Wright County 4-H Foodstand Handbook
THE WRIGHT COUNTY 4-H FOODSTAND MANUAL

NOTE FOR KEY LEADERS & CLUB SHIFT MANAGERS:

- Have all workers read their job description before the County Fair & before working in the Foodstand.
- This manual is targeted at 4-Hers and parent volunteers.
- All club shift managers MUST attend the July Foodstand training (typically the night of the Federation meeting).

WHAT IS THE 4-H FOODSTAND ALL ABOUT?
The 4-H Foodstand at the County Fair is one of two large fundraisers for Wright County 4-H programs that significantly fund the total budget. Each year the Wright County 4-H Federation budget receives approximately $10,000 from Foodstand earnings!

The Wright County 4-H Federation (Federation) uses funds to reduce expenses for County events like 4-H Residence Camp, Share-the-Fun, Day Camps, Regional events like the Lock-In, Project Bowl Competitions, BLU, State events like YELLO and the State Fair Program expenses, and even National events like Citizen Washington Focus, and more. Earnings also fund training for 4-H volunteers, prizes and awards (like record judging pins, leader pins) used at the Member Recognition event and throughout the year. Without the Foodstand, many of the events would look very different and participants would have to pay more.

The Foodstand was last renovated in 1995, but there have been improvements completed each year. This helps balance profitability with working conditions.

Your cooperative help at the Foodstand is very important and appreciated! We hope that working in the Foodstand is a fun and educational experience in food service and teamwork, in addition to being an important fundraiser.

HOW DO YOU HELP?
All clubs and independent members are expected to recruit helpers to fill the job positions. Each shift needs 25-27 positions filled. Smaller clubs will double up if they can’t fill a full shift. Larger clubs may fill 2-3 shifts. There are job descriptions in this handbook which match the Foodstand Worksheet your Key Leader and Club Shift Manager will fill. Club Shift Managers should check-in with the Foodstand Manager upon arrival.

Whichever club you are in, you will have a responsible adult during your shift as the Club Shift Manager. All positions check in with the Club Shift Manager as you arrive to review your job posting. Please stay at your job until you have trained someone to fill your position and how to restock supplies. Check-in with your Club Shift Manager with any problems. You make the Foodstand run smoothly!
You are expected to cooperate with Foodstand Managers. If you think there is a better way, please make suggestions, but remember you are present for a short amount of time, when managers have planned before the County Fair and will be there until the end. Suggestions are welcome and new members for the Foodstand Committee are welcome! There will be an envelope for submitting ideas or you can tell one of the Foodstand Committee Members.

The managers are responsible for overseeing all food preparation and service, according to MN State Department of Health Guidelines. Following instructions will help your experience in the Foodstand be safe, productive, and satisfying.
DRESS CODE:

- Aprons for each worker - Be creative, it is a good way to promote your group.

- Clean hats/head coverings/nets for each person working with food prep (areas C-G on shift sign-up sheet)

- All workers must wear closed-toed shoes, and pants or shorts that end BELOW the fingertips.

- Those working the grill may not wear shorts.

- Please change clothes/shoes if you have been working in the livestock barns before working your Foodstand shift.

- Adhere to 4-H event dress code standards pictured above.

Remember, you represent 4-H while you’re working, so customer service with a SMILE is IMPORTANT!

*4-H’ers with improper attire will be asked to change clothing and may risk losing State Fair and premium eligibilities.*
JOB DESCRIPTIONS:

A) CLUB SHIFT MANAGER (1 ADULT)

1. Your job is to supervise the workers from your club.

2. Prep for the Fair:
   b. Make sure you have enough workers to fill all workstations. With your Club Key Leader, recruit and train 4-Hers for their roles. Suggestion: Print out the job descriptions for each 4-Her and hand it out when going over the roles.

3. At the Fair:
   a. Please report to the Foodstand Manager 5-10 minutes before your club shift begins.
      i. Watch for areas of confusion and work with the manager to clarify anything for the 4-Hers or parents.
   b. Post the worksheet for your shift showing each assigned job.
   c. At the start of your shift, direct your workers to:
      i. Sign in, tie back hair or put on hair nets, put on aprons and hats, wash hands and then direct them to their stations.
      ii. Make sure the person they are replacing trains them to the job before they leave. There is a half hour overlap of workers so there should be time for them to learn the job.
      iii. If someone needs to leave early, make sure an incoming club member replaces them. Don’t let them leave their job until the new person understands their responsibilities.
   d. You must handle requests for breaks, etc. Try to keep these to a minimum. Make sure someone is covering his or her workstation.

