

# Guest services manual



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## Important notice

This manual is a guide to general Úlfjótswatn Guest Services operational procedures. It has been created for information purposes.

Any procedure referred to in this manual may be modified or amended by the future coordinators if needed. It's related to how things were done at a given time, but everything can be changed.

This manual does not and is not intended to address every possible aspect of the center.

## Revision history

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## 1. General information

### The Center

The first scouts stayed in tents by the lake and spent the whole summer here. They would have to arrive by boat for the first few years, as no road lay past the location as it does today. In 1941 the oldest hut, Gilwell-hut, was built. Two of the first leaders to stay here during the summers were Jónas B. Jónsson and Björgvin Magnússon. They have both contributed greatly to the center throughout the years and without them, it wouldn't be the same. Jónas passed away in 2005 but JB hut (built in 1989) is named after him. Other important buildings include DSÚ (Drengskátaskálinn Úlfjótswatni or the boyscout hut at Úlfjótswatn), built in 1973 and KSÚ (Kvenskátaskálinn Úlfjótswatni or the girlscout hut at Úlfjótswatn) built in 1946 (originally barracks from occupation army, with later time extension).

### Guest services responsibility

Today, 3 building are under Guest Services responsibility:

- **JB** – as the main building, it has 8 bedrooms (4 beds), 5 bathrooms, 2 showers, a living room, a dining hall, a kitchen, and an office.
- **DSU** – like the other dormitory, it has 4 bedrooms (8 beds) + 1 room (2 beds), and 2 bathrooms.
- **Norður Salur** (Northern Hall) – The office with 2 bathrooms.



## 2. Guest services team

During spring and autumn seasons, GS team consists of the **Guest services coordinator** and the volunteers that help in all areas.

During the Summer the Guest services coordinator is joined by a **Guest services assistant** and summer volunteers.

### Work areas

The Guest services team oversees two main areas – **House and Catering.**

#### House

House is responsible for **the tidiness/cleanliness of the center's indoor accommodations, cleaning policies, laundry**, etc. Cleaning accommodation and facilities are essential. Not only because we wouldn't be allowed to operate, but also because it provides a healthy environment for our staff members and guests. It also ensures that the buildings look their best, which improves the guest experience. Note: even though we expect almost every group to clean the buildings after themselves, they almost never get done properly, it is especially important to go over the bathrooms.

#### Catering

Our goal is to provide meals of good quality and in a hygienic environment. We need to make sure that guests are satisfied and that all allergies and special dietary requirements are being taken care of.

The responsibility of catering includes **planning menus, ordering food, cooking** (or making sure someone does it), **cleaning** and **ensuring that everything has been done safely and according to hygiene requirements.**



### 3. Different guest groups

#### School groups

Most common guests during spring and autumn seasons. These are groups of kids from different schools in (mainly) Reykjavik and around Iceland. They come for a **two- or three-day program** at the Centre. We provide food and accommodation for them.

If they all fit in JB (24 kids + 2 teachers if teachers want separate rooms, 28 kids + teachers if the teachers are ok with sharing), they will just use that building. They have access to the living room, and it gives us less cleaning to do after. If there are more, they will use JB and DSU.

We provide fitted sheets for them in each bedroom. If they come with their own sheets, it's ok, we just want to make sure there is one sheet on the mattress. There is also a mattress protector on each bed, this stays on – make sure the kids know the difference, else many will assume there's a bed sheet on it already.

We always aim to do pizza as the last meal but if it becomes too much to do pizza twice a week, or any groups above 50, it becomes a lot, so try to give them at least one “comfort meal” (hot dogs, burgers, chicken nuggets or schnitzels) and try to do one vegetarian meal during the stay (“Mexican soup”, Mac&Cheese, bean chilli/tacos, ...). Other popular meals are Pitas/wraps with salads and chicken, Kjötsupa, any meat+side+sauce+veg (e.g. Schnitzel + potatoes + pepper sauce + veg mix, fishballs + rice + curry sauce + peas and carrots), soup (fresh or from powder) + garlic bread (relatively cheap at Kronan or make it) and pasta dishes. In the past we have often made milk rice (rice pudding or hrisgrjonagrtatur) with liver sausage, but it's a difficult meal to get just right, and often will not make the kids feel full for very long. In general, Icelandic kids are very basic with their food so keep it simple and avoid unusual/exotic/international things (they like what they like) but generally if it is a meat in sauce, they will usually eat it. When in doubt, ask Sjöfn, she's a great help and has valuable insights. The meals folder on the tablet has suggestions of the meals to use for each kind of group.

Teachers should be shown where the guest keys are (green lanyard), they can either take it or fetch it as needed, mostly so they have access to the laundry room. This is so they can deal with things like kids locking themselves out of their rooms, puking at night, ..., without our help.



