

**Fred Openshaw Farms
Farmers Market Helper
Employee Manual**

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Introduction

Welcome to Fred Openshaw Farms, Utah's go-to destination for fresh and flavorful fruits straight from our family orchard. With a rich heritage spanning five generations, we take great pride in offering the finest selection of fruits that have been nurtured and cultivated with passion and expertise. At Fred Openshaw Farms, we believe in providing an exceptional customer experience, and our specialty lies in assisting you in finding the perfect fruit that meets your unique needs. Whether you're seeking a juicy apple, a succulent peach, or a tangy plum delight, our knowledgeable team is here to guide you through the abundant choices available. All are invited to join us at the farmer's markets we proudly participate in, where you can savor the taste of our hand-picked harvest and experience the genuine warmth of our farm-to-market approach. Prepare to embark on a delightful journey of flavor and discover the joy of selecting fruits that will undoubtedly satisfy our customer's cravings. Welcome to Fred Openshaw Farms, where every fruit tells a story and every bite is a taste of tradition.

Why farmer's markets?

Farmer's markets offer numerous benefits that make them a popular and valuable resource for both consumers and local communities. Here are some brief explanations of the benefits of farmer's markets:

- 1. Fresh and Local Produce:** Farmer's markets are known for offering fresh, locally grown produce. Unlike store-bought fruits and vegetables that may travel long distances, the offerings at farmer's markets are harvested at their peak ripeness and brought directly from the farm to the market. This ensures optimal flavor, nutritional value, and a shorter farm-to-table journey.
- 2. Support for Local Farmers:** Farmer's markets provide a platform for local farmers and small-scale producers to sell their goods directly to the community. By purchasing from them, consumers contribute to the sustainability and viability of local agriculture. This support helps farmers maintain their livelihoods, preserves farmland, and promotes agricultural diversity.
- 3. Seasonal Variety:** Farmer's markets showcase the seasonal bounty of the region. As the seasons change, so does the selection of produce available. This promotes a connection to nature's rhythms and encourages consumers to embrace and enjoy a diverse range of fruits and vegetables throughout the year.

4. Community Engagement: Farmer's markets act as vibrant community hubs, fostering social interactions and a sense of belonging. They provide an opportunity for neighbors to gather, meet local farmers, and engage in conversations about food, agriculture, and sustainable practices. Farmer's markets often feature additional attractions such as live music, artisans, cooking demonstrations, and educational activities, further enhancing community engagement.

5. Environmental Sustainability: Shopping at farmer's markets supports sustainable farming practices. Local farmers often employ environmentally friendly techniques such as low impact farming, minimizing pesticide use, and practicing crop rotation. These methods help preserve soil health, reduce water consumption, and promote biodiversity.

6. Food Education and Transparency: Farmer's markets offer a unique educational platform where consumers can learn about the origins of their food directly from the producers. Farmers are often available to share their knowledge, answer questions, and provide insights into their farming practices. This transparency fosters a deeper understanding of the food system and encourages healthier, more informed choices.

7. Economic Benefits: Farmer's markets contribute to the local economy by keeping money circulating within the community. When consumers purchase directly from farmers, a larger portion of the revenue stays within the region, supporting local businesses, creating jobs, and boosting economic vitality.

In summary, farmer's markets offer the advantages of fresh and local produce, support for farmers, seasonal variety, community engagement, environmental sustainability, food education, and economic benefits. By embracing farmer's markets, individuals can enjoy delicious, nutritious food while contributing to the well-being of their local community and supporting sustainable agricultural practices.

Job Expectations

Note: In order to ensure that all farmers markets are covered there'll be two farmers market helpers that'll be hired for each location in order to staff the booth with two people a (farmers market helper and, supervisor).

