

In kitchen stewarding, one is required to maintain the kitchens of an eatery or hotel. This job has moved from being a chef's responsibility to a separate branch. A kitchen steward would be responsible for cleaning and organizing dishes, taking stock of inventory, maintaining hygiene and quality in the kitchen, keeping a tab on breakage and replacements

### **GENERAL PURPOSE**

Under general supervision, provides the restaurant and kitchen with clean and sanitary ware.

### **Kitchen stewarding operations:-**

- Gathers all dirty dishware from tubs brought to the dishroom, rinses and stacks in dishracks, always clearing dishes of leftovers and trash in order to prepare for automated washing.
- Loads full dishracks on belt and ensures correct placement in accordance to the instructions for the operation of the machine. Operates automatic dish washing machine by using controls as instructed.
- Loads dishwashing solutions into automatic dispensers and regulates the output of detergents and chemicals to the dishwashing machine by monitoring and adjusting controls.
- Unloads clean dishes from racks after being processed through dish machine, inspects for cleanliness and carefully stacks in specified carts and shelves for the easy use by restaurant and kitchen staff.
- Manually scrubs pots, pans and other kitchen equipment that cannot be washed automatically, using detergents, scourers, and special solutions as required. Inspects for cleanliness, manually dries with hand towels, and puts away in correct places.

- Manually polishes all silver, stainless steel and pewter used in food service, using standard polishing cloth and products, in order to present clean and attractive equipment to diners.
- Maintains the automatic dishwashing equipment in good condition and working order in accordance with manufacturers' instructions in order to prolong the life of the equipment, prevent breakdowns and to meet mandated health compliance regulations.
- Keeps the dishroom in clean and orderly condition at all times by sweeping, mopping, emptying trash, wiping counters and equipment and organizing shelves in order to maintain a sanitary work station and to meet mandated health compliance requirements.
- Mops kitchen floors as requested and at end of each shift, cleans all kitchen work surfaces as regularly scheduled by manager including walls, ceilings, hoods, vents and ovens.
- Gathers all trash cans from kitchen work areas at end of each shift and empties into outside trash compactor.
- Sweeps loading dock and kitchen entrance areas, clearing litter and debris to trash bins, for the safety of employees and purveyors.
- Performs other duties as assigned, requested or deemed necessary by management.

#### **OTHER Kitchen stewarding operations:-**

- Contacts purveyors and contractors, in writing or by phone, when in need of product or service.
- Unloads deliveries as they arrive, and accounts for ordered items by comparing packing lists to actual items received. Transports deliveries to stock room by carrying boxes or using a dolly. Assists the stock room personnel with sorting and storing of delivered goods.
- Maintains clean employee breakroom and restrooms by sweeping, mopping, cleaning counters and refilling supplies on a daily basis.
- Provides assistance to other employees and departments to contribute to the best overall performance of the department and hotel.

## **Kitchen Equipment**

Floor care is one of the most important responsibilities of stewards. They need to strip, wax, buff and burnish the kitchen floors. In order to be able to do this correctly, it is important that you use the right kitchen floor cleaning equipment. You need to get these couple of equipment:

First, there is the slow speed buffer or otherwise referred to as side-by-side swing machine. These are used for various floor cleaning tasks including scrubbing, stripping and sanding floors. You can use this when you do carpet cleaning as well. This equipment comes in variety of sizes ranging from 13” to 20”. The speed varies as well, ranging from 175 to 300 rpm. The machine features vary as well. There are some machines that come with rear wheels and fold-down handles. There are machines that come with solution tank, so you can add cleaning solutions.

Secondly, you need to get a burnisher or high speed buffer. This particular piece of equipment is used to spray buff, dry buff and burnish hard floors. This equipment comes in variety of sizes usually ranging between 17” to 28”. Speed varies as well from 1000 to 2700 rpm. This equipment is perfect for ensuring glossy floors. These machines have fixed rear wheels that touch the floor at all times.

There are actually several choices in the market when it comes to floor polishers and buffers. First, you have the Parish Supply HD Floor Machine. This is your basic no-frill type of polisher. This will give you years of service. This one-half horse power product is dependable and is perfect for polishing, scrubbing and buffing.

