

EMPLOYEE DINING ROOM STANDARDS (10-EDR)

Description - Employee Dining Rooms are Food and Beverage (F&B) facilities for employees only. These standards do not apply to EDRs that share cooking and dining areas with a F&B facility serving the public. Employees are typically charged for F&B.

In general, the following definitions apply to these terms throughout the standards:

- Adequate: As much as necessary for the intended duration of use
- Appropriate: Suitable to the level of service or as specified in the operating plan
- Clean: Free from dirt, marks, stains, or unwanted matter
- Neat: Arranged in an orderly, tidy manner
- Operational: In use or ready for use
- Sufficient: Enough for the number of persons
- Well-maintained: Kept in good order or condition

Standard Number	FACILITY STANDARDS	A, B, C Ranking
	Dining Facility – Exterior	
1	Building Structure - Building exterior is well-maintained and surfaces are treated to protect against deterioration. Roofs, gutters, and downspouts are well-maintained and clear of obstructions. Rooftop ventilation and other systems are well-maintained and operational.	B
2	Landscaping/Grounds - Landscaping conforms to park standards and grounds are well-maintained. Noxious weeds and invasive plants are removed in accordance with an approved landscape plan. Appropriate drainage is maintained to keep water from collecting against buildings.	B
3	Parking - Adequate parking spaces are provided. Paved parking is well-maintained and spaces are marked. Gravel or dirt parking is graded to remove drainage ruts and holes.	B
4	Bike Racks - Adequate bike racks are well-maintained. Abandoned bicycles are removed.	B
5	Pathways, Sidewalks, Ramps, Steps, and Stairs - Pathways, sidewalks, ramps, steps, and stairs are unobstructed. Surfaces are well-maintained and free of tripping and slipping hazards. Hand railings are well-maintained and sturdy enough to support visitor use.	A
6	Lighting/Illumination - Lighting is adequate and appropriate, and sufficient for safely locating the facilities after dark. Light fixtures are well-maintained and operational. If the park is Night Sky designated, lighting is consistent with International Dark Sky requirements.	A
7	Public Signs - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance.	B
8	Entrance - Entrances are clearly identified, clean, and well-maintained.	B

9	Site Utilities and Equipment - Service areas are neat and well-maintained. Utilities are hidden from public view as much as possible.	C
10	Loading Docks/Delivery Area - Loading docks and delivery areas are neat, well-maintained, and screened from public view.	C
11	Trash/Recycling/Composting - Sufficient trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Refuse is stored in covered, waterproof receptacles in accordance with NPS standards. Market available recyclable products are collected and recycled. Compost collection areas are clean and orderly. Central refuse collection sites are screened from public view.	B
12	Smoking Policy - No smoking is permitted inside the facility or within 25' of any doors, windows, or intake ducts. Outdoor smoking areas are appropriately located, clearly designated, and weatherproof ashtrays are provided.	A
Dining Facility – Interior		
13	Windows, Doors, Walls, Ceilings, Floors, and Screens - Floors, walls, and ceilings are clean and well-maintained. Doors, windows, and screens are clean, operational, and fit adequately to exclude rodents and insects. Windows and doors do not have excessive signage.	B
14	Employee Restrooms - Restrooms are clean, ventilated, illuminated, and well-maintained. Restrooms have hot and cold running water. Toilets, sinks, and urinals are clean, free of stains and chips, and operational. Toilet tissue and disposable towels or hand dryers are available. Soap is provided in bulk dispensers. Women's or unisex restrooms have a covered waste receptacle in every stall. The disposal containers are clean and emptied at least daily. A cleaning inspection log is maintained and posted.	A
15	Signage - Signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance. Signage is neatly arranged.	B
16	Lighting - Lighting is adequate. Light fixtures are clean and operational, with no empty sockets or burned-out bulbs.	B
17	Ventilation/Climate Control - EDRs are adequately ventilated and maintained at a temperature consistent with employee comfort. Thermostats and HVAC systems are operational, and vent coverings are clean and well-maintained. Temperatures may vary between employee seating and food preparation areas.	B
18	Trash/Recycling/Composting - Sufficient trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Recycling containers are labeled to indicate acceptable recyclables and are adjacent to trash containers. Compost collection areas are marked, clean, and orderly.	B
Safety		
19	Emergency Lighting/Exit Lights/Emergency Exits - Exit lights are on emergency circuits and in operation at all times. Emergency exits and routes are marked and unobstructed.	A
20	Fire Extinguishers - Fire extinguishers are accessible, signed, and correctly located, with operating instructions and current inspection tags.	A

