

Gold Country Kiwanis Club

NEVADA COUNTY FAIR BOOTH MANUAL

I. ADVANCE PREPARATION [3+ MONTHS]

A. Chair and co-chair appointment and initial organizing

President appoints the Chair and Co-chair, who then should:

- Check for notice to Fair to send mail to GCK PO Box
- Obtain and review 17th AD Contract with GCK Board and officers
- Consult with prior chair or counsel as necessary on any legal issue
- Contact Fair administration for new policies or information
- Chair and Co-chair identify experienced volunteers and form committee
- Prepare tentative budget and revise this Manual
- Plan and schedule tasks to be completed by opening
- Schedule cleaning of booth, fryers, refrigerators, floors, walls

B. Check functioning of all equipment and inventory supplies

Chairs and committee meet and inspect booth and all equipment

- Be sure that there is gas and electricity available, and that there is no damage to wires, cables, pipes and equipment/appliances
- Create new inventory of stored supplies
- Check for damage or infestations
- Designate volunteers to do jobs or contract for work to be done

C. Recruit and schedule volunteers

- Identify which Key Club members or outside persons may volunteer
- Schedule training and orientation session for food sales and cashiers

D. Select cooks [captains] and/or managers

- Give preference to experience of members and requests for specific assignments to trained persons
- Prepare detailed schedule for volunteers and back up for each Fair shift

E. Check for building repairs and maintenance

- Obtain funding and approval from Board for any paid work to be done
- Schedule construction/repair/replacement work
- Obtain necessary inspections, approvals or certifications for work done

F. Share new policies and information from Fair Administration

- Orientation and review new information and policies with members

Publish information about Booth and purpose of the fundraising on website and in other media
Distribute information at club meeting(s)

G. Contact supplier(s) and set prices

Chair and co/chair contact all prior or new suppliers
Obtain quotes or agreements to supply food and supplies
Set prices and update budget
Get Board approval of prices and final budget

H. Order food and supplies

Order and set tentative date(s) for delivery
Be sure supplier information is added to Appendix/Directory.

II. FINAL SETUP [Last Month]

A. Final cleaning, repair, replacement and maintenance, particularly of fire extinguishers and gas/electric

B. Confirm the schedule for delivery of food and supplies

C. Confirm volunteer schedule; attend vendor meeting at Fair; review and revise Manual and instructions; plan trial run session at Booth

D. Conduct trial run training for cooks, cashiers and service managers

E. Confirm that each Cook/captain is familiar with all operations

F. Distribute tickets and explain procedures, parking and rules for volunteers

G. Treasurer to check cash register functions, tape supply and set up cashbox

H. Check to be sure there is a functioning clock and at least one cell phone available for all shifts.

III. OPERATION DURING EVENT

A. Opening procedures

Chair or designated volunteer opens each day: open booth, check all equipment, turn up burners (two at a time) set out condiments, re-clean counters, etc., stock food, cut potatoes, and prepare register for sales.

B. Food handling procedures

Potatoes: Place burlap over tray flat in sink, place single layer of potatoes on burlap; cover with water. Use rubber brush to rub potatoes against burlap for cleaning. Remove potatoes to drain, inspect and trim any unwanted part. Place potato point down in cutter and press cutter in single pull, if possible, to fall into bucket. When bucket is $\frac{3}{4}$ full, fill bucket with water and cover with clean towel. When needed, drain potatoes carefully via strainer bucket and place on work table for cook. Replenish. If potatoes sit overnight, replace water next morning.

Frozen foods: Keep poppers in freezer until just before cooking. Do not leave other frozen product out of freezer to thaw, except in very busy times. Do not handle cooked foods without protective gloves. Discard any product which falls outside baskets.

Condiments: keep refrigerated until replenished. Be sure that ranch dressing is always sitting in ice and drain off water.

Soda syrup and tanks: If the CO2 tank runs out, get a new tank from the back storage. First, unhook hose and remove the "O-ring" gasket from the hose. Replace it with the new one, which is attached to the new tank label. Then reconnect the hose to the tank. Next push the black lever on the Dr Pepper valve until the carbonator (brown box below the fountain) runs twice. After carbonator comes on, release the black button until the carbonator stops, and then press again. All CO2 tanks (even if empty) must be chained to wall of booth.

Syrup: When color or taste changes, replace box with new one from back storage area, as instructions state on the box. Run a couple of cups and taste test, before serving a sale.

C. Cooking procedures

Generally: be sure potatoes are NOT dripping water when immersed in oil, as this is dangerous, slows the cooking and lowers the oil temperature. Always be sure that oil levels remain at the top edge of the sloped front. Add oil when the fryer does NOT have a basket cooking, and allow time for oil to come to temp. Ideal temperature is about 365F. Be sure that temp gauge is properly set. Between time and color, judge doneness by color or pressure of utensil on a piece of food. DRAIN all fried food by shaking or allowing to sit briefly before

dumping to hot table. Warn food handlers of approaching hot oil and keep them up to speed on timing of delivery. Do not overcook amount of food to the point of food sitting unused for more than 20 minutes. Food floating in the oil indicates likely doneness. Watch the crowd, lines and time of day for the “rush” hours.