## Foreign scout groups

Groups of foreign scouts that usually come during summertime. Some of them use indoor accommodations, but some are camping outdoors. Upon their arrival, we use a [check-in](#) list to introduce them to the Centre.

We provided them with all the bedding, including duvets and pillows (We have enough for all the beds). We have 3 different sets of grey bedding that can be used for them and in an emergency, use staff bedding, but only as a last resort. Indoor guests can use JB upstairs as they please and DSU (If they have booked it). Northern Hall can also be used upon request/booking.

We provide ALL meals for most of the foreign scout groups. If they are with VA (Venture Abroad) we always cook for them – and the same with participants for Camp White Nights.

**The dining hall is better kept just for eating, as when guests use it for hanging out or meetings, it can get in the way of us cleaning or setting up, so we encourage the guests not to use it as a hang out spot. In 2023 we had a big white tent outside JB they could use for this with tables and benches. This was also used for people to eat in as we couldn't fit everyone inside.**

**!** Having people in the dining hall is quite difficult for the cleaning and setting up for the meals. Have mealtimes on the door so they know then the meals are - it would also be possible to have "opening hours" so they know when to leave by. In 2023 we just kicked them out when the time came - and they were understanding when you explain the reason. In 2024 it wasn't too much of an issue when they had the building rented, they left pretty much as soon as they finished eating and we always closed/locked the door after.

## Weekend groups

Groups like Search & Rescue team Iceland, Icelandic scout groups or other groups of people may rent our facilities for weekends. Depending on their requirements, we provide accommodation, and/or meals. They usually come on Friday evening and leave on Sunday after lunch.

The preparation for the buildings is the same as for school groups. But they may also use the kitchen, so we need to empty the kitchen fridge (fridge 1), the kitchen freezer (ice cream freezer, freezer 1) and make sure the sides in the kitchen are clear and free for them to store dry store products (If we do not cook their meals). We can usually empty the kitchen fridge completely for them and just keep our things in the dry store fridges. And usually as long as we leave surfaces clear, there's enough space in the kitchen as dry store space. But you can talk with the guests and decide what's best for you both.





They are supposed to clean after themselves. But it's always useful to check the cleanliness before the next group, it's often clean but not as clean as our standards state.

We provide a [check in](#) and [check out](#) sheet for them to have all the information without us needing to be there. Put the list for them in the dining hall with guest's key set (keys with the green leash) and make sure the JB downstairs entrance is open for them.

With groups like **Search & Rescue** they normally come for 5 days to a week – if we provide the meals keep in mind that they are all adults that need a lot of food and are outside and being active all day while they are here. These guys eat for 2 people per person, so make enough food!

### **Family weekend**

An activity weekend for the Islandic families to give them an insight into scouting. It's a family friendly time in terms of atmosphere and food.

During the weekend we provide/made a hot dog BBQ, biscuits, hot chocolate, marshmallows, Mars, bananas, etc., so they can enjoy time by the campfire.

They come here in a scout spirit. Don't hesitate to ask them for some help to carry stuff to the campfire, etc. They also can clean their bedrooms at the end, give them instructions and equipment and they will be happy to help us.

### **EASTER DAY:**

Along with a family weekend, we also do a family day at easter for the families of the powerplant workers, everyone will help run an easter egg hunt for the families and it can also be nice to buy big eggs for the staff, so ask Elin if this is possible.

### **Kinder garden**

A group of kids that come here for a day program (2022). They need lunch – it's usually a pylsur (hotdog) party – two hot dogs per person, sauces, fried onions, piknik's etc.



### **Humanist association**

A group of people who come for weekend activities with their own program (usually some lectures, workshops, etc.) This is usually watched over and led by local scout leaders, often people who have been to the Centre very often. In 2024, these were sometimes so very difficult groups, with the kids creating a lot of mess and misbehaving a lot, so it may be often you get called to clean something up, but the scout leaders often got the kids to clean up these kinds of things themselves.

They usually book one or both accommodations from us and full board meals (breakfast, lunch, coffee time, dinner, evening snack). Arriving on Friday afternoon and leaving on Sunday, after lunch. They should be cleaning the rooms after themselves but always double check, it's almost never done properly.

### **Summer camps**

A group of kids coming for a week of summer camp full of exciting programs.

We need to provide good and fulfilling meals to make sure kids are well fed, since they do a lot of activities outdoors. For coffee break, we provide them with one piece of cake, each tray can be cut into 28 pieces, 7x4 (if any leftovers, they can be split in two and divided between them) we also cut up fruit for them.

Mainly using DSU as their accommodation, if the numbers don't add up or some of the kids can't stay together a few rooms in JB will be in use (But try to minimize this, so you have less cleaning when they leave on the Friday and during the week).

Make sure to have good communication with both Sjófn, the summer camp employees and the program people so we avoid mistakes, being annoyed and miscommunication.