Expectations for our Farmer's Market Booth Workers:

1. Customer Service Excellence:

- Greet customers warmly with a friendly, approachable demeanor.
- Assist customers in selecting produce and offer recommendations based on their needs.
- Answer customer inquiries politely and knowledgeably.
- Handle customer complaints or issues with professionalism and problem-solving skills.

2. Sales and Product Knowledge:

- Demonstrate a good understanding of the fruits and produce being sold.
- Effectively communicate the unique qualities and benefits of the products to customers.
- Actively promote special offers, discounts, or new products to maximize sales.
- Use persuasive selling techniques while maintaining honesty and transparency.

3. Safety Awareness:

- Maintain a clean and organized booth space, ensuring it is free from hazards.
- Follow proper food safety protocols, including hand hygiene and proper storage of produce.
- Use appropriate protective equipment (e.g., gloves) when necessary.
- Report any safety concerns or accidents to the supervisor immediately.

4. Shift Scheduling Meeting:

- Employees will be required to attend on the last Tuesday of each month a shift scheduling meeting will take place via Zoom or cell phone call in the afternoon. These shift meetings will last 30 minutes and start at the following times for each respective farmers market location.
 - Springville Farmers Market scheduling meeting 3:30pm.
 - Eagle Mountain Farmers Market scheduling meeting 4:10pm.
 - Bountiful Farmers Market scheduling meeting 4:50pm.
- Notice will be sent out 2 weeks prior to the meeting and another reminder will be sent out at 3 days prior to the meeting.
- In these meetings farmers market shifts will be assigned out to each employee for the upcoming month.

Note: Some meetings maybe subject to change as fruit harvest or other conflicts that may arise. In such an event notice will be sent out via email as soon as possible to each employee.

Procedure for Requesting Time Off:

1. Time Off Request:

A. Submit your time off request in writing (paper or text message) at least three weeks in advance to the supervisor.

A. Contact fellow employee to see if they can either cover the shift for you or swap shifts.

B. Both you and your coworker need to let supervisor know by (text message or phone call) about who will be taking your shift and if a shift swap is occurring.

2. Emergency Time Off:

A. In case of an unforeseen emergency, you must contact Fred Openshaw directly as soon as possible.

B. Use the designated phone number or send a text message to inform him about the emergency and your inability to attend work.

C. Provide as much detail as possible about the situation and the expected duration of your absence.

Note: It's important to understand that farmer's markets occur every week throughout the season. Even though there will be a fellow employee assigned to your location there is still the possibility that they may not be able to cover your shift. While you should of course enjoy your summer, please be conscientious when requesting time off or calling in.

Dress Code Policy:

1. General Guidelines:

A. All employees are expected to maintain a neat and professional appearance while working at Fred Openshaw Farms.

B. Clothing should be clean, well-maintained, and appropriate for a farmer's market environment.

2. Tops:

A. Shirts must have sleeves and cover the shoulders. Tank tops, halter tops, and strapless tops are not allowed.

B. Shirts should be free of all graphics, slogans, or large logos (please do not wear shirts with logos larger than a credit card).

3. Bottoms:

- A. Pants should be clean, free of rips or tears, and appropriate for a work environment.
- B. Jeans are acceptable as long as they are in good condition and without excessive distressing.

4. Footwear:

- A. Any shoes are allowed, provided they are comfortable for standing and walking for extended periods.
- B. Shoes must be clean and in good condition to ensure safety and hygiene.

5. Apron:

- A. All employees are required to wear the provided apron during their shifts.
- B. The apron must be clean and worn properly to protect clothing and maintain a professional appearance.

6. Hat:

- A. Employees are encouraged to wear hats for sun protection and have the option to wear a baseball hat with the Fred Openshaw Farms logo. Other hats with logos are not acceptable. Plain hats with no logos or graphics are acceptable.
- B. The hat should be kept clean and in good condition.

7. Personal Hygiene:

- A. Maintain good personal hygiene by having clean hair, trimmed nails, and minimal use of strong fragrances.
- B. Employees should come to work with a clean and tidy appearance.

