

# La Crosse County 4-H

## Order Taker Duties



UW-MADISON EXTENSION  
LA CROSSE COUNTY

The primary responsibility of the Order Taker is to interact with customers, take their orders, ensure money is exchanged, and fulfill their order. Here is more information to help you do just that!

- At the start of your shift, check in with the day chair on the west side of the food stand. Put on a nametag, and a green apron, and wash your hands!
- Grab a stack of order slips, a pencil (make sure it's sharp!) and put your name at the top of each menu slip – start with 5 of them.
- Orient yourself with the Order Taker process, by watching this [How-to Video!](#)

### Taking Orders:

- Maintain a stack of order sheets and a sharpened pencil for your side of the food stand. Ask the club coordinator or day chair for more slips if you run out, or check by the cashier.
- Make sure 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!
  - Write 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. NOTE: Free meal slips, need a signature from the customer.
  - Take payment to the cashier, tell the cashier the total, so they can give you change, 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, get any drinks and extras not in the hot food area and deliver them to your customer. Watermelon is in the white fridge in Stand 1.
- 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!
- When your shift is done, you get a coupon for a free beverage from the Food Stand. Put your apron back on the hook outside, hand it to the next order taker, or put it in the laundry basket if it's dirty. Grab your personal items from the cupboard and thank you for donating your time and talents to help us have a successful Fair!