

Ice Cream and Dot Shack employee handbook.

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Introduction

The NRH2O employee handbook is designed to help new employees learn the most common tasks and procedures that we follow. This manual will give a descriptive overview of the following topics.

- Employee Etiquette
- Customer Service
- Food Handling
- Scheduling
- Dress code

Each chapter will elaborate on each subject as well as going into specific departments of the establishment. This handbook is written for the food and beverage employees, therefore it will also show the many checklists needed to help a new employee through their assigned shift. As well as teaching them the proper ways to take and receive orders. If you follow the instructions in this manual you will be way on your way to becoming a great asset to the NRH2O Food and Beverage team!

CHAPTER 1

WORK ETIQUETTE/

CUSTOMER SERVICE



Chapter 1

Work Etiquette

Here at NRH2O we pride ourselves on our great customer service. Since we opened in 1994 we have made it a point to have outstanding customer satisfaction, whether it is at the front gate, the multiple food buildings, or at the pools interacting with the life guards. Either way you look at it, if you want to be a good employee you will always keep a smile on your face and have a positive attitude when dealing with guests. This is a family waterpark therefore parents want to see energetic workers who will give them a good experience at the park. You must make it a point to come into work every day with a positive attitude and a friendly face.

Customer Service

In order for each guest to have a positive experience at the park they need to have no difficulties at all when ordering their food and talking to a cashier. When a guest approaches your stand the first thing you need to do is greet them with a smile and ask them how they are doing. This alone puts the guest in a better mood and will make them a lot easier to deal with while taking their order. If the guest is having a hard time choosing what they want to eat you can try suggesting a specific item to them. When you do this make sure to have a general idea of what they might be interested in. For instance if it is an adult suggest a Burger not a kids meal. This speeds up the process a little and helps the guest with their order, which they enjoy. While waiting on the orders to be filled don't awkwardly stand there staring at the guest. Use small talk to start a conversation with them. Ask them how they have enjoyed the park so far and what attractions they have been on. When they receive their food tell them to have a great day. These tips always have the guests leaving with a smile on their face and a good attitude about the park and their employees.

Food Handling/Presentation

Upon getting hired at NRH2O you will be required to take a food handlers class so you can get your license. There they will teach you all the proper food handling techniques and tips towards great presentation. They will also tell you everything you need to know about proper sanitation and health codes.

Scheduling

All Scheduling will be done online through a website called When To Work.com. This website allows you to post your availability for each week. The supervisors then go in to see what you

posted and they will schedule you times accordingly. Through this website you will also be able to request time off, trade or drop shifts, and even pick up shifts.

Dress Code

The dress code for new team members of the food and beverage department will be as follows:

- Blue F&B T-shirt
- Black Shorts
- White NRH2O hat
- White shoes

Those are the required apparel that you will wear to each day of work. Specifics include: For Men, you are allowed one bracelet on each hand one necklace and no earrings or rings. For Women: you are allowed one bracelet on each hand one necklace, no rings, and one earring in each ear but no danglers or hoops. These requirements are because of health code and will not be tolerated if broken.

CHAPTER 2

DOT SHACK



Chapter 2 (Dot Shack)

The Dot Shack is basically an extension of the ice cream shop. It is a little 6x6 box that fits one freezer one computer and one employee. We place the Shack in front of the Splashatory, which is the main attraction for the little kids that come to the park. Here we sell ice cream cups and ice cream sandwiches.

Opening team member duties

From the ice cream shop you will get:

- Documents
- Radio
- Keys
- Daily communications/Event list
- Ice cream cups, spoons, etc.

In the Dot Shack

- Turn on computer and login to the cashier program using the code on your id
- Ensure all closing procedures from the prior night were completed. Inform you lead of anything that wasn't

Prep all items necessary for operation:

- Make sanitizing solution water
- Sanitize all counters and freezers
- Remove lids from the ice cream tubs in the freezer
- Fill up tubs with more ice cream if needed
- Make sure all trash cans are empty
- Sweep/spot scrub as needed
- Get a till from the cash office and open ASAP
- Notify your lead ASAP if you notice the Dot Shack is running low on any supplies

Closing team member duties

Clean and sanitize surfaces

- All inside and outside counters
- All shelves
- Ice cream freezer and surfaces
- Sinks

- Windows
- Take all dirty spoons, lids, etc. to the ice cream shop to be washed

Floor

- Sweep floor
- Scrub/mop floor
- Squeegee any standing water on the floor
- Be sure that the floor under the freezer has been cleaned as well
- Be sure all drain surfaces are cleaned

Trash

- Empty all trash cans
- If needed, clean inside and outside of trash cans
- Replace trash bags
- Take out recycling

The following needs to be completed on a daily basis

- Call Base to take you to the cash office and empty your till
- Turn off computer and log out.

