

Pantry Overview

Bethany Williams

Tea Room Support Assistant Chairman – Pantry



Throughout the shift, you will take orders, problem solve for customers, and serve as the “front door” to the Junior League of Houston.

- ✓ Take orders from customers that come to the window.
- ✓ Take phone orders from customers that call The Pantry.
- ✓ Stand and greet customers as they come to the window.
- ✓ Do your best to answer questions or seek out the answer.
- ✓ Always remember to be flexible.

**LITTLE MISS
HELPFUL**



Opening Procedures



Sign in & find your name tag



Money for the register (the “float”) will be provided from the Front Office & placed on the Pantry Counter upon your arrival. If not, please speak to someone in the Front Office to obtain.

Count the dollar bills and the coins to ensure that there is \$90 in bills and \$10 in coins.



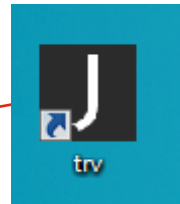
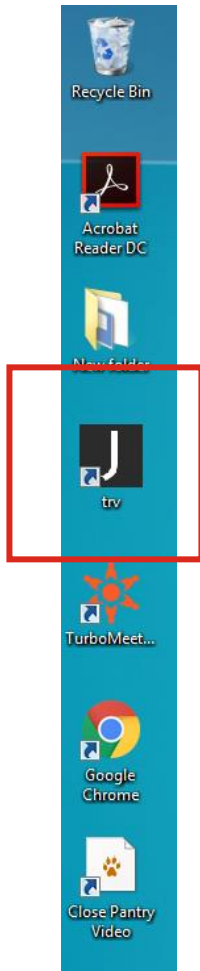
NOTE: If the starting float is not \$100, please let the Tea Room Front Office know and/or leave them a note in the cash bag at the end of the day.
Notify the Pantry Assistant Chairman for any issues or questions.



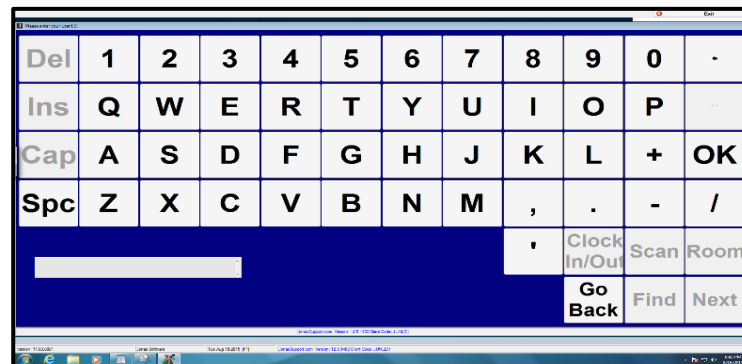
Turn on the computer/monitor

Password: pos (lower case)

Open Jonas Management



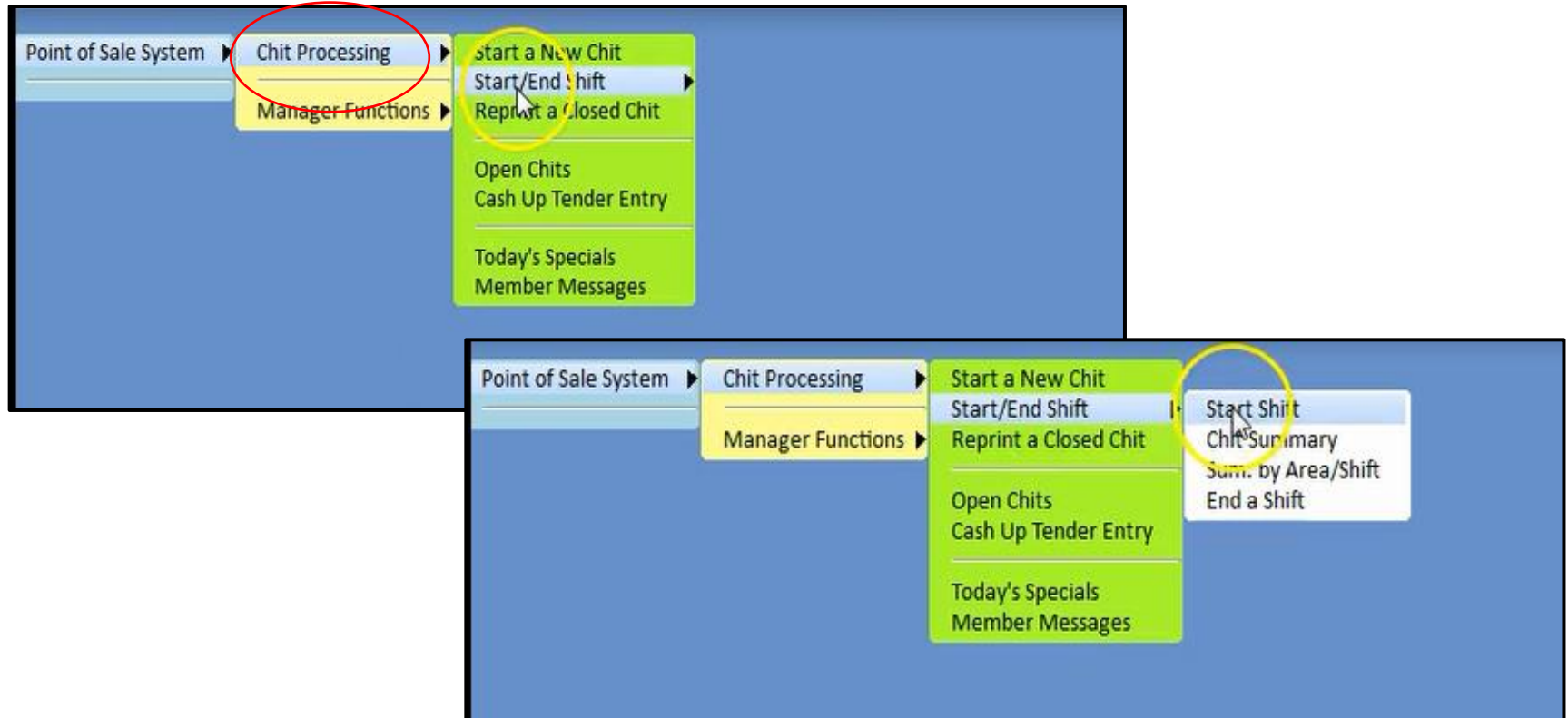
Type PANTRY on the royal blue screen



Note: the royal blue screen is where you type PANTRY.
The teal blue screen is for Member ID numbers (or c00008 if it is a non-member/member number is unknown).



