



PART 2: DAILY CHECKLISTS

Samples from...



**WESTVIEW
ORCHARDS**
& Cider Mill of
Romeo

WASHINGTON TWP., MICHIGAN
WWW.WESTVIEWORCHARDS.COM

(2/11)

WESTVIEW ORCHARDS & ADVENTURE FARM

ADMISSIONS AREA DAILY CHECKLIST

PRIOR TO OPENING

- Check charged radios, clipboard w/checklist, wknd information sheet, and party reservations book for the day
- Set-up cash registers base\$, VISA machines, flyers, hand stampers, paper, pens, paper rolls for ECR/VISA machines, phone message book, phone, radio, tickets for pony rides & horse-drawn wagon rides (including envelope labeled for Sat/ Sun sales for these vendors)
- BEFORE doors open for guests**
- Check inventory of cider, donuts, caramel apples, kettlekorn and other items for sale. Call bakery for packaged donuts
- Prepare green change aprons for Pony rides for use by U-Pick wagon master
- Check that Weekend Party Schedule Book and Event Pro laptop is available for Party check-in person
- Check that all electronic devices are working. Report problems to Bill
- Place large signboards out in front of admissions bldg with flyers and general information

DURING BUSINESS HOURS

- Process walk-in customers efficiently and in a friendly manner – cash, check, charge
- Answer questions and provide informational flyers as needed (refer to information sheet as needed)
- Promote all the WVO products and services available

CLOSING

- Close both entrance doors and metal gate @ 5pm. Turn out lights over Admissions Entrance registers

- Clean/sweep floors**
- “Z” out registers, print settlement reports on credit card machines, base out drawers to designated amount. Staple “Z” report, credit card slips and settlement, coupons etc to End- of-Day Report as directed by supervisor**
- At 6pm, close both exit doors and metal gates after making sure all guests are off last wagons from U-Pick and corn maze**
- Collect up garbage and take to dumpster behind grading barn**
- Collect and countdown horse drawn wagon ride and pony tickets. Redo base\$ in apron and put rest into labeled envelope.**

ANIMAL BARN ENTRANCE ATTENDANT DAILY CHECKLIST

PRIOR TO OPENING

- Set up table and tablecloth by entrance to animal barn
- Turn east and west lights on
- Fill available bucket with feed from the feed room and place behind table
- Be sure gates to Fall family fun area by Bunnyville are closed and locked
- Get cash box, radio, ice cream cones, brochures and updates (stamp color of the day, available activities, u-pick fruit etc.) from cider barn

DURING OPERATING HOURS

- Demonstrate friendly, polite approach to all customers
- Stand by doorway entrance to indoor animal area. Greet guests in a friendly manner and check for hand stamps.
- If guests do not have hand stamps, explain admission requirements for indoor animal barn only vs. full family fun admission
- Keep ice cream cones filled with feed and available for sales at all times
- Instruct guests that strollers are not allowed in with the animals themselves.
- Provide accurate directions to guests when required

END OF DAY

- Bring table and supplies inside of animal barn and close door to public
- Walk thru barn to clear area of lingering guests and inform them politely of the 6pm closing time
- Return unused feed to grain room
- Turn off all indoor lights
- Bring in radio, cash box, brochures and remaining filled feed cones to cider barn
- Lock slide entrance and exit gate with key

DAYTIME CORN MAZE DAILY CHECKLIST

PRIOR TO OPENING

- Get daily supplies – yellow toolbox (first aid kit, handi-wipes, hand-held counter), radio, clipboard, handouts, survey forms, change apron, megaphone, etc from admissions bldg
- Check-in at admissions for golf cart/gator
- Stock up from storage with bottled water, ice, snacks, etc to sell
- Once at the maze, do a walk-thru to check that there are no trail hazards, that yellow caution tape is intact, and pick up any garbage/litter
- Check that signage is correctly placed and is legible

DURING BUSINESS HOURS

- Step up onto wagon, greet guests with a friendly smile and briefly explain about the maze.
- Next staff person at entrance explains safety rules verbally to guests before they enter the maze. If there are any handouts concerning the maze, give them out at this time. There will be no running, no throwing stones, water bottles, corn stalks etc. Please do not break down corn stalks or cut thru caution tape. If guests are lost or need assistance of any kind, they are to loudly call for help
- Direct guests to entrance of the full corn maze or if they are interested in doing a shortened version there is a separate entrance for that.
- Be knowledgeable and “sell” the fun of the maze – find hidden stations, answering questions and entering contest upon completion as applicable
- Upon completion of maze, instruct guests to form a line and stay behind orange fencing while waiting for next tractor to take them back. This is for safety purposes