21	Smoke Detectors - Operational single-station, hard-wired smoke detectors are present and in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries are replaced at least yearly.	A
22	Fire Alarms and Pull Boxes - Fire alarms and pull boxes are visible and accessible.	A
23	Carbon Monoxide Detectors - Operational hard-wired carbon monoxide detectors are present in areas with oil heaters or fireplaces in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries replaced at least yearly.	A
24	Animal Pest Exclusion - Facilities are inspected for animal pest (rodent, bat, and other animal pest) access according to the park-approved program schedule, and animal exclusion is implemented.	A
25	Chemical Storage - Cleaning chemicals and supplies are stored in properly marked containers. Current Safety Data Sheets (SDS) are accessible and known to residents.	A
Food and Beverage Service Areas		
26	Queuing Areas - Adequate space is provided for queuing in front of service counters.	B
27	Self-Service Foods - Self-serve food bars are stocked, clean, and well-maintained. Adequate serving utensils are appropriate and well-maintained.	B
28	Counters - Self-serve food bars have sneeze guards. Public facing prep counters have surface guards. Guards are clean and well-maintained.	B
29	Self-Service Beverage Areas - Self-serve beverage areas are located in an area that does not hinder the flow of employees. Self-serve beverage equipment is operational, stocked, clean, and well-maintained.	B
30	Menu Boards - Menu boards are appropriate, accurate, legible, and unobstructed.	B
31	Beverage Displays - Beverage displays are appropriate, neat, clean, and secured.	C
32	Trays - Adequate trays are clean and well-maintained.	B
33	Tableware/Drinkware - Tableware and drinkware are matched, clean, and well-maintained. Plastic, acrylic glassware, or melamine dishware are acceptable.	B
34	Payment Stations - Adequate point of sale (POS) stations are clean and operational.	B
35	Condiments - Condiment stations are appropriately located, stocked, clean, and well-maintained. Condiments are maintained at appropriate temperatures.	B
36	Ice/Vending - Ice and vending machines are operational, clean, and well-maintained. Ice utensil is clean and appropriately located. Machines must accept \$1 coins and display applicable notices.	B
Dining Areas		
37	Noise Level - Background music and PA systems are operational. Music is played at an appropriate level for employees and cannot be heard in adjoining areas.	C
38	Illumination - Lighting is adequate and appropriate. Light fixtures are clean and operational, with no empty sockets or burned-out bulbs.	B
39	Furniture - Furniture is appropriate, adequate, and well-maintained. Table configurations provide sufficient passage. Seating capacity does not exceed state or local fire code maximum occupancy limits.	B

40	Trash/Recycling/Composting - Sufficient appropriate trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Appropriate recycling and composting containers are labeled to indicate acceptable recyclables and compost materials, and are adjacent to trash containers.	B
41	Smoking Policy - No smoking is permitted inside the facility or within 25' of any doors, windows or intake ducts. Outdoor smoking areas are appropriately located, clearly designated, screened from public view, and weatherproof ashtrays are provided.	A
Food Preparation Areas		
42	Hand Washing Stations - Hand washing sinks are operational and well-maintained, with hot and cold running water, soap, and towels or hand dryers. Required signage is posted.	A
43	Food Preparation Area - Food preparation areas are clean and neat. A cleaning inspection log is posted and completed. Traces of insects, rodents, or other animals are not found in food preparation areas.	A
44	Food Storage - Foods are stored at appropriate temperatures, and are properly labeled and covered.	A
45	Food Refrigeration and Heating/Cooking Equipment - Equipment in storage and food preparation areas and display cases are clean, operational, and well-maintained. Thermometers are present, calibrated, and accurate.	A
46	Beverage Equipment - Beverage equipment is clean, operational, and well-maintained. Beverage-dispensing lines are flushed out regularly and treated to eliminate lime buildup. A logbook with flushing and treatment dates is available upon request.	B
47	Ware-Washing Sinks - Three-compartment ware-washing sinks are adequate, clean, operational, and well-maintained. Sink compartments are correctly marked (wash, rinse, sanitize).	A
48	Grease Traps/Grill Hoods - Grease traps and grill hoods are clean, operational, and well-maintained. Grill hoods are tested according to state and local fire codes and have current inspection certificates or tags. Inspection and cleaning logs are available upon request.	A
49	Cleaning Supplies - Cleaning supplies and other chemicals are stored in properly marked containers, and beneath or away from consumables. Current Safety Data Sheets (SDS) are accessible and employees know where they are kept.	A
50	First Aid Kit - A first aid kit is available, stocked, marked, and staff can easily locate the kit. First aid kits are stored away from food or food contact areas.	A
51	Regulatory Postings - Employment regulation signage (e.g. OSHA job safety and health posters) are displayed in a high-traffic employee area.	C
52	Certificates - Current public health and food safety inspection certificates are displayed.	C
OPERATIONAL STANDARDS		
Accessibility		
53	Accessibility - Dining facilities and services meet the requirements of the Americans with Disabilities and Architectural Barriers Acts and all other applicable laws related to accessibility.	A

	Services	
54	Hours of Operation - Facilities and services are operated and provided in accordance with posted hours of operation. Hours of operation are prominently displayed.	B
55	Bus Service - Adequate staff is available to clean tables, chairs, and floors as necessary.	B
56	Cleanliness - Spills are cleared immediately, and floors and tables are cleaned regularly.	B
57	Payment Methods - Credit cards are honored and include MasterCard, Visa, American Express, and Discover. Debit cards and other payment methods are accepted at the concessioner's discretion or at the direction of the Service.	B
	Food and Beverage	
58	Temperature - Food is maintained at the appropriate temperature.	A
59	Self Service - Self-serve foods are compartmentalized, maintained at the appropriate temperature, and adequate serving utensils are provided. Food availability is monitored and restocked as necessary.	A
60	Alcohol - Alcoholic beverage sales are in accordance with applicable federal, state, and local laws. A 'carding' policy for purchasing alcohol is enforced. Alcoholic beverages are consumed on site. Packaged alcohol sales are not permitted.	A
	Personnel	
61	Staffing Levels - Facilities and services are sufficiently staffed to prevent avoidable delays in service.	A
62	Employee Training Programs - An active training program for employees in the development of necessary skills and procedures is implemented. Training emphasizes work performance and, as appropriate to the position, covers requirements such as technical training, emergency response, cleanliness, employee attitude, NPS philosophy and policy. Training is documented.	B
	Rates	
63	Approved Rates - Rates and other charges do not exceed those approved by the superintendent.	A

Ranking Definitions

Major: First Priority (A) conditions or practices create or have the potential to exert a **significant** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

Moderate: Second Priority (B) conditions or practices create or have the potential to exert a **moderate** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

Minor: Third Priority (C) conditions or practices create or have a potential to exert a **minor** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.