

2017 Happy Helper
Orientation



Anchorage Market & Festival

≡ A Downtown Summerfest ≡

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Safety first

- a. Lifting
 - Umbrella stand safety 120#
 - Bulletin Boards 85#
 - Large Trash Bags ??#
 - Barricades 48#
- b. Cuts & Scrapes
 - Sticks in Trash
 - Broken Glass
- c. Drug and/or alcohol use by any of our employees is strictly prohibited. You will be immediately terminated if we find these items to be in or on you. Likewise, Downtown Anchorage is known for its large population of drunks. While this is not a big problem for us—because we have thrown them out for 17 years—Happy Helpers should immediately report to management anytime a drunk is observed in the market area or any other disturbances. DO NOT ATTEMPT TO THROW THEM OUT. Managers will take the responsibility of removing them or calling APD.
- d. Occasionally a child is separated from their parent in the market area. When this happens, finding the child and making sure no stranger leaves the market area with the child is **the** priority. We will immediately call for all employees' assistance in watching the exits and canvassing the aisles.
- e. For safety reasons, as illustrated in the last two items (drunks and lost kids) it is mandatory that you have your radio turned on with battery charged and volume up in a location where you can hear it at all times on duty. The back pocket of low riding jeans is not where your radio should be unless that is where your ears are.
- f. If you have an accident/injury, you must complete a worker's compensation form within 24 hours and seek treatment. We will normally call your emergency contact after we have sent you to an emergency room or urgent care center for treatment.
- g. **NO CELL PHONE, IPODS, IPADS, TABLETS, TELEVISIONS, ANY ELECTRONICS OR PUPPIES MAY BE ON YOUR PERSON WHILE YOU ARE WORKING – NONE.**

LEAVE THEM IN YOUR LOCKER!

Lockers

- h. Helpers will each have their own or shared locker and, if desired, may bring their own lock as long as they provide Mike with the combination or a copy of the key in a sealed envelope with a signature over seal.
- i. Do not bring large amounts of cash or items of high value to the market. Keep all of your clothing and other personal items in your locker.

Radios

- j. Each Helper is responsible for their radio and should turn off the radio and place it on the charger at the end of their shift.
- k. To operate the radios, press the “key” wait 1 second and state the name of the person you are calling and your name, i.e. “Bill this is Mike.” Release key and wait for response. “Yes Mike, this is Bill.”

- l. Hold the radio away from your mouth about 8" to speak.
- m. Locate the radio where you can always hear a call; we need radios for emergency as well as routine use. These are business tools, not toys. Do not use the radios as hammers—they break.
- n. Be careful of what you say (especially over the radio). People around any of our staff will hear your radio call. **Never, ever use foul language or speak poorly of anyone. No sexual, racial or discriminatory remarks are allowed ... on the radio or off.**
- o. If the light on top of your radio is blinking when not in use, you need to get a fresh battery at headquarters next time you are in the area.

Dress code

- p. You must wear a **market t-shirt** at all times while on duty. We issue you two (2) shirts so that you can wear a fresh shirt each work day.
- q. Must wear your **name tag** at all times while on duty. Leave it at work in your locker.
- r. No piercings other than ear lobes are allowed while in our employment.
- s. Come prepared for cold or rainy weather; wear water resistant or water proof shoes; wear socks; have rain gear in your locker.
- t. Gloves are provided for your use. Please limit use to one pair per day if possible. When it's raining out, wear a plastic pair over the cloth pair.

Parking

- u. If you drive a vehicle to work each week, let us know and we will obtain a parking pass for you. If you will only be driving to work occasionally, pay for your parking in a near-by lot and give us the receipt for reimbursement; we will reimburse up to \$8 per day with a maximum of \$48 for the 2017 season. The reimbursement will be added to your next paycheck.

Schedule

- v. The schedule changes weekly. We have hired extra employees to allow you to occasionally have a weekend day off this summer. It is usually easy for us to agree to a day off if you request it at least 2 weeks in advance in writing. It is YOUR responsibility to make sure you have the newest schedule each week.
- w. Schedules will be sent via text or email; please ensure your phone number and email address are always up to date. If you cannot receive picture text messages please let Mike know immediately so a schedule can be emailed to you.
- x. You must be on time when scheduled; we have rejected about two times+ as many applicants as we have hired this season. Your application said that you would work the hours and days that you are scheduled. We expect you to do exactly that. Be here every day you are schedule and be **READY TO WORK** at your start time. If you are scheduled for 5AM you should have your work clothes on and your nametag and radio in hand by 5am; we expect that you will be ready to work.
If, for any reason, you must miss an assigned day, call Mike Fox at work 272-5634 or cell 727-4946 or email him at

michael@anchoragemarkets.com. Calling in with less than a 2-hour notice is unacceptable. You should call immediately after you know you cannot make it on time or at all. The only acceptable excuse for not calling is untimely death.