- Encourage guests to fill out survey forms, coloring pages, play corn bag and other games.
- Sell bottled water and/or hot chocolate, make change from change apron. Call for more ice, water or hot chocolate as needed

END – OF – DAY

- Walk thru maze to check for garbage, damage, intact caution tape, unsafe trails etc and to verify everyone has left
- Report any problems/issues to Bill
- Complete End-of-Day report form and return all supplies to their start of day appropriate location. Turn in change apron to Admissions or Cider Barn

NIGHTTIME CORN MAZE ATTENDANT DAILY CHECKLIST

PRIOR TO OPENING

- Pick up radio and first aid kit from admissions. Also pick up list of group and prepaid admissions for the evening
- Check in at grading barn to pick up supplies (e.g. bakery items, backpack and \$bag, water, cider, kettlecorn, any consumable supplies)
- Open up trailer, turn on lights, stock supplies, open register and put garbage bags into receptacles
- Put flyers out for guests to take with them
- Turn on all outside lights and open gate/rope to parking lot
- Bonfire will be started by Bill so check with him on continued maintenance

DURING OPERATING HOURS

- Greet guests with a smile and answer any questions they may have
- Once guests have paid admission, instruct everyone on the corn maze rules
- Keep bonfire burning as directed by Bill. Keep a watchful eye the safety of guests gathered around fire.
- Monitor corn maze from platform and give guidance to lost/confused guests
- Provide guests with information about the farm market, bakery, ice cream shop and other main farm activities

END OF DAY

- Be sure all guests are out of maze
- Close down register, settle credit card machine
- Extinguish bonfire if directed to by Bill
- Pick up errant garbage and empty garbage cans and bring full bags back to deposit into dumpster behind grading barn
- Load up all unsold items, backpack and \$bag to bring back to bakery area

- Turn off all lights (indoor and outdoor), close gate/rope to parking lot upon exiting**
- Return radio and first aid kit to admissions area**

FESTIVAL TRAILER STAFF

BEFORE EVENT

- Coordinate with event organizers concerning preparation details of WVO trailer at event
- Get schedule of event - set-up and tear down date and time, passes needed for staff, pricing of items, required signage, etc
- Schedule one day for 2 staff members to clean and prep trailer and restock supplies as per event needs
- On set-up day, coordinate with Bill on schedules for trailer placement and set-up at event.
- After set –up place orange cones around hitch step and verify electrical connection is working
- Prepare interior for sales. Label products with blue tape, open pkgs of inventory, and have trash receptacles ready inside and out
- Set up cash register and credit card machine and verify everything works correctly. Contact Bill with any problems by cell phone.
- Make and set-up pricing informational signs – from inside trailer (on windows) and stand up signs outside
- Create an outdoor display and sampling area to coordinate with event theme. Set -up area with products to sell

PRIOR TO OPENING - DAY OF EVENT

- Supplies - \$ bag, bags of ice, rolls of tape (charge machine, ECR), wet wipes, paper towels, visors, aprons etc
- Produce and bakery items to sell and sample. Make an Inventory List before and after day to track sales.
- Load all items in 1 or 2 vehicles 3 hrs prior to event start (map for staff)
- Drive to and arrive at site approx 2 hrs prior to event. Unload at trailer.

- Set-up product samples and items for sale. Be sure to have any utensils and other supplies which may be needed ready to use (such as trays, napkins, knives toothpicks etc)**

DURING EVENT

- Refer to Retail Salesperson Checklist**
- Sell, package, bag products for each guest**
- Prepare samples and pie slices**
- Promote WVO products and on-farm offerings – flyers, bags**
- Answer any questions in a polite manner**

END OF THE DAY

- Refer to Retail Salesperson Checklist**
- End of day inventory of products**
- Re-package boxes of bakery products (flips, donuts, etc)**
- End of day procedures for ECR and charge machine**
- Bring in signs and products/samples**
- Bring ECR and charge machine back to orchard**
- Take down outdoor displays, turn off lights and lock trailer**
- Reload one-day perishable products to vehicle and return to orchard**

(1/11)

**WESTVIEW ORCHARDS & ADVENTURE FARM
GAZEBO/GATEKEEPER
DAILY CHECKLIST**

PRIOR TO OPENING:

- Pick up radio and first aid kit from cider barn.
- Get updates concerning weekend activities, hand-stamp color of the day, and any additional information concerning u-pick fruit
- Sweep out gazebo area and sidewalks around it (keep broom)
- Pick up brochures/flyers from cider barn to put out for guests.
- Pick up change apron and backpack from cider barn.

