

NAMA VEIA F&B TEMPORARY STANDARDS – SEASONAL PUSHCARTS

Description - This category of F&B service includes temporary service from seasonal pushcarts.

Grounds and equipment:

Grounds - Grounds surrounding pushcarts are continually monitored to remove debris and trash from serving areas.

Equipment - Pushcarts are operational, well-maintained, appropriately situated, and neat.

Public Signs - Public signs are accurate, well maintained, and consistent with NPS standards. Temporary signs are professional in appearance. Authorized operator mark use is approved by the park.

Queuing Areas - Adequate space is provided for queuing around pushcarts.

Menu Boards - Menu boards are appropriate, accurate, legible, and unobstructed.

Noise - Noise levels do not impact wildlife or the experience of others.

Smoking Policy - No smoking is permitted within 25' of the pushcart.

Safety:

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.

Animal Pest Exclusion - Pushcarts are inspected for animal pest (rodent, bat, and other animal pest) access and animal exclusion is implemented.

Food Storage - Dry foods are stored in sealed containers to protect them from moisture and rodents.

Cleaning Supplies - Cleaning supplies are marked and safely stored. Cleaning supplies and other chemicals are stored separately from food or food supplies.

Cooking/Refrigeration Equipment - Equipment used to serve or store food is clean and well-maintained. Refrigeration equipment is clean and operational.

Refrigeration units have at least one thermometer that is accurate to within 3°F.

Services:

Hours of Operation - Food service schedules are posted and accurate. Food service is provided in accordance with posted hours of operation; and any deviations are approved by the park.

Order Management - Food service is prompt and accurate. Made-to-order items take no longer than 3-5 minutes to prepare.

Payment Stations - Adequate Point of Sale (POS) stations are clean and operational.

Receipts - Itemized receipts are accurate.

Food and Beverage:

Bulk Dispensers - Napkin and condiment dispensers are clean, operational, and well-maintained.

Availability - Food and beverages are available in adequate quantities.

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Menu Items - Appropriate menus are approved by the park. Menus include healthy food and beverage items.

Condiments - Appropriate condiments are provided. Condiment areas are clean, clearly marked, and easily identifiable. Condiments are maintained at appropriate temperatures and replenished as necessary.

Personnel:

Staffing Levels - Pushcarts and services are sufficiently staffed to prevent avoidable delays in service. Staff proactively informs guests of anticipated delays and explains unanticipated delays.

Employee Attitude - Employees project a friendly and helpful attitude.

Employee Appearance - Employees wear a uniform or name tag identifying them as operator staff. Uniforms are approved by the park. Employees present a neat, clean, and professional appearance. Logos on personal clothing must be covered.

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.