

Store Cashier

Job or Staff Position Name: Gift Shop Cash Register

Why this job is important: You may be the first and last person guests see when they come to the Applebarn. You must welcome them, engage them, thank them, and send them to the farm market feeling great about their choice to visit.

Minimum Level of Service Requirement:

You MUST:

- smile and offer a "Welcome!"
- know how to make coffee, hot cider and serve slushies.
- know how to operate the register and credit card machine.
- ring up purchases accurately and make change correctly.
- say "Thanks for coming or have a great day" to every guest.
- keep the register drawer accurate = The money on the slip must match the money in the drawer and you need to contact the supervisor for a full drawer/large bills to be removed by a manager.
- clean up your work area, wiping down countertops bleach water and removing garbage from counters and floors.
- keep an eye on apple and cider stock and call for refills as needed.
- keep an eye on store displays and refill, but GUESTS COME FIRST.
- know how to answer a list of the essentials.

Hostess

Job or Staff Position Name: Hostess

Why this job is important: You are the first one greeting guests receive and often the last person they see! Welcome them and explain what we offer at the farm: activities, rates, store and u-pick. It is critical guests understand that wristbands and hand stamps are required to enter any activities. Guests here for parties and tours will need direction to head to the correct meeting place. It is also essential that guests who have come only to shop and/or pick apples understand they don't need to pay admissions.

Minimum Level of Service Requirement:

You MUST:

- smile and offer a "Welcome!"
- accurately explain rates, activities and U-Pick procedures.
- watch that guests enter the correct gate.
- direct party and tour groups to the correct location.
- be able to answer the essential questions.
- monitor guests that are leaving to make sure they have paid.
- keep busy with filler activities such as cleaning up, getting carts and restocking supplies as needed while waiting for guests.
- be aware of emergency procedures.

What makes employee performance great at this job:

Engage the guests and welcome them. Know your facts about the farm, activities, pumpkins, wagon schedules, and pricing.

Ticket Booth Cashier

Job or Staff Position Name: Ticket booth cashier

Why this job is important: You are often the first one greeting guests and the last person they see as they leave. Welcome them and explain what we offer at the farm: activities, rates, store and U-Pick. It is critical guests understand that wristbands and hand stamps are required to enter any activities. Guests here for parties and tours will need direction to head to the correct meeting place. It is also essential that guests who have come ONLY to shop and/or pick apples understand they don't need to pay admissions. (If the hostess is working, you will not need to do much explaining.)

Minimum Level of Service Requirement:

You MUST:

- Smile and offer a "Welcome!"
- accurately explain rates, activities and U-Pick procedures.
- watch that guests enter the correct gate.
- direct party and tour groups to the correct location.
- be able to answer the essential questions
- monitor guests that are leaving to make sure they have paid
- know how to operate the register and credit card machine.
- ring up purchases accurately and make change correctly.
- say "Thanks for coming or have a great day" to every guest.
- keep the register drawer accurate = The money on the slip must match the money in the drawer and you need to contact the supervisor for a full drawer/large bills to be removed by a manager.
- clean up your work area, wiping down countertops bleach water and removing garbage from counters and floors.
- keep busy with filler activities such as cleaning up, getting carts and restocking supplies as needed while waiting for guests.

What makes employee performance great at this job:

Engage the guests and welcome them. Know your facts about the farm, activities, pumpkins, wagon schedules, and pricing.

Guest Services:

Job or Staff Position Name: Guest Services

Why this job is important: You are the person people come to see when they are confused, missing something or someone, looking for information, wanting to pay for their tour or party or get a refreshing drink. Welcome them and find out what they need from you... information, help, direction etc. It is critical guests feel you are caring, competent and efficient. Validate their concerns and give them the 'help' they need in a timely manner.