Select “Chit Processing” → “Start/End Shift” → “Start Shift”



Hit Backward → Enter Float \$100



Enter \$100 as your starting float and hit “T”

Select “Start Shift”

Select “1-Pantry”

You are now set up to take orders!

Enter your starting float

100.00

100.00+

7 8 9 / T

4 5 6 * C

1 2 3 - CE

0 . + =

Screen ID: PANTRY

Selling Date: 20150818

Starting Time: 1844

Start Cash Float: 0.00

Start Shift

Which Area?

1-Pantry

2-The Room

3-Special Events

4-Style Shows

5-Banquet - Related 22%

6-Banquet - Unrelated 22%

7-Banquet - Related 10%

8-Banquet - Unrelated 10%

9-Banquet - Unrelated 10%

10-Guests - Related 22% Banquet

11-Guests - Related 10% Banquet



Retrieve the dessert tray and baked goods from the Kitchen (Bakery staff).



After returning to the Pantry with the bakery items, please label each item with a sticker and a red bow, which can be found in the drawer on the far-right side of the Pantry counter (when facing The Pantry cash register).

Display the silver tray in The Pantry window.



Place Pantry menu/flyers in the window with the bakery items.



A black metal mesh cart is positioned in the foreground. On the cart sits a potted plant with green leaves and a red flower, partially covered by a clear plastic bag. A black sign with white text is attached to the cart. The sign reads: "The Pantry will be open in May from: 10:00 a.m. - 1:45 p.m. Tuesday-Friday 1:50. Please **do not** take special orders or promise any meal pickup outside these hours in May. *weekend hours are unchanged". In the background, a black metal mesh cabinet holds a calendar and a small potted plant. The calendar shows the month of May, with dates 1 through 31. The cabinet also has a sign that reads: "For bookings & reservations: please come to take the orders when you get them in the process of Friday. *to request of other meals for the night. *to get more orders for those times not currently scheduled. *to call, call kitchen/office. Thank you! *reservations needed." The background wall is covered in a floral patterned wallpaper.

Remember to bring the Special Order Form back to the Pantry so that you have all of the details to ring up the Customer.

After the order has been picked up and paid for, discard the Pantry Order Form and Special Order Form.

NOTE: If orders are not picked up by 1:30 p.m., the Customer should be called and reminded that The Pantry is open until 2:00 p.m. and their order is ready for pickup. If the order is not picked up, put the forms under the next day's divider.

[illegible][illegible]

Restock the Freezer

If a freezer item is out of stock, place a red “OUT” note over the item description on the freezer doors to denote the missing item.

Fill out the Restock Freezer Form attached to the right side of the main freezer and bring the form to the Kitchen for the Kitchen staff to replenish items.

Note: Please talk with the person in the kitchen to determine if they would like you to bring a cart or if they will deliver the freezer items to The Pantry.

When restocking, move the items currently in the freezer to the front before stocking the new items.

Remember to remove any “OUT” signs and place them in the pantry drawer if the item is no longer out of stock.

Pantry Freezer Restock Form			
Please circle the number of each item that is needed.			
Our Freezer to Yours	Approx. amount needed		
Beef Stroganoff w/ Noodles	1-3	3-6	Fill Full
Breakfast Sausage Tart	1-3	3-6	Fill Full
Cheese Enchiladas	1-3	3-6	Fill Full
Cheese Enchiladas (single) w/ Beans & Rice	1-3	3-6	Fill Full
Chicken Artichoke	1-3	3-6	Fill Full
Chicken Spinach Crepes	1-3	3-6	Fill Full
Chicken Spinach Crepes (Single) w/ Broiled Tomato & Broccoli	1-3	3-6	Fill Full
Chicken Tetrazzini Medium	1-3	3-6	Fill Full
Chicken Tetrazzini Large	1-3	3-6	Fill Full
Cinnamon Rolls	1-3	3-6	Fill Full
Four Cheese Macaroni	1-3	3-6	Fill Full
King Ranch Medium	1-3	3-6	Fill Full
King Ranch Large	1-3	3-6	Fill Full
Orange Rolls	1-3	3-6	Fill Full
Pasta Bolognese Medium	1-3	3-6	Fill Full
Pasta Bolognese Large	1-3	3-6	Fill Full
Penne Primavera w/ Chicken	1-3	3-6	Fill Full
Plain Rolls	1-3	3-6	Fill Full
Quiche Loraine	1-3	3-6	Fill Full
Spaghetti & Meat Balls	1-3	3-6	Fill Full



Check Voicemail

- Log into voice mail from phone on table by pressing the “envelope” button on the telephone keypad.
- Make sure “Listen” is highlighted and press “Select”
- Make sure “New” is highlighted and press “Select”
- Select “Play” (first soft key on left)
- Once the volunteer has listened to the message select “More”
- After the message(s) have been retrieved, select “delete” for those that have been resolved and “save” for those that may require follow-up from Tea Room Front Office staff.



NEVER

NEVER

NEVER

Freezer Orders

...NEVER sell an item that is not currently stocked in the freezer.

The Pantry Volunteers should **only** sell casseroles that are in stock at the time of the sale. If a Casserole is out of stock, kindly notify the Customer we are out of stock of the requested item. Offer the Customer an alternative option we have in-stock, and encourage the Customer to call ahead before stopping by the Pantry (if it is a walk up order), or to call back the next day as we may restock!