DURING OPERATING HOURS:

- Greet guests with a smile and answer any questions they have in a courteous manner
- Check hand stamps for everyone who seeks re-entry back into family fun area at gazebo gate.
- Make change for guests who require coins for animal feed machines.
- Remain aware of your surroundings and report any issues/problems. “Read” guests faces and anticipate questions. Always ask guests if there is anything you can help them with.

END-OF-DAY:

- Bring brochures, backpack and change apron back to cider barn in-charge person.
- Make sure all guests have left or are in the process of leaving family fun area at closing time.
- Close and lock gate when all guests have left.
- Sweep walkway around gazebo area and pick up errant garbage.
- Return radio and first aid kit back to designated area in cider barn

(1/11)

WESTVIEW ORCHARDS & Adventure Farm

JUMPING PILLOWS

DAILY CHECKLIST

PRIOR TO OPENING:

- Pick up supplies needed for day – yellow tool box (first aid kit, rain poncho, garbage bags, stopwatch, hand-held counter), personal beverage, snack, radio, clipboard/pen and megaphone and take out to J/P's
- Walk around each J/P looking for safety issues (inflation problems, fencing problems, bird nests and garbage). Contact Bill via radio to report any problems of a technical nature which must be fixed immediately
- Check tent and picnic table area for any safety issues (tent poles secure, fabric taut, etc).
- Examine J/P's for cleanliness. If dusty, rinse off and use towels and/or long-handled squeegee to remove moisture. If more extensive cleaning is required, supplies may be obtained from the Cider Barn.

DURING OPERATION HOURS:

- Walk around attraction frequently, looking and listening for any mechanical or electrical problems.
- Prior to guests entering J/P's, verbally instruct / explain safety rules to everyone (also on entrance signage) – no shoes, no flips/cartwheels, no fighting or pushing/shoving and to stay on feet while jumping.

- In case of emergency (injured guest), stop attraction, instruct guests to get off of J/P's and leave the area, lock gates closed so no others can enter attraction, and contact Katrina/Bill via radio and explain situation. Remain with injured guest – do not move or give water. Complete Incident Report afterwards and turn in with End-of-day report.
- If rain starts or storms are in area, shut down for safety. Calmly ask guests to leave area. Lock gates and proceed to Admissions Bldg. with supplies and wait for further instructions from supervisor.

CLOSING:

- Remind guests of closing time and close J/P's at 6pm. Verbally "Thank guests for coming and we hope to see you again". Lock gates.
- Walk around J/P areas to inspect for any potential safety/maintenance problems. Report problems immediately to Bill by radio.
- Turn power off to deflate pillows on Saturday/Sunday before leaving area unless instructed otherwise because of expected rain.
- Complete report sheet, return yellow toolbox w/supplies, clipboard/radio/supplies to Admissions Bldg. (in summer months take supplies to Cider Barn)

(2/2011)

WESTVIEW ORCHARDS & CIDER MILL OF ROMEO

RETAIL SALESPERSON DAILY CHECKLIST

PRIOR TO OPENING

- Check schedule and/or chalkboard in radio room to find assignment
- Go to assigned area – farm market, bakery, cider mill
- Turn on area lights, unlock/open doors (if opening area). Locate areas radio.
- Straighten area as needed –floor sweep/mop/vacuum, wipe counters, dust and restock displays, replace burned out light bulbs etc.
- Make fresh pots of coffee, hot cider/hot chocolate(seasonal) every AM and as needed throughout day
- Turn on refrigerator lights for cider display
- Turn on ECR (cash register) – be sure it contains base\$
- Report any electronic equipment failures to Bill via radio
- Arrange outdoor signs as needed for the day –change wording and/or location. Keep signs clean and legible. (Clean plastic letters, alphabetize, and file in storage box as time permits). Freshen up and or change any chalkboard signs as well.
- Check inventory R/T daily supplies-bags, ECR tape, VISA tape, retail items, etc. – make list of supplies in short supply and restock from storage as time/staffing permits
- Check guest orders for the day (bakery, gift baskets, and donations).

DURING BUSINESS HOURS

- Greet all guests with friendly eye contact and a non-sales related statement. For example: “How are you today?”/ “It sure is a beautiful day today” etc. followed by “How may I help you today?”. Don’t be put off if they say “I am just looking”. Help them out by responding with, for example: “Great. We have our fresh baked goods over here (point) and our ----- is fresh picked today. We also have apple cider

available and while you are looking around, please try the samples we have for you today!”