We (TRY) cleaning the bathrooms every day, in 2024 Autumn, we tried new shifts, having 2 volunteers on the standard catering shifts and 1 on a cleaning shift, where they would start each shift by cleaning the bathrooms, this worked very well, these shifts can be seen in the schedules section. The kids clean their bedrooms by themselves.

Summercamp's can be very difficult and tough for everyone as there is a lot to do all the time, so remember to take your breaks and support each other.



Make sure to have marshmallows and popcorn kernels at the center for them – Program will forget to let us know when they run out. (It goes under the program bill though)

## **Skatasumarid**

A scout event that was held here in 2021 and 2023. In 2023 we had around 200 participants.

We distribute food for them – Breakfast, lunch, coffee break and evening coffee break. We cooked dinner for them in the kitchen and served them in a big tent that was placed outside of JB full of tables and benches. They brought their own plates, water bottle/cup and cutlery. In the big tent we had 3 serving tables (2 normal opposite each other closest to the entrance and 1 with all the dietary requirements put the other way so it was easy to see but further away from the entrance. We had a pallet to store things on and 2 benches with water canisters on for people to take from. On the serving tables we had napkin holders w. napkins and a bin bag in the end (together with 2 placed in the middle of the tent at the end of seating tables.

We used the 2 Thermal boxes to keep the food as warm as possible, and lids – also to prevent dirty from getting into the food.

On the first day (Wednesday) food distribution was from 16-17, and here they were provided with all the dry food for their entire stay ex. Cereal, tea, orange sirup, hot chocolate, kex. Together with breakfast stuff and packed lunch for the next day. Food distribution on the other days was from 10-12, here they were provided with coffee break stuff, that day's lunch, breakfast and packed lunch for the next day. No distribution on the last day (Sunday, all GS people were off), but an open fridge with stuff they were allowed to take, or if they wanted to return food.

Before the camp starts calculations are made in order to order the right amount of food but also to calculate how much food each group will be getting every day, and to have a sheet/check list for the packing of the food.

Make a simple lunch menu and easy to cook dinners that are possible to make in our small kitchen (Good dinner options: Hotdogs – easy to make for many people, Chicken with rice and curry sauce, Burgers – on BBQ or make in oven for no more than 200 ish. People, chili con carne). Start in good time and start the calculations, and order in good time to make sure you can get everything you need on time!

We rent a container fridge from this company: <https://stolpigamar.is/gamar/frystir/> 20 feet.



There were no shelves in there and a grided floor, so we used pallets for storage. It only had a big container door.

### Dining hall set ups

There are two main set ups for the dining hall, that still give space but also allow us to fit as many people as possible, one is a lot cozier than the other.

First one, the cozy one, seats 50, but you can add 2 more seats to the two bigger tables and it be okay, this consists of two 8's, one 10 and two 12's, as shown below.



The other set up is standard, 7 sets of two tables seating 8 people, making a total of 56 seats in the room and a walkway down the middle of the room, if needed, you can squeeze in another table taking the total to 64. You can see an example in the photos below.

During camp white night we decided to change the dining hall to make it more convenient and effective when serving the meals – and to have more space for people to walk around, and to put things on.

We had a packed lunch station separate from the serving tables that was always more or less prepared for packed lunch.

We used this set up for the rest of the summer, until the middle/end of August. It was much better set up when serving more than 50 people where they all come at ones and not like the school groups or summer camps. Over a 4-week period we served between 100-200 people roughly every day.





Coffee Break set up:



Dinner set up: – Cake for the groups that were not there for coffee break, so everyone gets cake.





Breakfast + Packed lunch set up: - Pictures are from the evening before, and how we set it up for early breakfast and packed lunch – ready to use fill out the things from the fridge.





## 4. Ordering

### Suppliers

We have 4 main suppliers:

- Food – **Garri** – <https://www.garri.is/vefverslun/> (has more choice of frozen food) and **Ekran** (has more choice of refrigerated food and has fresh fruit/veg) – <https://ekran.is/> ; Specifically dairy products **MS** – <https://www.ms.is/>;
- **Grocery shops** – **Kronan** and **Bonus** (no deliveries) – hygiene products for staff (shampoo, toothpaste, period products) and things not available at Ekran/Garri, its also useful if you need any last minute things, if youre desperate, Elin or Sjöfn could pick something up for you and bring in the morning.
- **Cleaning products** – kitchen and house – **Rekstrarvörur** – <https://www.rv.is/> ;
- **Household stuff** – IKEA and JYSK/ Rúmfatalagerinn in Selfoss and Reykjavik. We have an account for both.

### Orders

Food orders require a good planning in advance. It usually takes 2-3 days for their arrival to the centre. In 2023 we started to use a list with all the most common things we get/need on it so we can go around to see what we need and have a look at the menu at the same time. This makes it harder to forget the stuff we use often but is not part of the menu like sugar, yeast, baking powder etc.