OUR FREEZER TO YOURS

Please call ahead to check availability.

Single serves 1, Medium serves 2 to 3, Large serves 8 to 10

Cinnamon Rolls (<i>One Dozen</i>)	\$4.50
Orange Rolls (<i>One Dozen</i>)	\$4.50
Plain Rolls (<i>One Dozen</i>)	\$4.50
Beef Stroganoff with Noodles (<i>Medium</i>)	\$17.50
Breakfast Sausage Tart (<i>Large</i>)	\$12.50
Cheese Enchiladas	
<i>Single</i>	\$8.50
<i>Medium</i>	\$11
Chicken Artichoke Casserole (<i>Medium</i>)	\$20
Chicken Spinach Crêpes	
<i>Single</i>	\$8.50
<i>Medium</i>	\$21
Chicken Tetrazzini	
<i>Medium</i>	\$17.50
<i>Large</i>	\$35
Four Cheese Macaroni (<i>Single</i>)	\$5.95
King Ranch Casserole	
<i>Medium</i>	\$17.50
<i>Large</i>	\$35
Pasta Bolognese	
<i>Medium</i>	\$11
<i>Large</i>	\$26.50
Penne Primavera with Grilled Chicken (<i>Medium</i>)	\$13.95
Quiche Lorraine (<i>Large</i>)	\$10
Spaghetti and Meatballs (<i>Medium</i>)	\$12.50



Our Freezer to Yours

Walk Up Orders

- Pull requested items from the freezer and put them in a plastic JLH bag that is located under the counter.
- Ring up the customer on the Jonas Point of Sales systems.
 - If you are taking cash, please count the change back to them to ensure that it is the correct amount.
 - If you are taking credit card, please make sure they sign the receipt and then place it in the cash register.
- For walk up orders to be picked up later, follow the phone order procedure below.

Phone Orders

- Complete the white Pantry Order Form.
- Make sure to include the customer's name, phone number, pick up date/time, and name of volunteer taking the order.
- **Immediately pull the ordered items from the main freezer, put them in a plastic bag, label them with the name, date of pick up and how many bags are in the order (i.e. "1 of 2 and 2 of of") using a Sharpie.**
- Place the bag in the third freezer, and note that the order has been filled and is in the freezer before putting the Pantry Order form in the black box behind the date of pickup.
- Credit Card numbers should never be taken over the phone.

NOTE: Pantry volunteers should never ring up their own order. Ask another volunteer to assist you.

The image shows two versions of a Pantry Order Form. The larger form on the left is titled 'PANTRY ORDER FORM' and includes sections for 'Pick Up Date', 'Today's Date', 'Name', 'Phone', 'Volunteer', and 'Take Out from the Freezer (allow 30 min preparation)'. It lists various food items with prices, such as 'Assorted Soup (cans) \$1.00', 'Fresh Fruit Plate \$1.50', 'Assorted Cookies (100) \$2.00', and 'Assorted Candy (100) \$2.00'. There is also a section for 'Gifts from the Pantry' and 'Fresh from our Kitchen'. The smaller form on the right is titled 'ORDER FORM' and includes a section for 'A SPECIAL ORDER FORM FOR THESE ITEMS ALSO NEEDS TO BE COMPLETED AND GIVEN TO THE KITCHEN'. It lists items like 'Cass. Package', 'Pantry Party', 'Assorted Soup', 'Assorted Candy', and 'Assorted Cookies' with prices.



Special Orders

[illegible]

The Special Order Form is used for placing orders with the Kitchen. This includes:

- **Care Packages** (the salad)
- **Party Platters** (e.g. tea sandwiches)
- **Fresh From Our Kitchen Items** (e.g. chicken salad)
- **Large orders of Frozen Items/Baked Goods** (e.g. 12 dozen rolls)

Any order going through the Kitchen should have a Special Order Form and a Pantry Order Form.

Fresh crepes \$3.50 each 1 dozen minimum.

Tea sandwiches 4 dozen min (24 hour notices)

Fresh rolls 10 dozen minimum



Special Orders

- **Care Packages**
 - Same day care package pick up must be ordered by 10 a.m.
 - Includes: a large casserole of the customer's choice, a green salad, and 1 dozen plain rolls.
 - Complete the Special Order Form for the salad and take it to the Kitchen to be filled (if being picked up for today; otherwise file in Malcolm's folder). Malcolm's folder is by the window of the front office.
 - Build the care package right before pickup and keep in the refrigerator. The basket, wrap, and bows are in the back of the Pantry. Put the basket in to the wrap, then add the casserole, salad, and rolls on top. Tie the top with a bow.
- **Party Platters**
 - A mandatory 24 hours' notice is required for all special orders!
 - Complete the Special Order Form (for both phone and walk-up orders) with all necessary order details, including the customer name, phone number, and pickup time
 - File the White Special Order Form in the File Box in the Pantry under the requested pick up date, and the Pink & Yellow Special Order Forms are taken to the kitchen. (If orders are placed for pick up more than a week away, place them in Malcolm's brown file folder to the right of the front office window).
- **Fresh From Our Kitchen**
 - Complete the Special Order Form (for both phone and walk-up orders) with all necessary order details, including the customer name, phone number, and pickup time
 - File the White Special Order Form in the File Box in the Pantry under the requested pick up date, and the Pink & Yellow Special Order Forms are taken to the kitchen. (If orders are placed for pick up more than a week away, place them in Malcolm's brown file folder to the right of the front office window).
- **Large Orders of Frozen Items/Baked Goods**
 - Complete the Special Order Form (for both phone and walk-up orders) with all necessary order details, including the customer name, phone number, and pickup time
 - File the White Special Order Form in the File Box in the Pantry under the requested pick up date, and the Pink & Yellow Special Order Forms are taken to the kitchen. (If orders are placed for pick up more than a week away, place them in Malcolm's brown file folder to the right of the front office window).



