

# VICTORIAN EATING EXPERIENCE TRAINING



## 1. JOB DESCRIPTIONS / DUTIES

**VEE Jobs:** There are three main jobs needed to make a tea or dinner happen. VEE volunteers are a part of a team.

**Baking:** Scones, brownies, and pumpkin bread are a few of the items volunteers may bake at home and then bring to the Museum.

**Server:** A server welcomes guests to the third floor, introduces the other servers, the menu and any presentation, and goes over the information for the third floor. At the end of the tea, a server will escort the guests through the house downstairs to the kitchen. Servers also help prepare food, plate food, clear tables, wash, dry dishes, etc. Servers must wear either a maid's costume, which is provided by the Volunteer, or a black and white outfit. A maid's costume is a simple long black skirt, long-sleeved black blouse and a white apron. If you'd like to serve, assistance in determining what an appropriate costume is will be provided.

**Scullery:** These volunteers help prepare food, set tables, plate food, clear tables between teas, wash and dry dishes, serving pieces, silverware, cooking utensils, etc. before, during and after a tea. We ask that you wear black or black & white. It is recommended that volunteers wear comfortable footwear, as they will be standing and walking a great deal and working "behind the scenes" in the kitchen.

## **2. TEA BASICS**

The Molly Brown House Museum is currently offering two different kinds of teas. These are outlined below:

### **HIGH TEA MENU**

- Scone served with Devonshire cream and jam
- Three Tea Sandwiches
- Three Desserts
- Fresh Fruit
- Tea (Jasmine and Earl Grey blend) served with milk, sugar, and sliced lemon.

### **AFTERNOON TEA**

- Scones served with Devonshire cream and jam
- Three Tea Sandwiches
- Two Desserts
- Fresh Fruit
- Tea (Jasmine and Earl Grey blend) served with milk, sugar, and sliced lemon.

**If you sign up to help cook, serve, and/or scullery for a tea or dinner, please expect to be at the Museum for the duration of the event unless otherwise noted in Volgistics. If you need to leave in the middle of an event, please make these arrangements in advance.**

## **3. ROOM SET-UP**

### Items to be set out for each Tea

On the center of each table place:

- Milk in small silver or glass pitcher
- Sugar cubes in silver or glass bowl (with lid)
- Lemon triangles on small glass plate
- Serving utensils if applicable

Example of a Full Tea Table Center:



On the side table place:

- Tea pots
- Pitcher of water (on back board)
- Water glasses (on back board)

At each place setting on the table place:

- Tea Cups
- Plates
- Tea spoons (at each place above plate)
- Napkins
- Forks (on top of the napkin)

Example:



### Where to Find Items:

- Bowls for Devonshire cream and jam – Low shelves in the kitchen closet
- Cookie Cutters – In the drawers by the sink
- Cream/Milk Dish – Low shelves in the kitchen closet
- Desserts/Scones – On kitchen counter
- Garbage Bags – Under the sink
- Jam – In the refrigerator or in the lower cabinet to the right of the refrigerator
- Knives – Above the sink
- Lemon Plates – Low shelves in the kitchen closet
- Pitchers/carafes – On the shelf above the sink or in the closet
- Plates – Any of the upper cabinets
- Powdered Sugar – Above the stove
- Prep Bowls – Above the sink
- Prep trays (to help with making sandwiches) – Above the refrigerator
- Sugar – Located in the lower cabinet to the right of the refrigerator
- Sugar Dish – Low shelves in the kitchen closet
- Tea cups/saucers--In the upper cabinets
- Toilet Paper – In the bathroom cabinet

- Utensils – All utensils for table settings are located in the drawers under the upper kitchen cabinets. Other utensils are located in drawers next to the sink
- Vacuum – In the kitchen closet
- Vegetables/Bread/Lemon/Milk – In the refrigerator

## 4. “TO DO” LIST

### Before Each Tea

- Check in with the store staff if open
- Before starting any prep make sure to sanitize the kitchen counters with disinfectant spray
- Make Tea (start the water 1 to 1.5 hours before group is to be on 3<sup>rd</sup> floor, add 6-7 earl grey and 6-7 jasmine tea bags and steep 20 minutes before serving)
- Set the tables, if not already done (see page 3/4)
- Prepare sandwiches
- Prepare fruit
- Cut lemons (you should only need 2 lemons per tea – this includes the half lemon you will be using for the cucumber sandwiches). Slice the lemon into triangle pieces and place on lemon dish on table:

