Setting up cutlery trolley and putting around cruets for the lunch service.
12.00 - 2.00 p.m.	Clearing dirty crockery, glassware, cutlery, etc., from tables and stacking on the clearing trolley at a point remote from diners. Taking the trolley of stacked dirties to the wash up and sorting on to the dirties receptions bench. When not clearing dishes this maid will take the used trays to the wash up or the mobile tray racks and will assist in returning cleans to the servery. Also relaying tables with clean glasses.
2.00 - 2.30 p.m.	Break for own lunch

Job Card

for

EARLY MAID 3

(6.45 a.m. - 2.30 p.m.)

Time	Duties
6.45 - 7.00 a.m.	Preparing beverage unit for the breakfast meal. Setting out cups, saucers, teapots and dispensing milk and sugar.
7.00 - 9.15 a.m.	Serving the beverages as on the menu periodically collecting clean cups and saucers from the wash up. Generally helping with breakfast meal service when not fully engaged.
9.15 - 9.30 a.m.	Preparing beverage unit for the mid-morning refreshments.
9.30 -10.3o a.m.	Serving the beverages for mid-morning refreshments. Collecting clean cups., etc., from the wash up.
10.30 -11.00 a.m.	Break for own breakfast
11.00 -11.45 a.m.	Clearing up servery and dining room for the luncheon meal. Particular duties such as cleaning, polishing, dipping silverware, filling cruets, etc., as specified by the Supervisor.
11.45 -12.00 noon	Laying up tables with glasses and water jugs for lunch service.
12.00 -12.15 p.m.	Preparing beverage unit for service of beverages.
12.15 - 1.45 p.m.	Service of beverages, refilling of water jugs, etc., for luncheon service. Collecting clean cups from wash up in slack moments, and replenishing cheese and biscuits, sauce etc., or cold section.
1.45 - 2.00 p.m.	Cleaning up beverage section. Emptying coffee machines, etc.
2.00 - 2.30 p.m.	Break for own lunch.

Job Card

for

EARLY MAID 4

(6.45 a.m. - 2.30 p.m.)

Time	Duties
7.00 - 9.15 a.m.	Clearing dirty crockery, cutlery, etc., from tables and stacking on to the clearing trolley at a point remote from diners. Taking the trolley of stacked dirties to the wash up and sorting on to the dirties reception bench. When not clearing dishes this maid will take the used trays to the wash up on the mobile tray racks and will assist in returning cleans to the servery. She will also refill the cutlery containers to the cutlery trolley.
9.15 - 9.30 a.m.	Wiping down tables, and laying up with sugar bowls for the service of midmorning refreshments.
9.30 -10.30 a.m.	Clearing dirty cups, saucers, plates and cutlery from the table to the clearing trolleys.
10.30 -11.00 a.m.	Break for own meal
11.00 -11.45 a.m.	Cleaning up servery and dining room for the luncheon meal,and particular duties such as cleaning, polishing, dipping silverware, filling cruets, etc., as specified by the Supervisor.
11.45 -12.00 noon	Filling up cutlery trolley and tray dispenser.
12.00 - 2.00 p.m.	Clearing dirty crockery, glassware, cutlery, etc., from tables and stacking on the clearing trolley at a point remote from diners. Taking the trolley of stacked dirties to the wash up and sorting on to the dirties reception bench. When not clearing dishes this maid will take the used trays to the wash up on the mobile tray racks, and will assist in returning cleans to the servery. Also relaying tables with clean glasses and taking water jugs to the beverage section for refilling.
2.00 - 2.30 p.m.	Break for own lunch.

Job Card

for

LATE MAID 1

(11.30 a.m. - 9.00 p.m.)