Ensure all items are stocked for the following day

- Spoons
- Straws
- Napkins
- Gloves
- Receipt paper
- Pens
- Chemicals
- Paper towels
- Hand soap

Before leaving

- Call closing lead for inspection
- Turn in : keys, radio, documents, and inventory

Be sure the following documents have been turned in

- Safety checklist, clock in sheet, cleaning list and inventory sheets

CHAPTER 3

ICE CREAM



Chapter 3 (Ice Cream)

The Ice Cream shop is to the right once you walk into the park. Here is where the majority of the ice cream sells come from. Every morning a lead will open it up and stat his/her duties. Once the team member arrives they will begin their assigned duties as well. There will be two team members working here each day. One will fill orders while the other checks the guests out. Their lead will be bouncing around from Ice Cream to the Dot Shack. If the team member ever needs assistance from the lead and they are not there, they will have a radio that they can call on for assistance. The following sections will tell you exactly what the responsibilities are for each position throughout the day.

Opening Lead Duties

From revenue operations office get:

- Radio
- Keys
- Staff schedules
- Prep/thaw sheets
- Daily communications/event list

In the Ice Cream shop

- Turn on computer and login
- Ensure that all closing procedures from the following night were completed; contact a supervisor if they were not.

Make sure the shop is stocked with all the following materials

- Ice Cream / Toppings
- Cups/spoons/paper goods
- Souvenir bottles
- Drink wristbands
- Carbonated soda boxes
- Napkins/straws
- Chemicals/hand soap
- Receipt paper
- Pens/gloves/paper towels

Opening team member duties

The following will need to be completed on a daily basis

- Get a till from the cash office and open up by 10:30

- Put souvenir bottles together
- Clean tables and chairs as needed
- Empty trash cans as needed
- Refill ice cream as needed
- Sweep/spot scrub as needed
- Restock napkins as needed
- Clean sneeze guard and counters as needed
- Make sure hand washing sink is fully stocked
- Notify your lead ASAP if you notice that the Ice Cream shop is running low on any supplies

Temperature check list

The temperature check lists are made to insure that all freezers and coolers stay at the right temp throughout the day. We keep up with them every hour that way if one is getting too hot we can evaluate the problem and fix it before it becomes a hassle.

Time	11am	12pm	1pm	2pm	3pm	4pm	5pm	6pm	7pm
Back Freezer- 31 F or lower									
Front Freezer- 31 F or lower									
Deja Blue Fridge- 41 F or lower									

Weekly cleaning checklist

The weekly cleaning check list is here so that the shop constantly stays spotless. Every night while performing the cleaning procedures the lead and team member will clean the same stuff. The weekly cleaning list instructs them to detail clean a few different items each night. This way they are not detail cleaning the entire shop each night. The weekly cleaning list is as follows:

- Monday:
- ___ Bleach all walls/ doors
 - ___ Clean stand up refrigerators & freezers with sanitizing solution
 - ___ Clean bottom of all Dippin Dots freezers

Tuesday: ___ Bleach all walls/ doors
 ___ Clean all windows with glass cleaner

Wednesday: ___ Bleach all walls/ doors
 ___ Clean stand up refrigerators & freezer with sanitizing solution
 ___ Clean bottom of all Dippin Dots freezers

Thursday: ___ Bleach all walls / doors
 ___ Clean all windows with glass cleaner

Friday: ___ Bleach all walls/ doors
 ___ Clean stand up refrigerators & freezers with sanitizing solution
 ___ Clean bottom of all Dippin Dots freezers

Closing team member duties

Clean & Sanitize surfaces:

- All front counters
- Shelves under the front counters
- Front freezer surfaces
- Back freezer surfaces
- Deja Blue refrigerator
- Topping holder
- Shake machine
- Sinks

Turn off and clean Dr.Pepper machine

- Scrub nozzles and place in bleach water
- Clean and sanitize inside and all outside surfaces
- Wash grate and soda catch pan

Dishes

- Set-up 3 sink dish wash (soap, rinse, sanitize)
- Clean and sanitize all dishes
- Air dry all dishes

Trash

- Empty all trash cans
- Replace trash bags

- Take out recycling

Floors

- Move tables and chairs outside
- Sweep floor
- Scrub/mop floor
- Squeegee any standing water on floor
- Be sure that the floor under all the freezers have been cleaned as well
- Be sure all drains and surfaces are clean
- Clean all tables and chairs once you bring them back inside

Closing lead duties

Inventory

- Call cash office for a cash down
- Turn off computer and log out as well

Stocking items

- Spoons, straws
- Dr.Pepper cups, Dippin Dots cups
- Napkins
- Gloves
- Receipt paper, pens
- Chemicals
- Paper towels, Hand soap

Before leaving

- Call closing supervisor for inspection
- Turn in: keys, radio, documents, and inventory

Be sure the following documents have been completed and turned in

- Daily safety checklist
- Clock-in sheets
- Inventory
- Opening/closing sheets
- Weekly cleaning list

CHAPTER 4

OVERALL SAFETY



Chapter 4 (Overall Safety)

In this chapter you will learn the importance of safety in the work place. There will be times throughout the day where if you're not properly handling something you could get hurt. On the other hand there will be times where you could potentially harm a guest at the park. Not physically of course but more health related issues. We need to be able to keep the Ice Cream shop clean and sanitary at all times, this way the risks of you or a guest getting a food related illness are lowered. The last thing we want is for a guest to complain about how their food made them sick. Because you will be working in Ice Cream and not Riverfront Grill or Shark's you won't ever face this problem. But we still want the food to be presented to the guest the best way possible.