8. Other Items

- A. Employees should bring with them a water bottle full with water. At each farmers market location there is a place to fill up or water bottle if you run out of water. The location of the water bottle fill up station will be provided the first day of the market.
- B. Employees should also consider bringing sunscreen to put on. Even though we will be under a canopy for the majority of the market there is still a chance for a sunburn to occur.

Adherence to the dress code is crucial to maintaining a professional image, proper food safety, and ensuring the comfort and safety of all employees and customers at Fred Openshaw Farms. Employees are expected to comply with these guidelines and present themselves in a manner that reflects positively on the business and its values.

Safety / Medical Help

Procedures for Proper Lifting Technique:

1. Assess the Load:
 - A. Before lifting any heavy boxes or objects, assess the weight and size of the load.
 - B. Determine if you can safely handle the load alone or if you need assistance.

2. Warm Up:
 - A. Perform a short warm-up routine to prepare your muscles before lifting.
 - B. Stretch your arms, legs, and back to increase flexibility and reduce the risk of injury.

3. Plan the Lift:
 - A. Ensure there is a clear pathway and sufficient space to move the box.
 - B. Identify the intended destination for the box and plan the lifting and carrying route accordingly.

4. Maintain Proper Body Mechanics:
 - A. Stand close to the box with your feet shoulder-width apart.
 - B. Bend at your knees and hips, keeping your back straight.
 - C. Get a secure grip on the box using both hands.
 - D. Tighten your core muscles and lift the box using your leg muscles, not your back.
 - E. Lift gradually and smoothly, using a controlled motion.

5. Carry the Load:
 - A. Hold the box close to your body, maintaining a firm grip.
 - B. Keep your back straight and avoid twisting or jerking movements.
 - C. Take small, stable steps when moving, and be aware of your surroundings.

6. Lowering the Load:
 - A. To lower the box, use the same technique as lifting but in reverse.
 - B. Bend at the knees and hips while keeping your back straight.
 - C. Lower the box gradually, ensuring a controlled descent.

Medical Precautions

- A. Since this job requires working outside employees should be caution and remain well hydrated during working hours to prevent dehydration, heat exhaustion, or heat stroke.
- B. Symptoms of these three heat related illness can be read about at the following URL links.
 1. [Dehydration](https://www.mayoclinic.org/diseases-conditions/dehydration/symptoms-causes/syc-20354086) (<https://www.mayoclinic.org/diseases-conditions/dehydration/symptoms-causes/syc-20354086>)
 2. [Heat Exhaustion](https://www.mayoclinic.org/diseases-conditions/heat-exhaustion/symptoms-causes/syc-20373250) (<https://www.mayoclinic.org/diseases-conditions/heat-exhaustion/symptoms-causes/syc-20373250>)
 3. [Heat Stroke](https://www.mayoclinic.org/diseases-conditions/heat-stroke/symptoms-causes/syc-20353581) (<https://www.mayoclinic.org/diseases-conditions/heat-stroke/symptoms-causes/syc-20353581>)
 4. [Prevent Heat Related illnesses](https://newsnetwork.mayoclinic.org/discussion/safety-tips-to-prevent-heat-related-illness/) (<https://newsnetwork.mayoclinic.org/discussion/safety-tips-to-prevent-heat-related-illness/>)

Reporting Accidents or Injuries:

1. Assess the Situation:
 - A. If you witness or are involved in an accident or injury, assess the situation to determine the severity and immediate actions required.
 - B. In the event of a cut that results in bleeding please notify supervisor and cover cut before continuing to help customers in order to maintain proper food safety).
 - C. Prioritize your safety and the safety of others.
2. Provide First Aid, if Necessary:
 - A. If someone is injured, provide immediate first aid if you are trained to do so.
 - B. If the injury is severe or life-threatening, call emergency services right away.
3. Report the Incident:
 - A. Notify your supervisor or manager immediately about the accident or injury.
 - B. Provide a detailed account of what happened, including the date, time, location, and individuals involved.
 - C. Describe the nature of the accident or injury and any immediate actions taken.