Time	Duties
11.30 - 12.00 noon	Switches on hot sections of cafeteria and preparing utensils. Placing food containers for the fish/egg/hot meat dishes in the hot section and checking menu and portions with supervisor. Sorting plates required.
12.00 - 1.45 p.m.	Service of the 3 hot meat/fish/egg dishes of the meal with gravies and adjuncts generally. Re-ordering dishes from duty chef as required, and making up piles of plates, etc., in slack moments.
1.45 - 2.00 p.m.	Cleaning up hot section, returning containers to kitchen or wash up for cleaning. Replacing clean plates in hot cupboard.
2.00 - 2.30 p.m.	Break for own lunch.
2.30 - 3.00 p.m.	General cleaning of servery and dining room for afternoon tea service.
3.00 - 4.15 p.m.	Serving beverages, etc., at afternoon tea meal.
4.15 - 5.30 p.m.	Cleaning of servery and dining room, checking of crockery and cutlery.
5.30 - 6.00 p.m.	Break for own tea meal.
6.00 - 6.30 p.m.	Switches on hot section of cafeteria and prepares utensils, etc., for supper meal service of 3 hot meat/fish/egg dishes as at lunch service.
6.30 - 8.00 p.m.	Service of the 3 hot meat/fish/egg dishes of the meat as at lunch service.
8.00 - 8.30 p.m.	Service of night nurses' breakfast/supper meal.
8.30 - 9.00 p.m.	Cleaning of dining room.

Job Card

for

Late Maid 2

(11.30 a.m. - 9.00 p.m.)

Time	Duties
11.30 - 12.00 noon	Preparing hot section for the meals service, setting out service utensils, etc., and checking lunch menu with supervisor and checking portions. Loads potato and vegetable containers into the hot section immediately prior to service.
12.00 - 1.45 p.m.	Service of potatoes and vegetables, as on menu, for the main course of the luncheon meal
1.45 - 2.00 p.m.	Clearing up hot section, returning containers to kitchen or wash up for cleaning. Replacing clean plates in the hot cupboard.
2.00 - 2.30 p.m.	Break for own lunch
2.30 - 3.00 p.m.	General cleaning of servery and dining room for afternoon tea service.
3.00 - 4.15 p.m.	Serving snacks, putting out butters, jams, etc., at afternoon tea meal.
4.15 - 5.30 p.m.	Cleaning of servery and dining in preparation for the evening meal. Daily checking of crockery, glassware, cutlery, etc.
5.30 - 6.00 p.m.	Break for own tea meal.
6.00 - 6.30 p.m.	Preparing hot section for supper meal and service of hot vegetable and potatoes as at lunch.
6.30 - 8.00 p.m.	Service of potatoes and vegetables as on menu for the main course of the supper meal.
8.00 - 8.30 p.m.	Service of night nurses' breakfast/supper meal
8.30 - 9.00 p.m.	Cleaning of dining room.

Job Card

for

LATE MAID 3

(11.30 a.m. - 9.00 p.m.)

Time	Duties
11.30 - 12.00 noon	Switches on hot sweet section and prepares section for luncheon service. Setting out service utensils and plates. Checking menu and portions with supervisor. Loads sweet containers into hot section immediately prior to service. Also prepares plates of cheese and biscuits and sets out a display of cold sweets in the chilled sweet and salad sections.
12.00 - 1.45 p.m.	Service of hot and cold sweets for the lunch meal and preparing cheese and biscuits, dessert fruit, etc., in slack moments.
1.45 - 2.00 p.m.	Clearing of sweet section, returning containers to kitchen or wash up for cleaning. Replacing clean plates in hot cupboard.
2.00 - 2.30 p.m.	Break for own lunch
2.30 - 3.00 p.m.	General cleaning of servery and dining room for afternoon tea service.
3.00 - 4.15 p.m.	Helping with service and clearing tables during afternoon tea meal.
4.15 - 5.30 p.m.	Cleaning of servery and dining room for supper service. Daily checking of cutlery, crockery and glassware stocks.
5.30 - 6.00 p.m.	Break for own tea meal
6.00 - 6.30 p.m.	Switches on hot sweet sections and prepare for supper service as at lunch time.
6.30 - 8.00 p.m.	Service of hot and cold sweets for the supper meal. Preparing cheese and biscuits, dessert fruit, etc., in slack moments.
8.00 - 8.30 p.m.	Service of night nurses' breakfast/supper meal.
8.30 - 9.00 p.m.	Clearing of dining room.