4. Notes:
   a. The better prepared you are, the smoother your shift will go.
   b. Be patient and treat all workers with respect!
B. **MAIN CASHIER (2 ADULTS)**

1. Your job is to work the cash register at all times. Only one person will be assigned to each register per shift. Do not rotate positions. You must:
   
   a. Add up the customer's order from the order ticket.
   
   b. Accept payment from the public (the customer is always right). Acceptable forms of payment are:
      
      i. Cash
      
      ii. Check written to Wright County 4-H
      
      iii. Foodstand Tickets
         
         1. Cross out the dollar amount as it is used
         2. Collect the card when it's used up
         3. These will be tallied every day by the Finance Committee
         4. The color will change every year
      
      iv. Foodstand Coupons (for working a Foodstand Shift, being a Judge, or volunteering with 4-H during the Fair)
         
         1. Collect the card
         2. These will be tallied every day by the Finance Committee
         3. The color will change every year
   
   c. Return change as needed for cash or check transactions.

2. Let the Foodstand Manager know your supply needs such as: change, register paper, pens or pencils. You are responsible for the cash register and money in it during your shift.

3. Keep your area neat and tidy and SMILE.

C. **KITCHEN FOOD PREPARATION AND DISHWASHING (2-3 COMBINATION OF ADULTS AND RESPONSIBLE YOUTH, NO YOUNG CHILDREN)**

1. Your role is to prepare food and wash dishes in the Foodstand. It’s a lot of behind-the-scenes work. Be sure to wear gloves when handling food. If you handle other things (dishes, raw meat, etc.) throw them away and start new when going back to food.
   
   a. Prepare foods (as directed by supervisor.)
i. Mix pancake batter, tea, & lemonade. Make coolers of tea & lemonade to store in the back refrigerator.

ii. Keep cooler items ready (chopping onions, tomatoes, etc.) and stocked in the front. Cut pies and keep the front fridge stocked with pies.

iii. Fry onions, warming the BBQ & taco meat, make BLTs (Bacon, Lettuce, Tomato Sandwich).

iv. Starting the “Daily Special”, prepare “Snack of the Day”, & extra fruit cups as needed.

1. Daily Special to be served starting at 11 AM.

b. Help stock...

   i. Kitchen with plates, napkins, food containers.

   ii. Sales refrigerators with potato salad, coleslaw, pie, fruit cups, etc.

   iii. Steam tables with freshly cooked food.

   iv. Grill area with frozen foods (in freezer).

c. Help clean...

   i. Responsible for keeping work area clean and tidy and the food safe.

   ii. Keep wash water and rinse water clean and at the correct temperature.

   iii. Keep dishes washed and dried and stored properly.

   1. The dining room workers should wipe trays unless they are really dirty.

   iv. Replace towels with clean and dry ones when needed.

   v. Keep work areas clean tidy and SMILE.

D. **GRILL OPERATOR (1 ADULT)**

1. Your role is to cook most foods.

   a. At breakfast there are pancakes, eggs, pork sausage & bacon.

   b. Any other times include: hamburgers, cheeseburgers, (as needed – onions), etc.

   • People would rather have fresh food – don’t make too many too quick!

2. Empty the grease pan regularly and handle grease safely. Dump in the steel barrel behind the Foodstand. Ask a manager for help.

3. Keep uncooked foods in refrigerator or freezer. Do not leave them sitting out on the counter.

4. Keep prepared food in steam table.
5. Keep grill area clean and tidy and SMILE.

E. GRILL ASSISTANT (1 ADULT OR OLDER YOUTH)
1. Help grill and fryer operators keep freezers stocked.
2. Help inform kitchen of steam table needs.
3. Help lift lids for order fillers.

F. FRYER OPERATOR (1 ADULT)
1. One fryer is dedicated to French fries, the other is for chicken tenders.
   a. Don't make too many ahead of time - people prefer fresh!
   b. If food is under the lights for more than 20 minutes, throw them out and start fresh.
2. 4 Chicken strips per basket and 2 strips for a chicken sandwich.
3. You may also help the grill operator when it's busy.
4. Keep uncooked foods in refrigerator or freezer. Keep cold foods cold and hot foods hot.
5. Keep fryer area clean, restock supplies as needed, and SMILE.