- Let the guests know you are available to answer any questions/assistance they may have/need. Do NOT stand behind the counter all the time. Guests will think that you do not care about their business and may go elsewhere to buy. Likewise, some guests are uncomfortable if you hover at their side.
- Process guest sale efficiently and in a friendly manner (Is there anything else I can help you find today?). This is the place you can up sell other products. It is good to draw guest attention to other items for sale. Bag/box all items purchased.
- Offer to assist guest with carrying their purchases to their vehicle, especially for the elderly and large /bulky purchases
- Answer phone calls (when there are no guests to wait on or if there is more than one staff member) – “Good Morning, Westview Orchards. How may I assist you today?”
- Restock cider – check expiration dates and place oldest dates up front
- Daily – visually inspect quality of fruits (strawberries, cherries, peaches etc) and vegetables (squash, pumpkins, cucumbers etc) – check for spoiled and/or soft spots. Remove from sales area, discard and top off all containers with additional product. Apples/pears – check for bruising, stem holes, scarring, waxiness of skin – remove and put into cider bin by grader. Restock all fresh produce/fruit by placing freshest furthest away from you and guests.
- Go to lunch during assigned lunch period (predetermined by staffing)
- Report to relief person orders or other info before going to lunch. Never leave relief person unaware of what is in process.
- Punch out before and after assigned lunch period
- WINTER/COLD WEATHER EXTRAS:
 - Wood stove – empty ashes as needed into ash bucket to cool before starting a.m. fire – stock wood in close proximity for use throughout the

day – Start a.m. fire and keep it going during the day and fill stove up as full as possible the last thing of day before leaving for the day.

Exterior of sales area - sweep/shovel snow as needed. Spread salt as Needed also

CLOSING PROCEDURES

- Make a bakery inventory list of remaining bakery items to assist bakery staff for next day's baking schedule. An inventory list of other supplies in short supply would be helpful for the next day's personnel to get started in the a.m.**
- Total out cash register and settle charge machines following the ECR procedures (Z report and settlement)**
- If designated to do so, base out drawer and do end of day report.**
- Place \$, report sheet and tapes, coupons into the end of the day \$ brown legal envelope. Write date on outside of envelope and area worked**
- Place this envelope into your change\$ bag**
- Place based drawer into large brown paper bag and identify location on bag OR remove contents of base into plastic labeled accordion envelope. Place accordion envelope into change\$ bag and leave drawer in open cash register.**
- Turn this bag and drawer/accordion envelope into Bakery/Office/ ARJ/BJ/KRS (wherever designated area has been determined)**

GENERAL SCHOOL TOUR DAILY CHECKLISTS

JOBS INCLUDE:

- Parking lot coordinator
- Check in coordinator/scheduler
- Tour Overview coordinator
- Transporter
- Refreshment coordinator

PARKING LOT COORDINATOR

- Pick up tour schedule from check-in area
- Meet busses as they pull in. Welcome guests to WVO and let teacher in charge know where to gather their kids after they disembark the bus (Johnny Appleseed, donut sign etc).
- Inform bus driver where to park the bus and where to pick up after tour is over
- Direct teachers to check-in/payment area and give locations of lunch bins for their group, if applicable
- Keep track of arrival order and where each group is gathering.
- Keep tour overview coordinator informed so as to keep tour wagons moving along in a timely fashion
- After last group of the day is processed, responsibility moves to assisting refreshment coordinator

CHECK-IN / SCHEDULER COORDINATOR

- Responsible for greeting teachers/in charge persons
- Check in each tour group. Accept payment, update total number of attendees and provide each teacher with their receipt and their teacher bag which contains the u-pick bags and brochures. Adjust content numbers accordingly.
- Notify over radio all tour staff that group is checked in, the total number of guests and whether or not group brought their lunches.