**Garri** – The order normally leaves their warehouse the day after the ordering, if it has been done before 16h. And then arrives the day after that. **Minimum order for free deliveries – 50 000 kr.**

**Ekran** – If you order on Monday before 11.00, it should leave their warehouse on Tuesday and arrives the day after that. Order after 11.00 Monday, it leaves their warehouse on Wednesday and arrives Thursday. **Minimum order for free deliveries – 40 000 kr.**

**MS** – They deliver directly to the centre on **Tuesdays** (you have to choose this day when you order). **Minimum order for free deliveries – 12 000kr. (Did not use this in 2023)**

**RV** – Is our chemical supplier. They deliver through Eimskip directly to the centre. It normally doesn't take more than a day or two before it arrives at the centre. **Minimum order to get free deliveries – 40 000 kr.**





**Kronan / Bonus** – These are the two groceries shops in Selfoss. We can find there everything else. It's easier to find special dietary food in Kronan. But Bonus is slightly cheaper because they are doing bigger packaging. **Always ask NOTA with the Centre's Kennitala after a purchase.** Save the receipts and put them in the Bill folder in the office.

**IKEA** – We have ordered duvets, pillows, plates, cups etc. From IKEA. We have both had it delivered to SamSkip in Selfoss, or so we can pick it up at the warehouse in Reykjavik. We have an account here.

! **JYSK / Rumfatalagerinn** – We buy pillows and duvets here in small amount if needed straight away. Also, we have bought sleeping bags, hangers, tablecloth for the dining hall and other stuff from here. We have an account.

## 2023 Habits

Most of the time the food was ordered from Ekran. Some things are cheaper in Garri or can only be found there so we order there. For all the specific food we went to Kronan.

During the low season we used to order food once or twice a week, for the school groups. Always keep in mind that it's going to **take around 3 days for the delivery**. So be careful in the planning. If you need something urgently, someone who is commuting to the centre (Sjöfn, Matthew or Pani) might be able to pick it up at a grocery store for you, saving the petrol costs of a trip to Selfoss.

\*During the summer we ordered food twice a week. And always have three days in stock. We were doing it because our fridge is not big enough and we need fresh fruits/vegetables/milk regularly. We didn't know how much the foreign scout will eat / drink, so we needed a lot of orders to adjust every week.

## Other useful information

- All the websites for orders are in Icelandic, so we usually translate the page into English to make it easier.
- Both Ekran and Garri provide our "order history" and "My products", so it's easy to understand which products are useful.
- [Account access](#) – You can find here all the access you will need for the season.
- [Food order sheet](#) – lots of references for the food to make orders easier.
- [Chemicals](#) – You can find here most of the cleaning products / equipment references.



- We have plenty of all kinds of rubbish bags stored in the basement. Green biobags are bought from RV.



## 5. Housework

### Cleaning

Most of the cleaning is done based on our cleaning [schedules](#)

#### Daily cleaning

Daily cleaning consists of cleaning bathrooms and common parts in use (corridors, stairs, etc.). For all groups we have a cleaning shift that will clean two times a day while also joining in the kitchen.

#### Deep cleaning

The deep cleaning should happen once or twice a year (depending on how busy the Centre is). Or in Autumn 2024, we've been trying out "Centre days" these are days for meetings and deep cleaning of the main buildings.

If Centre days don't continue, a good time for the deep cleaning is the end of summer/beginning of September, it's usually quiet time at the center. Check at the end of spring if a deep cleaning is needed.

**2022 Deep cleaning:** deep cleaning has been done in August/September and season closing cleaning was done at the end of November.

**2023 Deep cleaning:** We did a very minimum deep cleaning of all rooms in JB + living room, corridor, stairs and the 2 entrances with the help of a volunteer weekend in May. The kitchen was also thoroughly cleaned in May.

#### Cleaning cupboard

We have two cleaning cupboards, both in the dining hall.

- The wooden door in the dining hall is a cupboard for toilet paper, hand paper towels, soap refill, gloves, light bulbs, toilet brushes, etc. We also put there the vacuum cleaner, brooms and mop sticks.
- The yellow door in the dining hall also known as Harry Potter cupboard or HP is the chemical store.

#### The Laundry room

The laundry should always be locked, for the safety of the kids, this is very important!



In the laundry you can find all types of bedding and towels.

At the time of writing, we have two full sets (2x 66) of sheets. We used to use the green ones for JB and the navy ones for DSU, but the green color has been discontinued so you might need to use both colors for JB. You can use the white and light blue (staff-) ones as backup IF NEEDED, but try not to rely on that.

We are folding the sheets in a special way. They are folded and rolled. It's the way we find to make it as small as possible and at the same time they stay in good condition. If done correctly, three rows of them should fit on top of each other in the laundry room shelves ([How to fold](#)). Additionally, that way you can easily tell if the bed sheets are used – sometimes kids try to put it back “as it was” after using them, but they usually don't manage to fold it exactly like this.

