

NAMA VEIA F&B TEMPORARY STANDARDS – SPECIAL EVENTS

Description - This category of F&B service includes special events where food is prepared in temporary kitchen facilities or mobile food trucks.

Grounds:

Temporary Structures - Temporary structures (tents, etc.) are adequate, well- maintained, and located within assigned areas. Structures do not obstruct fire lanes.

Grounds - Grounds are continually monitored to remove debris and trash from food preparation, serving, and seating areas.

Outdoor Equipment - Furnishings (tables, benches, chairs, etc.), grills, and fire containers 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.

Trash/Recycling - 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. Central refuse collection sites are screened from public view.

Queuing Areas - Adequate space is provided for queuing at the food serving area.

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 inside the facility or within 25' of the facility. Outdoor smoking areas are appropriately located, clearly designated, and weatherproof ashtrays are provided. Employee smoking areas are screened from public view.

Safety:

Fire Extinguishers - Fire extinguishers are accessible, signed, and correctly located, with operating instructions and current inspection tags.

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 - 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.

Propane Tanks - Propane tanks are secured, marked, and located in accordance with local, state, and federal laws.

Food Preparation Areas:

Cleanliness - Food preparation and serving areas are clean and neat. A program for routine and continuous cleaning is established to ensure overall food preparation area cleanliness, including areas underneath counters, grills, stoves and other kitchen equipment.

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Gray Water Collection and Disposal - Gray water is collected in an approved container and disposed of in a sanitary sewer in compliance with local, state, and federal requirements.

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, cook, 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.

Accessibility:

Accessibility - Temporary facilities and services meet the requirements of the Americans with Disabilities and Architectural Barriers Acts and other applicable laws related to accessibility.

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.

Service Orientation - Personnel orient clients to the food service area, and explain how meals are served, where to find plates and utensils, and how to prevent undesired wildlife interactions.

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

Bus Service - Tables are inspected and promptly cleared to minimize the attraction of animals or pests.

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

Receipts - Itemized receipts are accurate.

Food and Beverage:

Tableware/Drinkware - Tableware and drinkware are disposable. Recyclable/ compostable/ bio-degradable materials are preferred. Styrofoam is not permitted.

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

Availability - Food and beverages are available in adequate quantities.

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.

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Alcohol - Alcoholic beverage sales are in accordance with applicable federal, state, and local laws. A 'carding' policy for ordering alcohol is enforced, and the policy is posted. Alcoholic beverages are consumed on site. Packaged alcohol sales are not permitted.

Personnel:

Staffing Levels - Facilities 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.