

Wheatland 2018 ReCap

Meeting notes 10/4/2018

In attendance: Murry DeSanto, Phill & Annie Hunt, Chance Hunt, Connie & Chambre Beauvais, Steve & Monica King, Steve & Laura Sanderson

Review by Shift with other issues tagged for further discussion:

- Taters – came together smoothly despite being down a couple of people. Crystal Popour volunteered to recruit and staff a Tuesday afternoon shift to start unloading and washing cooking dishes from the trailer to get ahead of shifts. Discussion of taking pictures next year to show where things go (hanging utensils, racks, trays, steam table pans, etc.)
- Precook - Plan to set up work stations Wednesday night with what people need for Thursday pre-cook. So many new volunteers! Seasoned workers were doing different jobs than they had in the past. Need to get the menu up early so people can see how what they do fits into the overall picture. Pam Long was sorely missed! Diane and Sunday stepped up to assist. Recommendation to rotate people through dish room so no one “stuck” in there. Murry wants to work precook so she’ll learn where things are. Get Toby to come in Wednesday evening to sharpen knives, then staff a “relief crew” to come in about 1 o’clock to provide fresh energy to shift and do other tasks. (Murry, Toby.....) Issue on potato salad – people unclear on cutting red potatoes so not all cooked thoroughly. Need better clarification in recipe. Reminder to clean grill traps after precook and before retail shifts start.
- Serving sizes – need to work on standardizing serving scoop sizes, adjust pricing accordingly
- Friday Breakfast – Very slow – weather may have been a factor. Perhaps cut staffing by 1-2 people OR make sure there is a list of tasks to be accomplished. Snack bar could have been set up, items prepped for next shift, etc. Connie found the Gypsy band people eager to help when asked to do a task.
- Crew Leaders - Often the difficulties recognized with shifts were leadership issues. When crew leaders fail to come to crew leader training/clean up and don’t participate in any planning calls, they are clueless. Recommendation to CACC Board – Pre and Post meetings are mandatory. Crew leaders need to be up to speed prior to festival to know what is expected. Recommend that they listen to recorded planning calls if unable to participate. Pre Festival clean up and crew leader training will be the Sunday before Labor Day weekend (August 25, 2019) and the Post Festival recap will take the place of the September Board call (September 19, 2019).
- Set Up – needed more people. Didn’t get menu out on chalkboard on time, but problem resolved for next year. Snack bar was problematic, but have a better plan for next year. Slow, but people were busy, focused on putting up camp because of weather. Not enough beef pasties thawed ahead of time. Crew was busy the whole time, didn’t take breaks. Cameron’s Gypsy band group was awesome in helping to get going. Bean Shift showed up later than usual. Only sold one hoagie, hardly any sales at Snack Bar, but had electrical issues.
- Snack Bar – need better prep ahead of time. Need to be set up ahead with equipment tried out. Don’t use beans for tacos – just beef and chicken. Steve and Monica found a triple insert for a roaster that will help with next year instead of multiple crock pots. Need two persons per shift – one for preparing food/wearing gloves, one to take money and hand out food that doesn’t need to be prepped.
- Cash Register – has never worked properly. Suggestion to get an I-pad or tablet programmed ahead with menu and costs and a cash drawer.

- Bean – When Olivia and Jim came in they focused on getting chicken ready to serve. Great idea! Could double or at least half again as much next year. The Bean Shift did a wonderful clean up job, and they prepped ahead for Pirate perfectly. Kudos!!!
- Saturday Breakfast – no problems, other than an inexperienced egg cook who eventually got the hang of it and kept up. **Remember to empty grease traps at end of all three breakfast shifts!**
- Pirate – Crew leaders failed to show up early, again a leadership issue and lack of participation in training, but by end of shift was functioning smoothly. Thanks to Steve, Steve, and Jim who showed up to help with transition. Steve Sanderson trained new person on ovens who caught on really quickly.
- Fish – Went well, smoothly. Good crew, including some experienced returning crew members. John King a godsend – experienced chef who kept the back running smoothly. Needed one more person on shift. Dave and Marilyn Anderson came in early to prep fish and left early, leaving Monica to cover the till. Ria Lester and her boys did a wonderful job in the Snack Bar. **Decided the featured entrée will be served at 6 both days, not earlier.** Trying to serve earlier meant sides weren't ready, prior shift was getting ready to leave and new folks not in place yet, etc. Will do fish again next year – whole fillet, rice, salad and roll for \$15. Decided hoagies were too labor intensive for our kitchen, but that they did fill a niche in our menu. We need to develop another product similar to hoagies but less work that we can sell during the lunch times.
- Sunday Breakfast – inconsistent portions, again a leadership issue. Coffee was an issue. Assigned person changed mid-shift, did not learn from prior breakfast, and front line was out of coffee several times. Phil Thiel a machine on the cash register!
- Creative – Quiche started late and reacted with aluminum pans (green!) too much left over. Not a lot of food left at the end. Pasties were pretty much gone before the \$5 plate, but one person took 4! Next year, only one pasty or pull them back for clean up shift to have for supper. **Suggest hummus and veggies (carrots, celery) on snack bar. They flew right out on front line.** **Shut down Snack Bar when we go to the \$5 plate, and start cleaning up.**
- Clean up – great transition between Creative and Clean up. Shift was ahead of usual schedule. Excellent job, and floors got cleaned with machine before shutting down. Did have lots of grease in traps, but better focus on cleaning at end of precook and breakfast shifts should alleviate issue.

Identified issues for future discussion:

- Snack Bar – reconfigure, decide what we want out of the space and design for results, go with the food truck model, two people per shift when prepping food.
- Leadership – how to recruit, train, reward, retain good crew leaders
- Cashier issues – keeping menu simple, resolving cash register issue, serving consistency
- Menu – determine replacement for hoagies for lunch menu, evening entrée timing and servings