

St. Rose Troop 167 Fish Fry Overview

PARENTS:

- As mentioned, we attempt to coordinate with the K of C. Both volunteer groups are doing our best to work together.
- If you show up and it appears you are not needed, please wait for a bit as the dynamics of the fish fry can change quickly. Ask other adults, i.e. chair women: Sue Dood, Joy McKenna, Val Parritt, Claire Turner or Karen Wise, and floor supervisors if they need help.
- The red fish fry file box has detailed information regarding most jobs and situations regarding the fish fry. This box will be kept in the teacher's lounge.
- During lent, rather than giving something up, consider doing something extra and volunteer at our fish fry.

SCOUTS:

General:

- ***Sign in and sign out***, this will determine your pay
- If you need to eat prior, pizza is available at 4:30 p.m., you'll need to finish eating prior to customers being served
- Customer serving period is 5:00 – 7:00
- Need to be ready to work from 4:45 –7:00, no scouts are permitted to eat during this period
- Remember the Scout Law states “to keep myself physically strong”, so “be prepared” to work during this period, 4:45 –7:00, without a break
- All scouts can eat a fish dinner at 7:00 or after all customers' needs have been addressed
- Need to be ready to work from 7:30 –9:00, or until all clean up is complete

Staffing:

- Typically we have anywhere from 300-500+ customers, it usually starts slowly, and then gets very busy.
- Coordinate with Knights of Columbus each evening, sometimes they fill carry-out/cashier position and dishwasher job, other times the scouts fill those positions; We need to be flexible and maintain a good working relationship with the K of C.
- Cheerfully accept your assigned job
- Clear tables so new customers have a place to sit
- If a customer or adult supervisor asks you to do something, please be cooperative. “It's not my job” is not an appropriate response. The scout oath states “help other people at all times”.

Customer Service:

- The K of C cooks are very conscientious about fish quality and go to great lengths to address issues regarding fish oil; fish thaw and cook time.
- They seek customer feedback to ensure that customers are getting good fish.

- If there is an issue regarding customer satisfaction, listen to the customer, maintain eye contact, and inform the customer the concern will be passed on to an adult leader. Then relay the information to an adult leader and/or Mr. Shane Wagner from the K of C who can help address the issue.
- Promptly provide additional or replacement fish to the customer and apologize for the inconvenience and check back later to ensure their satisfaction

Clean Up:

- It is a privilege to use the parish/school facilities.
- As with Leave No Trace camping, we need to leave the cafeteria in the same or better condition than when we arrived.
- If someone borrowed your ipod you wouldn't want it returned with missing songs. You wouldn't want your game boy or bike returned scratched and dirty.
- The acting SPL for that evening is responsible for making sure everything is done before workers are dismissed at the end of the evening.

We depend on the success of this annual fundraiser to support our troop.

Scout Oath:

On my honor, **I will do my best**

To do my duty to God and my country and to **obey the Scout Law**;

To **help other people at all times**;

To keep myself **physically strong, mentally awake** and morally straight.

Scout Law:

Trustworthy: work when scheduled and follow through with job duties

Loyal: stick with your assigned job through the entire evening

Helpful: to customers and co-workers

Courteous: to customers and co-workers

Kind: to customers and co-workers

Obedient: to adult floor supervisors and youth leaders

Cheerful: to customers

Thrifty: Don't waste. Work efficiently.

Brave: serve 500 hungry customers in 2 hours

Clean: clean up thoroughly

Reverent: thank God for successful fish fries; say a prayer before and after