**General Lion Booth Fair Guidelines:**

**First, thank you for volunteering!**

**Please ensure that you have a parking pass and fair entry ticket. TBD on distribution but likely through Don Lasher or Dean Stenehjem.**

**Please arrive at the booth 15 minutes prior to your scheduled shift. Please allow for traffic. It is usually best to arrive at the fair from the “back way” via Ridgefield roads vs coming off of I-5.**

**Please wear comfortable clothes. It is best to layer in case of a cool temperature. You will get an apron to wear while working your shift but please do not wear your favorite clothes just in case they get stained.**

**Please tie/secure your hair back or wear a hat. This is so no stray hair gets into the food.**

**Please wear closed toed comfortable shoes and we encourage pants to protect against grease spatters. There are knives and hot oil in our booth! However, if it is hot and you do wear shorts, please be careful.**

**Please allow 15 minutes after your shift ends to train your replacement.**

**Please stay until your replacement is trained on this station.**

**If you have any questions, ask the Shift Manager, wearing a red apron.**

**If you plan to work another shift, remember to get another parking pass and fair entry from the shift supervisor before leaving.**

**Have fun! We appreciate your help!**

**Kitchen Helper**

**Your work station is behind the grill by the back of the booth.**

**You are responsible for prepping items needed on the grill line (more tomatoes, lettuce, etc.) and stocking the French fry bags in the refrigerator.**

**Washing dishes at the sink as needed.**

**Make hot dogs as needed for the Kitchen Quarterback. After checking temps, wrap cooked dogs in buns then foil for placement into the front warmers (max 20).**

**Counter Helper (CH/Runner) Guidelines**

**Wash hands at the station and put on gloves. Once you have gloves on proceed to your station. Most likely you will be taking over for someone. If you need to leave the booth, remove your apron, please make sure to wash your hands and put on new gloves when you return.**

**Hot case items are chicken strips, Jo Jo’s, hot dogs and corn dogs. Bottled drinks, iced tea and coffee are near. You are responsible to gather all the food/drink items on the ticket and deliver to the customer.**

**Go to the register you are assigned to per your volunteer sign up. Introduce yourself to the cashier. Wait for the cashier to hand you an order ticket.**

**Most all order tickets will be placed on the wheel in front of the grill helper. If there are not other order tickets on the wheel, place it anywhere on the wheel and rotate it back around where the Kitchen Helper can see it. If there are other tickets on the wheel, be sure to put the ticket to the left of all of the other tickets hanging from the wheel and rotate it back around. If by chance there is only an order for fries, please place order ticket on the wheel in front of the French Fry Station.**

**Proceed to gather the items on the order. You can get the drinks/hot case first and put a check by the drinks/food that you have already delivered to the customer, or you can stage drinks, hot case items waiting for the burgers/fries etc. to come out of the kitchen. When the kitchen has called “order up,” Counter Helper/Runner from register 2 will grab the entire order and call out the name and hand to the customer. Make sure the customer has everything they paid for. Customer will have a receipt with the same items if there are questions.**

**Please do not interrupt or hover over a cashier as they are taking the order from the customer. If you are listening and wanting to get the drinks out first, you can, but please do not ask the cashier what drinks were ordered. Cashiers have a process to follow and if interrupted might make mistakes. It’s best to wait for the order ticket.**

**No order will be yelled back to the kitchen. All orders will be on the wheel.**

**Side work:**

**Ensure all drinks are fully stocked. Wipe down the counter tops frequently with the bleach cloths…. yes, bleach! Be aware of that and don’t wear your favorite clothes just in case!**

**This position used to be called “Runner.” You will work out a plan with the cashier you are supporting.**

**This is a fun fast paced position…**

**French Fry Station in the Kitchen:**

**Communicate with the Kitchen Quarterback. That position runs the “wheel” and should tell you how many orders are needed.**

**Anticipate French fry needs for lunch and dinner rush.**

**Use 2 fryers when busy.**

**Drop French fries and cook until they float or slightly longer for browning.**

**When French fries are done, drop in the hotel pan. Per order, put same amount in trays and put in window for runner to serve to customers. Please watch portion control…not too much or too few!**