G. PREP TABLE PERSON (2 ADULTS, OR ADULT/OLDER YOUTH COMBO)
1. One prep person will be designated the Taco Maker and the other will be a Side Order Maker (BLT’s, mac-n-cheese, spaghettios, etc.)
   a. Person A Foods:
      i. Walking Taco
         1. Cut open Dorito bag on side, (top to bottom for a bigger serving opening)
         2. Add 1 level scoop of taco meat (2 oz) use the blue handle scoop
         3. Add shredded cheese (not heaping, but a good amount)
         4. Add shredded lettuce (not heaping, but a good amount)
         5. Add diced tomato
         6. Ask if they want salsa or sour cream
         7. Place on tray for delivery. Don't serve on a plate that's what the bag is for
      ii. Soft Taco
         1. Start with a tortilla shell.
         2. Add 1 level scoop of taco meat (2 oz) use the blue handle scoop
         3. Add shredded cheese (not heaping, but a good amount)
         4. Add shredded lettuce (not heaping, but a good amount)
5. Add diced tomatoes
6. Ask if they want salsa or sour cream
7. Fold in half or thirds, serve on a plate

b. Person B Foods:
   i. BLT Sandwich
      1. Toast 2 slices of bread
      2. Start with Mayo on the bottom
      3. Cover with leaf lettuce
      4. Add 2 slices (not Diced) tomato
      5. Add 3 slices Bacon
      6. Top with toast, cut in half and serve on a plate
   ii. Cold Sandwich
       1. Start with a slice of bread
       2. Add Mayo
       3. Add 2 slices Ham or Turkey
       4. Add a leaf (not shredded) lettuce
       5. Top with Bread, cut in half corner to corner.
       6. Mark a ziplock bag with T or H (Turkey or Ham) and today’s date
       7. Bag it. Keep 2 of each in each small cooler (counter and window)
   iii. Wraps
       1. Start with a tortilla shell.
       2. Add Mayo
       3. Add 2 slices meat, separated to cover the most of the tortilla shell
       4. Add shredded lettuce, not leaf (not heaping, but a good amount)
       5. Add shredded cheese, sprinkle over the top, (not heaping, but a good amount)
       6. Roll up, cut in half
       7. Wrap in silver foil paper, mark with T or H (Turkey or Ham) and today’s date.
       8. Keep 2 of each in each small cooler (counter and window)

2. Keep prep table area stocked, clean, and tidy – and SMILE.

H. ORDER FILLER (1 TAKE-CHARGE ADULT AND 1-2 OLDER YOUTH/ADULTS)
1. This person takes order tickets from the order taker.
2. Assemble all grill and Dinner-of-the-Day orders.
3. Make sure that all food orders are on tray and ready to deliver.
4. Hand off tray to meal deliverers.
5. Keep work area clean and tidy and SMILE.
6. You may also help the food wrapper and counter sales while waiting for orders.
I. **BEVERAGE SALES (2 YOUTH)**
   1. Take & fill customer order of pop, milk, lemonade, ice tea, orange juice, and coffee.
   2. Do not fill cups until order is placed, customers want their cold drinks cold and their coffee hot.
      a. Ask your club shift leader or Foodstand Manager when you are low on ice and they will get you more.
   3. All non-bottled beverages should go in a 16 oz. cup. NO REFILLS!
   4. Remember SELL! Be sure to ask the customer what you can get them to drink.
      a. Our best products to earn money are lemonade, ice tea, milk, orange juice, pop and water – in that order! Try to sell as much lemonade and ice tea as possible!
   5. Be very careful – don’t overfill cups!
   6. Keep area clean (throw away cups that fall on the floor and keep floor and counter clean and tidy) and SMILE.

J. **SHORT ORDER WINDOW/WALK-UP INSIDE (1 OLDER YOUTH, AGE 14+)**
   1. Please only one window person in this area. Keep screen closed when not waiting on a customer!
      a. No stools or chairs.
      b. You are here to serve the customers; talk to your friends before or after your shift. We want customers to feel they are #1. Club managers please assign this position with this in mind.
      c. Do not encourage loitering and wait on customers promptly and orderly.
   2. Take and fill orders that are only on the window menu (this prevents hot food going up and down the narrow aisle & those inside waiting for hot food aren’t waiting longer).
   3. Collect money & give change.
   4. Fill the order – sandwiches & wraps are in the cooler next to you.
   5. Keep work area clean and tidy.