- Update EventPro with actual numbers and payment received
- In between groups and after all groups are checked in, answer phone calls and check tour voice mails. Continue to book trips and call back any guests who required answers to their question
- Assist refreshment coordinator get things ready for the next day

TOUR OVERVIEW COORDINATOR

- Gather groups based on scheduled tour time AND arrival time under tent in loading area
- Be aware of group #'s and how many wagons will be needed
- Greet guests in a friendly manner. Identify yourself and welcome group to WVO. Explain to everyone what their tour for the day involves and the time frame associated with the tour
- Give them a brief history of the farm and the things they will see on their way out to the u-pick area
- Give clear concise loading directions and wagon rules. Introduce tractor driver, load guests, and send group on their way

TRANSPORTER

- Check in at cider barn with refreshment coordinator for list of groups scheduled for that day. Go over group locations in 'fun' area and where to put lunches and strollers if applicable
- At school tour/admissions barn, label appropriate number of totes with school names, load onto gator provided up at maintenance barn and place lunch totes along grassy area near parking lot. Coordinate with parking lot coordinator as to gathering location of each group.
- Once all lunches have been gathered into totes and strollers are collected and loaded onto gator, drive out to designated school location and unload. Repeat process for every group
- In between groups, job may require late arrival escorts out to u-pick area to catch up with their respective groups.

- At end of tour day, return to “fun’ area to gather up all totes and return them to admissions building. Remove tape, stack and put away into closet for the next day.

REFRESHMENT COORDINATOR

- Stop at bakery first thing in the am to pick up loaded donut cart for the days tours
- Cider barn is command central. Get updates on tour numbers from check-in staff
- Based on group numbers, make a location schematic where every group will have an assigned table to eat their snack. Make extra copy for transporter staff member.
- Package donuts based on current tour numbers for each group. Count out cups and napkins and bag for each group. Estimate amount of cider needed also
- Use rolling cart to transport snack out to designated areas
- Keep in constant contact by radio with check-in staff member to get physical number updates for all groups arriving
- Keep in constant contact with tractor drivers as to each groups arrival time back at “fun” area
- As each group arrives, board wagon and talk about their u-pick experience. Give guest unloading instructions and what to expect for the rest of their stay at WVO.
- Remind guests when they have to evacuate their assigned snack tables to make room for next group. Point out trash receptacles
- Have group disembark from wagon carefully and to follow the ringing school bell to their assigned snack tables. Let guests know their cider and donuts, lunches and strollers await them there
- In the event the group leader comes and needs extra donuts etc, make note of it and provide them with what they need. If the amount is drastically different than what was expected, attempt to find out why for future reference and guidance.

- Other miscellaneous jobs during off tour times include: pre-making teacher bags, getting head start on next day by restocking supplies and counting out cups and napkins, and lunch location schematic for the next day**

40-FOOT SLIDE DAILY CHECKLIST

BEFORE OPENING

- Pick up clipboard, radio, daily info sheet, hand-held counter, first aid kit, garbage bag, and slide's key to stair entrance door and exit gate in admissions
- Keep door and gate key (on wrist) & radio w/ you AT ALL TIMES
- Open slide entrance door and walk stairs inspecting for cleanliness; sweep stairs down. May require more vigorous cleaning during certain seasons with scrub brush, pail with cleaner and water
- Clean landing area and set up tent during the summer so that landing area is shaded
- Inspect slide & surrounding area for any safety issues
- Report any structural problems to Bill by radio so someone immediately comes to inspect
- Contact Bill or Katrina for mandatory daily walking inspection & record

DURING BUSINESS HOURS

- Demonstrate friendly, polite approach to all guests
- Use hand-held counter to count number of riders/day. Record final number on Daily Report sheet
- Explain and enforce rules and monitor riders for their safety
- Keep slide area clean inside and outside, picking up garbage as needed

CLOSING PROCEDURES

- Walk up the stairs to inspect for cleanliness and safety
- Pick up and throw away garbage
- Take tent down at end of day (Sunday) and put away
- Lock slide entrance door and exit gate with key

- ❑ Complete the daily checklist, comments and suggestions, then place form in file
- ❑ Put radio into charger & return supplies to admissions Bldg

WESTVIEW ORCHARDS & Adventure Farm

40-FOOT SLIDE RULES

Sample script:

Welcome to Westview's 40-Foot Apple Shoot Slide.

