

BAKE LAB

By The Sweet Praxis at



2019 EMPLOYEE HANDBOOK

THE BAKE LAB CUSTOMER EXPERIENCE

At the Bake Lab, we value great customer service first and foremost and that mentality extends to everything that we do. This notion encompasses every detail of the customer's experience from the moment they lay eyes on our booth at the Fair; including the warm greeting they receive from staff, the cleanliness they see, and the delicious treats they consume. Taking care of our customers is our highest priority; it is a privilege and never an annoyance, rather it is the sole purpose of our business.

Engaging, prompt, friendly customer service is the most essential job requirement of all Bake Lab staff. Positive customer service leads to growth of our customer base, greater tips for all staff, and empowers staff to improve someone's day. No matter what your role is behind the counter, remember that you will always be visible to customers and your conduct contributes to their experience at The Bake Lab.

BASIC CUSTOMER INTERACTION PROTOCOLS

CASHIERS

It is best when serving our customers to do the transaction in this order:

1. Greet customer.
2. Take order with a smile.
3. Tell customer total amount. Take money, hand the customer any tokens needed.
4. Ask a Runner to provide you with any beverages if needed.
5. Use counterfeit pens for \$20s, and call manager for \$50s and \$100s (Managers are always up front to help you)
6. Place bill from customer across money tray so there is no confusion of amount of money the customer gave.
7. Count out change to customer.
8. Now place customer's bill in proper place in money tray (Make sure you keep the drawer straightened)
9. Serve the correct beverages if ordered and then direct customer around the corner to pick up their cookies/brownies.

COOKIE/BROWNIE SERVERS

1. Greet customer
2. Take token(s) from customer, repeat order back to customer based on number of each colored tokens received (example: one chocolate chip cone, two brownie cones)
3. Deposit tokens into correct token bins
4. Serve the correct portion of cookies or brownies (refer to sample image- DO NOT OVER STACK)
5. Give to customer and thank them with a smile!

SCHEDULING

When you provided your schedule availability and accepted the job, you made a commitment to help us for the fair on some or all of those days. We depend on each other as a team to provide excellent service to our customers.

We use the Sling website/App for scheduling. Please contact info@thesweetpraxis.com if you did not receive an email invitation to set up your username and password for logging in.

****A reminder if you are a student: before Saturday, August 10th, please double-check all school and sports commitments and let us know of any changes to your availability. Starting Sunday, August 11th we will expect you to find your own replacement for a shift if you have a conflict. The replacement must be a current employee of the Bake Lab. If you are ill and cannot make your shift please call or text Natalie (651)402-0372 or Jennifer (520)241-2031 as soon as possible.**

SCHEDULED SHIFTS

As you will see in the schedule (you will receive by email on Tuesday, August 13th), the Bake Lab has overlapping shifts. We do this so that we are ready for any crowd the day brings at any time. Sometimes when the crowd comes, you may have to stay later or if the crowd doesn't come, you will be sent home early. The earliest people in to work are the first to get breaks and are the first to go home. We continue in this manner as the day goes on. We are counting on you to be flexible. Thank you in advance for your cooperation.

EVERYONE DOES EVERYTHING (just about)

You may be required to partake in most areas of work such as serving, "running", cleaning, scooping cookie dough, cutting brownies, monitoring ovens, scaling and mixing ingredients, dish washing, cashing customers out, and whatever else we have to do to get those cookies and brownies out the door. You are initially assigned to one location for your shift on the schedule but may be reassigned to other tasks when you arrive at work and throughout your shift. Please be flexible and know that if you have time to lean, you have time to clean.

OFFICIAL RULES + REGULATIONS

NO GIVING AWAY OR TRADING COOKIES/BROWNIES: Under no circumstances will giving away or trading cookies for other products be tolerated. This is our policy and this rule will be strictly enforced.

THEFT: There is NO tolerance for theft (Money, cookies, tokens, tools, etc.) Anyone caught stealing will be prosecuted. If you witness someone stealing, tell an owner, or leave a written message in the anonymous in-box.

BE ON TIME: This requires careful planning, especially if you drive. Many times on busy nights and weekends, the lots are full and you must find alternative parking. Again, we HIGHLY recommend utilizing the free Fair shuttle (refer to the Park and Ride sheet provided at training day)

PERSONAL APPEARANCE: Please wear a *clean* white t-shirt (that has not been altered in any way), black shorts or pants, name tag, and a hair restraint (hat). Yes folks, if you haven't already, for the 13 days of the Fair you will experience hat hair (very attractive). The health department demands hats, so don't forget yours or you will not be able to work! Wear only closed-toed shoes with good traction.