Minimum Level of Service Requirement:

You MUST:

- Smile and offer a "Welcome!"
- accurately explain rates, activities and U-Pick procedures.
- direct party and tour groups to the correct location.
- be able to answer the essential questions.
- keep busy with filler activities such as cleaning up, getting carts and restocking supplies as needed while waiting for guests.
- be aware of emergency procedures.
- know how to operate the register and credit card machine.
- ring up purchases accurately and make change correctly.
- keep the register drawer accurate = The money on the slip must match the money in the drawer and you need to contact the supervisor for a full drawer/large bills to be removed by a manager.
- clean up your work area, wiping down countertops bleach water and removing garbage from counters and floors.
- make sure guests leave your area receiving the help they needed.
- know how to make coffee, hot cider and serve slushies.
- be able to be a friendly and informative voice on the phone.
- be able to book tours, record complaints and answer emails on the computer as needed.
- make sure every class gets their free bag of apples.
- make sure each school group pays and gets a receipt.

What makes employee performance great at this job:

Engage the guests and welcome them. Know your facts about the farm, activities, pumpkins, wagon schedules, and pricing. Make sure that every guest who leaves your booth has received the help or information they desired.

Corn Maze Cashier

Job or Staff Position Name: Ticket booth cashier

Why this job is important: You are often the only person down at Farmville keeping an eye on the animals, the wash station, the pumpkin pillow and the maze. It's essential that you explain the rules and watch out for issues in your area.

Minimum Level of Service Requirement:

You MUST:

- Smile and offer a "Welcome!"
- accurately explain rules, rates, and activities as needed.
- be able to answer the essential questions.
- know how to operate the register.
- ring up purchases accurately and make change correctly.
- say "Thanks for coming or have a great day" to every guest.
- keep the register drawer accurate = The money on the slip must match the money in the drawer and you need to contact the supervisor for a full drawer/large bills to be removed by a manager.
- clean up your work area, wiping down countertops bleach water and removing garbage from counters and floors.
- know how to make coffee, hot cider and serve slushies.
- monitor those entering activities have a wristband.
- make sure the animals are healthy, watered, and being treated well.
- make sure the hand wash station, hand sanitizer and toilet are clean and have supplies.

- make sure that all customers taking pumpkins have paid and received a sticker on their pumpkin.
- make sure that you complete the morning checklist.

What makes employee performance great at this job:

Engage the guests and welcome them. Know your facts about the farm, activities, pumpkins, wagon schedules, and pricing.

Pumpkin Pillow/Jumping Pillow Attendant

Job or Staff Position Name: Pillow Attendant

Why this job is important: You are responsible to make sure our guests are safe on the pillow. It is also important that only paid guests enter your area.

Minimum Level of Service Requirement:

You MUST:

- Smile and offer a "Welcome!"
- accurately explain rules, rates, and activities as needed.
- be able to answer the essential questions.
- keep the area clean from garbage as time allows
- make sure all guests remove shoes before bouncing on the pillow.
- make sure all guests bouncing on the pillow have a wristband.
- make sure there are not too many people on the pillow.
- make sure no one is eating or drinking on the pillow.
- know the farm emergency procedures.
- keep the toilet, sanitizer, and hand wash station are clean and stocked if you are the only person at the Pumpkin Pillow/Farmville area.

What makes employee performance great at this job:

Engage the guests and welcome them. Know your facts about the farm, activities, pumpkins, wagon schedules, and pricing. Keep your area clean and safe.

Petting barn Attendant: Bunny Town

Job or Staff Position Name: Bunny Town Attendant

Why this job is important: You are responsible to make sure our guests and animals are safe in the petting barn. If our guests sense that animals aren't properly cared for they write nasty emails, reviews and tell others our farm is not the place to go. It is also important that only paid guests enter your area.

Minimum Level of Service Requirement:

You MUST:

- Smile and offer a "Welcome!"
- be able to answer the essential questions.
- keep the area clean from garbage as time allows.
- make sure all guests entering the bunny pens have wristbands.
- make sure there are not too many people in petting pens.
- make sure no one is eating or drinking in the petting barn.
- keep hand sanitizer and hand wash station are clean and stocked.
- make sure the animals are watered and healthy.
- make sure guests do not pick up the bunnies
- remind guests to wash their hands as they leave.
- be able to handle bunnies gently.

What makes employee performance great at this job:

Engage the guests and welcome them. Know your facts about the farm, activities, pumpkins, wagon schedules, and pricing. Keep your area clean and safe.