So that everyone has a safe, fun time, we have some rules you must follow according to our State of Michigan license:

- ❑ A child must be 48-inches or taller to ride down the slide and have a hand stamp
- ❑ Only one person rides down the slide at a time – seated, face-forward only
- ❑ Only 3 people maximum at the top platform of slide at any time (that includes Westview staff person)
- ❑ Preschool – aged children must be accompanied by a parent / guardian
- ❑ No rough play will be tolerated on slide – stairs, top, or at bottom

(2/11)

WESTVIEW ORCHARDS & ADVENTURE FARM

TRACTOR DRIVER DAILY CHECKLIST

BEFORE OPENING

- Pick up radio, first aid kit, brochures from maintenance barn
- Check oil, water, fuel and tire pressure
- Clean equipment as needed both inside and out
- Look for loose bolts, missing parts, etc
- Warm-up for 15 minutes
- Receive information concerning route, loading and unloading locations and any other pertinent information related to the day's activities
- Report any problems or issues to Bill

DURING BUSINESS HOURS

- Coordinate guest pick-up with Wagon Master and stay on designated radio channel all shift so contact can be maintained at all times with other drivers
- Greet every guest with a smile, welcome everyone to WVO and give your name
- Explain safety rules for riding on the wagon
- Assist guests on/off wagon and help load strollers onto wagon OR place strollers in holding area until guests return
- Enforce safety rules. If guests are standing or moving around, stop tractor and give them a verbal warning that if they do not follow rules they will be walking back and asked to leave the farm
- Take a lunch break only when relief person arrives.

END – OF - DAY

- Walk thru orchard to make certain all guests have left the respective area and pick up any garbage along the way
- Return tractor and wagon to designated area at maintenance barn

- Return radio and other supplies to their respective areas**
- Report any comments and suggestions on the End – of – day Report**
- Report any immediate concerns to Bill**

**WEEKDAY/SUMMER WEEKEND TRAIN DRIVER/TOUR
GUIDE/U-PICK ASSISTANT
DAILY CHECKLIST**

PRIOR TO OPENING

- Pick up radio and first aid kit from cider bar
- Be sure train is fueled up, open windows in cab and bring to loading area
- Dump water off the roof canvas as needed. Use towels to clean off seats and sweep deck area
- Find out what area of u-pick is available for that day
- Coordinate days activities with u-pick check in personnel

DURING OPERATING HOURS

- Demonstrate friendly, polite approach to all guests. Greet with a smile and answer any questions they may have
- Once guests have boarded train, identify yourself, remind guests what they are there to pick and what container to pick into. If guests do not have the appropriate 'picking bag', direct them politely back to cider barn to pay for and receive their correct picking bag/box
- If guests are not there to pick any fruit but have come to enjoy the limited family fun available AND they would like a train ride, they then should present a ticket to indicate that they have paid for the ride/tour. If they do not have a ticket, politely direct them back into the cider barn or collect the fee yourself. Let these guests know the train will be stopping to allow u-pick guests only to disembark at that location.
- During slower times in season, drive guests out to the orchard/field and stay with them providing direction and information as needed. Keep radio close at hand to get additional direction from cider barn as additional guests arrive
- In between u-pick runs out to the orchard/field during slower times, there will be odd jobs to work on back at cider barn

- At peak times, a continuous pickup and delivery of guests may be required. At this time a second person may ride out with you and will be dropped off at the orchard/field to monitor the area while you are transporting guests to/from
- Along the ride to/from orchard, point out areas of interest (other u-pick opportunities, weather station, IPM methods, irrigation, bee hive locations etc.) and provide basic farm history. Keep guests informed and entertained.
- Keep an eye to the sky and pick up all guests in the event of inclement weather.

CLOSING PROCEDURES

- Check all u-pick areas to be assured all guests have been returned to family fun area.
- Clean out garbage from train, sweep decking, and park train off to the side.
- Return radio and first aid kit back to designated location in cider barn.

WESTVIEW ORCHARDS & ADVENTURE FARM GAZEBO/GATEKEEPER DAILY CHECKLIST

PRIOR TO OPENING:

- Pick up radio and first aid kit from cider barn.**
- Get updates concerning weekend activities, stamp color of the day, and any additional information concerning u-pick fruit.**
- Sweep out gazebo area and sidewalks around it.**
- Pick up brochures/flyers from cider barn to put out for guests.**
- Pick up change apron and backpack from cider barn.**

DURING OPERATING HOURS:

- Greet guest with a smile and answer any questions they may have.**
- Check hand stamps for everyone who seeks re-entry back into family fun area at gazebo gate.**
- Make change for guests who require coins for animal feed machines.**
- Remain aware of your surroundings and report any issues/problems. "Read" guests faces and anticipate questions. Always ask guests if there is anything you can help them with.**

END-OF-DAY:

- Bring brochures, backpack and change apron back to cider barn in-charge person.**
- Make sure all guests have left or are in the process of leaving family fun area at closing time.**
- Close and lock gate when all guests have left.**
- Sweep walkway around gazebo area and pick up errant garbage.**
- Return radio and first aid kit back to designated area in cider barn**