

PROCEDURES FOR ADULT & YOUTH VOLUNTEERS

1. Adult shift managers are asked to arrive at least 15 minutes before your shift begins. This will give you time to have a brief orientation with the on duty shift manager and to become aware of any procedure changes or situations.

All other adults and youth are asked to arrive at least 10 minutes before your shift begins. Make sure your clothes are not covered with straw or manure and if you have a 4-H shirt, be sure to wear it. If you have been working with animals, make sure you cleanup before arriving at the food stand for your shift. The sign-in sheet will be kept in a binder in the food stand. Be sure to sign in at the beginning of your shift.
2. Put on an apron.
3. Make sure you are wearing a clean and appropriate baseball style cap. If you forget to bring a hat to wear, disposable paper caps and hairnets will be available for your use. Your hair must be restrained in a cap or hairnet.
4. Wash your hands at the 4-H food stand hand washing station, even if you just washed your hands in the restroom.
 1. Wet your hands
 2. Add soap
 3. Scrub for at least 20 seconds (singing the alphabet song is about 20 seconds)
 4. Rinse your hands with warm water
 5. Dry your hands
5. Wash your hands again if at any time while you are in the 4-H food stand:
 - You cough or sneeze
 - You use a tissue
 - You handle money
 - You handle raw foods
6. Wear disposable food service gloves for handling, serving, and preparing foods. Follow all other *Basic Food Safety Tips for Exempt Groups*.
7. Check with your shift manager if you have any questions regarding food safety, menu items, food preparation, order taking, or other procedures. Shift managers should check with the food stand manager or assistant manager if they need clarification. Shift managers should also provide a brief orientation for the incoming shift manager.

Thank you for working in the 4-H Food Stand!

ORDER TAKING PROCEDURES

1. Youth Smile and greet the customer in a friendly manner. Stay with the customer until his/her order is complete.
2. Youth For each menu item the customer orders, record the number ordered, in the space provided before each item on the **Order Ticket**. (Example: 2 Grilled Cheese Sandwich, 1 Milk).

For specific menu items, such as shakes, circle the letter that corresponds to the flavor of shake (C-chocolate, M-mint, S-strawberry, V-vanilla) ordered. (Example: Milkshake, regular, (C), M, S, V)

For specific menu items, such as baked potatoes, cross out any items the customer does not want. (Example: Baked Potato, butter, ~~cheese~~, ~~chives~~, sour cream)
3. Youth Write the customer's name on the ticket in the space provided.
4. Youth Give the one **Order Ticket** to the cashier when the customer is done ordering and the duplicate **Order Ticket** to the cooks.
5. Youth Direct the customer to the "Pay Here" area.
6. Cashier Total the order on the **Order Ticket** and tell the customer what is owed.
7. Cashier Collect the money from the customer, count out any change returned to the customer, and provide a receipt if requested.
8. Cashier Direct the customer to the "Pick Up Order Here" area and give the **Order Ticket** back to the youth so that he/she can begin filling the other items on the order.
9. Youth While the customer's food is being prepared, begin filling the other items on the order including beverages, yogurt, string cheese, etc.
10. Youth When the order is complete, call out the name of the customer.
11. Youth Give the completed order to the customer and thank him/her for supporting Brown County 4-H. Put the **Order Ticket** in the container provided.

Thank you for working in the 4-H Food Stand!

OTHER DUTIES

- Wipe down all order taking, food preparation, condiment, and customer seating areas clean. All areas should be cleaned at least 3 times per shift.
- Sweep around the food booth. Food that falls to the ground should be picked up immediately.
- Empty all garbage cans at the end of your shift and as needed throughout your shift. The food manager or assistant manager can provide you with bags.
- Wash dirty dishes at the end of your shift and as needed throughout your shift.
- Do not eat while you are in the food stand.
- Don't forget to sign in at the beginning of your shift and sign out at the end of your shift.
- Let the food stand manager know about any complaints or problems.
- Thank customers for their suggestions regarding menu items, service, and food quality. Pass these suggestions on to the food stand manager.
- Encourage family, friends, neighbors, exhibitors, co-workers and others to eat at the 4-H Food Stand!

Thank you for working in the 4-H Food Stand!