**ARCADIA LUNCH VOLUNTEER DUTIES AND RESPONSIBILITIES**

**GENERAL INFORMATION:**

* **Only CLOSED TOE/HEEL SHOES, please - this is a health regulation. Appropriate dress complies with the school dress code – the volunteers need to set a good example for the students. Please limit jewelry.**
* Honor your volunteer commitment. However, it is understandable unexpected conflicts will arise. If you cannot make your assigned day, please locate a substitute as soon as possible. You can email the entire lunch volunteer group, or just email the lunch substitutes. If you still can’t find anyone to sub, please contact PJ Murch, Lunch Manager. PJ’s email address is [pmurch@susd.org](mailto:pmurch@susd.org).
* Lunch starts every day at 11:45 am – **please arrive 15 MINUTES EARLY** at your volunteer position by 11:30 am.
* THRIVES Thursday lunch will start at 11:19 am – please arrive by 11 am.
* Please refrain from using your cell phone during your volunteer shift.
* Volunteers should plan to park in the front office parking lot; if the lot’s full, then proceed to the student parking area (advise the security personnel posted on the road that you are there for lunch duty). Sometimes parking can be a challenge over the lunch hour, so leave some extra time to make sure you can find a parking spot and get to your volunteer location in a timely fashion.
* All volunteers – even those with a volunteer badge – must sign in with the front office. Make sure to sign out when your shift concludes.
* If you want to obtain an official volunteer badge, please visit Kristen Thomas in the School Book Store.
* The kiosk is located on the eastside of the auditorium. The cafeteria is in the southern most location of the east side buildings. The outside carts will be located just underneath the stairway as you head out of the office to the right.

**TITAN TROLLIES/CARTS:**

* Cart volunteers need to be at the cart location **15 minutes before lunch starts** to help move the carts from the cafeteria and general set up. Once the carts are in place, you may need to count the cash and verify the amount in the cash drawer.
* Please be accurate when making change to avoid any cash shortages/overages. The District Office will be tracking this for the first month and procedures may need to be changed based on cash +/-
* Do not accept large bills over $20.00
* Price lists are posted, please familiarize yourself with the prices of each item.
* Never leave the carts unattended.
* It is very helpful for the ice to be emptied from the carts at the end of the shift. If there is time, please dump the ice from the beverage bins by the nearby trees.
* Do not leave the carts until staff have arrived to move them back to the cafeteria. On occasion, staff may need help transporting the carts and chip racks back. If you can stay to help a few minutes after the bell has rung, it’s always appreciated.

**CAFETERIA LINE MONITOR:**

* Please be on time to your cafeteria shift.
* At the beginning of lunch, you may let 40-50 students in before stopping the line.
* Students should select their food/beverages and get into the cashier’s line. As soon as 70% of students are in line, please let in approximately 20-25 more students. Sometimes there is a large group of students on the other side of the coolers that are in the middle of the serving area. Please monitor them for potential theft concerns. Lunch staff needs to be able to see around them.
* Try to keep an eye on the serving area exit so students don’t try to enter and “cut the line”.

**KIOSK:**

* Please arrive on time so you can see what is being served that day, where it is and go over any procedures with staff.
* Please do not bring lunches, snacks or other items to hand out to your kids during the lunch period.
* Kiosk volunteers will position themselves behind the cashier, listen to what is ordered and retrieve it quickly for the cashier. The faster we all move, the more students we can serve.
* Taking orders, suggesting food or handing food directly to the students should only be done by the staff.
* A key job for volunteers is restocking the stations—during the course of lunch, you will need to observe if the station you are working at is getting low on items. When this happens, you should restock the items ASAP, bringing multiples of that item back to the area. Do not be concerned about orders while you are restocking.
* During lunch you will need to let cashiers and volunteers know if items sell out. For instance, if you run out of pizza at both stations, let the cashiers and volunteers know, so they can advise the students.
* If there are more food items than needed, staff may request the volunteers to take the extra food items to the cafeteria.
* As a matter of government policy – all meals must include a fruit or veggie.