Example:



- Milk in small silver/glass pitcher
- Sugar cubes in silver or glass bowl
- Plate the food on each place on the table in the 15 minutes before the guests arrive on the 3<sup>rd</sup> floor

- Make Devonshire Cream and put jam on table (Note: Only use 2 tablespoons of jam per dish and DO NOT throw away jam after each tea. Only throw away jam at the end of the day.)
- Heat the pots (place hot water in tea pots 15-30 minutes before group is to be on 3<sup>rd</sup> floor)
- Pour hot water out of tea pots and fill with tea
- Warm the scones and plate them
- Once the tea has started the scullery volunteer can make the sanitizing solution for washing dishes (located above the sink).

### During the Tea

- One Server will give the “Welcome Talk”:
  - Welcome everyone to tea at the Molly Brown House Museum
  - Introduce yourself and other people serving tea
  - Let the group know that the bathroom is at the end of the hall
  - Tell the group to stay together and leave as a group because tours are taking place while they are enjoying tea; if need to leave, please ask for an escort
  - Tea is a blend of Earl Grey and Jasmine (we believe it was Margaret’s favorite blend). We have sugar, lemon, and cream for the tea and our only recommendation is not to use lemon and cream together as the cream will curdle.
  - List what is being served (types of sandwiches and desserts)
  - Explain process: once everyone is served we will come around and refill cups.
- Approximately 40 minutes into the tea service, give guests a 5 minute warning and check to see where the other tours are at in the museum. Try to time taking the tea group to the kitchen without disrupting other tours.
- One of the servers should give the remainder of the tour (kitchen and back porch). Please do not add your tea guests to another tour being conducted through the museum.
- Once you have finished please head back upstairs to the third floor to help with clean-up.



### After The Teas Are Finished

- Clear off the dishes from the tables and wash them (sanitize everything the guests used: plates, cups, forks, spoons)
- Put unused sugar back in sugar tin.
- Vacuum the Tea Room and Hallway
- Sweep and mop the Kitchen
- Remove any trash and recycling and place them in the dumpsters out back by the carriage house
- Turn off the kitchen and tea room lights

## **5. TIMELINES**

### Timeline for an 11:00am and 1:00pm Tea

9:30-10:00am – Arrive at Museum, begin assembling sandwiches, fruit, etc.

11:00am – Guests begin tour of Museum

11:30am – Guests gather in third floor tearoom, tea is served

12:15-12:30pm – Guests depart third floor tearoom, cleanup begins

1:00pm – Guests begin tour of Museum

1:30pm – Guests gather in third floor tearoom, tea is served

2:15-2:30pm – Guests depart third floor tearoom, cleanup begins

3:30pm – Volunteers leave

**When you are at the Museum to help with a tea, you are expected to stay for the entire shift. If that is not possible, please make prior arrangements with the coordinator so that the event can be adequately covered.**

## **6. Things You Need to Know**

### **Food safety**

While we're not a restaurant, we are serving the public so we want to be sure that we're following best practices for serving food. This means that we need to:

- Spray down surfaces and wipe with disinfectant and paper towel or clean towel before preparing food on them.
- Wash hands before touching any food
- Wash hands after using the restroom
- Always wear gloves when preparing or plating the food
- Use sanitizing rinse for the dishes
- Keep food in the refrigerator when not prepping or serving

### **Linens**

Clean linens are found in three places: either of the closets in the event space or the drawers in the bathroom (napkins). We try to use the same tablecloth and topper for all of the teas on a single day. If someone has a bad spill or makes a really big mess we may need to replace that topper. We leave it up to your judgement but please keep in mind that for most colors, we only have four matching toppers.

When cleaning up between teas (napkins) or at the end of the day (napkins + toppers + tablecloths) are all put in the Professional Touch Laundry bag to be sent out for cleaning. All dishtowels, dishrags or soiled aprons should go into the rectangular blue & white bag. Both of these are in the kitchen closet.

### **Conversations**

One of the best things about doing the tea is getting to know the other volunteers. While we absolutely want you to enjoy yourselves, please keep in mind that sound travels really well (and in some strange ways) throughout the house. Please don't discuss difficult guests or talk in raised voices while in the kitchen. Everyone will hear you!