We have a system for dirty and clean laundry, dirty laundry simply goes into the correct bins behind the door and the clean laundry can go into the round baskets until you find the time and space to fold them, the sooner the better, as to not collect too much, the laundry is not that big.

We have two kinds of cleaning cloths. The blue tea towels and white clothes with a border coloured red, blue, yellow or grey are for drying and the kitchen cleaning and all other clothes/towels are for house and campsite to clean bathrooms and showers. We have one washing machine and one dryer. You can find how to use the machine in this document [Washing machine](#). Make sure to always have a machine running: There is always lots of laundry to do – I think we probably average at 30 wash loads + private laundry a week.

With the washing machine, you can fill it but don't push too hard to put it in.

### **Chemical store**

All chemicals should be kept in the harry potter cupboard (HP) as this can be locked, here we also keep the cleaning clothes for general cleaning.

We buy chemical same as an industrial place. It means they are powerful and high concentrated. Use them sparingly. In HP you will find the chemical dispenser. It contains toilet bowl cleaner, kitchen cleaner, bathroom cleaner and surface + glass cleaner. With this you just put the bottle in the place with the tube inside and fill it with the corresponding chemical by turning the knob, you need to first follow the instructions on the wall to make sure the water is following to the dispenser. The chemicals are number + color coded so it is easy to figure out. You press the button until the bottle is almost full and then slowly remove it but let the tube empty out into the bottle before removing it totally. It will dispense the right amount of chemical with the right amount of water.



To replace the chemical, you must press down the blue key in the top, twist the cap off and take out the empty bag and replace it with a full bag of the same chemical, into the slot and twist the cap back on. Outside of these chemicals we use disinfectant and floor cleaner as our main cleaning chemicals. We get these in big 5L bottles. We pour the disinfectant into smaller spray bottles. To the big bottle of floor cleaner, we attach a pump that will dispense 20 ml of soap if push all the way down, this amount is what is necessary for 10 L of water.



### Dispenser keys

We are using two different keys for the dispensers.



Is use for the air fresher (in bathrooms)



(These should be taken down, they are no longer in use)



The small Tork key for everything else, but we do not lock them. We have some keys just in case.



One will be found on the guest keys, the rest in laundry in our random bucket. GSC and GSA should have one of these keys on their keys chain.

### **Basement**

The basement for us is a big storage place for all things that are not needed in everyday life. We also store extra sheets, pillows, duvets, mattresses, curtains, blankets, hangers and a few chemicals there. We also have all the rubbish bags (a lot) (purple, blue, black, white, transparent, green) there.

Extra cooking utensils and single-use plates and cutlery.

If you can't find something in the basement, try Gryfjan (the containers at the other side of the road, accessible by foot or by driving the Hilux through a small river) – particularly ladles, tongs, lunchboxes, pots/pans etc are available in plenty.

### **Lost and found**

We [registered](#) lost and found during the year, but the list is not complete. Best practice is to send the group a picture of all found items after they leave, that way they can tell us what someone will fetch and what we can bin/give away. At some point we've done a staff bazar for everything that staff could use that has been here longer than a season (i.e. is unlikely to be fetched by the original owner). We kept some waterproof equipment in case of a new staff need it. Everything else is planned to be taken to some charity place.

### **Various information**

- Previous seasons had a problem with the mattress "sleeves" (covers directly around the mattress) shrinking when washed – it is unclear if that is because they are not washable, or because the machine at the time was broken and used higher temperatures than it should. So, we added some mattress covers on the top. JB has waterproof ones (good especially with younger kids who might occasionally still have nighttime accidents, or when they spill juice on them), DSU has simple covers – once these are worn down,



replace with waterproof ones too. They are washable at 60°C in the washing machine. They are not the best and we have to check if they are well positioned before each group, but the bedrooms look so much better with them.

- You can check bookings on <https://cinolla.com/> our booking system. All bookings are displayed there with all the necessary information.

### **Health and safety inspection**

The Health and Safety Inspector comes once a year during May/June (last time was in July - 23). They normally send a message a few days in advance and come for an hour or so to do a walk around. During the walkaround they mention and point out things that need to be fixed or followed up on. Some are quick fixes, but some are long term investments. They write up a report and send it to the Director.

The Inspector will go through all the guest areas, it's never the same but they will have to see at least one room in DSU, and JB, Northern Hall, the bathrooms and showers. Kitchen, laundry etc. and ask random questions and look at things from last year's report.

#### **Check:**

- Freezers shouldn't have frost built up in them;
- No food should be directly on the floor;
- No food bag should be open without a clip;
- No food should be out of date in the fridge;
- Laundry is locked



## 6. Catering

### Catering work

#### Cleaning

The daily cleaning should be done every day. There are a few things that are done once a week and some that are done monthly. There is a folder in the kitchen with all the [recording](#) of the cleaning sheets. Every week it should be saved. You can also take a picture of the laminated sheet in the kitchen and save it on the cloud.

