



Important Volunteer Information

What is F.A.R.M. Café?

F.A.R.M. Café is a non-profit, pay-what-you-can community café that provides high quality and delicious meals produced from local sources whenever possible, served in a restaurant where everybody eats regardless of means. This is how it works: those who can donate more than the suggested donation for their meal will be encouraged to do so, so that others who cannot afford a meal can donate less or simply eat. Those who cannot donate at all may volunteer for an hour in exchange for a meal.

What is F.A.R.M. Café's Mission?

F.A.R.M. Café builds a healthy and inclusive community by providing high quality & delicious meals produced from local sources, served in a restaurant where everybody eats, regardless of means.

Requirements to Volunteer

- Signed Volunteer Waiver
- Signed Health Policy Agreement
- Follow Dress Code requirements (closed toe shoes, proper hair restraints and long pants)
- Follow Health Code requirements (listed in this document & posted throughout café)
- Be familiar with the Code of Ethics (posted in the back room of café)
- Age Requirements
 - If under 18, parent/guardian must fill out Minor Waiver prior to volunteering
 - All those 10 years or younger must be accompanied by an adult.
- Desire to have FUN building Community

Frequently Asked Questions

1. How is F.A.R.M. Café funded, and how are you different from any other restaurant?
 - We are funded through direct donations of dining patrons as well as fundraising projects, outside contributions and grants.
 - F.A.R.M. Café is different because our goal is not only to serve really good food, but to help relieve hunger in the area by offering patrons the opportunity to pay what they can or to volunteer in exchange for their food. We also build community—and save costs!—by utilizing volunteers to do much of the work.
2. How does the line work; how do I get my food?
 - You'll find today's menu listed on the menu board. Step up to the buffet line and let your server know what size plate you would like, small, medium, large, or a to-go box. You will then step up to the buffet line and the server will ask what you would like to try. They will start by putting a smaller portion on the plate and ask if that's enough, or if you would like more. We encourage our patrons to take only what they can consume to minimize food waste. Lastly, step up to the "Donation Station," the cashier will accept whatever donation you can make.
3. How much do I donate?
 - We have a suggested donation range for each plate, which means if you are financially able, we encourage you to donate that amount or a little more. If you cannot afford the suggested donation, simply donate what you can or tell us prior to getting your meal that you would like to volunteer in exchange for your food.
4. May I have seconds?
 - We strongly encourage you to choose the portion size that is comfortable for you; we will not deny seconds but ask you to be mindful of our costs.

Important Health Code Requirements and Restaurant Safety

Proper Sanitation:

- No bare hand contact with Ready-to-Eat foods
 - A **Ready-to-Eat** food is a food that's next step is to be given to the customer to be eaten or a food that will not need to be cooked any longer.
 - *Be sure to always wash hands before putting on new gloves.*
- Clean work clothes
 - *Aprons, remove apron when taking out trash or going to the bathroom*
- No hand or arm jewelry
 - Remove rings (except plain band), bracelets, watches
- Proper hair restraints
 - Long hair should be in a ponytail or bun
 - Must always wear a hat, hairnet, or scarf/bandana

You Should Wear Gloves:

- Whenever **servicing** or **handling** *Ready-to-Eat* foods
- Anytime you are handling raw meat

When to Change Gloves:

- As soon as they become soiled or torn
- Before beginning a different task
- At least every 4 hours during continual use
- After handling raw meat, poultry or seafood
- Before handling Ready-to-Eat foods

When to Wash Hands:

After...

- Using the restroom
- Handling raw meat (before & after)
- Touching hair, face or body
- Sneezing, coughing or using a tissue
- Eating, drinking, smoking or chewing gum
- Handling chemicals
- Taking out garbage
- Cleaning tables or bussing dirty dishes
- Touching clothing or apron
- Touching cell phone
- Touching anything else that may contaminate hands

Proper Hand Care:

- **Short** fingernail length
- Wear a bandage over wounds and a glove over bandage
- No false fingernails
- No nail polish
- No rings, bracelets, or other hand/wrist accessories.