Petting barn Attendant: Petting Zoo

Job or Staff Position Name: Bunny Town Attendant

Why this job is important: You are responsible to make sure our guests and animals are safe in the petting barn. If our guests sense that animals aren't properly cared for they write nasty emails, reviews and tell others our farm is not the place to go. It is also important that only paid guests enter your area.

Minimum Level of Service Requirement:

You MUST:

- Smile and offer a "Welcome!"
- be able to answer the essential questions.
- keep the area clean from garbage as time allows.
- make sure all guests entering the petting zoo have wristbands.
- make sure there are not too many people in petting pens.
- make sure no one is eating or drinking in the petting barn.
- keep hand sanitizer and hand wash station are clean and stocked.
- make sure the animals are watered and healthy.
- make sure guests do not pick up the goats.
- remind guests to wash their hands as they leave.

What makes employee performance great at this job:

Engage the guests and welcome them. Know your facts about the farm, activities, pumpkins, wagon schedules, and pricing. Keep your area clean and safe.

Hayride Loader

Job or Staff Position Name: Hay ride loader

Why this job is important: You are responsible to make sure our guests are safe and have a hand stamp before entering the wagon. It is up to you to make sure they know where and how to pay for their pumpkin.

Minimum Level of Service Requirement:

You MUST:

- Smile and offer a "Welcome!"
- be able to answer the essential questions.
- make sure there are not too many people on the wagon
- make sure guests have a hand stamp in order to ride the wagon
- keep the area clean from garbage as time allows
- make sure guests know where and how to pay for pumpkins
- make sure guests know the rules for hay rides
- give the driver the thumbs up when it's safe to drive
- make sure the wagon path is free of people and carts

What makes employee performance great at this job:

Engage the guests and welcome them. Keep guests happy and entertained by telling them fun farm facts, handing out samplings and answering questions. Know your facts about the farm, activities, pumpkins, wagon schedules, and pricing. Keep your area clean and safe.

Food Service Cashier:

Job or Staff Position Name: Food Service Cashier

Why this job is important: Food is critical to the experience at Applebarn. Guests are often hungry, thirsty and tired after their adventure on the farm. We have the chance to serve our guests a refreshing drink and task snack. Nothing will make them happier! In addition, you are the one people often bring their complaints and questions...know where to direct them to keep them satisfied.

Minimum Level of Service Requirement:

You MUST:

- Smile and offer a "Welcome!"
- know how to serve pop, coffee, hot cider and slushies.
- know how to operate the register and credit card machine.
- ring up purchases accurately and make change correctly.
- say "Thanks for coming or have a great day" to every guest.
- keep the register drawer accurate = The money on the slip must match the money in the drawer and you need to contact the supervisor for a full drawer/large bills to be removed by a manager.
- clean up your work area, wiping down countertops bleach water and removing garbage from counters and floors.
- know how to answer a list of the essentials.

What makes employee performance great at this job:

Engaging the guests, especially the kids, asking them about their day. Make it fun for them to buy snacks. Ask about their favourite attraction.

Food Service Attendant:

Job or Staff Position Name: Food Service Attendant

Why this job is important: Food is critical to the experience at Applebarn. Guests are often hungry, thirsty and tired after their adventure on the farm. We have the chance to serve our guests a refreshing drink and task snack. Nothing will make them happier!

Minimum Level of Service Requirement:

You MUST:

- Smile and offer a "Welcome!"
- know how to serve pop, coffee, hot cider and slushies.
- know how to serve ice cream, hot dogs, and make and serve popcorn.
- be able to restock food service supplies as needed.
- say "Thanks for coming or have a great day" to every guest.
- clean up your work area, wiping down countertops bleach water and removing garbage from counters and floors.
- keep the picnic tables and garbage cans cleaned up as time allows.
- know how to answer a list of the essentials.

What makes employee performance great at this job:

Engaging the guests, especially the kids, asking them about their day. Make it fun for them to buy snacks. Ask about their favourite attraction.

Cleaning Crew:

Job or Staff Position Name: Cleaning Crew

Why this job is important: Keeping the farm and bathrooms clean is an essential part of providing "good clean fun" for our guests. If the farm and bathrooms are dirty it leaves a bad taste in their mouths and they may not choose to come back.

