



UW-MADISON EXTENSION
LA CROSSE COUNTY

FOOD STAND HANDBOOK



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TO SIGN UP FOR A SHIFT VISIT: <https://tinyurl.com/4HFoodStandSignUp>

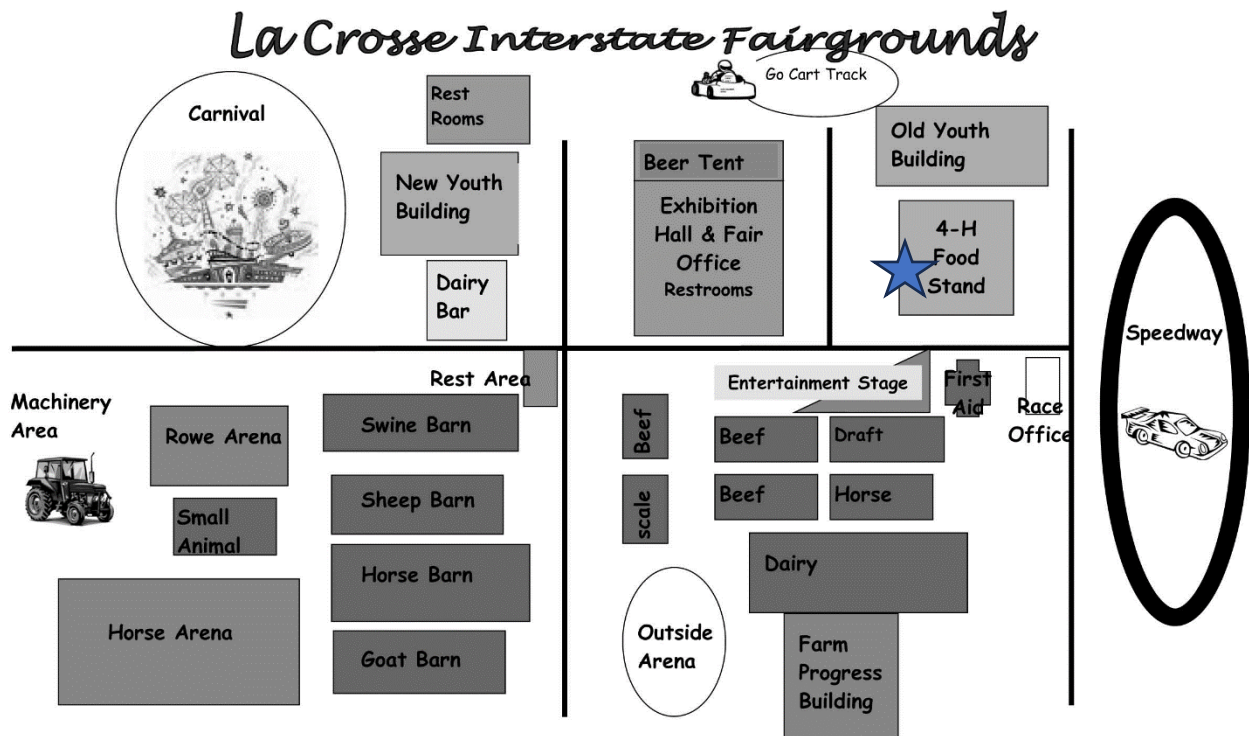
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The Food Stand

The 4-H Food Stand at the La Crosse Interstate Fair is the main fundraising event for all the 4-H county-wide programming we offer. This covers facility fees for events, registration fees to cover resource costs, and scholarships to make events, trips, and workshops more affordable for youth and families. In 5 days, this fundraiser pulls in close to \$18,000 annually. Compared to other county 4-H fundraisers across the state – it’s pretty amazing.

The Food Stand is one building located on the fairgrounds, see the star below:



It started as one side in the 1980s, side 2 came in the 1990s. Both sides are housed in the same stand, however the food choices vary on each side. Menus are available at the end of this handbook for reference.