Take Out From the Tea Room

NEW Process Starting 2018-2019 League Year

If a Customer wishes to purchase Tea Room menu items, please refer the Customer to the Cashier.

- **Walk Up Orders:**

- Direct the Customer to the Cashier station for the Cashier to place the order.

- **Phone Orders:**

- Dial transferring the Customer to the Cashier at Ext. 628.
- If the Customer calls back because the Cashier is not by the phone at the moment, take the Customers name and number, and walk the information down to the Cashier.

- If the Customer would like items from the Pantry, please take the Pantry order & notify the Customer that the Pantry no longer fulfills tea room take out orders.
- The Cashier has the ability to process take out items and fresh from our kitchen orders (e.g. chicken salad). If the Customer only wishes to purchases these type of items, the entire order can be processed by the Cashier. Please refer to the Customer to Cashier in these instances.



Ring up a Sale

Select “1-Pantry” or type PANTRY into Royal blue screen.

A screenshot of a software interface titled "Which Area?". It features a list of options: "1-Pantry", "1-Pantry", "2-Tea Room", "3-Special Events", and "4-Style Shows". The first "1-Pantry" option is circled in red. To the right of the list is a red "X" icon and the word "Exit".

A screenshot of a software interface with a royal blue background. It displays a numeric keypad with digits 1-0 and a decimal point. Below the digits are rows of letters (QWERTY, ASDFGHJKL, ZXCVBNM) and function keys (Del, Ins, Cap, Spc). At the bottom right, there are buttons for "Clock In/Out", "Scan Room", "Go Back", "Find", and "Next".

Enter the customer's member number if applicable.

Note: the customer member number screen is the teal blue NOT the royal blue. You can also search for a member number by name by selecting “find”. If the customer does not have a member number, you will type C00008.

A screenshot of a software interface with a teal blue background. It displays a numeric keypad with digits 1-0 and a decimal point. Below the digits are rows of letters (QWERTY, ASDFGHJKL, ZXCVBNM) and function keys (Del, Ins, Cap, Spc). At the bottom right, there are buttons for "Clock In/Out", "Scan Room", "Go Back", "Find", and "Next". A red circle is drawn around the input field at the bottom left.

A screenshot of a software interface with a teal blue background. It shows a numeric keypad with digits 1-0 and a decimal point. Below the digits are rows of letters (QWERTY, ASDFGHJKL, ZXCVBNM) and function keys (Del, Ins, Cap, Spc). At the bottom right, there are buttons for "Clock In/Out", "Scan Room", "Go Back", "Find", and "Next". The input field at the bottom left contains the text "C00008".



Ringing up a Sale

Select the menu groups on the right-hand side of the screen that corresponds with the section of the menu the customer is ordering from.

The Pantry menu red header/sections match the categories on the right-hand side of the screen.

To add an item, select it (i.e. Chicken Crepes.)

To remove an item, choose the item in the check and click the Red VOID button.

If the customer is ordering more than 1 of the same item, you can select Q1, Q2, Q3, etc. after you select the item.

To check out the Customer, select the “Tender Screen” in bottom right corner.

The screenshot displays the Pantry POS system interface. At the top, there are tabs for 'Printed', 'Options', 'Marketers', 'Menu', 'Send/Reset order', 'Combined/Spend', 'Collect', and 'New'. Below these, a grid of menu categories is visible, including 'Cinnamon Rolls DZ', 'Orange Rolls DZ', 'Plain Rolls DZ', 'BEEF STROGANOF', 'ENCHILADA MEDIUM', 'Chicken Artichoke', 'CREPES MEDIUM', 'TETRAZZIN MEDIUM', 'King Ranch', 'BOLOGNESE MEDIUM', 'Penne Primavera', 'Spagetti Meatballs', 'TEA ROOM TAKE OUTS', 'GRAB & GO GOODIES', 'GIFTS', 'FRESH FRM KITCHEN', 'OUR FREEZ TO YOURS', 'CARE PACK & HOLIDAY', and 'PARTY PLATTERS'. A 'Move Up' button is located on the left side of the grid. Below the grid, there are buttons for 'On Seat #1', 'Tb1', 'Guest', 'Status', 'C', 'Q1', 'Q2', 'Q3', 'Q4', 'Q5', 'Open Chls', 'Close Chls', 'Done', 'Void', 'View Ticket', 'Home', and 'Tender Screen'. The bottom of the screen shows a status bar with text: 'Non Partition Area: Pantry', 'PANTRY [PAN001]', '16 Apr 2018 10:11', and 'JanaSupport.com Version: 12.7.1383 Client Code: JUELH'.



Ringing up a Sale

After selecting Tender Screen, you will be taken to the payment page.

NOTE: If the customer wants to add an additional item once you have reached this screen, select the “Continue the Chit” button on the right-hand side.

Select payment type (Cash, Credit, Check, or Gift Certificate)

Follow the prompts to complete & process the payment.

After payment is completed, select the “Close Chit” button. You will be returned to the screen to select “1-Pantry”.

Don't forget to close your chit!