Actions That Contaminate Food:

- Scratching scalp or running fingers through hair
- Wiping or touching nose, face or ears
- Touching pimple or infected wound
- Wearing a dirty uniform
- Coughing or sneezing into hand
- Spitting
- Touching cell phone

Restaurant Safety:

- Wipe up spills immediately.
- Wear closed toe shoes to protect your feet.
- Report defective equipment or tools to a manager.
- Report all accidents to an employee on duty.
- Always wear gloves when handling ready-to-eat foods to avoid contamination.
- Use appropriate caution when picking up anything hot or lifting anything heavy.
- Use appropriate caution with knives and other equipment.
- Let other people know when you are carrying something hot.
- *If you ever feel uncomfortable with an assigned task, please alert a member of the staff.*

Important Contact Information

Phone Number: (828) 386-1000
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Boone, NC 28607
Website: www.farmcafe.org
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Staff:

Renee Boughman, Executive Chef

Email: info@farmcafe.org

Angela Rockwell, Manager

Email angela@farmcafe.org

Amanda Merritt, Volunteer Coordinator

Email volunteer@farmcafe.org



Café Volunteer “How-To” Instructions

In this packet, you will find instructions on how to Serve, Wash Dishes and Greet Café patrons. We will always try to match your skills with your work assignments, but in any food service operation, you must be ready for anything! You may be asked to do several tasks like taking out the trash, bussing tables, washing dishes, cleaning, food preparation, etc.

Server

(11:00a—2:00p)

Core Responsibilities:

- Serving customers food, while keeping in mind that you only want to give them what they want. The goal is to minimize food waste.
- Inform kitchen when food portions on hot bar have reduced by 50% & 75%.
- Replenish cold bar with back up items as needed.
- Restock serving plates and bowls.
- Keep buffet station clean

Other Responsibilities:

- Food Prep
- Café cleanup

The way it works:

Ask the guest what size plate (small, medium, large, or the to-go box). Once the guest has chosen a plate size, the server will dispense the food cafeteria style. Place a smaller portion on the customer's plate and ask, "Is this enough or would you like more?" The goal is to give the customer exactly how much they want, and to minimize food waste. Once the guest has made their selections, their plate is placed on the "Donation Station," and they are asked to donate what they can. Each plate size has a different suggested donation to help guide the customer with how much to donate.

We ask that all volunteers (pay-it-forward & work exchange) work their shift prior to eating a meal.

Backups

- The kitchen should be notified when a menu item has reduced by 50% and by 75%. Please remember to communicate with the other servers that you have spoken with someone about a replacement.
- Most cold menu item backups will be located in one of the refrigerators behind the line.
- Backup plates, soup bowls, etc. are located behind the bar closest to the dish room.

Dishwasher **(9:00a—3:00p)**

Core Responsibility:

- Proper washing of plates, pots, pans, silverware, glasses, and other essential food equipment.

Other Responsibilities:

- Assist in bussing tables, trash disposal, and compost collection.
- Sweeping, mopping, and overall cleanliness of the kitchen & dining area.

How it works:

The bus pan is located in the corner of the dining room next to the drink station. Customers bus their own tables and place their dirty dishes in the pan. Once you have obtained all the dishes, the dish sink should be filled with hot soapy water on the left and hot rinse water on the right.

Discard food in the trashcan, wipe the dishes in the soapy water and dunk them into the rinse water. Do the same thing for glasses except dump extra liquids into the dump bucket under the sink.

Once the dishes have been washed, they need to be sanitized. Place the dishes on sanitizer racks and slide racks (one rack per cycle) into the machine. Press the red button to start the cycle. When the green light turns off, the cycle is complete and the dishes can be pulled out to dry completely. Be careful, the dishwasher expels a lot of steam and the dishes will be very hot.

****Notes:***

- Silverware must be sanitized twice, once on a flat rack and once in the silverware racks with the separators. Handles facing up
- Before stacking glasses, allow them to fully dry on the wire shelves above the dishwasher.

Café Greeter **(11:00a—2:00p)**

Core Responsibility:

- Greet customers as they come through the door. Be able to explain F.A.R.M. Café's mission and concept, and explain how dining experience works.