Outside the county fair time, the Food Stand will hold a day of concessions during the Oktoberfest Races in October.

The Process

Each club should have a food stand club coordinator – this person does not need to be a certified 4-H volunteer but must be an adult that can act as a go-between the food stand managers and the club.

In **April** each year, all clubs must have a club coordinator attend the **Food Stand Meeting**. The Food Stand Manager will assign clubs with numbers of shifts based on club membership: the number of families, the age of its members and general size of the club. At this meeting is where club representatives can request shift changes, swap with different shifts or request additional shifts! Shifts are typically 4 hours long.

In **June** the Food Stand Volunteer manager will share the sign-up link with club coordinators, so that the club can recruit its families to its own shift. This builds teamwork within the club. If a shift is full, find another shift to help at!

In **July** leading up to the fair, the link will be available to anyone who is a registered member or a friend of 4-H. Maybe that family can't attend during their club shift. Maybe that adult volunteer doesn't belong to a traditional club but wants to help. Most are welcome. **IT'S IMPORTANT FOR A SAFE ENVIRONMENT TO SIGN UP FOR A SHIFT PRIOR TO ARRIVAL AT THE SHIFT TIME.**

The Food Stand has the following volunteer positions available:

- Day Chairperson (adult) (6-hour shift) (1 for each side)
- Club Coordinator (adult)
- Both Sides:
 - Cashier (adult)
 - Order Dispatcher (adult)
 - Order Takers (4-10 youth, 3rd grade and up)
 - Counter Helpers (2 youth, Cloverbuds)
 - Stocker (1 youth, high school)
 - Slushie Operator (1 high school youth or adult)
- Side 1 Jobs:
 - Steam Table Workers (2) (adult)
 - Griller (adult)
- Side 2 Jobs:
 - Pizza, Hot Dog, Nachos (2 high school youth or adult)
 - Fryer (adult)
 - Griller (adult)
 - Food Wrapper (adult)

Each volunteer must stay at their post until someone relieves you or the day chair dismisses you. If you have concerns, questions, or an emergency, check with the day chair or food stand managers. We are counting on you to make the food stand run smoothly. **We depend on clubs filling as many roles at the food stand as possible. WE NEED YOU!**

Adult Position Descriptions

Club Coordinator:

- Attend food stand meeting in April.
- Make sure the workers are checked in and at assigned stations.
- Be available to assist as needed.
- Oversee the workers on each side to ensure work is being done.
- Ensure customer comfort, satisfaction, and that orders are timely.
- Step in for volunteers as needed for a break.
- Hand out drink coupons 15 min before shift ends.

Cashier:

- Responsible for the cash register at all times. You should not need to leave it.
- You will sign in at the beginning and end of a shift.
- Responsible for money counts and accurate change transactions.
- Let the food stand manager know your supply needs: change, order slips, and pencils.
- If customer tells us to keep the change, disperse the change to the youth, that is their tip. (see the guidance on tips later on).
- Follow the Food Stand Charge account and coupon process:
 - The Food Stand Manager has cards for each family holding a charged account. Write down the amount and your initials. No change is given.
 - Food Stand coupons at the fair are given for awards, rewards, and appreciation. The coupon covers the dollar amount stated on it, however the customer does not receive change. Take coupon and put it in the jar.
- Keep your area neat, tidy, and pleasant.

Order Dispatcher:

- Receive the order slips from youth counter workers.
- Communicate order needs loudly and clearly to kitchen workers.
- Fill orders in takeout bags, add in napkin, condiments, etc as needed.
- Be familiar with order taker and counter helper names.
- Announce counter worker's name when the order is ready.

Steam Table:

- Work the steam table area to cook and fill orders for foods such as BBQ, hot beef, brats and sauerkraut, hot dogs, chili dogs.
- Keep foods at correct temperatures, stirred and refilled as needed.
- Follow the direction from the Food Stand Managers on food usage as necessary. There are some shifts, i.e., end of the day, there's no need to open a batch of something.
- Receive orders from the dispatcher and fill in as needed.