Deep cleaning in the kitchen should happen every 6 months. The last one was April 24.

For cleaning the oven:

- Spray the oven with oven cleaner if needed, and let it sit for 15 min at around 70°C
- Put it on steamer mode 99°C for 30min
- Keep the door open to let the seal breath

For the big kipper:

- Clean by boiling water in it and pour it in to a pot or bucket.
- After cleaning put / spray some oil in to keep in good condition.

#### Food safety

Food safety is one of the most important aspects of working in the kitchen. Food safety is about making sure the food that is provided is safe for consumption. Detailed food safety rules can be found in [Attachment Nr.1](#).

#### Bucket system

We have a system of buckets in the dining hall, on the trolley behind the door. It's for the kids to put their plates and stuff after meals. Blue bucket for trash, yellow bucket for cutlery (with some water and a splash of dishwashing liquid), red bucket for food waste, and two metal containers one with 2 cloths, a little dish soap + water) and one for liquids. Make sure that everyone who is eating here has the information. Make a speech at the beginning of the meal if needed.





**Personal hygiene** – see the information in [Catering and Hygiene policy](#) or [5 principles of hygiene](#)

### **Dishwasher**

- Try to fill each rack to its max capacity before putting it into the machine; it uses the same amount of detergent and water for each cycle. Let's be smart
- Use the appropriate rack for the appropriate stuff (cutlery needs to either go in the cutlery basket or in the narrow-mesh rack because it falls through else. Plastic cups need to go in the narrow-mesh bucket because the water pressure throws them around else. Oven trays go in the one with the sides missing, with the open side facing you, else they get stuck.)
- Fill the racks over the sink and rinse well before it goes in the machine
- When washing glasses, (plastic ones) only use the one with small holes, otherwise the cups will flip and fill with water.
- Almost everything goes into the machine, except for cast-iron, coffee pots and certain aluminum things. Hand-washing does not reach the temperatures to kill germs, so it is important to use the dishwasher for all things.

### **Recycling**

We have few containers for recycling:

- **Paper** – cardboard: milk cartons, paper, packaging. (Clean and free from food waste);
- **Plastic** – all containers and packaging. (Clean and free from food waste);
- **Metal** – all cans, lids, and aluminum (clean and free from food waste);
- **Bottles and cans** – Soda bottle and soda cans;
- **Glass and ceramic** – all kind of glass and dishes;
- **Food waste** – all the food, we use biobag for them.

We have food waste bins just outside the kitchen to be able to empty it from the kitchen every day, but all the other containers are in front of the service center, at the campsite. There is a waste storage container outside the kitchen, you can leave full bin bags there for a night, so you only need to drive to the recycling centre every second day, but don't let it get over-full and bring the trash to the containers at least every second day.

### **Dietary requirements**

We often have some dietary requirements. Most common ones are – nuts, fish / shellfish, lactose/milk, gluten. We also had a lot of vegetarian and vegan people.



For this reason, we always try to have some vegetarian and vegan food in the freezer, vegan milk, lactose free milk and gluten free items such as bread and kex in stock. If people have a lot of allergies or ARFID (Being a picky eater, sensory issues), just talk to the people and figure out what meals to make them / what they eat from the menu. It helps to make sure they have something to eat but also makes it easier for us to figure out – and it's nice to have communication with them, and they feel seen and taken care of.

## Schedules

The most recent shifts are as follows, as well as some shifts from previous seasons.

### Shifts Autumn 2024

GS coordinator: 10.00am-12.30pm and 13.30pm-19.00pm

Volunteer 1: 9.00am-13.30pm and 16.30pm-20.00pm

Volunteer 2: 8.30am-13.30pm and 16.30pm-19.30pm

Cleaning Volunteer: 9.30am-13.30pm and 16.00pm-20.00pm

### Spring/autumn 23

In spring and in autumn we had two different types of schedules

- “office day” 9h-17h with an hour of break for lunch from 12-13h
- “school day”, times are depending on which day of the week we are:

	Day 1	Day 2	Day 3
Morning shift	9:00 – 13:00	8:30 – 13:00	8:30 – 15:30
Break 1pm-3.45	13:00 – 15:45	13:00 – 15:45	
Evening shift	15:45 – 19:30	15:45 – 19:30	

### Summer 23

In summer we were all starting at 8 so the schedule was a bit different.

- Office day: 8-12pm – 2-6pm
- Groups day

Regular day	Friday
8:00 – 13:00	8:00 – 16:00



Break	
16:00 – 19:30	

Group	meal	schedule
Breakfast:	8:30	9:30
Lunch:		12:00
Coffee	break:	16:00
Dinner: 18:00		

### Summertime meal schedule

Breakfast: 9:00-9:30

Lunch: 12:00

Coffee break: 16:00

Dinner: 18:30

For the summer when we had many different groups eating, we did different eating times for them to not wait too long, and not have too many people in the dining hall at the same time.