- y. You are provided with 6 attendance points at the beginning of each calendar year. Attendance records for all Helpers and Working Leaders will be reviewed each week. 4 points will be assessed for each No Call/No Show absence. An NoCall/No Show absence occurs when the employee fails to notify Mike at least 12 hours prior to an absence. An absence occurs when an employee misses one or more consecutive scheduled workdays for a single reason.

Absence	Points	Explanation
1-14 Minutes	1	Tardy
15 Minutes-1 Hour	2	Late
Over 1 Hour	3	Absent

Disciplinary action

Employees will be subject to disciplinary action when the total points accumulated from absences, tardiness and no call/no show reach the following levels during any market season.

Points	Corrective Action
2-3	Verbal warning
3-5	Written warning
6+	Termination

Employees who are absent for two consecutive days without notifying their manager will be presumed to have abandoned/resigned their positions.



Bill and Barb Webb
Owners of Webb's Consulting
& Management Services, Inc.



Schedule Changes

- z. If you want a day off in the next 3-4 weekends, it is up to you to contact another helper who is off the day you want off and trade for one of your days off or simply forfeit your shift. If your requested day off is more than 4 weeks out, let us know and we will check the schedule on Tuesday and make adjustments if we can.
- aa. Bear Paw Festival is July 13, 14, 15 & 16 and is a **black out dates - no one can have that Saturday or Sunday off**; we need everyone. Eagle River/Chugiak & valley residents will be given some preference to work Bear Paw.
- bb. Working Leaders and “old” employees will be given a preference in working the longer hours under the assumption they know their jobs and have earned the right to the premium hours. However, we will try and be fair. Younger employees usually wind up with the 4-5 hour shifts. Don’t worry; you will get older each year.

Family and Friends

Family and friends are not allowed extended visits while you are working. Politely ask them to come back when you are not on shift. Do not allow them to “walk around” with you as this may result in disciplinary action.

Courtesy

Showing courtesy to Vendors and Market Managers is most important. The Vendors are our sole source of income and are the ones who are in fact paying your wages. Vendors work long hard hours and expect to be shown the proper respect from our staff. Always take a minute to assist a vendor when the need is obvious or the vendor requests some short-term help, i.e. a bathroom break, popping up a tent, etc.

Restrooms

Two Happy Helpers will be assigned at all times (one male & one female) to monitor and keep the restrooms clean.

- cc. Restrooms must be kept in the **HIGHEST** state of cleanliness at all times. We did not spend \$150,000 to be embarrassed by a dirty restroom.
- dd. Clean restrooms at the beginning of every hour or when requested by management.
- ee. Follow the cleaning check list.
- ff. **WASH YOUR HANDS WITH SOAP & WATER BEFORE RETURNING TO OTHER DUTIES.** We must ALL set the standards for the Anchorage Market & Festival. We deal with a lot of tourists who are very aware of the possibility and cause of the Norovirus that plagues tour ships; the virus is caused by people not properly washing their hands.



Code Browns

When you hear “code brown” on your radio – panic. This means that an animal has pooped in the market and its owner has not cleaned it up. Usually it is a small loveable dog, or medium sized terrier. However, it may be a huge Saint Bernard, or a horse, an elephant, etc. We will rotate this clean up duty to those who are currently assigned to trash or stick-picking. We have absorbent to cover the disgusting mess and a dust pan with long handle and broom to sweep it up in. We expect you to remain a loyal and dedicated HAPPY Helper when assigned to a code brown. WASH YOUR HANDS with soap & water before returning to other duties or touching me.

Supplies

Supplies cost money—lots of money. We seek your help in reducing the amount of supplies we purchase. A cable tie can cost 14¢; a trash bag 28¢, a box of baby wipes \$2.50; trash can size rubber bands 5¢; and a roll of duct tape usually costs \$4.85. We often find rolls of trash bags sitting on benches or tables, bundles of cable ties lying on the curbs, partial boxes of baby wipes in the trash and partial rolls of duct tape everywhere. Your help is needed (and expected) in our efforts to control these costs. *IF you notice a vendor or customer taking a pack of baby wipes, notify management immediately.*

Timecards

Timecards should be completed each day that you work. You should clock-in when you begin work and clock out when you’re relieved of your duties for the day by your manager. If you need to work beyond your scheduled time for any reason, get a manager’s approval before working the extra time. Record accurate time worked and meal breaks on your timecard. Everyone working 5 hours or more in a shift will be required to take a ½ hour lunch break without pay. Breaks are mandated by State law for employees under 18 and by our policy for everyone else. Turn in timecards on your last workday of the week—usually Sunday. Your paycheck is will be ready the next Friday. However, checks are normally processed on Wednesday and deposited into your bank account by Friday. Mailed checks are only available to employees that were originally hired prior to 2017. In order to set up direct deposit we will need a voided check or deposit slip.