If you are looking for a light machine, then you should check out the Koblenz P 1800 twin brush machine. It has a powerful four amp motor with rotating brushes. It also comes with all the standard accessories that you need to clean hard floors and tiles. The drawback to this particular kitchen floor cleaning equipment is that it doesn't have its own wax dispenser, but you can add cleaning agents into it.

If you really want a high performance cleaning equipment, you should check out Trusted Clean 20” High Speed Burnisher. It is powerful and durable. It is meant to last you a long time. It has a stainless steel casing and it has a chrome plated frame. Of course, aside from the listed equipment, you also need to get pads and brushes for kitchen floor cleaning. Pads are actually quite popular when it comes to hard floor cleaning.

Actually, this list is hardly complete, so why not leave us a comment, tell us what floor equipment you use and which ones you find most effective when it comes to floor care. What equipment do you have now? What do you recommend for floor cleaning?

### **Common Electrical Equipments of a Commercial Kitchen**

The common electrical equipments of a commercial kitchen include the deep freezers as well as the refrigerators. These are also the ice machine, coffee machine, and the tea dispensers. Other kitchen equipments that run on electricity include the hotcase, the masala grinder, dishwasher, et cetera. They are basically kitchen equipments and appliances that make use of electricity.

## Kitchen Stewarding



The department is primarily concerned with the storage, maintenance, cleanliness and issue of cutlery, crockery, holloware, chinaware and glassware to the restaurants and kitchens. It is responsible for the cleanliness of kitchens and the washing of pots and pans. It procures, installs and services gas connections and coal supply for cooking. The department would ideally have a large store for kitchen and service equipment, dishwashers and pot washing section. Many hotels may give the responsibility of the staff cafeteria to the kitchen stewarding. In such cases, the stewarding would have their own brigade of cooks to prepare staff meals. Kitchen Stewarding is also responsible for pest control activity of a kitchen. The kitchen stewarding will remain an integral part of food service operations.



Organisation Chart of Kitchen Stewarding

**Executive Kitchen Steward** Is responsible for planning, organising, directing and controlling the stewarding activity. He would control the kitchen stewarding stores and ensure that the kitchens and restaurants get their needs smoothly.

**Kitchen Steward** This is a supervisory level responsible for a shift. Stewarding activity is a twenty-four hour activity in a busy hotel.

**Utility Workers** These are the cleaning brigades, who clean kitchens and equipment and do other heavy work.

**Dishwashers** They operate the dishwashing machine that cleans all service ware.

**Pot Washers (plongeurs)** They clean large pots and cooking utensils of the kitchen, using jet water sprays.

**Kitchen Porter** is the title given by small independent hotels to utility workers who do multi-tasks.

**Future Perspectives** Kitchen stewarding is an important function to maintain the ever strict municipal and health authorities laws about sanitation and hygiene standards in food preparation areas. At the most, this activity can be contracted to cleaning companies though equipment like the dish-washing machine will be owned by the property.



## **ANCILLARY DEPARTMENT**

In any establishment a guest's first impression on entering the service area is of great importance. A guest can be won or lost on these impressions alone. There are many service areas behind the scene or what may be termed as back of the house which is required to be efficiently run, well organized, supervised and well stocked with appropriate equipments depending on the style of operation.

These service areas are usually between kitchen and the food service area. They are important areas in the make-up of the catering establishments acting as a link between kitchen and restaurants. These are also the meeting point for staffs of various sections as they carry out their duties and therefore there must be close liaison between the various members of staff and their respective departments.

In general, especially in large operations, five main back-of-the-house service areas can be identified:

1. Still room
2. Kitchen stewarding
3. Hot plate/ food pick up area
4. Linen room
5. Store

### **STILL ROOM/ PANTRY**

The main function of the still room is to provide items of F&B required for the service of a meal and not created by any other major department like kitchen, patisserie, larder etc. Depending on the policy of the management and the volume of business at times it is supervised by a supervisor who may be a senior member of the f&b brigade.

