

LEAVENWORTH OKTOBERFEST EMPLOYEE POLICIES

GATE ENTRY POLICIES

All children under 12 must be accompanied by an adult.

All bags and backpacks are subject to search at gate.

No food or beverages can be brought through gate during hours of operation.

Entry can be refused to any individual.

Only active military personnel showing proper ID and their immediate family (significant other and minor children) will be allowed FREE entry. This privilege does not apply to veterans.

MINOR GUESTS AND EMPLOYEES POLICIES

All guests under 21 must leave the Oktoberfest grounds by 9:00 PM. All employees or performers under 21 who are not scheduled to work after 9:00 PM must leave the Oktoberfest grounds by 9:00 PM.

GENERAL PERSONNEL POLICIES

All employment application paperwork must be submitted per schedule or employment may be denied.

All employees age 17 and under **will not** be allowed to work until they have submitted a completed and approved "Parent/School Authorization" form.

Employees must clock in and out at the beginning and end of work and for any breaks if so directed.

Employees scheduled for five (5) or more hours of work are entitled to one 30 minute meal break. Employees scheduled for ten (10) or more hours of work are entitled to two 30 minute meal breaks. The timing of all breaks must be coordinated and approved by the person designated with that responsibility. Thirty minute meal breaks may be unpaid, but meal tickets/coupons will be provided.

Tip jars, tip cups or any other receptacles for receiving tips will not be allowed. Acceptance of tips is not permitted.

Use of personal cell phones during scheduled work periods will not be allowed. Their use is allowed during breaks.

Employees assume all risk of loss or damage to personal property.

Any server or gate personnel observed taking Oktoberfest tickets and not depositing immediately into designated receptacle, will be dismissed immediately.

Employees shall not drink alcohol while on duty, during breaks or meal breaks. Employees observed drinking any time during their scheduled work time, will be dismissed immediately.

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BEER AND WINE SERVER DUTIES

1. **ONLY CURRENT YEAR OKTOBERFEST TICKETS TAKEN – NO CASH**
2. Wash hands often.
3. Beer Servers: Always use a new cup. Do not fill steins directly.
4. Wine Servers: You must open the wine before handing it to the customer.
5. Keep tables and work area clean and dry, wipe up spills.
6. Get a busser, if necessary, to mop up spills.
7. If you are getting low on certain beverages, call a beer distributor worker or your Venue Supervisor to get the needed beverages.
8. Evening end of shift duties
 - a. Make sure the beer taps have been turned off before leaving your station.
 - b. Return ice chests to the kitchen area and dump the ice out over the drain at the loading dock.
 - c. Wipe down serving tables, and clean area of all trash.

BUSSER DUTIES

1. Each busser will be assigned a section of tables and will bus those tables until rotation to another area.
2. Use a clean bar rag for wiping down tables and replace with a fresh rag often.
3. Bus and wipe down tables – keep them clean.
4. Wipe down bartending table every ½ hour or when the bartenders are not extremely busy.
5. Empty full garbage cans.
6. Clean spills immediately.
7. Sweep and mop as necessary.
8. Breakdown boxes and take them to the loading dock or designated dumpsters.
9. Only two bussers at a time (per venue) will be allowed on break – be sure to have another busser cover your tables while on break. Get approval from Venue Supervisor before leaving.
10. Keep moving – don't huddle with friends.
11. **SMILE AND HAVE A GOOD TIME.**
12. Evening end of shift duties:
 - a. Wipe down all benches and tables.
 - b. Put benches upside down on tables.

RUNNER DUTIES

1. Obtain food/supplies for:
 - a. Food cooking areas
 - b. Food service areas in each venue
 - c. Supplies for souvenir booths in each venue
2. Break down boxes and take them to the loading docks or designated dumpsters.
3. Evening end of shift duties:
 - a. Food Runners: Clean cooking area as advised by supervisor.
 - b. Souvenir Runners: Return and/or stock souvenirs as advised by supervisor.

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FOOD SERVER DUTIES

1. **ONLY CURRENT YEAR OKTOBERFEST TICKETS TAKEN – NO CASH**
2. Always wear gloves while serving food.
3. Wash hands often and replace gloves as needed.
4. Keep tables and work area clean and dry, wipe up spills.
5. Wipe warming trays often so food does not become “baked on” and hard to clean.
6. Get a busser, if necessary, to mop up spills.
7. If you are getting low on certain foods, call a runner or your Venue Supervisor to get the needed foods.
8. Evening end of shift duties:
 - a. Turn off/unplug all electrical heating appliances (coffee pots, heating trays, etc.).
 - b. Take dirty pans and utensils to the kitchen for cleaning. **DO NOT LEAVE THEM IN THE WARMING TRAYS.**
 - c. Wipe down serving tables, and clean area of all trash.

SECURITY DUTIES

1. Always remain at your designated post unless you are on break.
2. Gate Security:
 - a. Age verification.
 - b. Put wrist bands on guests 21 and over.
 - c. Stamp hands of minors who enter Oktoberfest.
 - d. Ensure that guests do not take alcohol out of Oktoberfest grounds.
 - e. Refuse to let anyone who is visibly impaired from entering Oktoberfest. **ONCE THEY ENTER OKTOBERFEST GROUNDS THEY BECOME OUR RESPONSIBILITY.**
3. Venue Security
 - a. Do not allow guests to stand on chairs and tables.
 - b. Minimize horseplay and dangerous activities within your venue and on the dance floor.
 - c. Stop guests from taking beverages and food on the dance floor.
4. Evening end of shift duties:
 - a. Stack benches on top of *already cleaned* tables in all venues. Coordinate with your security supervisor to ensure all venues get done.