PrintChit	Options	MarkDown	Move Chit	Send/Next order	CombineOpenChit	OtherChits	New Chit
Desc/Qty Cinnamon Rolls #1 4.50 Remain. Bal: 4.50				CASH CHECK Credit Card (Visa, Mastercard, American Express, Discover) Redeem Gift Cert MEMBER CHARGE		Next Order Walk Away Continue this Chit Split by Item Quick Split	
On Seat #1 Tbl: Guest: Status: C				OVER/SHORT Print the Chit Close Chit Print and Close Home Void View Ticket Open Chits Done		1 Item Return Assign New Chit	

Move Up | Done Move | Move Down

Che 40101104 | PANTRY (STL) (1) | Fri Apr 20, 2018 (F) | JannaSupport.com Version: 12.7.1383 Client Code: JUNA-EX



Ringling Up a Waitress Lunch

Select “Gifts” from the right-hand column → Select “Waitress Lunch” → Tender Screen

PrintChit	Options	Markdown	Move Chit	Send/Next order	CombineOpenChit	OtherChits	New Chit
C00008 Guest		HJL COOKBOOK	HJL CASE 5 UNITS	PM Apron	JLH Apron	TEA ROOM TAKE OUTS	
Desc/Qty		PEACE MEALS	PEACEMEAL 6PACK	JLH T-Shirts		GRAB & GO GOODIES	
Seat#/Price		HFH BOOK	HERITAGE BUNDLE	Swap Book QTY 1		GIFTS	
		GIFT WRAP	JLH SET PM & HJL	SwapBooks QTY 2		FRESH FHM KITCHEN	
		\$10GIFT CERTIF	JLH TRIO HFH PM HJ			OUR FREEZ TO YOURS	
		PEACEMEAL *VOUCHER*				CARE PACK & HOLIDAY	
		OVER/SHORT	WAITRESS LUNCH			PARTY PLATTERS	
<div>Move Up</div> <div>Done Move</div> <div>Move Down</div>		QTY	Q2 Q4 Q3 Q5	Open Chits	Close Chit	Done	
<div>Tbl</div> <div>On Seat #1</div> <div>photo not available</div> <div>C00008</div> <div>Guest</div> <div>Status: C</div>		Void	View Ticket	Home	Tender Screen		

JonasSupport.com Version: 12.7.1383 Client Code: JUNLEH



Ring up a Sale (miscellaneous)

Voiding transactions

Go to the main screen → Select “Manager Function” and then select “Void a Chit” → Select the chit that needs to be voided. Include voided receipt in bank bag at the end of the shift.

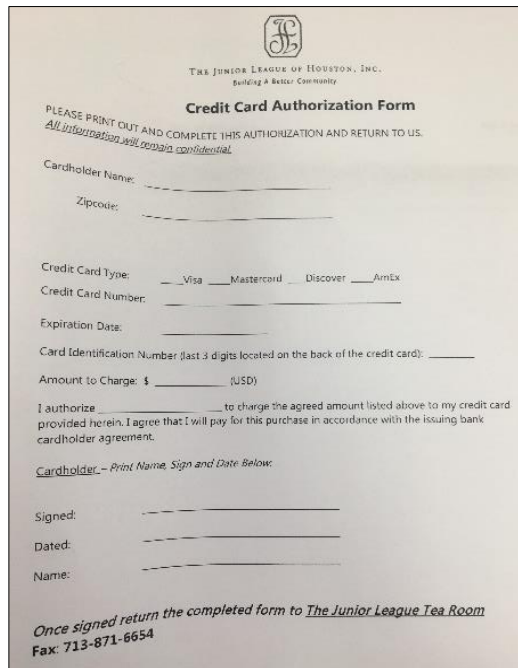
Opening Cash Drawer

At the very top of the Member ID screen, select “Other Options” → Select “Open Cash Drawer”

Note: Although rare, these scenarios may occur. Ask the Front Office for assistance as needed.



Credit Card Machine Malfunction (Going Offline)



The Junior League of Houston, Inc.
Building A Better Community

Credit Card Authorization Form

PLEASE PRINT OUT AND COMPLETE THIS AUTHORIZATION AND RETURN TO US.
All information will remain confidential.

Cardholder Name: _____
Zipcode: _____

Credit Card Type: _____ Visa _____ Mastercard _____ Discover _____ AmEx _____
Credit Card Number: _____
Expiration Date: _____

Card Identification Number (last 3 digits located on the back of the credit card): _____

Amount to Charge: \$ _____ (USD)

I authorize _____ to charge the agreed amount listed above to my credit card provided herein. I agree that I will pay for this purchase in accordance with the issuing bank cardholder agreement.

Cardholder - Print Name, Sign and Date Below:

Signed: _____
Dated: _____
Name: _____

Once signed return the completed form to The Junior League Tea Room
Fax: 713-871-6654

Occasionally, the Credit Card Machine will malfunction and go offline. When this happens, please attempt the following:

- Ensure that all wires are plugged in by plugging and unplugging or “jiggling”
- Restart the computer
- If that doesn’t work, please switch to taking credit card orders manually by using the Manual Credit Card Verification Form. Copies of this form are located in the hanging file folder on the table in The Pantry.
- If you use the Manual Credit Card Verification forms, please email The Pantry Assistant Chairman.
- The Manual Credit Card Verification forms should be added to the bank bag at the end of the shift before putting it in the safe.



T-shirts, Aprons, and Cookbooks

Cookbooks

All League cookbooks, both wrapped and unwrapped, are available on the cookbook rack in the Pantry.

Ask the customer if they would like the cookbook wrapped, wrap with ribbon on iron shelf where cookbooks are located.

Prices can be found on wall next to cash register or in the computer system JONAS

T-Shirts & Aprons

Junior League of Houston t-shirts, green JLH aprons and *Peace Meals* aprons are available for sale on the cookbook rack in the Pantry.

- If Inventory is out of stock, please call Amy at Ext. 629 to fulfill immediately
- If inventory is low, volunteers should email the Pantry Assistant Chairman (bethanyrwilliamss@gmail.com) and the inventory will be restocked within 1 week



Gift Certificates

Gift certificates may be redeemed for lunch in the Tea Room, food in the Pantry and to pay for special events in the Tea Room. Gift cards are to be kept in the Gift Card Binder.

Selling a Gift Certificate

The gift certificate log book and blank gift certificates are located under the counter and in a counter drawer of the Pantry. Certificates are available in denominations of \$10 and \$20. Volunteers log on the gift certificate chart the customer information as indicated, and ring up the gift certificate as a normal transaction (under the Gifts section on the right hand section of the screen).

Redeeming Gift Certificates

When a gift certificate is used to purchase merchandise, the sale is included in the sales summary. The receipt total is shown as amounts paid in by Gift and any other payment types used. Again, the cash flow is adjusted for the certificate amount.