When ordering goods from the main dry store, all requirements should be written on a requisition sheet in duplicate. The top copy goes to the store to be retained by the store-keeper after issuing the goods and the duplicate remains in the requisition book as a mean of checking the receipt of goods from the store by a member of the still room. The store keeper should not issue goods unless the still room supervisor or another person in authority has signed the requisition.

### **Equipments:**

Following are the equipments required for proper storage, preparation and presentation of the food by the still room-

- a. Refrigerator- storing butter, milk, fruit juice, cream and so on
- b. Beverage vending machine- soft drink, tea, coffee etc.
- c. Large double sink
- d. Salamander or toaster
- e. Bread slicing machine
- f. Working table and cutting board
- g. Ice maker
- h. Storage cupboard for all dry goods held in stock and for such miscellaneous items as doilies, paper napkin, straw etc.
- i. Gas range or induction plate.

As a basic guide the following food items would normally be dispensed from the still room-

1. All non-alcoholic beverages including tea, coffee, soft drinks, chocolate drinks etc.
2. Preserves like jam, jelly, marmalade, honey, butter etc.
3. Various bread rolls like brioche, croissants
4. Various breakfast cereals like cornflakes, wheat flakes etc.
5. Pastries, gateaux, sandwich, boiled eggs are also dispensed

A proper control is very important for the items which are dispensed from the still room. Therefore all items should be issued either against a requisition from the service area or against a waiter's check.

## **KITCHEN STEWARDING**

The kitchen stewarding is basically divided into two areas:

### **a) Wash up area-**

It is an important service area and should be ideally situated so that the brigade can work speedily and efficiently while passing from the food service area to the kitchen. The waiter should stack the trays of dirties correctly at the side board with all the same sized plates together and all the tableware stacked on one of the plates with the blades of the knives running under the arch of the forks. All glassware should be stacked on separate trays and taken to a separate wash up area. Wash up section should be the first place when the waiter enters the back area.

Hygiene is of utmost importance at the wash up area, as all sorts of germs can originate from here and can contaminate the food. This section is normally in the charge of the stewarding supervisor who may in turn have number of wash up boys as per need.

## **Dishwashing Methods:**

There are two main methods used for dishwashing for foodservice operations-

### **1. Manual (tank) method-**

The dirty crockery is placed in a tank of hot water containing a soap detergent solution. After washing, these are placed in wire racks and

dipped into a second sterilizing tank containing clean hot water at a temperature of approximately 75°C (179°F). The racks are left for two minutes and then lifted out and the crockery left to drain. If sterilized in water at this temperature the crockery will dry by itself without the use of drying up cloths. This is more hygienic. After drying the crockery is stacked into piles of the correct size and placed on shelves until required for further use.

## **2. Dishwashing machine-**

Used in larger establishments. Debris should be removed from the crockery before it is placed into the wire racks. The racks are then passed through the machine, the crockery being washed, rinsed and sterilized. Having passed through the machine the crockery is left to drain for two or three minutes and is then stacked and placed on shelves until required for further use.

### **b) Silver room/ plate room-**

In larger establishments the silver room or the plate room, as it is sometimes known, is a separate service area controlled by the kitchen stewarding supervisor. They take care of all the silverwares and the china wares stored in the silver room and are also responsible for silver polishing. The silver room should hold the complete stock of silverware required by the different department to meet the day to day requirements along with a surplus stock in case of emergency.

While stacking, large silver ware, like salver, flat platter etc. should be stored on shelves. When stacking heavier items should go on the shelves lower down and smaller and lighter items on the shelves higher up to prevent accidents. Flatware and cutlery should be kept in drawers lined with baize cloth to prevent them from moving about in the drawer and getting scratched or marked.

## **FOOD PICK UP AREA**

This may be regarded as the meeting point between the food service staff and food preparation staff. It is very essential to ensure that there is an active cooperation and good relation between the staffs of these two areas. The aboyeur or the barker is in charge and controls the food pick up area during the service period. The aboyeur also controls the off board which tells the waiter immediately if any dish is off. It should be sited in a prominent position for all to see. The aboyeur receives the KOT from the waiter and places the order on the KOT to the respective kitchen area. He also helps the waiter to pick up the food.

