



# BAKE LAB

by THE SWEET PRAXIS

## 2024 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, never an annoyance. 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:

1. Greet customer.
2. Take order with a smile.
3. Tell customer the total amount. Accept money, hand the customer any tokens needed (cookie cones and cookie buckets only).
4. Use counterfeit pens for \$20s, and call manager for \$50s and \$100s.
5. Place bill from customer across money tray so there is no confusion of amount of money the customer gave.
6. Count change out loud when handing it back to customer.
7. Place customer's bill in proper place in money tray (be sure to keep the drawer straightened).
8. Serve the correct beverages if ordered and then direct customer around the corner to pick up their cookies/dough.
9. If dough is ordered, make sure to hand the printed ticket to dough station.

### COOKIE/DOUGH SERVERS:

1. Greet customer.
2. Take token(s) from customer if they have them, repeat order back to customer based on number of each colored tokens received (example: one cookie bucket, two cookie cones).
3. Drop tokens into token bins.
4. If customer has no tokens, confirm they are waiting for cookie dough and direct them to step aside until the name on their order is called and their cookie dough is ready.
5. Serve the correct dough cup and/or portion of cookies (refer to sample product images and DO NOT OVER-STACK CONES/BUCKETS).
6. 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.

\*Although we will be providing you a schedule before the Fair begins, it is an unpredictable event, and we reserve the right to modify the schedule. So you may receive new shifts or changes to your existing shifts. You will be notified by text and email when changes to the schedule occur.

\*\*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 Meg or Jennifer as soon as possible.

- Meg (518) 332-7553
- Jennifer (520) 241-2031

## SCHEDULED SHIFTS

As you will see in the schedule, 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 into 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, dolloping cookie dough, assembling cookie dough cups, monitoring ovens, scaling and mixing ingredients, dishwashing, cashing customers out, and whatever else we have to do to get those cookies and dough 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.

# OFFICIAL RULES AND REGULATIONS

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

**THEFT:** There is NO tolerance for theft (money, cookies, dough, tokens, tools, etc.) Anyone caught stealing will be prosecuted. If you witness someone stealing, please notify a manager immediately.

**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 Centro Fair shuttle (refer to the Park and Ride information located on the NYS Fair website).

**PERSONAL APPEARANCE:** Please wear a clean white shirt, black shorts or pants, your name tag, and a hair restraint (pony tail and hat). The health department demands restrained hair and hats, so don't forget your hat 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:** Cell phones MUST be left in your locked locker while you are on the booth floor. Thanks!

**NO EATING ANYTHING IN THE BOOTH:** The health department requires this! Meal breaks are to be taken outside the booth or in the back, immediately next to the lockers. 30 minute meal breaks are required for any shift longer than 6 hours and will be assigned by a manager.

**NO OVER-STACKING OF COOKIES:** Please do not over-stack cookies in the cones and buckets. 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 OVERSTACKING.

**TICKETS, NAME TAG + HAT:** You will receive one e-ticket that will grant you admission to the fair at least 24 hours in advance of each shift. You will be responsible for your nametag, and hat. 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 may not be able to work! If you have long hair, it must be restrained with a hair tie under your hat.

## OFFICIAL RULES AND REGULATIONS (continued)

**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.

**BE NICE:** Please treat the customers, fellow employees, and your bosses (that's Jen & Meg) with respect. It's our goal to provide the best possible experience for 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 overall hours worked at the Fair.

**HAND WASHING:** Please remember to wash your hands for a full 20 seconds, 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 want you to keep your energy up while working on your feet! Also, drink lots and lots of water. We encourage you to bring your own lidded re-usable water bottle. 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).
- Your name tag (given to you at your training shift).
- A clean white t-shirt.
- Black shorts, capris or pants.
- Closed toed, comfortable shoes with good traction 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 cheat 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, a list of ingredients will be provided on a cheat sheet given to you at training.

## PERKS

All team members will receive:

- One free Bake Lab branded hat, to be worn as part of your uniform.
- Free admission to the Fair on all days you are scheduled to work.
- A 20% discount on up to three pieces of Bake Lab merchandise. Use of this discount will require manager approval.
- One free cookie cone OR fun size edible cookie dough cup per shift.
- One free bottled water per shift.