Minimum Level of Service Requirement:

You MUST:

- Smile and be approachable if guests have questions or concerns.
- clean up your work area, wiping down countertops bleach water and removing garbage from counters and floors.
- know how to answer a list of the essentials.
- know where garbage and recycling belongs.
- know where to get cleaning supplies, bags and paper towels.
- be able to handle picking up garbage and put in a garbage can.

What makes employee performance great at this job:

Doing your job quickly and efficiently with a smile. Be willing and able to answer guest's questions as you go about your duties.

Loading/stocking Crew:

Job or Staff Position Name: loading/stocking crew

Why this job is important: Keeping the farm store stocked and the yard and bathrooms clean are essential for giving guests a great experience at the Applebarn. If the cider case or apple cooler are empty, we miss out on sales and our guests miss out on items they wanted to purchase. Many of our guests only come once a season so we want to make sure they can buy the items they were looking for.

Minimum Level of Service Requirement:

You MUST:

- Smile and be approachable if guests have questions or concerns.
- know where to get stock and where it belongs on the shelves.
- be able to answer the list of essential questions.
- know how to use and reload the pricing gun.

What makes employee performance great at this job:

Doing your job quickly and efficiently with a smile. Be willing and able to answer guests' questions as you go about your duties.

Hayride or Applecart Driver:

Job or Staff Position Name: Hayride or Applecart Driver

Why this job is important: You are the face of the Applebarn and are the person people trust with giving them the best experience possible. They expect you to entertain them as well as answer all their questions about the farm, apples and pumpkins. You responsible to make sure our guests are safe and have a hand stamp before entering the wagon. It is also up to you to make sure they know where and how to pay for their pumpkin.

Minimum Level of Service Requirement:

You MUST:

- Smile and offer a "Welcome!"
- be able to answer the essential questions.
- be able to talk about the farm in an interesting and expressive way.
- make sure there are not too many people on the wagon.
- make sure guests have a hand stamp in order to ride the wagon.
- keep the area clean from garbage as time allows.
- make sure guests know where and how to pay for pumpkins.
- make sure guests know the rules for hayride/cart ride.
- sure you've got a thumbs up from your loader before departing.
- make sure the wagon path is free of people and carts.
- complete safety checklists throughout your shift.
- be able to safely drive and operate a tractor and trailer.

What makes employee performance great at this job:

Engage the guests and welcome them. Keep guests happy and entertained by telling them fun farm facts, handing out samplings and answering questions. Know your facts about the farm, activities, pumpkins, wagon schedules, and pricing. Keep your area clean and safe.

School tour guide:

Job or Staff Position Name: Bees, Cider and Orchard guide

Why this job is important: School tours are the heartbeat of the farm. Happy teachers bring back tours year and year and tell their co-workers, friends and families about the farm. Parents and kids on tours likewise will come back on weekends if we give them a good time. They expect you to entertain them as well as educate them about bees, pollination, apples and cider.

Minimum Level of Service Requirement:

You MUST:

- Smile and offer a "Welcome!"
- be able to answer the essential questions.
- be able to talk about the bees, pollination, apples and cider in an interesting and expressive way.
- be able to get and hold children's attention.
- organize and direct a group of children from one station to the next.
- keep the area clean from garbage as time allows.
- be able to keep to time limits and adjust your talk as needed.
- be able to adjust your talk meet the needs of your audience.

What makes employee performance great at this job:

Engage the guests and welcome them. Keep guests happy and entertained by telling them about your area. Make sure you take the right group and guide the next group to their correct station. Never leave a group unattended unless you tell them where you are going and return shortly!

School tour guide:

Job or Staff Position Name: Petting zoo/ Apple sorter talk

Why this job is important: School tours are the heartbeat of the farm. Happy teachers bring back tours year and year and tell their co-workers, friends and families about the farm. Parents and kids on tours likewise will come back on weekends if we give them a good time. They expect you to entertain them as well as educate them about bees, pollination, apples and cider.