Job Card

for

NIGHT MAID

(Night shift 9.30 p.m. - 7.00 a.m.)

Time	Duties
9.30 - 10.30 p.m.	Service of beverages and light refreshments to day and night staff.
10.30 - 11.30 p.m.	Clearing dining room for night staff main meal. Stacking up dirty crockery, etc., and wheeling into wash up room.
11.30 - 12.00 midnight	Preparation of servery counter and dining room for main night meal.
12.00 - 1.00 a.m.	Service of main meal for night staff and pre-booked evening meals for day staff.
1.00 - 2.00 a.m.	Break for own meal.
2.00 - 3.00 a.m.	Clearing of dining room and servery. Racking up dirty crockery, etc., and wheeling into wash up room.
3.00 - 3.30 a.m.	Laying up tables for night staff midmorning refreshment.
3.30 - 4.00 a.m.	Service of beverages for midmorning refreshments.
4.00 - 4.30 a.m.	Clearing dining room and servery.
4.30 - 6.00 a.m.	Washing up dirty crockery, cutlery, glasses, etc., and returning it to dining room and servery. General cleaning of dining room and servery.
6.00 - 6.45 a.m.	Preparing for breakfast meal, e.g. filling marmalade and butter dishes. Filling beverage sections. Switch on hot counter.
6.45 - 7.00 a.m.	Handing over to day shift.

Job Card

for

WASH ROOM MAID 1

(Early shift 7 a.m. - 4.30 p.m.)

Time	Duties
7.00 a.m.	Fills wash tank of machine, loads detergent dispenser and checks rinse injection for days supply of detergent and rinse additives. Turns on steam. Sets out decoy crockery, glass and trays and collects trolleys for reception of clean dishes.
7.15 - 9.30 a.m.	Washes dirty crockery, cutlery, glassware, and trays from breakfast meal.
9.30 - 10.30 a.m.	Washes dirty crockery, cutlery, glassware and trays from midmorning refreshment. Stacking on to appropriate trolleys.
10.30 - 11.00 a.m.	Break for own meal, relieved on washing machine by maid 2.
11.00 - 11.45 a.m.	Cleans machine removing scrap trays, steamers, etc. Washing down machine and wash up room. Stocking up serveries with crockery, cutlery and glassware. Reporting to supervisor for general dining room duties.
11.45 - 12.00 noon	Preparation of machine for lunch service (refilling as for breakfast meal).
12.00 - 2.00 p.m.	Washing dirties crockery, cutlery, glassware and trays from luncheon meal.
2.00 - 2.30 p.m.	Break for own lunch.
2.30 - 3.00 p.m.	Washing up the last of the lunch dishes and cleaning and refilling machine for afternoon tea.
3.00 - 4.30 p.m.	Washing up the afternoon tea meal.

[illegible]

(Part) [illegible]

[illegible]

7.00 a.m.

7.15 - 9.30 a.m.

9.30 - 10.30 a.m.

10.30 - 11.00 a.m.

11.00 - 11.45 a.m.

11.45 - 12.00 [illegible]

12.00 - 2.30 p.m.

2.00 - 2.30 p.m.

2.30 - 3.00 p.m.

3.00 - 4.30 p.m.

Job Card

for

WASH ROOM MAID 3

(P.T. late shift 6.30 p.m. - 9.00 p.m.)

Time	Duties
6.30 - 8.00 p.m.	Receiving clean dishes from washing machine. Stacking and loading on to trolleys for return to the dining room.
8.00 - 9.00 p.m.	Washes remaining dities from the supper meals. Clean machine and wash room after service. Help prepare severy for service of evening beverage.