Remember, the safety and well-being of all employees is a top priority. By following proper lifting techniques and promptly reporting accidents or injuries, you contribute to maintaining a safe and healthy work environment. At the booth a first aid kit will be provided to stocked thoroughly to insure employees and consumers health and food safety.

Breaks and Meals Policy:

1. Break and Meal Schedule:

- A. Employees are entitled to one 15-minute break and one 30-minute meal break during their shifts.
- B. The schedule for breaks and meals will be determined by the supervisor or manager based on operational needs and staffing requirements.
- C. Employees should inform Fred Openshaw when they wish to take their breaks.

2. Bathroom Breaks:

- A. Bathroom breaks are not included in the scheduled breaks and are considered separate from regular breaks and meals.
- B. Employees are encouraged to use the restroom as needed without seeking permission, ensuring that their absence is minimal and does not disrupt workflow.
- C. Employees are required to maintain proper hygiene after using the restroom (use soap and warm water if possible in the restroom or washing hands with water and soap that is provided at the booth).

3. Meal Preparation and Storage:

- A. A refrigerator is available on-site for employees to store their packed meals.
- B. Employees are responsible for packing their own meals and ensuring they are properly labeled and stored.
- C. There are no facilities available for reheating food, so meals should be prepared accordingly.
- D. There are often food trucks on site if you wish to purchase a meal rather than packing one.

5. Break and Meal Etiquette:

- A. During breaks and meals, employees are encouraged to relax and rejuvenate, but they should be mindful of time and return promptly to their duties on time.

It is important for employees to adhere to the break and meal policy to ensure a fair and orderly work environment. By following these guidelines, employees can take the necessary breaks and meals while maintaining productivity and meeting the operational needs of Fred Openshaw Farms.

Procedure for Cash Handling and Point of Sale:

1. Weighing Produce Purchases:

- A. When customers purchase produce, it should be weighed using the designated scale.
- B. Customers will be billed base on the nearest half a lb (8 oz).
- C. Provide each customer with information on how many lbs they have.
- D. Encourage customers to add more fruit until they reach the nearest half lb or whole lb is reached.
- E. If customers don't want to add more produce then take out fruit until that half lb or whole lb is reached

2. Cash Handling:

- A. Ensure the cash register or point-of-sale system is set up and functioning properly.
- B. Handle cash transactions with care and accuracy, maintaining the security of both customer payments and cash on hand.

3. Payment Methods:

- A. Accept cash, Venmo, card payments, and SNAP benefits as forms of payment.
- B. When processing payments, clearly communicate the total amount due to the customer.
- C. Handle cash transactions by following proper cash handling procedures, including counting and verifying the received amount and providing accurate change when applicable.
- D. For Venmo and card payments, process the transactions securely using the designated payment system or device.
- E. When accepting SNAP benefits, ensure compliance with SNAP guidelines, including no provision of change for SNAP purchases.

4. Handling SNAP Benefits:

- A. Familiarize yourself with the specific guidelines for accepting SNAP benefits, including eligible products and the correct payment procedure.
- B. Follow the necessary steps to process SNAP transactions, ensuring the customer's benefits are deducted accurately and that they are not provided with change.

By following this procedure for cash handling and point of sale, you can ensure accurate and secure transactions while accommodating various payment methods. Adhering to the guidelines helps maintain financial accuracy, customer satisfaction, and compliance with regulations governing different payment types, including SNAP benefits.

Payment Procedure:

1. Pay Schedule:

- A. Employees will be paid after every market shift.
- B. The specific pay schedule will be communicated by the employer.

2. Payment Method:

- A. Payments will be made via Venmo or cash.
- B. If Venmo is the payment choice employees will insure that their account is listed appropriately on file.

