

## Priorities

I am going to keep this edition short and sweet. I have a question that has been bouncing in my skull for years.

Why do businesses and institutions often have their least experienced and lowest paid employees run, often, the most expensive piece of equipment in their facility? The dishwasher.

I am not being snarky in the least and, obviously, I have no idea of the wage scale of my customers. However from the outside looking in, it would appear that my guess could be accurate.

A dishwasher is a mission critical machine in the successful food service operation. It sanitizes and cleans plates, silverware, glassware, pots and pans, so that there is steady supply of clean, safe, materials to serve customers and produce products to serve.

Nine times out of ten, when the machine goes down, wide spread panic sets in because most places don't have an excess of settings lying around.

Hand washing, which is slow, labor intensive, inefficient and potentially dangerous, is utilized until the machine can get back on line.

Turnover in this position is apparently rampant, as we notice a steady stream of new operators as we visit our customer's locations.

If I were a general manager and I happened upon a good dishwasher. I would invest in training that person in the proper operation and customer performed preventive maintenance that ensures trouble free operation, for the most part.

Proper and thorough cleaning of the unit goes a long way in preventing issues. Frequent draining and refills, do as well. They should be taught to be proactive in spotting and reporting potential malfunctions and issues, so that small repairs can be performed by us before they suffer a major break down.

It blows my mind that the newest, greenest, lowest paid workers are tasked with operating a machine that can cost from \$16,000.00 to \$150,000.00 or more. On top of this are the costs to properly maintain it, repair it and the labor costs associated with hand washing when it is down.

If you don't take care of your dishwasher, the person, and your dishwasher, the machine, you are flushing money down the drain.