The gift certificate log is under the Pantry counter. Volunteers record the transaction in the gift certificate log so it is known if the gift certificate was used in full or if it has a remaining balance. Volunteers make sure to note their name on the gift certificate log book and the back of the gift certificate if noting a remaining balance on the gift certificate so the Pantry will know who to contact should any questions arise.

No change will be given on a gift certificate if they do not spend the entire amount. The balance will be logged in the book and noted on the back of the gift certificate to be used another time.

Items are processed like other transactions however under payment option, select giftcard.

The Tea Room Front Office may be contacted with any questions.

NOTE: A gift card represents a transaction and not a sale. There is no entry in the initial sales summary section of the report. The amount of the certificate is reported as an amount paid in by the payment type used (cash, check or credit card) and an amount paid out by Gift. The cash flow is adjusted appropriately.



Closing Procedures



At 3 pm, please shut the pantry doors and begin the process of closing out the pantry cash register.

Make sure all “Chits” have been closed out and follow the directions on the next slide to close out the cash register.

Return the baked goods tray back to the kitchen where the pastry chef is located.

Call all customers who did not pick up their order, indicate on the special order form that you called, the time and your name. Place order forms in the next days slot.

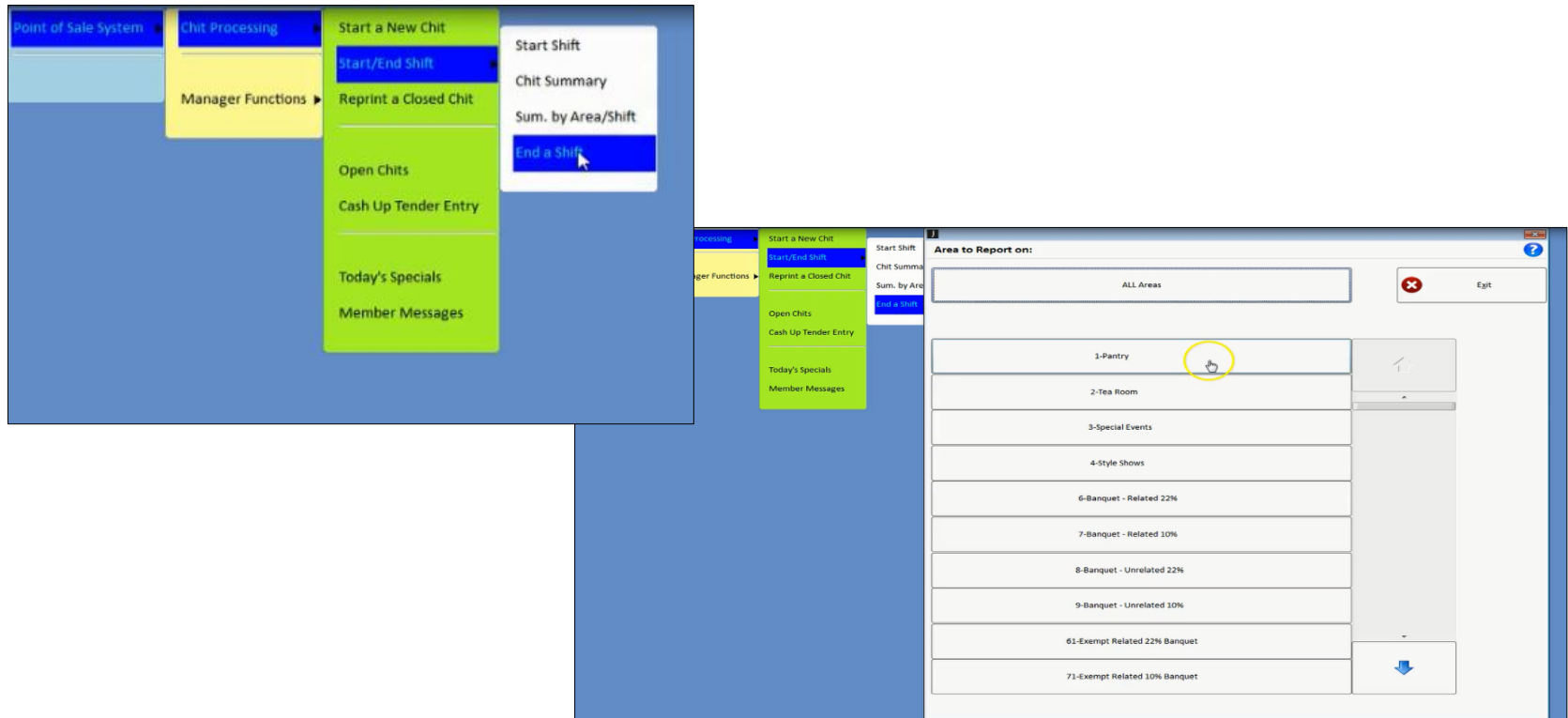
Check to make sure all Freezer doors are closed tightly.

Leave The Pantry better than you found it.

