

Ice Cream Palace



Area	Important Info
Volunteer Requirements	<ul style="list-style-type: none"> Volunteers must be 16 years or older to volunteer alone. Volunteers between the ages of 12 and 15 may volunteer, but must be accompanied by an adult volunteer who is over the age of 18.
Family Requirements	<ul style="list-style-type: none"> Guests must be 16 yrs. or older to be unaccompanied by parents. If the children are 15 and younger, children need to have parent/guardian with them at all times. We cannot serve ice cream to any minor unless they are accompanied by an adult. No exceptions.
Food Service Dress Code	<ul style="list-style-type: none"> Closed-toe shoes are required for all shifts. No exceptions. A sleeved shirt Bring a hat from home, or a hairnet will be provided. Disposable gloves will be provided. Change your gloves every time you serve a family with dietary needs. Additionally, change your gloves every time they are ripped, torn, or dirty. Change your gloves every time you touch your face or your hair. (A minimum of once an hour.) An apron will be provided. Remove your apron before using the restroom.
Serving Ice Cream	<ul style="list-style-type: none"> Ice cream may only be served to Wish Families or Welcome Back Families. It is NOT for volunteers or staff members. Any questions, please contact Guest Services at x4322.
Volunteer Responsibilities	<ul style="list-style-type: none"> Adhere to the dress code at all times. Gloves and a hat/hairnet must be worn at all times. Follow all food safety requirements to prevent the spread of food-borne illness Greet all families, staff, and volunteers as they enter the Ice Cream Palace. Serve ice cream cones and sundaes Make and serve milkshakes Make and serve banana splits Make and serve coffee Serve guests with dietary allergies Keep the Ice Cream Palace clean by wiping down counters, tables, and chairs Stock supplies – such as napkins, spoons, cups, straws, ice cream, sprinkles, toppings, bananas, and more.

Greeting Families	<ul style="list-style-type: none"> • Welcome the family to the Ice Cream Palace. • Make sure that the guest is at least 16 years old or has a parent with them. • Ask them what kind of ice cream they would like. Do they want a cone, a sundae, a milkshake, or a banana split?
Ice Cream Cones	<ul style="list-style-type: none"> • Gloves and a hat/hairnet must be worn at all times. • Take a cone from the rack. • Lift the freezer and use a provided scoop to scoop the ice cream. Place a smaller scoop in the bottom of the cone. Place regular-sized scoops on top. • If the guest would like more than one flavor, rinse the scoop in the water between flavors to avoid cross-contamination. • If the guest would like sprinkles on their cone, hand the cone to the guest. Dispense sprinkles into a bowl (one twist only). Have the guest dip the cone into the bowl. (This prevents the tray and floor from getting messy.)
Ice Cream Sundaes	<ul style="list-style-type: none"> • Gloves and a hat/hairnet must be worn at all times. • Take a bowl from the stack. • Ask the guest how many scoops they would like. • Lift the freezer and use a provided scoop to scoop the ice cream into the bowl. If the guest would like more than one flavor, rinse the scoop in the water between flavors to avoid cross-contamination. • If the guest would like toppings on their sundae, use the provided ladle to pour the topping on the sundae. (Hot fudge and caramel are located in the heater next to the coffee pot.) • If the guest would like sprinkles on their sundae, dispense one twist of sprinkles on to the sundae.
Banana Splits	<ul style="list-style-type: none"> • Gloves and a hat/hairnet must be worn at all times. • Take a banana from the bunch. Use a provided knife to cut off the top and the tip, then carefully slice the banana length-wise. (The banana may be easier to cut before it is peeled.) Place the knife back in the water. Remove the peel from the banana slices and throw the peel away. Place the banana slices on the sides of one of the banana split bowls. • Ask the guest how many scoops they would like. (Three is typical, but we can accommodate any request.) • Lift the freezer and use a provided scoop to scoop the ice cream into the bowl. If the guest would like more than one flavor, rinse the scoop in the water between flavors to avoid cross-contamination. • If the guest would like toppings on their banana split, use the provided ladle to pour the topping. (Hot fudge and caramel are located in the heater next to the coffee pot.) • If the guest would like sprinkles, dispense one twist of sprinkles on to the banana split.

<p>Milkshakes</p>	<ul style="list-style-type: none"> • Gloves and a hat/hairnet must be worn at all times. • Take a silver cup from by the milkshake machines. • Lift the freezer and use a provided scoop to scoop the ice cream. Place two large scoops or three medium scoops into the silver cup. • Place the silver cup beneath the milk machine. Lift the lever to dispense the milk into the cup. The milk should cover half of the ice cream. • Carefully, place the cup into the lip of the milkshake machine. The lever at the top of the machine controls the speed of the mixer. It will take approximately one minute to make the milkshake. Stand near the machine in case there is a spill. • After a minute, remove the cup from the machine and use the silver spoon to check the milkshake for consistency. If it is too thick, add more milk. If it is too thin, add another small scoop of ice cream. • Once the milkshake is complete, pour it into a plastic cup. (You may need to use more than one for the entire shake.) Ask the guest if they would like a lid or whipped cream and a cherry on top. • If the guest would like sprinkles, dispense one twist of sprinkles on to the shake.
<p>Dietary Needs Ice Cream</p>	<ul style="list-style-type: none"> • If a family asks for a dietary needs ice cream (ex. soy, rice), change your gloves. • Go to the back freezer where these ice creams are located and tell the family what types of ice cream we have today. • Bring the requested container out to show the family. • You will also need to bring the special scoop. It is located in the same freezer as the ice cream. By using this special scoop, we avoid cross-contamination and do not allow dairy products to get on to the scoop. • Using the special scoop, scoop the ice cream according to the above procedures. • Once you are done using the special scoop, immediately rinse it with hot water. Sanitize the scoop with sanitizer, then immediately place it back in the freezer.
<p>Stocking</p>	<ul style="list-style-type: none"> • In between families, volunteers should stock the supplies in the Ice Cream Palace: <ul style="list-style-type: none"> ○ Ice cream (combining flavors between containers or bringing out new containers) ○ Toppings ○ Sprinkles ○ Cups (both plastic and Styrofoam) ○ Lids (both milkshake lids and coffee lids) ○ Drink carriers ○ Straws ○ Napkins

Stocking (cont.)	<ul style="list-style-type: none"> ○ Spoons ○ Bananas ○ Hot chocolate ○ Gloves <ul style="list-style-type: none"> • First, use supplies that are located in the cabinets below the milkshake machine and near the freezers. If those supplies are low, then fill the cabinets with supplies located in the back room.
Cleaning Procedure	<ul style="list-style-type: none"> • Wear gloves when using the sanitizer to wipe down all surfaces, including counters, freezers, tables, and chairs. Clean towels can be found in a blue bin located by the aprons. Dirty towels can be placed in the small black bin, also located near the aprons.
Phone/Emergency #’s/Contact Entertainment	<ul style="list-style-type: none"> • Dial 9-911 for an emergency. The Manager On Duty is alerted and will come over to assist the volunteer. • Dial 0 for Village Operator/Guest Services when there is a need for staff assistance (ex. to call for Public Areas). • Food Questions? Contact the Gingerbread House at x4304. • Guest Questions? Contact Guest Services at x4322. • Other questions? Contact Volunteer Services at x4290. • First Aid Kit is located in the kitchen.
Family Interaction Tips	<p>Do’s of Affection:</p> <ul style="list-style-type: none"> • Patting children on the head, back or shoulder • Side hugs • Fist bumps and high fives • Sitting close • Holding hands while walking (young children) • Verbal praise or recognition

Thank you for Volunteering!