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## Team Member Food and Beverage

Volunteering for Four Winds is a social experience in which we are all ambassadors for our event and region. To provide excellent customer service, we ask that all staff, volunteers and contractors observe our service guidelines. Our café and cocktail lounge zones offer a place for visitors to refresh, relax and connect. The layout of our food and beverage marquee has been designed to encourage visitor flow rather than dwelling.

### Position Purpose

To welcome and assist patrons through the professional service of food and beverages in a friendly and efficient manner.

### Key message

Feel refreshed here; we have quality offering; our service is efficient

### Food and Beverage member tasks

- Manage queue to observe social distancing and one-way flow with 2 people per service point.
- Inform customers in queue of the food and beverage options, including ingredients, availability and price (Hand out menu flyers if available)
- Serve one customer at a time (at each service point)
- Greet customers: “Hello. How may I help you?”
- Recommend additional items
- Check the order is complete and thank customer
- Wear gloves if handling food (covered or uncovered)
- Cover or tie back long hair;
- Wipe counters and furniture frequently
- Engage customers in reflecting on the event
- Encourage visitors to bin own rubbish; Clear rubbish using disposable gloves

### Reports to

Team Leader/Volunteer Coordinator/Executive Director/Site Manager

### Benefits to volunteering

There are many benefits to be gained from volunteering for Four Winds.

Volunteering provides an opportunity to develop knowledge, learn practical skills, develop new interests and get to know others and make new friends.

Four Winds values everyone's contributions, and in appreciation volunteers receive:

- Capacity to be rewarded with tickets
- Invitations to social outings and special preview events
- Volunteer only t-shirt

### Additional Information

This can be a physically demanding position as you will be standing for long periods of time.

Sign on at the beginning of each shift and then sign off at the end of each shift.

Being an outdoor event, please come prepared for ALL WEATHERS. You will be able to access your vehicle if you wish to leave extra clothing etc in it. Remember to bring something for sitting on for yourself (chair, picnic blanket etc) to use when on a break.

There will be plenty of food and coffee etc available for purchase at the festival however, you are welcome to bring your own food and drinks for the day.

### Wet Weather

A decision will be made, and you will be contacted. If there is a lot of rain the event is to be cancelled, once again you will be contacted.

### Medical

If an emergency medical incident happens contact the medical team who are on site. Then inform the team leader. Make sure you know where the site is please.

### Duty Roster

Volunteers will need to be at the site ½ hour before their shift starts each day. If your shift ends and another volunteer is to replace you, please do not leave your position until they arrive. Please organise your changeover during a break in performance or during applause.

### Food and Beverage Overview

| Services   | Guidelines and Parameters  |
|------------|--|
| Customers  | <ul style="list-style-type: none"> <li>• Manage queue to observe social distancing and one-way flow. 2 people per service point.</li> <li>• Inform customers in queue of the food and beverage options, including ingredients, availability and price (Hand out menu flyers)</li> <li>• Engage customers in reflecting on the event</li> </ul> |
| Serving    | <ul style="list-style-type: none"> <li>• Serve one customer at a time (at each service point)</li> <li>• Greet customers: "Hello. How may I help you?"</li> <li>• Recommend additional items</li> <li>• Check the order is complete and thank customer</li> </ul>  |
| Presenting | <ul style="list-style-type: none"> <li>• Present items and counter decorations as per directions of location manager</li> </ul>  |
| Hygiene    | <ul style="list-style-type: none"> <li>• Wear gloves if handling food (covered or uncovered)</li> <li>• Cover or tie back long hair;</li> <li>• Wipe counters and furniture frequently</li> <li>• Encourage visitors to bin own rubbish; Clear rubbish using disposable gloves</li> </ul>  |



#### The extra mile

- **Recommend** Know the product range. Assist customers by making recommendations.
- **Assist** Offer assistance to those with accessibility needs to carry items to tables nearby.
- **Repair** Assist with gathering dropped items. Offer discount of up to \$20 on replacement.
- **Support team** Move to where service support is required.