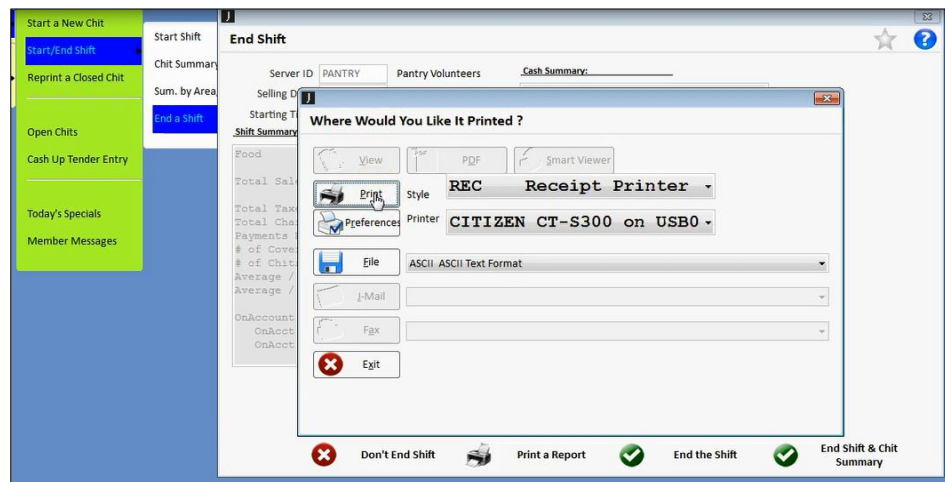
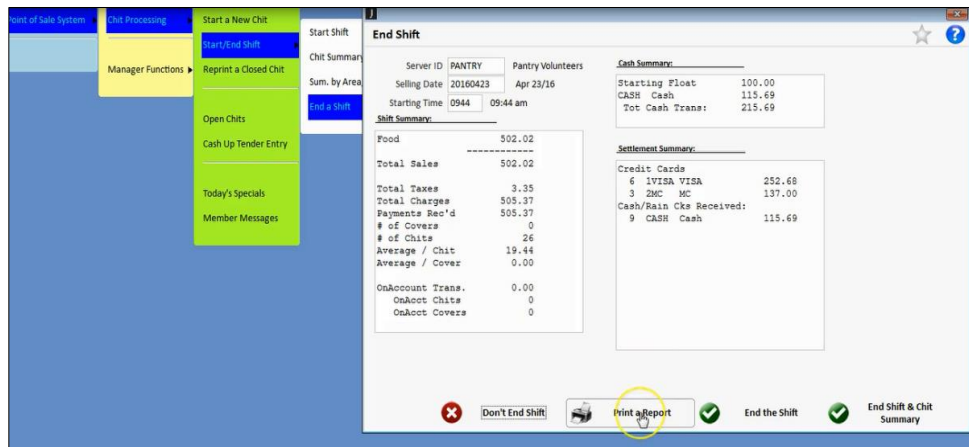
Remember to sign out in the red binder!



Select “Chit Processing” → Select “Start/End Shift”
Select “End a Shift” → Select “Pantry”



Select “End the Shift” → Select “Print A Report” → Select “Print”
Select “End the Shift” → Select “Print”

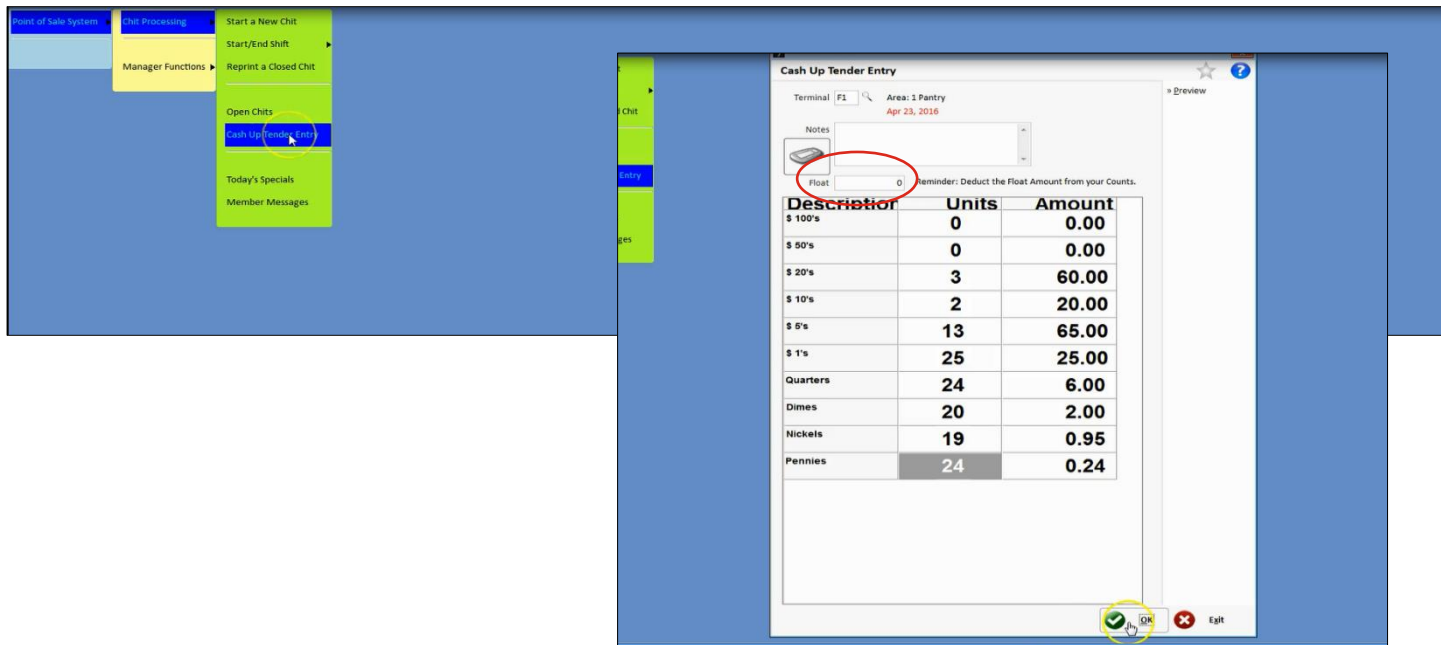


Select “Chit Processing” → Select “Cash up Tender Entry”

Enter \$100 into the Float line.

Fill in the number of “Units” for each dollar or coin amount. If you have 3 \$20 dollar bills, you would be 3 for the unit. The Amount column will update on its own.

Click “OK”



The pop-up will ask if you have removed float. If you have, click “Yes”. If you have not, please enter the float amount of \$100.

Click “Yes” again.

Cash Up Tender Entry

Terminal F3 Area: 1 Pantry Apr 23, 2016

Notes

Float: 0 Reminder: Deduct the Float Amount from your Counts.