Griller:

- (Side 1) Assemble and grill the grilled cheese, and grilled chicken sandwiches on the designated grills.
- (Side 2) Grill hamburgers and cheeseburgers. (Change gloves after managing raw meat, do not grab cheese from the pile with tainted gloves)
- Keep the grill area clean and tidy.
- Cheese needs to be on the top shelf above the raw meat.
- Follow the direction from the Food Stand Managers on food usage as necessary.
- Receive orders from the dispatcher and fill in as needed.

Fryer

- Cook French Fries and Cheese Curds according to instructions.
- Exercise caution with the fryer area and hot oil.
- Serve correct quantity in the provided concession boats.
- Receive orders from the dispatcher and fill in as needed.

Food Wrapper

- Put the meat and/or cheese on a bun and wrap in paper.
- Keep up on supplies of buns, wraps, and cheese squares.
- Assist Order Dispatcher with any condiments or utensil needs.

Day Chairperson (one for each side, 6-hour shift)

- Ensure all workers understand their jobs, are wearing aprons, and kitchen workers are wearing hairnets and gloves, too.
- Oversee the youth and adult workers, ensure they are fulfilling their roles and following food safety guidelines.
 - Use Thermometers to ensure proper meat heat – 165 degrees F.
 - Maintain hot food at 145 degrees F for up to 4 hours.
- Assist the cashier with any supply needs: change, slips, pencils, etc.
- Brew the coffee (3 ½ cups grounds to one hundred cup pot, 1 cup to 30 cup pot)
- Check small coffee pots and fill the 100-cup pot as needed.
- Fill Potato Salad cups as needed.
- Cut pies as needed.
- Garbage containers emptied into large bags every shift.
- Keep the water jug full for workers and cups available.
- Assist the stocker with any supplies needed.
- Restock coffee cups, forks, spoons, plates, napkins, sanitizer.
- Ensure the grills, fryers, ovens all are working. (Maybe need flip the circuit breaker)
- Dishwashing – change water if dirty.
 - Rinse, Wash, Rinse then Sanitize (solution is 1 oz of bleach to 4 gallons of water).
- Mop the floors, as needed, and at the end of the day.
- Reports to the Food Stand Manager.
- Fill a need, if an area is getting behind or someone needs a break, step up.

Youth Position Descriptions

Order Taker:

- Check in and grab an apron.
- Maintain a stack of order sheets and a sharpened pencil for your side of the food stand.
- Ensure your name is on the top of each order sheet so the dispatcher knows which order taker has what order.
- Each order taker will take turns helping customers. Do not barge in front of other order takers who are waiting to take an order.
- Wait on a customer – say Hi! How can I help you or Have you been helped? With a smile!
 - Take down the order on your sheet.
 - Confirm the order with the customer.
 - Add up the cost of the order and share that with the customer.
 - Collect payment from the customer – which could come as bills, coupons or charge. Free meal slips, need a signature from the customer.
 - Take payment to the cashier, return any change to the customer.
 - NOTE: coupons, free meals, and charge accounts do not receive change.
 - Sometimes customers will tell you to keep the change, that is your tip!
 - Do not ask for tips! That is not good customer service.
 - Give the order to the dispatcher to fill.
 - While the order is cooking, fill any drinks and extras not in the hot food area and deliver them to your customer.
 - Retrieve the order from the dispatcher and give to your customer. Ask if anything else is needed and the order is correct.
 - Say to customer: Have a nice day! Or Come back again! With a smile!
- Get ready to take another order – it happens fast!

Counter Helper:

- **PARENT OR GUARDIAN MUST WORK ON THE SAME SHIFT**
- Will wipe the counter as necessary to keep it clean.
- Pick up and throw away any trash on the floor or counter.
- Help the stocker refill shelves and napkins as necessary.