6. Pay Inquiries:

- A. If there are any questions or concerns regarding an employee's pay, they should contact Fred Openshaw.
- B. It is recommended to address any pay-related inquiries promptly to ensure timely resolution.

7. Wage and Hour Compliance:

- A. All wage payments will comply with local, state, and federal wage and hour laws.
- B. Employees are encouraged to familiarize themselves with their rights and obligations as outlined by applicable labor regulations.

It is essential for employees to provide accurate and up-to-date personal information, including mailing addresses, to ensure timely and accurate payment. Following this payment procedure, employees can expect to receive their wages in the form of a check every other week.

Smoking, Drugs, Alcohol, and Social Media Use Policy:

1. Smoking:

A. Smoking is strictly prohibited on the premises of farmer's markets while working with Fred Openshaw Farms, including all indoor and outdoor areas.

B. This includes the use of traditional cigarettes, electronic cigarettes (e-cigarettes), cigars, pipes, or any other smoking devices.

2. Drugs and Alcohol:

A. The use, possession, sale, or distribution of illegal drugs or unauthorized prescription drugs is strictly prohibited.

B. The consumption of alcohol or being under the influence of alcohol while working is strictly prohibited.

C. Employees are expected to report to work in a sober and alert state.

3. Phone Use:

A. Employees are not permitted to use personal cell phones for calls, texts, games, or social media activities during working hours (with exception for the breaks).

B. This includes accessing social media platforms, posting, commenting, or engaging in any other form of social media use that may interfere with work duties or productivity.

C. Exceptions may be granted for authorized social media accounts managed by the organization for work-related purposes.

4. Compliance and Consequences:

A. All employees are expected to comply with this policy and adhere to the guidelines at all times.

B. Violation of the no smoking, drugs, alcohol, and phone use policy may result in disciplinary action, up to and including termination, depending on the severity and frequency of the violation.

This policy is implemented to ensure a safe, healthy, and productive work environment at Fred Openshaw Farms. By strictly prohibiting smoking, drugs, alcohol, and phone use while working, the organization aims to maintain employee well-being, promote a professional image, and prioritize work-related tasks and responsibilities.

Concluding Comments

Thank you for choosing to work with us!

We are thrilled to have you as a member of our team at Fred Openshaw Farms. Your decision to join us is greatly appreciated, and we want to express our excitement in welcoming you aboard.

At Fred Openshaw Farms, every team member is a valued asset, and we firmly believe that your unique skills, experience, and perspective will contribute to our collective success. We are confident that together, we can continue to provide exceptional service and quality produce to our customers at the farmer's market.

As you embark on this journey with us, we assure you that we are committed to fostering a positive and supportive work environment. We encourage open communication, collaboration, and growth opportunities for all team members. Your dedication, hard work, and commitment to excellence are instrumental in our continuous growth and achievement.

Please feel free to reach out to us at any time if you have questions, suggestions, or require any support. We believe in building strong relationships within our team, and we are here to assist you in any way we can.

Once again, thank you for choosing to work with us. We look forward to working alongside you and witnessing the contributions you will make to our team. Together, we will make Fred Openshaw Farms even more successful and continue to provide outstanding service to our customers.

Welcome aboard!