Free Food

We have—in our 17 years of operating the Anchorage Market & Festival—never had a Happy Helper lose weight during the summer. Often times vendors will give our Happy Helpers free or reduced price food. That’s good. Thank them for the courtesy. However, do not beg or solicit free food from vendors. They are under absolutely no obligation to provide it. Vendors already pay your wages and mine.

Learn Your Job!

We will do our best to explain your jobs to you and train as much as we can. However, time to do this is very limited due to the nature and short term of the market and conflicts for your time and ours. Still, we do expect you to become an expert in your job. Next weekend we will have your initial job assignments and

you will work in that area for most of day when practicable.
Listen, look and think. While this is a fun job, it is a job. We will talk about this more next weekend and during your first few weeks. Those who cannot or will not learn their jobs will be replaced.



Saturday Morning Setup –

What needs to happen:

- 1) Barricades
- 2) Tents and banners must be set up properly and timely (Completed prior to 8:00AM)
- 3) Headquarters, signs, bulletin boards, etc.
- 4) Set up tables, umbrellas and stands
- 5) Set up banners and flags.
- 6) Set up aisles – trash cans, signs, benches

Sunday Night Breakdown

What needs to happen:

1. Barricades
2. Tents
3. Headquarters, signs, bulletin boards, etc.
4. Tear down tables, umbrellas and stands
5. Massive trash removal and stick picking
6. Wash tables, trash cans and carts
7. Sanitize restroom
8. We will do our best to get everyone out by 9pm the pace at which you work and your work ethic greatly impact this goal.

Boys vs. Girls

Are paid the same and should be able to do same work. The heaviest thing we have to lift is a 120# umbrella stand. These must be lifted about 8” and set on a cart. Three people make this a reasonable 40# per person; two people 60# per person. NEVER should one-person attempt to lift an umbrella stand alone. What we mean is that it will not be the physical challenge that keeps you from doing the job—we will make sure you have adequate help to overcome the physical—it will simply be your attitude that determines your work ethic. At the end of your shift you should be a little tired, proud of a job well done and Happy that you are now earning at least part of your keep. That’s all we ask.

Harassment

Harassment of your coworkers and managers will not be tolerated even if in a fun and humorous vein. Sexual talk or gestures, nick names or references, based upon an individual's sex, race, ethnicity, national origin, age, religion or any other legally protected characteristics will not be tolerated. Should members of the public or vendors make inappropriate remarks or gestures to you, notify manager immediately.

Example of Timecard

Example of a properly filled out timecard.

Name: <u>Michael Fox</u>		W/E: <u>1/15/2017</u>						
								
<h2>WEEKLY TIMECARD</h2> <p>Webb's Consulting & Management Services, Inc. 741 East 13th Avenue, Anchorage, AK 99501-4621</p>								
<p>All employees must complete and SIGN your weekly timecard and turn it in before leaving work on the last scheduled day of the week to insure your paycheck will be ready by Friday.</p>								
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total Paid
Time In	7:55 AM					4:30 AM	1:00 PM	
Time Out	12:20 PM					10:00 AM	3:45 PM	
Time In	1:20 PM					10:30 AM	4:15 PM	
Time Out	3:07 PM					1:30 PM	9:00 PM	
Time In								
Time Out								
Regular Hours	6.20	0.00	0.00	0.00	0.00	8.00	7.50	21.70
Overtime Hours	0.00	0.00	0.00	0.00	0.00	0.50	0.00	0.50
<p><i>Overtime at x1½ hourly rate is paid for any hours worked over 8 in one day or 40 in one workweek (Monday through Sunday)</i></p>								
Employee Signature: <u>Michael Fox</u>							Date: <u>1/9/2017</u>	

Map





Anchorage Market & Festival

≡ A Downtown Summerfest ≡

Telephone Numbers:

Office (Tues through Fri)	272-5634
Headquarters (Sat & Sun)	272-5634
Mike – cell	727-4946
Bill – cell	727-4952
James – cell	232-2866
Emergency	911

Webb's Consulting & Management Services, Inc.

741 East 13th Avenue ♦ Anchorage, AK 99501

Phone (907) 272-5634 including weekends

Email: info@anchroagemarkets.com

Web Site: <http://www.anchoragemarkets.com>