Minimum Level of Service Requirement:

You MUST:

- Smile and offer a "Welcome!"
- be able to answer the essential questions.
- be able to talk about the apple sorter and explain the barn rules.
- be able to get and hold children's attention.
- organize and direct a group of children from one station to the next.
- keep the area clean from garbage as time allows.
- be able to keep to time limits and adjust your talk as needed.
- be able to adjust your talk meet the needs of your audience.
- monitor the hand wash station supplies and keep the area clean.
- make sure all guests know the rules of the petting zoo.
- make sure the animals are in good health and have access to water.
- be able to rotate bunnies in pens and put goat back into pens if they get out.

What makes employee performance great at this job:

Engage the guests and welcome them. Keep guests happy and entertained by telling them about your area. Make sure you take the right group and guide the next group to their correct station. Never leave a group unattended unless you tell them where you are going and return shortly!

School Tour Manager

Job or Staff Position Name: School Tour Manager

Why this job is important: School tours are the heartbeat of the farm. Happy teachers bring back tours year and year and tell their co-workers, friends and families about the farm. Parents and kids on tours likewise will come back on weekends if we give them a good time. You are in charge of making sure the tours start and end in a timely fashion. It is your job to smooth out any wrinkles and make sure ALL groups leave happy!

Minimum Level of Service Requirement:

You MUST:

- Smile and offer a "Welcome!"
- be able to answer the essential questions.
- be able to step in and be a tour guide for any area as needed.
- be able to get and hold children's attention.
- organize and direct a group of children from one station to the next.
- be able to keep to time limits and adjust your talk as needed.
- be able to adjust your talk meet the needs of your audience.
- monitor the hand wash station supplies and keep the area clean.
- make sure all guests know the rules of the petting zoo.
- make sure the animals are in good health and have access to water.
- be able to monitor stations and make sure that all groups are starting and ending on time as much as possible.
- know how to operate the register and credit card machine.
- ring up purchases accurately and make change correctly.
- be able to rotate bunnies in pens and put goat back into pens if they get out.
- keep the register drawer accurate = The money on the slip must match the money in the drawer and you must contact the supervisor for a full drawer/large bills to be removed by a manager.
- make sure every class gets their free bag of apples.

What makes employee performance great at this job:

Engage the guests and welcome them. Make sure all groups go to the right station and the right time. Never leave a group unattended unless you tell them where you are going and return shortly!

Pumpkin Stand Cashier

Job or Staff Position Name: Pumpkin Stand Cashier

Why this job is important: You are one of the only people who takes payment for pumpkins on busy days. If you don't process pumpkins correctly, then the farm loses a lot of revenue and customers can become irate.

Minimum Level of Service Requirement:

You MUST:

- Smile and offer a "Welcome!"
- be able to answer the essential questions.
- know how to operate the register .
- ring up purchases accurately and make change correctly.
- say "Thanks for coming or have a great day" to every guest.
- keep the register drawer accurate = The money on the slip must match the money in the drawer and you need to contact the supervisor for a full drawer/large bills to be removed by a manager.
- clean up your work area, wiping down countertops bleach water and removing garbage from counters and floors.
- make sure that all customers taking pumpkins have paid and received a sticker on their pumpkin.

What makes employee performance great at this job:

Engage the guests and welcome them. Know your facts about the farm, activities, pumpkins, wagon schedules, and pricing.

Pumpkin Stand Assistant:

Job or Staff Position Name: Pumpkin Stand Assistant

Why this job is important: You are one of the only people who weighs pumpkins on busy days. If you don't price pumpkins correctly, then the farm loses a lot of revenue and customers become irate.

Minimum Level of Service Requirement:

You MUST:

- Smile and offer a "Welcome!"
- be able to answer the essential questions.
- say "Thanks for coming or have a great day" to every guest.
- clean up your work area, wiping down countertops bleach water and removing garbage from counters and floors.
- make sure that all customers weighing a pumpkin are given a neatly written receipt with the pumpkins amounts listed individually and totaled at the bottom

What makes employee performance great at this job:

Engage the guests and welcome them. Know your facts about the farm, activities, pumpkins, wagon schedules, and pricing.

