



HOWARD COUNTY FARMERS' MARKET

DAY MANAGER DUTIES

- I. **Put out signs and arrive at the Market site by 6:30 am (Usually the Market Manager will set out signs in morning prior to market opening when other items for the Day's Market are delivered.) Typically, at least three Day Managers will be required each Day of Market. Four or five Day Managers on –site are optimal.**

Although all Day Managers will work together under the general supervision of the Market Manager, there typically will be a division of labor as follows:

- a) One Day Manger dedicated to Hospitality set-up and sponsor support.
 - b) One Day Manager trained for SNAP/DUFB and operation of EBT terminal. This Day Manager's primary responsibility will be overseeing SNAP/DUFB activities and ensuring security of the EBT terminal AT ALL TIMES!. This Day Manger will also set-up the Produce Drawing table and assist with other duties as needed.
 - c) One or more Day Managers to take care of all other duties.
- II. **VENDOR SPACE ASSIGNMENTS: Assign vendors to booths as necessary. Those vendors who have been calling in their produce and/or are there each week have reserved/assigned spots . . . Vendor space issues have priority so take care of vendors asap!**
- III. **NEW VENDORS:** It is important to welcome and register any new vendors asap:
 - a) Welcome each new vendor to the market and be sure to let them know how much we appreciate their participation.
 - b) Verify that all the produce the vendor wishes to sell was not grown by someone else (with the exception of authorized representative/family member) and that it was grown within 75 miles of Washington. You may hold off on allowing the person to sell or contact the Market Manager if you have doubts about this.
 - c) Register the vendor being sure to complete each item on the vendor checklist as appropriate. File the **Vendor Registration Form, signed page 5 of the Rules and Regulations** and **fees paid** in the market notebook.
- IV. **HOSPITALITY TABLE:** One Day Manager should be assigned to take care of the Hospitality Table and to work with Hospitality Sponsors. This volunteer will:
 - a) Ensure hospitality table is set up prior to 7 am.
 - b) Make coffee and set out with creamer, ~~sugars~~, napkins, etc. (Be sure any serving utensils are "serving side down"! and any items that might attract flies are covered . . .)
 - c) Set out sign(s) for day's events on the hospitality table.
 - d) Work with hospitality sponsors to ensure they have everything they need.
 - e) Ensure food safety protocols are followed at all times.
 - f) Make sure hospitality sponsors know how much we appreciate their support!
 - g) **Make sure the kitchen is clean** at the end of the day and no trash is left in receptacles, etc. To avoid flies, etc., have vendors take produce with them and

take all trash from trash bin to the dumpster behind the Senior Center. Wash out can dirty.

- V. **SNAP/DUFB TABLE:** One Day Manager *must* be trained and responsible for SNAP/DUFB. This Day Manager will:
- a) Ensure SNAP/DUFB table is set up prior to 7 am.
 - b) Operate the SNAP EBT terminal for SNAP transactions only (No debit or credit cards.)
 - c) Keep the SNAP EBT terminal ON THEIR PERSON or under their direct control AT ALL TIMES!
 - d) Complete written reports of SNAP sales each day of market.
 - e) Issue Farmers' Market checks, signed by Market Manager, to vendors to reimburse for sales and complete written reports of vendor reimbursements each day of market
 - f) Make sure vendors participating have appropriate signs posted on their tables.
 - g) Close out the batch at the end of each day and make sure terminal is submitted to the Market Manager. The terminal must not be left anywhere unattended!
- VI. **PRODUCE DRAWING TABLE:** If possible, the Day Manager responsible for SNAP/DUFB should be should also take care of the produce drawing table (although another Day Manager who is making the rounds and completing the Day Manager's report may collect the produce for the basket.) This Day Manager will:
- a) Ensure produce drawing table is set up prior to 7 am.
 - b) Make sure there are adequate tickets for produce drawing/email notices on the table.
 - c) Work with other Day Managers to encourage each vendor contributes something to the drawing to promote their products. Get items in basket on drawing table ASAP so customers will see what products are in the drawing.
 - d) Encourage vendors to bring products already labeled and ready for the drawing – This is a chance for them to promote themselves and gain new customers
 - e) **Hold produce drawing at about 9 am.**
- a) Tape winning ticket to back of Day Managers' report in produce drawing section and notify winner.
 - b) When the winner arrives, be sure to **thank the winner** for patronizing the market. Tell them a little about what is in the basket, the vendors contributing, etc.
 - c) **Take a good photo of winner** (with items won visible in photo!) to post on the market's website and Facebook pages. Be sure to get permission from winner and record agreement on the Day Managers' Report.
 - d) **Post the photo on the Market's Facebook Page.** Be sure to list the winners' name and the items won, including the grower/vendor that contributed each item.
- VII. **VENDOR ROUNDS:** As soon as possible each morning, one Day Manager should walk around to each vendor and fill out Vendor Section of Day Managers Report, collecting items for produce drawing as they visit each table:
- a) **Be sure to check that WIC FMNP poster is visible** for those vendors who participate in the WIC FMNP.

- b) **Be sure a vendor sign is posted** so that customers know who they are purchasing from. We will supply a sign if the vendor does not have one.
- c) **Be sure all products being sold are priced and that pricing is clearly visible.**
- d) **Be sure to check that the appropriate SNAP/DUFB sign is posted for each vendor.**
- e) Be sure to enter any items vendors contribute to the drawing on back of Day Managers' Report in the Produce Drawing section.

VIII. DAY MANAGER'S REPORT; Complete all items the Day Managers' Report.

Be sure to put as much information as necessary to describe anything going on at market, produce and farm products brought to market, any observations about customer traffic, etc. to make the report as complete a record of the day's activities as possible. Be sure front and back of the report are complete and descriptive information entered for every block, including:

- Hospitality
- Vendor Spotlight
- NDOG Workshops
- NDOG Kid's Klub Workshops
- Cooking Demos/Tastings

IX. **WELCOME & INTERACT WITH CUSTOMERS:** During the day, be sure to **welcome all customers** to the Market and let them know how much we appreciate their business. **Assist** anyone who needs help carrying purchases to their vehicles, etc.

X. **SIGNS:** **Make sure signs are picked up at 11 am or earlier if the market sells out early.** Leave signs in the storeroom or bathroom.

XI. **KITCHEN CLEANUP:** **Be sure kitchen is restocked and clean end of day:**

- a) Clean and disinfect all 4 sinks (tablespoon bleach to spray bottle and fill with water or use disinfectant cleaner).
- b) Clean and disinfect all countertops.
- c) Wipe refrigerator inside (spray bleach or disinfectant cleanser) and out (NO bleach! Use stainless steel cleaner).
- d) Clean range (for grates use damp cloth only - no bleach).
- e) Sweep floor
- f) Clean around light switches/door knobs/etc. with damp cloth.
- g) Empty trash.
- h) Enter any items needed on Day Managers' Report.

XII. **BATHROOM CLEANUP:** **Be sure bathrooms are restocked and clean end of day:**

- a) Clean both toilets inside and out.
- b) Clean 3 sinks.
- c) Sweep floor.
- d) Restock toilet paper.
- e) Restock napkins.
- f) Clean mirrors.
- g) Clean around light switches/door knobs/etc. with damp cloth.
- h) Empty trash.
- i) Enter any items needed on Day Managers' Report.

XIII. **Shut down market -**

- a) Turn off water at meter and hang banner with Market hours.