**May need to help assemble hot dogs as needed, work with the Back Wall/Kitchen Helper on duty.**

**Watch back up supply of bagged French fry stock in the refrigerator. When low, ask the Kitchen Helper to replenish.**

**Chicken Fryer (minimum age 18)**

***Watch the hot case for chicken* tenders, jo jo’s and corn dogs. Ensure there is enough to supply all orders. Anticipate lunch and dinner rush.**

**Cook chicken tenders, corn dogs and Jo Jo’s in the deep fryer.**

**This position requires the ability to lift 30lbs while reach is extended due to the repetition of lifting the baskets out of the fry oil.**

**Wash and cut potatoes as they are used.**

**Restock work area freezer as necessary.**

**Grill Cook (minimum age 18)**

**Receive the customer orders from Grill Helper/Kitchen Quarterback for number/types of burgers needed. An example would be, 2 double cheeseburgers, 1 single burger etc. That station will read the wheel and tell you what you need to be making.**

**Please anticipate lunch and dinner rush and try to peek at the lines out front/crowds**

**Clean grill as needed.**

**Ensure burgers are cooked to the correct temperature and are not overcooked.**

**Kitchen Helper/KQB will have the burger sandwich assembled and ready for your burgers.**

**No order will be yelled back to the kitchen. All orders will be on the wheel.**

**Grill Cook Breakfast**

**Receive the customer orders from the Grill Helper/Kitchen Quarterback. They will be reading the orders on the wheel.**

**Cook eggs, pancakes and other breakfast foods.**

**Grill Helper (Kitchen Quarterback)**

**This is the most important station in the kitchen. You are responsible for reading the orders on the wheel and ensuring the grill cook, French fry cook, and Kitchen Helper (Back Wall) are all in synch to fill the customer orders!**

**Assemble burgers per the order on the wheel. Condiments are mayo, pickles, tomato, and lettuce.**

**Wrap burger and put in the window. If order on wheel is complete (burgers/hotdogs/fries), take down the ticket from the wheel and say “Order up.”**

**A Counter Helper/Runner will take entire order with ticket to the customer window.**

**Communicate with French fry cook as required.**

**Communicate with grill cook as required.**

**A scenario might be: there are 4 orders on the wheel. You look at all 4 and tell the grill cook, “I need 3 doubles and one single burger.” You would tell the French fryer, “I need 3 orders of fries.” You have added all 4 tickets together to ensure all items are being made. Timing is important.**

**There will be no one yelling orders out to you. You take all direction from the orders on the wheel. If you have a question about an order, ask the Counter Helper/Runner right in front of the window. They will get clarification.**

**Cashier Guidelines**

**Greet the customer: Hi! What can I get started for you? or Hi! How are you today?**

**Answer any questions regarding the menu.**

**Take the customer’s order**

**Repeat the order back, line by line, assure agreement, “Is that it? Or will that be all?” Maybe offer a drink or fries?**

**Get customer’s name and enter on the order**

**After confirmation, ask if they will be paying with cash or card?**

**Proceed with payment transaction. Put bills cross wise in the cash drawer until done with customer, then put bills in drawer, “bank face all bills”. Count change back to customer….” $15.60 out of 20, .40 makes 16, (4 ones) 17,18,19,20. Thank the customer for supporting the Lions.**

**Give customer receipt and direct them where they can pick up their food when their name is called.**

**Food/drink vouchers are rung up and the voucher stapled to the customer receipt. Put in the cash drawer. No change is given.**

**Shift worker meals, please ring up. No charge for your fellow volunteers.**

**Give Counter Helper (CH) the order.**

**Notes: Use sharpie to make notes on the order given to the CH. Special notes, well done, etc. Or, if you hand any of the order to the customer, please make a check by the line on the ticket so that the CH does not give the customer another drink etc. Please do not yell orders back to the kitchen. The CH interfaces with the kitchen. The CH will not interrupt you while you are interacting with the customer. CH will get everything on the order (minus any check marks) to the customer.**

**If you need help, there will be a Manager of the Day on site to help you!**

**Call Kris at 907-539-1779 if you have any questions prior to your shift.**

**Shift Captain**

**If a volunteer does not show up for their shift, the shift captain may need to cover that shift or reach out to see if anyone can fill it last minute.**

**Should have knowledge of where all supplies are to run the booth.**

**Ensures a proper transition from one group of volunteers to the next.**

**Should check with volunteers during the shift to see if they need a break.**

**Handles any customer concerns/complaints.**