Description	Units	Amount
\$ 100's	0	0.00
\$ 50's	0	0.00
\$ 20's	3	60.00
\$ 10's	2	20.00
\$ 5's	10	50.00
\$ 1's		
Quarters		
Dimes		
Nickels	19	0.95
Pennies	24	0.24

Important!

Have you removed your Float ?

Yes No

OK Exit

Float: 0 Reminder: Deduct the Float Amount from your Counts.

Description	Units	Amount
\$ 100's	0	0.00
\$ 50's	0	0.00
\$ 20's	3	60.00
\$ 10's	2	20.00
\$ 5's	10	50.00
\$ 1's		
Quarters		
Dimes		
Nickels	19	0.95
Pennies	24	0.24

Do you Confirm these Totals?

...Once confirmed, these Figures can no longer be Altered.

Yes No Cancel



Record the number of volunteers and have all volunteers present sign the receipt.

Place paper bills, coins, checks, credit card receipts, Cash Summary Sheet in the zippered bank bag/cash tray (under the Pantry counter).

Drop the bank bag in the Front Office Safe, located in the far left cabinet under the Tea Room Front Office Shutters.

NO CASH OR COINS SHOULD REMAIN IN THE REGISTER

Close the shutters, turn out the lights, turn down the shade and sign out.



General Shift Information

The Pantry is a placement for Actives, Provisionals and Sustainers. All three groups may work different shifts and schedules. Please refer to the scheduled times on the Digital Cheetah calendar.

Actives are required to complete 72 hours of service and may only sign up for Weekday Shifts.

Sustainers may sign up for Weekday Shifts between September – May.

Provisionals may sign up for any shift that is available in The Pantry as part of their Tea Room Support volunteer hours.

Shift Type	Time
Weekday (Tues – Fri)	9:45 a.m. – 12:00 p.m.
Weekday (Tues – Fri)	12:00 p.m. – 2:15 p.m.
Weekend (Sat)	9:45 a.m. – 2:15 p.m.
General Meeting Lunch Shift	11:00 a.m. – 1:30 p.m.
General Meeting Evening Shift	6:00 p.m. – 8:30 p.m.

NOTE: See online calendar for shift times for any special events



Scheduling

Signing up for shifts is first come first sign up schedules are released 30 days prior to each shift. A volunteer can drop a shift up to one week (7 days) before the scheduled date via Digital Cheetah.

Substitutions

If a volunteer realizes she cannot work her shift within one week of the shift, she is required to find a substitute.

- Sustainers cannot substitute for Actives or Provisionals.
- The Volunteer should contact another Pantry volunteer directly or post a substitute request on the group share discussion board.
- The substitute should write her name on the sign-in sheet on the day of the shift and indicate the original volunteer for whom she is substituting.
- The substitute will receive credit for working the shift.
- Once both parties have agreed there will be a shift change, they should email the Pantry Assistant Chairman regarding this change.
- Once a volunteer agrees to substitute for someone, she is responsible for that shift. If she cannot make that shift, she needs to find another substitute; otherwise, she must make up that shift plus one additional shift.

Absences

The volunteer should contact the appropriate contact for her shift prior to an absence if she is unable to locate a substitute and let her know about the situation.

- If she cannot reach the Pantry Chairman or Assistant Chairman, she should call the Tea Room Front Office at 713.871.6673 and leave a message if no one answers.
- The absentee volunteer should also send an email the Pantry Chairman and Assistant Chairman with the date of the absence in the subject area (example: 8.16.2015 absence) and explain her absence in the body of the email.
- Per League policy, if a volunteer misses a scheduled shift without a substitute, she is required to make up two Pantry shifts. Missing shifts causes disruption in the day-to-day operations of the Pantry and can cause a loss in revenues.

Waitlisted for a Shift

Active and provisional members that have registered for the waitlist will be automatically added in the order in which they joined the waitlist. If the volunteer is automatically added to the shift because of their waitlist status they become responsible for completing that shift or finding a substitute if they have to drop within the 7 day window.



Shift Reminders

Arrive on time and in proper uniform. Every volunteer must wear black closed-toe shoes with a low heel, black pants and a clean, ironed, white collared long sleeve or three-quarter length sleeve shirt and her green Junior League apron. Every volunteer must tie her hair back and wear limited jewelry and her Pantry Volunteer name tag.

Sign in. A volunteer must sign in on the individual sheet for the given day she is volunteering. Volunteer sign-in notebooks are under the Pantry counter under the Pantry shutters. One notebook is for both Provisionals and Actives, and another notebook is for Sustainer volunteers. Name tags are also found in the plastic boxes under the counter. If a volunteer is unable to find her name tag, she must complete a blank name tag for the interim and email the Pantry Assistant Chairman that one needs to be made for her.

Put personal items away. Volunteers should put all personal items on one of the shelves in the back room or hidden space across from the third freezer.

Lunch. Lunch is served upstairs in the Waitress Lounge or in the Kitchen starting at 11 a.m. and costs \$5. Volunteers should place the cash for lunch in the clear bowl on the ledge of the Tea Room Front Office. If paying via credit card Volunteers should pay at the Pantry. Lunch is eaten discreetly in the Pantry during shifts. Volunteers should place the dirty dishes in the black bin provided in the Tea Room Front Office. No outside food or drink may be brought into the building.

Check bulletin board. Volunteers should always check the bulletin board for any special instructions, prices for special items, changes to procedures, updated schedules, any new information or instructions and changes in staffing.

No cellphones. No cell phone usage or texting is allowed in the Pantry.

Straighten up. Volunteers should straighten up during the day, including wiping off the counters and table and taking home or throwing away any personal items. They should always check that the freezers are closed tightly.

Considerate communication. Volunteers should be considerate to their co-workers if they are running late. They should call ahead to the Tea Room Front Office to let them know.

Front door of the Junior League: Remember that the Pantry is the “Front Door” of the Junior League. Volunteers should greet guests with a smile and promote the Pantry!

