

RUSTIC CASUAL F&B STANDARDS (10-FBR)

Description - Rustic Casual F&B provides three meals a day and is usually included in a package stay. Rustic casual facilities have basic kitchens and a dining area in what would otherwise be considered backcountry. There are no menus, and food is buffet or family style service. Seating is provided.

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
	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. 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	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
4	Site Utilities and Equipment - Service areas are neat and well-maintained. Utilities are hidden from public view as much as possible.	C
5	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
6	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. Employee smoking areas are screened from public view.	A
	Public Areas – Interior	

7	<u>Windows, Doors, Walls, Ceilings, Floors, and Screens</u> - 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
8	<u>Ventilation/Climate Control</u> - Public spaces are adequately ventilated and maintained at a temperature consistent with visitor comfort. Thermostats and HVAC systems are operational, and vent coverings are clean and well-maintained. Temperatures may vary between guest seating and food preparation areas.	B
9	<u>Trash/Recycling</u> - Sufficient appropriate trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Appropriate recycling containers are labeled to indicate acceptable recyclables and are adjacent to trash containers.	B
10	<u>Employee Areas</u> - Employee areas and restrooms are neat, clean, illuminated, and well-maintained.	B
Safety		
11	<u>Fire Extinguishers</u> - Fire extinguishers are accessible, signed, and correctly located, with operating instructions and current inspection tags.	A
12	<u>Carbon Monoxide Detectors</u> - Operational hard-wired carbon monoxide detectors are present in rooms with oil heaters or fireplaces in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries replaced at least yearly.	A
13	<u>Animal Pest Exclusion</u> - 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
Food and Beverage Service Areas		
14	<u>Self-Service Foods</u> - Buffet food bars are stocked, neat, clean, and well-maintained. Adequate serving utensils are appropriate and well-maintained.	B
15	<u>Buffets</u> - Buffet food bars have sneeze guards. Guards are clean and well-maintained.	B
16	<u>Self-Service Beverage Areas</u> - Self-serve beverage equipment is operational, stocked, neat, clean, and well-maintained.	B
17	<u>Tableware/Drinkware</u> - Tableware and drinkware are clean and well-maintained.	B
18	<u>Condiments</u> - Condiment stations are appropriately located, stocked, clean, and well-maintained. Condiments are maintained at appropriate temperatures.	B
19	<u>Ice Machine</u> - Ice machines are operational, clean, and well-maintained. Serving utensil is clean and appropriately located.	A
Dining Areas		
20	<u>Illumination</u> - Lighting is adequate and appropriate. Light fixtures are clean and operational, with no empty sockets or burned-out bulbs.	B
21	<u>Furniture</u> - Furniture is appropriate, adequate, and well-maintained. Seating capacity does not exceed state or local fire code maximum occupancy limits.	B
Food Preparation Areas		

22	Hand Washing Stations - Hand washing sinks are operational and well-maintained, with hot and cold running water, soap, and towels or hand driers. Required signage is posted.	A
23	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
24	Food Storage - Foods are stored at appropriate temperatures, and are properly labeled and covered.	A
25	Food Refrigeration and Heating/Cooking Equipment - Equipment in storage and food preparation areas are clean, operational, and well-maintained. Thermometers are present, calibrated, and accurate.	A
26	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
27	Ware-Washing Sinks - Three-compartment ware-washing sinks are adequate, clean, operational, and well-maintained. Sink compartments are correctly marked (wash, rinse, sanitize).	A
28	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
29	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
30	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
31	Regulatory Postings - Employment regulation signage (e.g. OSHA job safety and health posters) are displayed in a high-traffic employee area.	C
32	Certificates - Current public health and food safety inspection certificates are displayed.	C
OPERATIONAL STANDARDS		
Services		
33	Cleanliness - Spills are cleared immediately, and floors and tables are cleaned regularly.	B
34	Outside Dining - Spills are cleaned and tables are cleared promptly to prevent attracting wildlife or pests. Appropriate interpretive wildlife feeding prohibitions are posted.	A
Food and Beverage		
35	Temperature - Food is maintained at the appropriate temperature.	A
36	Self Service - Buffet foods are appropriately compartmentalized, maintained at the appropriate temperature, and adequate serving utensils are provided. Food availability is monitored and restocked as necessary, and protected by sneeze guards.	A
Rates		

37	Approved Rates - Rates and other customer charges do not exceed those approved by the superintendent.	A
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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.