LOCKERS: Unfortunately, the real estate for lockers at the Bake Lab is very limited. Therefore, the same lockers will be used by different people throughout the work day. All personal and valuable items (i.e. cell phones and purses) should be locked in the lockers during the shift you are working. The lock you use MUST be removed at the end of your shift so other people can use the locker. Many people may choose to share lockers with their friends. Do not leave valuables in unlocked lockers- we are not responsible for lost or stolen personal items.

NO CELL PHONE WHILE WORKING: As much as we hate to cramp your social life, cell phones must be left in your locked locker while you are on the booth floor (catch up with messages on break). Thanks!

NO EATING ANYTHING IN THE BOOTH: The health department requires this! Breaks are to be taken outside the booth. Breaks are given by a manager and are 30 minutes.

NO OVER-STACKING OF COOKIES/BROWNIES: Please do not over-stack cookies/brownies in the cones. There will be a display of the proper portions at the booth. Please take note! Cut down on spillage in the Dairy Products Building —NO STACKING.

TICKETS, NAME TAG + HAT: You will be responsible for your admission tickets, your name tag, and hat. Lost tickets will be, again, your responsibility. Tickets not used because of missed work will be deducted from your pay if not returned by your next shift. You will also be charged one hour of work if you fail to return your apron to the hamper at the end of your shift. The health department requires that you wear a hat and have long hair restrained. Your hat must be worn at each shift and should be kept clean. If you forget your hat, you won't be able to work! If you have long hair, it must be restrained with a hair tie under your hat. If you have a beard/facial hair, you are required to keep it covered with a beard net provided at the Bake Lab.

CLOCK IN + OUT: This small procedure allows us to pay you! Please make sure you remember to clock in and out during your shift at the Square point of sale. On the last day of your last shift, please request to see a time sheet to sign and date confirming the accuracy of your worked hours.

BE NICE: Please treat the customers, fellow employees and your bosses (that's Jen and Natalie) with respect. It's our goal to provide the best possible experience to our customers. Any problems should be handled by your managers.

TIPPING: All cash tips must be collected and placed into the appropriate tip jars. Tips are pooled amongst all team members and distributed by managers on your paycheck, based upon hours worked at the Fair overall.

HAND WASHING: Please remember to wash your hands...For 20 seconds (sing the ABCs or Happy Birthday in entirety to measure the time) scrubbing vigorously from your fingertips to your elbows. When to wash? Every time you are asked to move to a new position, you need to stop and wash your hands before you begin. After returning to the booth from a scheduled break or after using the bathroom. After touching your hair or face.

FOOD FOR THOUGHT

Don't forget to eat a good meal before you come to your shift... Even if you don't eat breakfast normally, we don't want you to pass out when the booth gets hot! Also, drink lots and lots of water. Please bring your own lidded re-usable water bottle. Working at the booth is very physical and so you must be in the best physical shape you can be. Thanks!

DRESS FOR SUCCESS

Here is what you need to wear to work:

- A hat, given to you at your training shift (if your hair is long, it needs to be tied back in a pony or braid, no wispies)
- Your name tag (given to you at your training shift)
- A clean white shirt. This shirt must have (short) sleeves and cannot be a tank top, or be low-cut in the front or back, and may not expose the midriff.
- Black shorts, capris or pants – keep in mind, the only cheeks we want to see are on your beautiful face
- Closed toed, comfortable shoes that can get dirty. You will be on your feet all day so choose wisely.

ALLERGY ALERT

We frequently get asked about our ingredients for allergy concerns. This is not a time to guess. If you are asked about ingredients or allergens in the product, please provide the customer with our allergens sheet with the ingredients listed and have them make the decision on whether or not our product is safe to consume. To familiarize yourself ahead of time, here is a list of our products and their ingredients:

- Chocolate Chip Cookies (Vegan): wheat flour, vegetable shortening (contains soy), brown sugar, sugar, chocolate chips (dairy free, contains soy), unsweetened applesauce, vanilla, corn starch, baking soda, salt.
- Fudgy Brownies: wheat flour, sugar, brown sugar, eggs, chocolate chips (contains soy), cocoa powder, vanilla, salt
- I ♥ NY Cookies: sugar, butter, oats, apples, wheat flour, maple syrup, eggs, cinnamon, salt, nutmeg, citric acid, allspice, ginger, baking soda

FAIR DISCOUNT ADMISSION DAYS (don't forget!)

- August 21: \$1 Admission Day
- August 26: Senior Day (free admission for ages 60+)
- August 27: Senior Day (free admission for ages 60+)
- August 28: Senior Day (free admission for ages 60+), Women's Day (\$1 admission for women under age 60)
- August 30: Student Day (free admission for age 18 and under)
- September 2: \$1 Admission Day

THE AFTER PARTY

WHEN: Friday, September 6th, 6:00pm

WHERE: The Sweet Praxis, 203 East Water Street, Syracuse, NY 13202

WHAT: Dinner, prizes, paycheck pickup

**If you cannot attend the after party, we will mail your paycheck to you afterwards.