# **GFNY Cafés / Kitchenettes / Breakrooms**

# **Training & Compliance Manual**

**Environmental Services – ESFM Tesla GFNY**

## **Purpose**

Define zone-specific training, daily duties, and the QR compliance process for all EVS personnel assigned to **Cafés, Kitchenettes, and Breakrooms** (food-adjacent areas with elevated hygiene and presentation standards).

## **Zone-Specific Training**

* **Food-safe separation:** Janitorial cleans/sanitizes and restocks only. Do **not** handle open food or utensils; escalate food-service issues to Food Service staff or management.
* **Appliance care:** Exterior wipe/sanitize only for fridges, microwaves, Nescafé/coffee machines, toasters. Report internal/service faults to Food Service or management.
* **Waste protocols:** Empty trash/recycling, replace liners, wipe rims/lids/handles, and sweep surrounding floor area.
* **Restocking basics:** Napkins, paper towels, soap; log shortages in QR Notes and verbally escalate if urgent.
* **LVT floor care:** Sweep corners/under furniture; mop with food-safe neutral cleaner. Follow periodic **strip / wax / buff** schedule as assigned.

## **☕ CAFE / KITCHENETTE / BREAKROOM DUTIES**

### **🧼 1) Cleaning Duties (Every Service unless noted)**

* Wipe **countertops** (no crumbs, stains, or spills).
* **Sanitize high-touch** points: fridge/microwave handles, drawers, cabinet pulls, coffee machine buttons.
* **Clean sinks & fixtures**: remove soap scum; polish metal.
* **Empty trash/recycling as needed**; replace liner; **wipe lid & rim** if dirty.
* **Sweep & mop floors** every service (hit corners and under cabinets/furniture).
* **Spot clean walls/cabinets daily** (splashes, dust, fingerprints).
* **Wipe appliance exteriors daily** (fridge, microwave, Nescafé, toaster, etc.).
* **Check soap & paper towel dispensers**; log low levels; refill if stock is on hand.

### **🍽️ 2) Food Service Restocking Duties**

### **REASSIGNED**

### **⚠️ Shared Responsibility / Notes**

* **Spills = immediate clean**, even if not your assigned role.
* **Everything put away**—no bags/boxes left on counters or carts.
* **Use par level charts** where posted; aim for **full, tidy presentation**.
* **Notify the manager immediately** if supplies are low/unavailable ***and*** log in QR Notes.

## **📱 QR Process (Compliance-Critical)**

1. **Scan on Exit (Completion Rule):** Scan the QR **only when the zone’s work is fully complete** and you are **leaving** the zone.
2. **Scan Every Time:** **Every** exit must be scanned, regardless of task size.
3. **Use Notes for Issues:** Log supply shortages, damages, hazards, broken appliances, or restock needs. Include specifics (what/where/urgency).
4. **Auto-Alerts:** Notes generate **real-time action items** to Managers and Leads.
5. **Urgent? Double-Notify:** For spills/hazards/equipment faults, **log the note and verbally notify** a Lead/Manager immediately.

**Compliance Reminder:** Missing a QR scan = **missed zone** in EVS X-Ray. Repeated misses trigger coaching and may affect shift scorecards.

## **Presentation Standards (Pass/Fail)**

* **Surfaces:** Sanitized, dry, streak-free; no sticky residue.
* **Stocking:** Dispensers full and working; par levels met; FIFO used; no expired product.
* **Floors:** Free of debris; corners clean; no sticky spots.
* **Appliances:** Exterior clean; handles sanitized; decals intact.
* **Waste:** Liners intact, rims/lids wiped; no overflow; area swept.
* **Visuals:** Counters uncluttered; supplies organized; labels facing forward where applicable.

## **Quick Audit Checklist (Tech/Lead)**

* Counters sanitized & dry
* High-touch points sanitized
* Sinks & fixtures polished
* Trash/recycling emptied; rims/lids wiped
* Floors swept & mopped (corners/under units)
* Appliances exteriors wiped (fridge/microwave/coffee)
* Dispensers full (soap/paper towels)
* Shelves wiped, no clutter/open packs
* **QR exit scan completed with Notes (if any issues)**