Other Responsibilities:

- Assist customers with high chair (if needed)
- Assist handicap or elderly (as needed)
- Wipe down dirty tables
- Act as fill-in server (if needed)

Example dialogue:

- "Welcome to F.A.R.M. Café. Have you eaten with us before?"

If no...

- "I'd be happy to explain who we are and how we operate. We are a non-profit community café, whose mission is to Feed All Regardless of Means. This means that we offer different ways for everyone to eat the fresh, often local & organic food we serve.
- We do not have set prices, only suggested donations and at the end of the line, we ask that you donate what you can. We have the suggested ranges as a guide, but if you are able to donate a little more it will go towards feeding your neighbor. For those who are unable to pay we offer a way for that person to work an hour in exchange for a meal.
- If you would like to eat with us, just step up to the serving line and let your server know what size plate you would like. They will put the food on the plate for you. Hope you enjoy your meal."

Frequently Asked Questions:

1. May I eat here free?
 - You may exchange a meal for an hour of volunteer labor. At the end of your volunteered service, you are welcome to have a meal.
2. What if I want to pay less?
 - We consider everyone here our friend, and if you need our help and need to pay less, we will accept a lesser amount. We do feel that we have enough options for everyone to be able to eat and still treat us fairly. So like all “friendships,” if we feel that the relationship is being “stretched too thin,” we will privately let you know.
3. May I volunteer?
 - Absolutely! I will let you speak with our “volunteer coordinator” for the day.

Daily Set-Up (9:30a—10:30a)

Core Responsibility:

- Set up dining area prior to service

Duties include, but are not limited to:

- Brewing Coffee & Tea
- Washing Windows
- Washing buffet station and sneeze guards
- Writing menu on sandwich board and menu board
- Put chairs on floor
- Roll silverware
- Clean bathrooms

Breakdown Crew (2:00p—3:30p)

Core Responsibility:

- Cleaning up Café after service

Duties include, but are not limited to:

- Wiping down tables and chairs
- Breaking down hot & cold buffet
- Sweeping and mopping floors
- Breaking down drink station
- Taking out the trash
- Taking out the compost
- Cleaning train trace

Prep Cook (8:00a—2:00p)

Core Responsibilities:

- Prepare the ingredients required for the daily production of the menu items.
- Restock buffet line as needed during service

Other Notes:

- *Must have basic understanding of how to operate food service equipment.*

Other Ongoing Duties

- Sweep and clean the floors
- Wipe tables & counters
- Empty trashcans
- Clean equipment
- Prep food for next day's shift
- Stock non-food items
- Roll silverware
- Wash, dry & fold laundry
- Clean bathrooms
- Help out a fellow volunteer
- Other daily tasks are listed on dry erase board in back room of café.

Volunteer Dress Code

Volunteers are expected to carry themselves in a professional manner at all times. Our dress code is casual; however, please keep in mind the following:

The following will not be permitted:

- Excessively ripped, patched or stained clothing
- Clothing with offensive language or displays of alcohol, tobacco, etc.
- Exposed midriff or undergarments
- No sleeveless shirts
- No shorts above the knee
- Excessively short, tight or revealing clothing

Shoes

- Wear comfortable shoes. You will be spending a lot of time on your feet.
- No open-toed shoes

Grooming & Hygiene

- Long hair must be tied back.
- Bring a hairnet, hat or head scarf to wear around food
 - (if you forget to bring proper headwear, cafe staff will provide you with a head scarf to wear during your shift)
- Keep fingernails short and clean
- Minimize the use of perfume or cologne
- No dangling jewelry. Please avoid wearing jewelry when working with food (except for simple wedding band)
 - Bags will be provided for jewelry to be placed in during your shift*

VERY IMPORTANT: While you are working...

- No cell phones
- Avoid touching your face with your hands
- Wash your hands frequently
- Please don't chew gum
- Always use a scoop for ice; never dip a glass into the ice bin
- Do NOT touch the tops of glasses or cups
- Do NOT lick your fingers
- When changing tasks, wash your hands and change your gloves

*The café is not responsible for your personal items. Please store them in a safe place.

**An apron and gloves will be provided by the café during your shift.