Many a times all the crockery and hollowware are placed below the hot plate for easy meal service. The hot plate is operated electrically.

## **LINEN ROOM**

It keeps a stock of various linen used in the restaurant/outlet. Example – table cloth, serviettes, guest napkin, slip cloth, baize etc.

Fresh linen is picked up by the restaurant staff in exchange of the soiled linen. Generally it is done once a day. But it might be more than once in case of coffee shop. A linen register is maintained on a daily basis for this purpose.

## **STORE**

Store room is the area from where the F&B service staff requisite and receives items such as grocery and stationary that are required for smooth running of the day to day operation of the outlet.

## **INVENTORY & RECORDS MAINTENANCE:-**

Kitchen steward plays a very major role in the restaurant industry. You are, so to speak, the backbone of the industry, and without the kitchen stewards, the restaurant industry will have a hard time functioning right.

However, to provide an excellent service to the restaurant industry, you have to be a very responsible and diligent worker. You also have to be very efficient as well as organized. After all, the restaurant industry relies on the efficiency and diligence to give their clients 100% satisfaction.

### **On Kitchen Items, Appliances, and Units**

The biggest job of the kitchen steward is to make sure that the cleanliness of everything in the kitchen and the dining area spic and span. This will include not only the place itself but also each and every kitchen item that comes into contact with the guests' mouth. These, of course, are the silverware and glassware. All items that also come into contact with food should also be given utmost importance when it comes to cleanliness and hygiene, and this includes dishware as well as pots and crockery. When it comes to storing the kitchen items, he has to make sure that the items are stored properly and in their appropriate places so as to prevent breakages.

There is a proper detergent used in washing and cleaning kitchen items, and it is the responsibility of the kitchen steward to make sure that he is using the right detergent at its appropriate amount. In conjunction with this, he also has to make sure that he is using the right sanitizer so as to ensure that the kitchen items are sanitized.

Lastly, it is also the job of the kitchen steward to make sure that all kitchen units and appliances are in excellent working condition. If he notices that a machine is not working properly, it is his responsibility to advise his immediate supervisor of the problem so as to get the problem fixed right away. The dishwashing machine, most especially, needs special care since this is one of the kitchen items that is constantly in use.

### **On Kitchen Area**

As stated above, the job of the kitchen steward is also to maintain the cleanliness of the work area, the kitchen, and the dining area. He has to ensure that the floor is clean, and aside from this, he also has to ensure that

the walls and the ceiling are clean. This also includes cleaning the windows, doors, glass panes, tables, etc. This also includes the rest rooms and reception areas.

He has to make sure that the floors are always kept dry so as to prevent accidents, and he also has to make sure that the walkway is free from obstacles such as carton boxes for the same purpose.

### **On Inventory**

Aside from all the duties and responsibilities mentioned above, inventorying the kitchen items is also a part of stewarding. This includes making a correct count of all kitchen items such as silverware, dishware, glassware, utensils, pots, pans, crockery, dinnerware, etc. Any loss or damage to any of the kitchen items should immediately be recorded and reported to the immediate supervisor.

### **On Waste Management**

Another job of the kitchen steward is taking out the trash. However, this responsibility is not just about collecting the garbage and dumping them in the dumpster, but it is about segregating the garbage into wet and dry trash and then appropriately disposing of them. Aside from this, it is also his duty to make sure that the dumpster area is clean so as to prevent rodents and pests from making the area their home.

### **On Self, On Others, and On Guests**

Aside from being responsible for all kitchen-related duties and responsibilities especially maintenance of cleanliness and hygiene, the kitchen steward also has to make sure that he himself is clean at all times. Not only does this include wearing the proper stewarding uniform during work hours, but this should also include personal hygiene and cleanliness.

When it comes to his collages and the rest of the restaurant staff, he has to be respectful and courteous at all times. He has to act professionally towards others, especially towards the guests.

The kitchen steward is, after all, carrying the name of the restaurant, so he should always respect the responsibility of protecting the good name of the establishment.

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