



HAPPY HELPER HANDBOOK

*It's Going To Be A
FUN Summer!*



Sanitation

Your uniform and name tag make you most visible to Vendors and market patrons. Make sure that you wash your hands after using the restroom, wiping tables, emptying trash and other unsanitary tasks.

Your duties will require you to work in food service areas and we must maintain the highest level of sanitary practices at all times. We provide rubber gloves and work gloves for your use at no charge. PLEASE use them.

Parking

All employees should park their vehicles in the 5th Avenue Garage. We will validate the parking receipt to allow free parking. Should you fail to provide your parking receipt for validation or lose your parking receipt, the payment of parking fee will be your responsibility.

Market Cleanliness

A major portion of your job is to make sure the market is clean at all times. We don't want trash cans that are emptied when they are full...we never want a full trash can (there is a big difference). Paper or other refuse on the ground is never OK. Pick it up as soon as you see it. Tables always need to be wiped. This is why you are here, this is the helper part of the job, and we expect to make every effort to keep the market clean at ALL times.

Smoking/Drugs/Alcohol

Smoking is not allowed while on duty. The use of drugs or abuse of alcohol will be reason for immediate termination.

You may wear jeans, khakis, plain colored shorts with an inseam of at least six inches. Always wear comfortable shoes and socks. Sandals are not acceptable due to safety reasons.

Name Tags

We will provide you with a personalized name tag. This name tag must be worn at all times when you are on duty. Should your name tag need replacement or a replacement pin, contact Dana Reese.

Body Piercing

No visible body piercing is allowed with the exception of ears. One earring on one or both ears that is not larger than a quarter is acceptable.

Facial Hair

Male employees must be clean shaven. The sole allowable exception is a well-trimmed moustache.

Tattoos

Visible tattoos are prohibited. Any tattoos on your body should be covered with clothing.

Head phones/Music Players

No music players will be used on duty. Due to safety concerns and failure to hear radios.

Cell phones

Cell phones may only be used during breaks and should be left in Headquarters, locks and lockers will be provided.

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Welcome

We want to welcome you to Webb's Consulting & Management Services, Inc. We are glad that you chose to spend part of your summer with us as a Happy Helper. We think the title name of your position best explains our philosophy of employment. First, we have fun in our jobs and we very much want you to enjoy the time you spend with us at the Anchorage Market & Festival or any of our other markets. We want your experience working at our markets to be enjoyable, profitable and safe...that's being happy.

Secondly, you are here to help...help us set-up/tear-down market equipment and supplies; keep the market clean; help the market Vendors (our customers) enjoy their day and make a profit; help market patrons (our Vendor's customers) enjoy their time at market and come again with family and friends in tow. That's what we mean by helper.

We've found that happy and helper are most compatible and think you will agree. Feel free to contact me at any time should you have a problem, concern or brilliant idea regarding our market operations, my door is always open.

Bill Webb

Safety

Nothing...and we mean **NOTHING** is **more important** to us and nothing must be more important to **YOU** than **safety**. We love operating the Anchorage Market & Festival and other Markets. But, we would give it up in a minute if market operations resulted in injury. No one should ever ask you to do anything that may result in injury or illness to you or anyone else. Should you feel uncomfortable completing any duty while in our employ, don't complete the duty...ask immediately to talk with Bill Webb or Greg Stubbs or another supervisor.

Jewelry can be very dangerous while on the job. Necklaces and loose jewelry of any kind are prohibited as they may lead to an accident. Non-dangling earrings no larger than a quarter, tight fitting watches, wedding bands and other "plain" rings are approved to wear.

If an object is too heavy for you to lift, ask for help and wait for that help to arrive before you lift the item. Do not grab trash bags around the middle as they may contain broken glass or sharp objects. Use the electric lift on the truck for heavy items and to enter or exit the truck's body. Most importantly, come to work, and leave work, with **safety** foremost in your thoughts **...Always!**

Dependability

Safety starts with having a full crew each market day. We make every effort to schedule a full crew and we expect you to do your part by being at the market at the time you are scheduled **EVERY** day. It is your responsibility to let us know well in advance that you will not be able to work a scheduled day. Should you for any reason, such as family emergencies or illness, find that you cannot make it on time or will be absent on a scheduled day, it is your responsibility to call us as soon as you know of your impending absence and give us as much time as possible to find a replacement.

Should you fail to show up for work on a scheduled day without notifying us, for any reason, we will assume you no longer want your job and you will be terminated with a no rehire status in your file.

Pay & Payday

Happy Helpers receive \$10.00 per hour in pay for each hour worked. Should your work hours exceed eight in one day you will be paid time and one half for all time worked over eight. Providing overtime was approved by a manager. Each employee working over five hours in a shift is required to take a one-half hour unpaid meal period. Should you work a split-shift you will be paid an additional \$10.00 for the day.

We provide paid first aid and CPR training for most employees who have not recently had this type of training. The course lasts about eight hours and you will be paid \$60 for attendance at this training as total compensation. The course fee is paid by us.

Timecard

It is your responsibility to complete a timecard each week. Turn it in to Dana Reese or Bill Webb before leaving shift on your last scheduled day of the week. Hours worked should be written in as well as unpaid meal breaks. Time should be calculated to the closest quarter of an hour and entered as .25, .5, .etc. Time worked over eight hours in one day should be entered into the overtime column. Indicate split shift and first aid training pay on your time card when appropriate. You will be paid weekly. Checks will be mailed to your last address of record by Friday of the week following the week of work. Workweek is Monday through Sunday.

Appearance

Your professional appearance is most important to us as it reflects our company's image to our customers and market patrons. Following are the expectations and requirements for your appearance at all times you are on duty:

Uniform

We will provide you at least one t-shirt with company logo. It is your responsibility to insure the shirt is cleaned and in good repair. Your shirt should be tucked into your pants or shorts at all times. Should you need a replacement shirt for any reason, let Bill Webb, Greg Stubbs or Dana Reese know.

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