High School Youth Position Descriptions

Slushy Maker:

- **MUST** follow instructions correctly or the machine will break.
- The slushy machine sits in the middle of the sides, which means you get orders from both sides.
- Pay attention to orders and the levels of mix and water in the machine.
- Refill the PreMix when it drops below the top plate (mix is in the silver fridge in stand 2).
- Notify a Manager **Immediately** if there is no mix in the fridge.
- Use the designated cleaning bucket to clean – the flavoring is sticky and will stain.

Pizza, Hot Dogs, Macho Nachos, Nacho:

- Cook the pizza, hot dogs, and nachos according to instructions.
- Watch the distilled water level in the warmer, add more as needed.
- Receive orders from the dispatcher and fill in as needed.

Stocker:

- Watch the levels of pop, chips, supplies, pies, milk, ketchup, etc. and refill as necessary.
- Use assistance from Counter Helpers.
- Keep garbage cans from overflowing.
- Notify Manager if you cannot find something or we are out of something in the stand.
Many times there is more stock on a trailer.



Remember!
You represent La Crosse County 4-H while you are working.
Be respectful, positive, and polite!

RULES

For your safety and the safety of others, you must follow these rules. Failure to follow could have implications that affect 4-H membership or possibly shut the Food Stand down.

- Hair must be tied back if shoulder length or longer.
- Each kitchen worker must wear a clean hair net and apron and gloves.
- Plastic gloves are individual use. If you leave your station, please change your gloves. These are for anyone handling food directly in the kitchen.
- No nail polish or fake nails for Food Preparation.
- Upon arrival, everyone must put on an apron and wash hands.
- No eating food allowed in the work areas during your shift. Try to eat before or after. If unable to, or you need water, have someone cover your area for a few minutes. You must eat your food outside of the food stand.
- Dress Code: Appropriate footwear or tennis shoes are required. NO flip flops or spurs.
- No cell phones during your shift. All cell phones will go into a designated cupboard. Adults can keep their cell phones on their person, however, they need to stay focused on their job.
- Do not take food or drink from the food stand for personal use. Water is available for workers in a designated area. Check with a day chair or food stand manager.
- GETTING TIPS:
 - Do NOT ask for tips. If an adult hears someone ask for them, those tips are forfeited to the stand.
 - No tip jars will be allowed on the counter. If a club wants a community tip jar, keep it in a designated spot out of sight for the customers. The club is responsible for how the tip jar is handled.
 - Some clubs do cumulative tips and disperse the money evenly among the kids. Some clubs will ask each kid chip in a dollar for the kids who don't take orders. Your club coordinator will figure out your club's policy.
- Parents: Do NOT bring younger children (younger than 5) with you to your shift at the food stand. This is a dangerous busy place for a young child.

For your reference and perhaps to practice with your club – here are two samples of menus. Please note the food prices will be different.

Stand 1

Name: _____

Window # (circle one) 1 2 3 4 5 6 7 8

ENTREE

- _____ 3.00 _____ Grilled Chicken Sandwich
- _____ 3.00 _____ Bratwurst / Kraut ___W ___WO
- _____ 2.50 _____ Hot Beef Sandwich
- _____ 2.50 _____ Barbeque
- _____ 2.50 _____ Chili Dog
- _____ 2.00 _____ Hot Dog
- _____ 2.00 _____ Walking Taco
- _____ 2.00 _____ Grilled Cheese Sandwich

SIDE ORDER

- _____ 2.00 _____ Beef Sticks
- _____ 1.00 _____ Potato Salad
- _____ 1.00 _____ Mixed Baked Beans
- _____ 1.00 _____ Chips (Plain)
- _____ 1.00 _____ Pickle (Large Whole)
- _____ .50 _____ Fruit: ___Apple ___Orange