Sincerely,

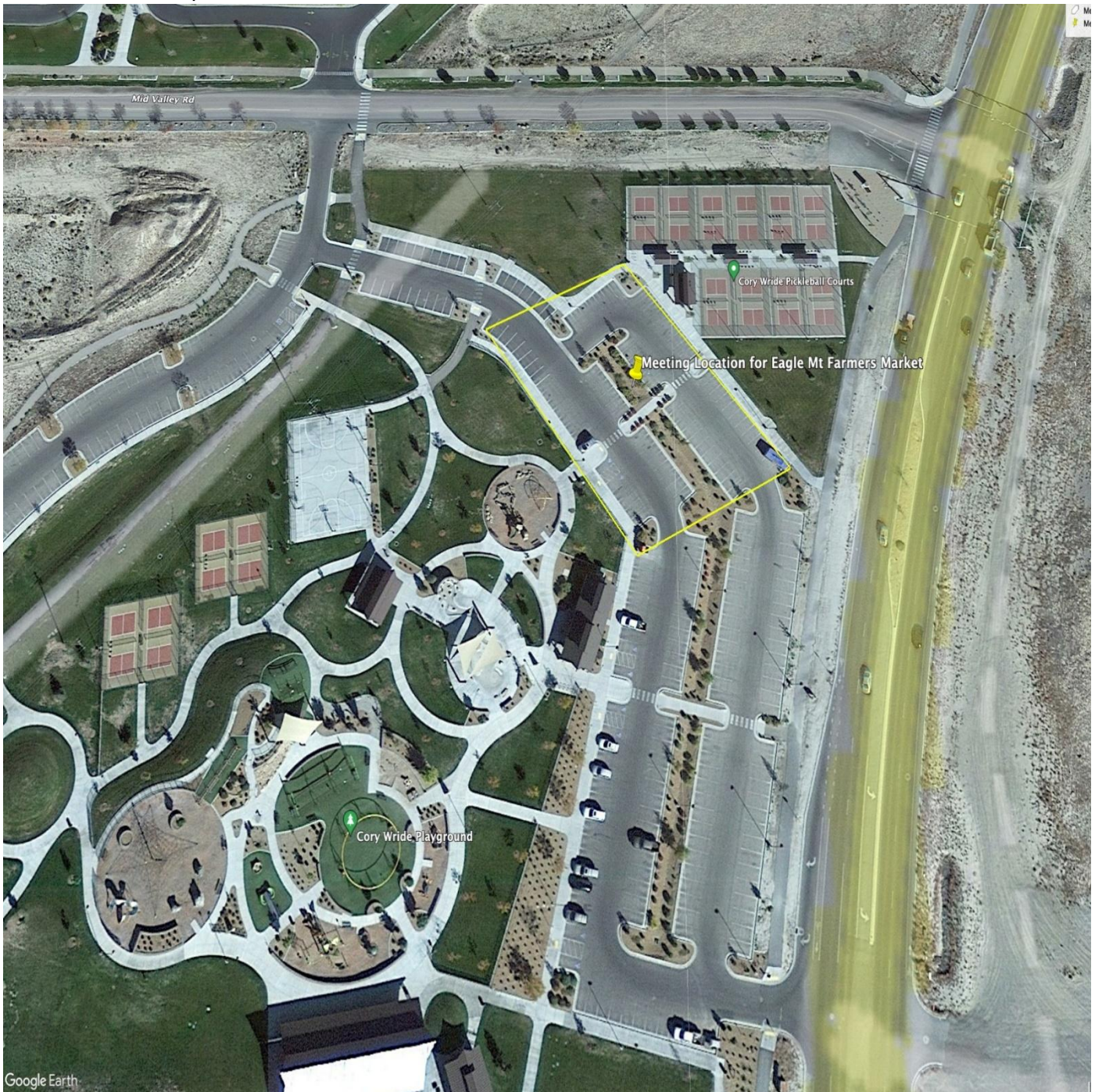
Fred A. Openshaw
Farm Manager
Fred Openshaw Farms

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Farmers Market Meeting Locations

Eagle Mt. Farmers Market

- Address UT-73, Eagle Mountain, UT 84005
- Time to Meet 8:00 am on Saturday.
- Map:



Bountiful Farmers Market Map

- Address: 75 E 200 S Bountiful, UT
- Start Time: 3:00 pm
- Map:



Springville Farmers Market Map

- Address: 110 South Main Street, Springville, Utah 84663
- Start Time: 3:00 pm
- Map:

