

Work Crew Guidelines

Welcome to NorthBay! Our goal in the NorthBay Kitchen is to provide delicious, fresh food in a comfortable and clean dining facility. We want our guest to leave NorthBay having had one of the best experiences of their lives, and **you** are a part of that. As a member of the Work Crew, you will assist us in providing outstanding service and maintaining our facility. To ensure that your experience is enjoyable we would like to inform you of a few of our expectations and goals.

- Each Work Crew will need a “**Work Crew Boss**” for the entire group’s stay. The Work Crew Boss will be the liaison between NorthBay dining staff and the Work Crew. They should be prepared to lead and direct the Work Crew with their responsibilities. In addition to the Work Crew Boss, we will need a Dish Pits boss and a Dining Hall Boss
 - Work Crew should come expecting not be a part of the regular camp program. Work Crew are expected to arrive for work at least two hours before the first group meal. After you have served the meal, it will take 2-3 hours to set up for the following meal. Then you will be expected to be at the next meal a half hour before the next meal, unless told otherwise by the kitchen staff. You are expected to stay up to three hours after the last meal for the final clean-up. There is no rotating of Work Crew Members or jobs throughout the weekend. Work Crew is required to be the same people for the entire stay.
 - Work Crew should be of high school age or older.
 - The Work Crew will be responsible for three main duties: Preparing the food/working in the kitchen, serving the food/cleaning and setting the dining hall, and doing the dishes. They may be given additional jobs to complete after their normal duties, which may include trash disposal, prep work, vacuuming, mopping, washing windows, etc.
 - Work Crew will be expected to wear appropriate attire and follow all health regulations. Shirts with sleeves and **closed-toe shoes** are required. Hair must be restrained away from the face (tied back or wear a hat).
 - Please bring the appropriate ratio of Work Crew. We require one worker for every 10 guests up to a maximum of **40**.
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- If there are multiple groups at NorthBay during your stay, plan on working with others as a team to finish dining hall tasks.
 - You may listen to music in the dining hall when you are cleaning up from meals. Make sure the volume is at an appropriate level. Please make sure that the music is appropriate that if a guest were to walk in, they would not be offended. Guest Services will show the Work Crew Boss how to use the sound board in the dining hall. Only the Work Crew Boss may adjust the controls on the board. Guest Services reserves the right to adjust volumes and turn music off if privilege is abused.

Overnight Accommodations/Property Guidelines

When you are staying overnight for the retreat or event at NorthBay, we ask you to keep a few things in mind.

- You are to be back in your room by 12 am at the latest. It is important to get your sleep as your role on site is very important.
- If the Horseshoe Point game room is in use by the group, you are asked to ensure the group has the chance to participate in the recreational games first.
- If the Rocky Point Gym is in use, please provide the opportunity for the guest group to utilize the Gyms equipment first.
- Guests have the right toward the property first.
 - Adventure elements are for paying guests only.
 - If space is permitting, you will be designated one meeting space for the weekend. Please do not be in other areas that the group is using.

If you are a work crew hired through NorthBay, the Guest Services Coordinator for that weekend will find housing for you for the weekend. If you are a Work Crew that came with your group, the Group's main point of contact will be in charge of where you will be staying that weekend.

If you have any questions, please don't hesitate to call our kitchen at (443)674-9050 or (443)674-9049. Prepare to have an awesome time while giving our guests a terrific experience!

Thank you,

The NorthBay Kitchen Staff