DESSERT

- _____ 2.50 _____ Pie: ___A ___B ___C
- _____ 1.00 _____ Ice Cream Square
- _____ 1.00 _____ Watermelon Slice
- _____ 1.00 _____ Cookie _____
- _____ .50 _____ Icee

BEVERAGE

- _____ 1.00 _____ Pop _____
- _____ 1.00 _____ Bottled Water
- _____ .50 _____ Lemonade
- _____ .50 _____ Milk: ___White ___Chocolate
- _____ 50 _____ Coffee (Decaf)

TOTAL

Stand 2

Name: _____

Window # (circle one) A B C D E F G H

ENTREE

- _____ 7.00 _____ Pizza (whole) ___Pep ___Cheese
- _____ 1.50 _____ Pizza (slice) ___Pep ___Cheese
- _____ 3.50 _____ Cheeseburger
- _____ 3.00 _____ Hamburger
- _____ 2.50 _____ Chili Dog
- _____ 2.00 _____ Hot Dog

SIDE ORDER

- _____ 4.00 _____ Cheese Curds
- _____ 2.50 _____ Nachos w Cheese/meat
- _____ 2.00 _____ Nachos & Cheese
- _____ 2.00 _____ Beef Sticks
- _____ 2.00 _____ French Fries
- _____ 1.00 _____ Chips (Plain)
- _____ 1.00 _____ Pickle (Large Whole)
- _____ .50 _____ Fruit: ___Apple ___Orange

DESSERT

- _____ 2.50 _____ Pie: ___A ___B ___C
- _____ 1.00 _____ Ice Cream Square
- _____ 1.00 _____ Watermelon Slice
- _____ 1.00 _____ Cookie _____
- _____ .50 _____ Icee

BEVERAGE

- _____ 1.00 _____ Pop _____
- _____ 1.00 _____ Bottled Water
- _____ .50 _____ Lemonade
- _____ .50 _____ Milk: ___White ___Chocolate
- _____ .50 _____ Coffee (Decaf)

TOTAL

Breakfast Menu Sample & General Food Shift Schedule

Breakfast Menu

Name: _____

Window # (Circle) 1 2 3 4 5 6 7 8
 # X =

ENTRÉE

_____ \$5.00 _____ Today's Special

SIDE ORDER - À la carte

_____ 1.00 _____ Sweet Roll / Muffin

_____ 1.00 _____ Sausage (3 links)

_____ .50 _____ Fruit: ___Apple ___Orange

BEVERAGE

_____ .50 _____ Milk: ___White ___Chocolate

_____ .50 _____ Coffee (Decaf)

TOTAL

General Food Stand Shift Schedule	
Time	Days
7:15a - 10:30a	Thur, Fri, Sat*(7a start), Sun
10:15a - 1:30p	All days
1:15p - 4:30p	All days
4:15p - 7:30p	All days (not all stands)
7:15p - 10:00p	Wed, Thur, Fri, Sat

Another reference for your Club Coordinator: Food Stand Role Contact List. Feel free to use the list on the next page to jot down the details.

Our Day and Time Shift:			
Stand 1 Roles		Stand 2 Roles	
Position	Name & Contact	Position	Name & Contact
Cashier		Cashier	
Order Dispatcher		Order Dispatcher	
Steam Table (2)		Pizza/Hot Dog/Nachos	
		Fryer	
Griller		Griller	
Stocker		Food Wrapper	
Order Takers (4-10)		Stocker	
		Slushie Operator	
		Order Takers (4-10)	
Counter Helpers (2-3)			
		Counter Helpers (2-3)	

We are so grateful for the time and talents you bring to the food stand. Without you, it would not run as smoothly nor be as successful. We would not have the fun and fantastic programs we do, without you.

It's important to remember that we are all trying our best with any given situation: the weather, the time, the noise. Treat everyone with respect. It's a big job to represent not just your club but the entire county 4-H program. Those who visit the food stand are not only members of the community, but the county, the state, and beyond.