K. **ORDER TAKER (1 ADULT OR OLDER YOUTH)**
   1. You are the first one our customer interacts with, it’s important to smile and be friendly.
   2. You will take orders for items listed on the order sheet.
      a. Fill in the boxes on the menu with numbers for the quantity.
i. FO is for Fried onions. RO is Raw onions. Circle if they would like one of them.

ii. Turkey/Ham - must circle one for wraps or sandwiches.

iii. For Walking Tacos as if they want sour cream – if no, write no SC next to “Walking Tacos”.

b. Add a block number and give the block to the customer with the bottom slip. Tell them, to give it to the cashier.

c. The other slip goes to the order filler.

3. Be friendly, helpful and courteous. Keep work area neat and tidy. Smile!!

a. Don’t mix up order slips otherwise customers may get frustrated if they were served after others in line!

L. COUNTER SALES (2 OLDER YOUTH – AGES 10+)

1. Selling pie, potato salad, rolls, cookies, ice cream, fruit cups, caramel apples, freezies, etc.

2. Inform kitchen when low on products.

3. As the customers walk around, ask them “May I help you?” You will sell more by asking then waiting to be approached.

4. You need to wear gloves when handling unpackaged food (Carmel Apples). Once you touch something else you need to throw them and get a new pair.

5. Keep a towel nearby to wipe condensation from the white cooler and if it leaks, make sure to mop it up!

6. Keep counter area clean & tidy and SMILE.

M. DINING ROOM HOST/HOSTESS (2 ADULTS OR ADULT/OLDER YOUTH COMBO)

1. This person assures customer comfort and satisfaction, and oversees all dining room workers.

2. Direct customers to order counter. And watch that all customers get their orders in a timely fashion.

3. Supervise Dining Room workers

   a. Tables, floors, and chairs are kept clean and orderly.

   b. Trays are wiped off and returned to order dispatcher.

   c. Condiment table is kept stocked.

   d. Waste baskets are emptied on a regular basis.

   e. Spray bottles are kept in the cabinet and not on the cooler or tables.
4. Don't forget to monitor and clean outdoor seating area.

5. SMILE

N. MEAL DELIVERERS (2-3 YOUTH)
1. Deliver orders to customers. They may still be in line to pay.
2. Make sure customer has everything they need.
3. Consult with dining room host or hostess if any problems arise.
4. Do not enter the behind-the-counter area (don't cross red tape).
5. After delivering the meal, promptly return the number block to the order-taker and wait for the next delivery.
6. SMILE

O. DINING ROOM CLEAN-UP (2-3 YOUTH)
1. Bus dirty dishes from tables and throw trash after people leave.
   a. Make sure to pick up food and wrappers that get dropped on the floor.
2. Wipe off trays and tables, using the spray bottles located in the cabinet by the order window.
   a. Return trays to order fillers.
   b. Really dirty trays can be given to the backroom dishwashers.
4. Keep eating area clean and tidy.
5. Take out the garbage when it's full.
6. If there aren't a lot of customers, you can sweep the floor.
7. SMILE.

Please cooperate with the food stand supervisors. They are responsible for overseeing that all food preparation and service is done according to MN Department of Health guidelines. Follow their instructions to help make your experience in the food stand a safe and productive time.

FINAL NOTES
- **DO NOT** bring your young children (younger than 4-H age) with you when you come to work in the food stand. This can be a dangerous place for a young child, with all the activity and very hot food.
• EVERYONE please remember, you represent Wright County 4-H while you're working so customer courtesy with a SMILE is very IMPORTANT.

• Each food stand worker will get a coupon for working in the Foodstand. Your club manager will pass them out at the end of your shift. (Please work your whole shift to earn this coupon)

Thank you for your cooperation and for working in the 4-H food stand.

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<table>
<thead>
<tr>
<th>Club Name</th>
<th>Job Role</th>
<th>Age Requirements</th>
<th>Quantity</th>
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# BREAKFAST SHIFT JOB WORKSHEET – FOR KEY LEADERS & CLUB SHIFT MANAGERS

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