We were having breakfast between 8.30-9.30am. Some groups will be leaving early and will need breakfast and packed lunch earlier – everywhere between 5:00 – 8:00. For them we would leave the doors unlocked and show a few of the leaders in the group where to find everything. After dinner we would set up everything we could for both breakfast and packed lunch.

## Menu

### School groups

Here are two example menus for school groups. We previously had a set menu for school groups, but we changed that because firstly, staff aren't happy about eating the same thing twice every week and seeing us unexcited about the food is reflected by the kids' attitude, and secondly, there were several things about the menu that were non-ideal.

	Day 1	Day 2	Day 3
	Kex and juice (~10:30)	Breakfast (9:00)	Breakfast (9:00)
12h	Hot dogs	Mexican soup	Pizza



16h	Homemade cake	Homemade cake	/
18h	Bean Chilli	Pita bread with chicken and different toppings	/
evening	Fruits	Fruits	/

	Day 1	Day 2
	Kex and juice (~10:30)	Breakfast (9:00)
12h	Kjötsupa	Burgers & Fries
16h	Homemade cake	/
18h	Mac&Cheese	/
evening	Fruits	/

Detailed information on food and drinks for school groups can be found in [Attachment Nr.2](#).

### Foreign scout groups

Detailed information on food and drinks for foreign scout groups can be found in [Attachment Nr.3](#)

### Other groups

For most of the others group we had, the schedule is the same as a school group, but the menu can be what you want to do. Make it nice and nice for staff not to have the same food all the time 😊



## 7. Some ideas or to do list

Here some idea of projects or stuff to do for next year, feel free to add yours:

- Install some recycle bins in JB first floor;
- Change the curtains in DSU
- Change the door tags in JB (make JB and DSU the same)
- Create some door tag for DSU
- Paint DSU bedrooms and beds

### **House:**

- Cleaning
- Deep cleaning (planning)
- Laundry
- Order chemicals and stuff from RV
- Chemicals
- Taking care of beddings / how we use it...
- Managing cleaning after / during school, summer camp, foreign scout group
- Information (check in paper) for group renting place and make space
- Train people in cleaning

### **Catering:**

- Making Menus
- Order food
- Managing Staff Food
- Kitchen cleaning
- Record cleaning for health inspection
- Deep cleaning
- Managing kitchen
- Cooking
- Train people in kitchen



## 8. Other useful information

### Staff benefits

#### Food

The Guest Services Coordinator oversees the staff food in three main situations:

- When we have a group (school...), staff is counted in the meals for lunches and for the dinner if they are working until it (or if they want to). If they don't want to, they can go home for a meal but can't cook in the kitchen during kitchen shift.
- When we don't have a group, one of the staff is cooking lunch for the staff.
- For all other meals, each person takes care of themselves. The staff is allowed to use all the food in the dry store and in the fridge (But must ask the GSC first). Keep track of the products used and necessary products with a list on the door of dry store.

The center provides all basic food for the staff. Everything related to snacks, or "luxury" food is not provided. The guest services coordinator oversees the decision of which category the food request is in (in collaboration with the director).

#### Other information

The staff can use all the bedding, towels... from the laundry. The center also provides some basic toiletries if they want (soap, shampoo, tooth path, sanitary pads...)

The house where the staff lives is their own responsibility to clean. We can give them all the material for this but that's it. At the end of their contract, they need to do a big cleaning of their room and the rest of the house (together with the other people living in the house) before leaving.

In SharePoint, there are many documents to help you doing your work – [recipe book](#) for meal ideas, [food quantity chart](#) to help you for the order and amount of food, [weekly menu 2022](#) with all the menu we've done to give you ideas and feedback on what we've done, and other documents. Most of them are updated, but some still need to be updated or if no use to be put in the archives.



[Attachments](#)



## Attachment Nr.1 Food safety rules

Aspects of food safety:

- Buying and ordering safe products;
- Transporting food in a safe way;
- Storing food in a safe way:
  - Refrigerate items should be in a temperature between 0°C -4°C
  - Frozen items should be kept under -18°C;
  - Vegetables should be in a dry cool place, under 10°C if possible;
  - Fruits (not bananas) should be refrigerated or in a dry cool place;
  - Dry good should be in a dry cool place;
  - No food should be kept on the floor.
- Preparing food in a safe way
  - Enough space to work safely and work surface / utensil should be clean;
  - Use separate chopping board, knives, work areas for different type of food to avoid food contamination;
  - Wash your equipment regularly;
  - Clean your work surface after each job;
  - Heat all cooked food to a minimum of 65°C, all poultry meat to a minimum of 71°C
- Serving food in a safe way
  - All food that needs to be serve cold should be kept in the refrigerator 4°C until we serve them;
  - All food that needs to be served hot should be kept at a minimum of 65°C;
  - All food should be covered until it is served (lid, plastic film...);
  - All food that is being served should be in clean containers and use clean utensils;
  - Always keep the serving area clean and tidy
- Storing leftover in a safe way:
  - All food except cake and bread should be stored in a refrigerator between 0°C-4°C;
  - Cool all food as fast as possible;
  - Pack everything in airtight containers or plastic wraps;