1. Potatoes: time approx: 5-7 minutes

Fill baskets not more than 2/3 full. Shake baskets to level or move product with tongs to assure even cooking. If time allows, precook chicken or fries for 2 minutes and drain. Finish cooking as demand requires. Potatoes should be evenly golden brown and not soggy. If overcooked, dump the batch.

2. Chicken: time approx: 7-9 minutes

Same rules as fries but test a piece for doneness by cutting into one if you are not sure.

3. Shrimp: time approx: 3-5 minutes

Same rules but extra care is needed, to avoid overcooking. Up to 4 packages can be cooked in one basket.

4. Poppers: time approx: 3 minutes

Most care required, and timing is essential to avoid burning or undercooking. Gently shake or move pieces to avoid damage – very delicate handling is required from beginning to finish. Generally, it is best to fry not more than 18 at a time.

D. Portion and quality control: amounts and handling

Generally: Fried potatoes are the base and are the least expensive – therefore be generous and use them to accentuate the mixed boats. Follow portion control with common sense; i.e., if pieces of chicken are undersized, add another one. Be sure hot table stays at 140F. Frozen food must be kept at 40F or less.

Chicken and fries: 3 pieces of chicken in a large boat, on a bed of fries with a few on top: \$6.00

Shrimp and fries: 13 pieces of shrimp in a large boat, on a bed of fries with a few on top: \$6.00

Fries only: a small boat, generously filled: \$2.00

Poppers: a small boat, with 6 fried peppers: \$3.50

Chicken only: 3 pieces in a small boat: \$5.00

Shrimp only: 13 pieces in a small boat: \$5.50

Chicken and shrimp combo: 1 [or 2, if small] piece(s) of chicken, 7 pieces of shrimp on a bed of fries in a large boat: \$6.00

Drinks: 16oz - \$2.00, 24oz - \$2.50, 32oz - \$3.00, 44oz - \$3.50

Water/ice only: discourage, but no charge

Use of condiments by non-customers: Discourage such use in a friendly way

E. Service, sale and payment procedures

Sales and cashier volunteers are not to touch any part of food served

Gloves are required for all those serving food

Sales persons and cashier manner: always courteous and smiling

Effort to educate and inform about Kiwanis

Brochure available to hand out

Complaint procedure: first effort by sales person to satisfy complaint by listening and explaining; if unsuccessful, cashier or manager to respond with replacement or added product; finally, cook or officer to respond by authorizing a refund. Customer service is a priority!

Intoxicated or unruly customers: cook or officer to respond, then call **Fair Security (Redshirts) or Jim Kerr at 530-273-6217. See Bulletin Board.**

F. Accounting and money handling security

Bank is to be handled only by Finance Manager or cashiers

Change is available at the Fair Office during the hours 7 a.m. to 11 p.m.

Otherwise, the Treasurer checks periodically for needed change.

At the end of the day, the register tape must be "Z- out" by Treasurer and delivered to the Fair Office the next day.

During the day, excess cash is to be regularly removed from the register and stored in designated area for pickup by Treasurer.

No visitors are to be in the front of the booth at any time

Guests of members/volunteers may have SHORT visits in non-busy times

All volunteers are to be conscious of money procedures

G. Emergency and safety procedures and rules

In the event of a fire, take the following steps: assess how serious, employ extinguisher, turn off gas, evacuate taking cash if safe, call Chair or Co-chair. **Norm Lino: 432-3915.**

In the event of a power outage: assess, turn off gas, contact **Gary Pierson at 346-6207.**

In the event of an injury: assess, stabilize victim, provide immediate care, contact **Fair security at 273-6217.** Then, assist emergency personnel, report and record event details in writing.

H. Closing down procedures

Fryers are turned down to pilot only, as the evening sales slow down
During the slow time before closing, preliminary clean up
By closing hour, the tables, cabinet and cooking area should be wiped
Final closing tasks: give away any remaining food and clean hot table; wipe down all fryers, work and cooking area. Sweep up floors and sprinkle new litter; clean up all fry equipment in rear sinks; clean up sink areas; be sure all cut potatoes are in fresh water and covered; secure windows and doors; be sure cash has been removed; turn off lights, fan and cooling; lock door. Deliver key to designated person to open.

IV. AFTER EVENT WRAP UP

A. Last day tasks

B. Final clean up

C. Close down and storage

D. Be sure ALL refrigerators are turned OFF and DOORS are AJAR

V. LONG TERM PLANNING AND IMPROVEMENT [1 year in advance]

- A. President picks chair and co-chair for coming year Fair Booth
- B. Financing improvements
- C. Designing improvements
- D. Scheduling improvements:
- E. Reserve profit of 5% from prior year for future maintenance and improvements.

VI. APPENDIX

A. *Booth alumni roster [attached]*

B. *Suppliers*

General foodstuff: US Foods: (xxx) 530-913-5173 (Mike Ross)
[Including chicken, shrimp, poppers, oil, condiments, paper products]

Raley's food storage 530-272-1956 (Nancy Miller, mgr., Patty or Richard, assistant mgr)

CocaCola soft drinks 800-647-2653 (order #)
#1416485

Marysville Supplier 530-743-6533
Mario 530-415-3795

C. *Service providers*

Sierra Fountain machine service 530- 888-0388 (Jim)
Reidberger Cleaning steam cleaner 530-675-2445

D. *Emergency contacts [see poster on wall]*

Local Fire, Highway Patrol, Sheriff, Fair Security
Nevada County Emergency Services