Overview of safety rules

Another motto that we have here at NRH2O is "Safe, Friendly, Clean" we stress this so much that we put it on the name tags of all employees. We want them to be able to look down every time they are at work and see this to be reminded what our main goal is. Because we work in the food department safety rules emphasize cleanliness. We want the guests to feel safe while eating and not have to worry about their food being dirty or it getting them sick. The main points of safety that we stress every single day is sanitation, as long as we can keep all the equipment clean and sanitary at all times that automatically eliminates over half of the safety issues. The next thing we stress is your personal cleanliness. If you are serving we expect you to always have a fresh pair of gloves on. There are many things that can taint your gloves and force you to put on a new pair. Some examples are:

- Rubbing your face or touching your hair
- Picking something up off the ground
- Touching a dirty counter or equipment
- Handling money
- Sneezing or coughing into your hand

In any of these cases you will be required to change into a new pair of gloves. If you have to clean something or handle money we suggest that you take your gloves off before doing so. Before you put on a new pair of gloves you will need to first wash and dry your hands. Every time you switch gloves you need to wash your hands in-between.

Proper ways to handle and work equipment

In the Ice Cream shop there are not many different things for you to use. The layout of the building is pretty simple and it is designed so that you can serve and check out the customer as

fast as possible. In the ice cream shop the main things that you will be using are the front and back freezers, along with the Deja Blue fridge, and the checkout computer.

Freezers

The freezers are really simple, they have one function and that is to hold the ice cream. In the back there will be three freezers that are used to hold the stock. The one front freezer will be used to hold the serving ice cream. From this freezer you will scoop the ice cream that the guests want and hand it to them over the sneeze guard. If this freezer ever starts to run low on a certain flavor that is when you go to the back and grab a bag to re-stock it. Try to avoid restocking when there are guests waiting in line. The only time this is acceptable is when a guests wants a flavor that is empty, then you can go get a new bag right away.

Deja Blue fridge

Like the freezers this fridge is really simple as well. During you opening procedures you will be required to re-stock this fridge. And then all you have to do during the day is pull from it whenever a guest wants a water bottle.

Computer or POS system (point of sales)

The computer is the most complicated piece of equipment in the Ice Cream shop. It handles all the transactions. The system that we use to ring people up is called Centimin; you should have already received the proper training on how to work this operating system. While in the Ice Cream shop there will be one server and one cashier. This way we can handle the line faster and you only have to focus in one part of the job. Whenever you come into work you will use your id number to log into the computer, then you will use it again to log into Centimin. Once logged in you should already know where all the buttons are and how to check people out.

Sanitation

This goes hand in hand with cleanliness, and it's really easy to keep up with or forget about. Throughout your day you need to always be aware of how clean the place is as a whole. We understand that while serving a big line and trying to get it down fast that things can get a little messy. This is fine as long as you take care of the problem as fast as possible. When serving a long line we do want you to move as fast as possible, but at the same time try to keep the place clean. It will be hard sometimes but as long as you take care of the little problems before they become big, you should have no problem doing this. When the line does go down and business is slow this is the prime time to do some cleaning. First you will want to wipe down all the counters around you with a rag and sanitizing solution. Next you will want to move to the tables and counters that the guests eat on. Keeping the shop clean is not very hard because it is a relatively small building. You just can't let all the messes pile up on you. Work hard throughout the day and it will be a lot easier.

Daily food and safety check lists

Temperature Control

Food service thermometer available Thermometer calibrated to 30 F

Hanging thermometers visible in all fridges and freezers

Receive and Storage

Thermometers stored in freezers Temperatures of delivery's checked Items stored 6" off ground

Rotation/required date markings

FIFO, first in first out Date marking/Time stamp

Structure/building maintenance

Exterior openings are self- closing NO daylight under/around doors Drains covered and cleaned Plumbing: no leaks/drips Air curtains working/turned on Lights shielded throughout kitchen Lights throughout working Food equipment in good condition

Employee Hygiene

Hair restraints (hats) Drinks are in approved containers Employee clothing is clean
 Personal items in designated location

Sanitation

Hand wash sinks stocked FREQUENT HAND WASHING! Sanitizer solutions at work stations

Restrooms

Clean and in good condition Soap, paper towels, hot water Toilet paper Covered trash cans Restroom door self- closing "Employees must wash hands" sign.

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