- Label all the food with the date of cooking and what it is;
  - Leftovers can be kept up to 3 days in a refrigerator;
  - Leftovers can be reheated only once;
  - Frozen leftovers need to defrost in a refrigerator overnight
- Disposing of food waste in a safe way
  - Reheat and serve leftovers in a safe way. We do not serve leftovers to guests, only on special occasions.



## Attachment Nr.2 School group menu information

### Drinks

Coffee for teachers

Orange Egil's juice for the kids (1.5 bottle of concentrate for the full water container)

### Welcome snack – cookies and juice

A bowl of chocolate and vanilla cookies + jugs of water and juice.

### Soup or pita bread

Any pre-made soup from the big Knorr buckets + frozen vegetables

Bread + butter + ham + cheese + some vegetables for sandwiches

Pita bread – chicken (shredded) with chicken seasoning, cucumber diced, tomatoes, lettuce, corn, pitu sosa. (Falafel for vegan/vegetarian)

### Breakfast

Cheerios, cornflakes, oat porridge, bread, ham, cheese, honey, jam, brown sugar, raisins, butter, etc.

### Evening snack – fruits

Apples, oranges, bananas, melons, pears and other fruit by choice.

Put them on the serving table after dinner.

### Rice pudding

Rice pudding + raisins + cinnamon sugar + extra milk + liver sausage.

### Homemade cake

Choose the cake you want to make; we have few recipes in the book recipe. The water cake is really good and allergy (most of them) friendly, you can add some frozen fruits, chocolate chips, bananas, cocoa powder or other kinds of flavour. We usually cut the tray in 32 pieces.

### Lasagne

Premade lasagne (from Garri). We cut each tray in 12. We count around 1,5 piece per person.

### Pizza

We often do a pizza party at every end of a group! We count at least 3 pieces per person. Have at least Ham and Magarita, but ideally ~4 varieties (Pineapple, Italien veg, ...). For getting the quantities of the different varieties right, give the teacher the [“Pizza Úlfjótswatn order form”](#) the day before to see how many slices of each are needed, then round up for seconds and staff.

The dough could be done the day before.

## Attachment Nr. 3 Foreign scout group menu information



## Drinks

As Icelandic people are big coffee drinkers, UK foreign scout group are big tea drinkers (Nordic groups drink a lot of coffee). In 2023 we just used the kettle for warm water but would have made sense to have the big water warmer in use for coffee break for the big UK groups.

They do drink orange juice, just not as much as the Icelandic groups.

## Breakfast

Same breakfast as school group, but we add fruits, and some other stuff to spread on the bread (cream cheese, etc.)

## Packed lunch

Big bread (industrial), Fruits (banana, apple, orange), Snack bar (1/person), juice boxes, all kind of sauces (mayonnaise, ketchup, hamburger sauce, sinnep, butter), cucumber / tomatoes / lettuce, plastic sandwich bag and a bigger bag for everything, ham, cheese, vegetarian, spreadable products. Dietary requirement stuff.

We put everything on another table but at the same time as breakfast.

In 2023 we use nature valley snack bars as their snack and a juice box (Apple was most popular).

## Homemade cake

Homemade cake mainly just the Water cake with different toppings, depending on the dietary requirements from the groups. If you have lots of banana about to go bad (or lots of leftover banana from evening snacks), banana bread is nice (can be made as loafs or 3x the recipe as a tray cake). The chocolate cake mix from Garri is also great.

We serve the cake with whipped cream. We use Risso vegan cream and 50-200g powdered sugar for it (depending how sweet you want it, but less than 50g will not whip nicely). The vegan cream is much easier to use than dairy cream, won't turn to butter if whipped to long and tastes good. If you have leftover cream, add toppings (raspberries, cocoa, 3 drops of vanilla extract, ...) and put in the freezer for staff ice cream.

Make it as simple and easy for you as possible. Have gluten free cake option in the freezer – easy to take out beforehand.

## Lunch/dinner

Time for fun. You can do whatever you want. We tried to make meals with a main dish with a side (rice, potatoes, pasta), some vegetables (fresh salads or frozen (steamed, maybe with some spices). For some meals like lasagna, it's nice to serve homemade bread with it or garlic bread.



Make sure to time manage – and not do too many different things, the kitchen is not the

biggest and you only have a certain amount of time.