Apple U-pick Cashier

Job or Staff Position Name: Apple U-pick Cashier

Why this job is important: Customers expect you to be an apple expert who can tell them all about our apples and how they are grown. If you do a good job they will be back this year and years to come. Many of our U-Pick customers have never been to the home farm so it's your job to tell them about the activities available there as well.

Minimum Level of Service Requirement:

You MUST:

- Smile and offer a "Welcome!"
- be able to answer the essential questions.
- know how to operate the register.
- ring up purchases accurately and make change correctly.
- say "Thanks for coming or have a great day" to every guest.
- keep the register drawer accurate = The money on the slip must match the money in the drawer and you need to contact the supervisor for a full drawer/large bills to be removed by a manager.
- clean up your work area, wiping down countertops bleach water and removing garbage from counters and floors.
- make sure that all customers have paid for the apples they have picked and cider they are taking.
- be able to keep an eye on the orchard and be an orchard guardian.

What makes employee performance great at this job:

Engage the guests and welcome them. Know your facts about the farm, activities, pumpkins, wagon schedules, and pricing.

Apple Cider Sampler

Job or Staff Position Name: Apple Cider Sampler

Why this job is important: Customers expect you to be an apple cider expert who can tell them all about our cider and how it is made. Guests want to be assured our cider is safe to drink and they need to know it's not only healthy but tasty! You are also a person who is able to field all kinds of general questions about the farm so you must be knowledgeable about all things Applebarn.

Minimum Level of Service Requirement:

You MUST:

- Smile and offer a "Welcome!"
- be able to answer the essential questions.
- clean up your work area, wiping down countertops with bleach water and removing garbage from counters and floors.
- know everything there is to know about cider.
- be able to tell people the prices of cider and where to buy it.
- be able to restock the store and needed and price products

What makes employee performance great at this job:

Engage the guests and welcome them. Know your facts about the farm, activities, pumpkins, wagon schedules, and pricing.

Fudge Sampler

Job or Staff Position Name: Fudge Sampler

Why this job is important: Customers expect you offer than free delicious samples. The more samples you offer, the more they buy! You are also a person who is able to field all kinds of general questions about the farm so you must be knowledgeable about all things Applebarn.

Minimum Level of Service Requirement:

You MUST:

- Smile and offer a "Welcome!"
- be able to answer the essential questions.
- clean up your work area, wiping down countertops bleach water and removing garbage from counters and floors.
- be able to sample fudge and keep the shelves full.
- be able to restock the store and needed and price products.

What makes employee performance great at this job:

Engage the guests and welcome them. Know your facts about the farm, activities, pumpkins, wagon schedules, and pricing.

Candy Room Cook

Job or Staff Position Name: Candy Room Cook

Why this job is important: You provide the farm with delicious unique treats that keep them coming back year after year.

Minimum Level of Service Requirement:

You MUST:

- clean up your work area, wiping down countertops bleach water and removing garbage from counters and floors.
- be able to produce excellent quality products in a timely fashion.
- be able to accurately keep track of your time creating product.
- be keep track of supplies and submit orders for supplies on time.
- be able to deliver product when needed.
- be able to maintain a safe and clean work environment.
- maintain good communication with your staff members and supervisor.
- be able to read and follow recipes.

What makes employee performance great at this job:

Producing excellent products efficiently and making sure supplies are ordered on time is essential.

Candy Room Assistant

Job or Staff Position Name: Candy Room Assistant

Why this job is important: You provide the farm with delicious unique treats that keep them coming back year after year.

Minimum Level of Service Requirement:

You MUST:

- clean up your work area, wiping down countertops bleach water and removing garbage from counters and floors.
- assist in producing excellent quality products in a timely fashion.
- be able to accurately keep track of your time creating product.
- be able to deliver product when needed.
- be able to maintain a safe and clean work environment.
- maintain good communication with your staff members and supervisor.
- be able to read and follow recipes.

What makes employee performance great at this job:

Producing excellent products efficiently and making sure supplies are ordered on time is essential. The assistant helps with producing and packaging product but is not in charge of ordering product and setting up work schedules in order to deliver products on time.

