

A Letter for the Work Crew

Thank you for serving at NorthBay! Our goal is to provide delicious, fresh food in a comfortable and clean dining facility with our guests leaving NorthBay having one of the best experiences of their lives. To ensure that your experience is excellent, while you aid us in providing outstanding service and maintaining our facility, we would like to give you a few of our expectations and goals.

- Work Crew should be of high school age or older.
- There should be one designated “Work Crew Boss/Leader” for the entire group’s stay. If possible, a “Pit Boss/Leader” is also needed. These individuals will be trained by our staff upon arrival and should be prepared to lead and direct the Work Crew Members in their responsibilities.
- Work Crew Members are required to be the same people for the entire stay. Please no rotating of Work Crew Members or jobs throughout the weekend.
- Work Crew Members are expected at their location of duties at least **two hours** before the first group meal. Please expect to stay up to **three hours** after the last meal for final clean-up.
- Regardless of the size of your group, Work Crew Members should come expecting to work 8-10 hours/day and not be a part of the regular camp program because of the time requirements of their duties.
- Work Crew Members will check with the Work Crew Boss/Leader before leaving the dining hall or kitchen. The Work Crew Boss/Leader will need to check with the Food Service Staff before leaving the dining hall or kitchen.
- The Work Crew may be given additional jobs to complete after their normal duties, which may include trash, refilling centerpieces, vacuuming, mopping, washing windows, etc.
- Work Crew will be expected to maintain a professional appearance by wearing appropriate attire and following all health regulations. Shirts with sleeves and closed toe shoes are required. Long hair must be restrained away from the face.
- Please bring the appropriate ratio of Work Crew. We require one worker for every 10 guests up to a maximum of 40. If your group would like to take advantage of the FrogSpit Snack Bar, please plan on at least 3-4 Work Crew members serving your group. The designated Work Crew Members who serve in the snack bar should be the same people the entire stay and should plan on a 1 hour training session upon arrival.
- Should you not be the only group at NorthBay for a certain weekend, plan on working with others as a team to finish dining hall tasks during the day.
- A further job description is listed on the following page.

If you have any questions, please don’t hesitate to call. Prepare to give our guests a great experience!

Thank you for all your help,

The NorthBay Kitchen Staff

NorthBay Weekend Work Crew Job Description

Dining Hall Work Crew

All Dining Hall Work Crew report to Craig Worley – Dining Services Director, or another kitchen staff appointed to you by Craig.

The primary mission of a work crew is to serve their peers, and to create a dining atmosphere where campers feel served. The secondary purpose is to reduce labor costs to keep camp fees down so that more kids may come to NorthBay.

The weekend dining hall work crew should cover roughly one work crew worker per 10 campers. (i.e. 350 campers should have a work crew of about 35 people) The delineation from thereon should take on 4 jobs: work crew boss, pits (or dishwashers), cooks, and wait staff. For large groups (150 or more), pits usually consists of 5 people, the cooks group consists of about 6 people and the rest are servers. Those numbers may be adjusted by the kitchen staff according to the quantity of food that is being prepared, number of campers...etc. For smaller groups (of 150 or less) the work crew jobs will mesh and workers may take on all jobs.

The Work Crew Boss should be the point person for the dining hall for the entire weekend. The primary mission of a work crew boss is to lead the work crew in their day to day work responsibilities and to encourage a good work ethic and fellowship with one another. They will also be in frequent communication with kitchen staff in regards to how to serve/buss/set up for meals.

The Dining Hall Work Crew will be responsible for setting tables for each meal, serving each meal, and bussing each meal. For buffet meals, it will be the dining hall work crew's job to set up buffet lines and stock the lines with food, as well as to serve from the buffet lines. Typical job tasks aside from setting up, serving and bussing include wiping tables, taking trash out, brewing coffee, refilling salt/sugar/pepper shakers...etc. They will also be responsible for the overall cleanliness of the dining hall and any special decorations that the program team might want set up.

The Pits Work Crew will be responsible for washing all dishes and kitchen preparation utensils (pots/pans/knives, etc...). They will also be responsible for putting dishes and utensils away where they belong. It is preferred but not required to have a work crew boss in the pits with the work crew.

The Cooks Work Crew will be responsible for cooking most of the food that we will be serving. The full time kitchen staff will be working very closely with the cooks work crew in order to train them in the kitchen equipment. They will be responsible for the overall cleanliness the kitchen, including the equipment and mopping floors.