



The Scoop

Welcome!

Garside's Ice Cream has been serving dozens of flavors of delicious, frozen desserts at one ice cream stand to happy customers for more than 60 years! Garside's has filled *millions* of ice cream orders in that time. The business was created in the mid-1950s by Arthur Garside (c. 1897-1983) who operated the stand until 1981.

In 1981, Gordon Pendleton took over where Arthur Garside left off. Gordon Pendleton (1928 – 1994) was a graduate of Thornton Academy and the University of Maine at Orono, then a Teacher and Athletic Director at Deering High School in Portland. Gordon's extraordinary energy and enthusiasm have been key factors of the shop's enduring success.

We are proud of our premium-quality ice cream and the positive spirit Gordon created in reinventing the ice cream stand and running operations for 14 seasons. We strive to manufacture a top-notch product and offer a wide variety of flavors to please the most traditional, as well as the most eccentric palates. We use the highest quality ingredients and pour a lot of love into making our ice cream!

Help us to preserve Garside's legacy as a Maine icon, so future generations of tourists and local families can enjoy all that Garside's has to offer.

The Scoop is designed to help familiarize you with some of our basic operations, policies, and traditions. The following pages contain important information for all employees. Please read on carefully and refer to "*The Scoop*" often. We hope you have a great experience working here. Thank you for joining our team!

- The Pendletons



I. Customers Come First

Delight Every Customer, Every Time! Customers are the most important aspect of any business and the entire reason we are in business! Welcome every customer in a pleasant and professional manner. Before a customer comes to the window, greet them right away with a friendly smile and say, “How may I help you?” or “What can I get for you today?”

Put yourself in the customer's shoes.

How you would like to be greeted if you were standing outside!?

LIKE A ROCKSTAR!!

You never know who you are serving. It could be a police officer, a teacher, a doctor, a food critic, a reporter, someone's grandmother or a famous celebrity (we've had many eat our ice cream).

HUSTLE: Do whatever it takes (within reason) to be efficient. Set up a cash box, put out a full napkin holder, open the window, and say “May I help who's next, please?”

PLEASANT & POLITE: Work like a *rockstar! Most customers are great but on occasion, people are grumpy. Don't take it personally. If you get a Grumpster, it happens. Just remain cheery and suggest another flavor or something. Think of something smart to say. I know you can.

OFF-MENU REQUESTS: Orders off-the-beaten-path are cool. Just ask exactly what they want and tell them that you'll figure out a fair price. You can tell them that you're “winging it” and you can't guarantee they'll pay the same next time around. Talk with your co-workers about it.

**NOT like a diva. Ew.*

RANDOM THOUGHTS

"There are two kinds of people I don't like:

Know-it-all academics who don't watch television...

and food-snobs who claim they never eat at chain restaurants."

-The Phantom Gourmet

“...And I pity the poor souls who can't have dairy.”

-Eric P



II. Basics

Work Hard: This is a very physical job, which requires heavy lifting, extensive cleaning inside and out, and the careful use of electrical equipment. Take care and be careful.

Ambassadors: Be helpful, respectful, and kind. You are in a “customer-facing” role. This is a valuable experience!

Great Attitude! Working at Garside's is a great job! What better job is there!? But like most things in life, it's what you make of it.

We expect that you carefully follow our policies and guidelines. And we're thankful for that.

Schedule: Show up 15 minutes before your scheduled shift. Work hard. More on this subject in Section V (page 7). If you close the stand at night, count on being there **at least 30 minutes afterwards** to clean up properly. You are paid for the hours you work. Build that time into your social schedule!

Honesty Is The Only Policy: This has generally never posed a problem at Garside's. Let's keep it that way! Exercise discretion: If word gets back to the Pendletons about divulging any sensitive information about our business or operations, you'll lose your job.

Probation: We have to “go there”... Not showing up for a shift, eating in front of customers, being disrespectful, and the list goes on... These are all grounds for probation, if not immediate dismissal – duh. Lying, cheating or stealing = dismissal and shame.

Now we can't possibly list everything that could get someone on probation or fired, so please use your best judgment while working. Feel free to speak with Mrs. Pendleton or Eric privately and confidentially about any topic involving Garside's Ice Cream.

“To disagree, one doesn't have to be disagreeable.”

III. Responsibility

There's a lot to do at Garside's besides scooping ice cream:

1. **Think!** Like with any job, focus on what you're doing. Be solution oriented.
2. **Clean – inside and out.**
3. Handle cash accurately & keeping customer count.
4. Re-stock supplies & tracking inventory.
5. Help co-workers.
6. **Be productive.** Time will pass more quickly, you'll have more fun, and the more efficiently you serve customers, the more money you'll make.



OPENING

- Turn the hot fudge/butterscotch machine “3” to start. After a half-hour, turn the dials to “1”. Mix it up. Prepare more if necessary.
- Turn on the scoop wells (to a TRICKLE) and put out the scoops and scrapers.
- Outside: Clean the counter, the windows, the cement “apron” where the customers stand.
- Pick up the parking lot and around the benches
- Check the trash cans outside. Change if necessary.
- Prepare bleach water (1 cap full of bleach in hot water and a couple drops of liquid detergent) for clean-up cloths.
- Change any ice cream tins that need to be changed in the dipping freezers.
- Put out nuts, jimmies, sprinkles, cherries, whipped cream...
- Check toppings and syrups in the sundae fountain. Top off as necessary.
- Simple syrup = hot water and sugar. Vanilla syrup – add a few ounces vanilla extract to simple syrup.
- Stock all supplies: Straws, spoons, napkins, different sized sundae cups and lids, etc...
- Check half gallon inventory and update that list.
- Note what needs to be done throughout the day during slower times like cutting up cookie dough, making chippers, etc.
- Keep the shop organized and orderly.
- Wipe down all surfaces (horizontal AND vertical such as freezer doors, sides of scooping cabinets) with a clean cloth.
- Clean bathroom and empty trash as needed. Don't wait until the trash cans are full!
- Put out the OPEN sign, turn on the lights. Now you're ready to provide prompt and courteous service with friendly confidence!
- Running low? Take inventory of anything you think we'll need (bananas, spoons, dollar bills, change, soda, brownies, milk, etc. Make a list, include the date, and let us know ASAP.



“The sun always comes up tomorrow. Life's too short to sweat the small stuff...”

-Gordon Pendleton



CLOSING

Clean the entire stand *thoroughly* and prepare it for opening the next day. We always get the highest marks from the Board of Health in terms of cleanliness, so let's keep it up! **Most cleaning and re-stocking should be done at night so the opening shift has “opening tasks” to perform.**

- If customers arrive after closing, continue to serve them at least cones. Be welcoming with customers – don't act “put out” or pretend you didn't see them.
- Change/rotate all ice cream in dipping freezers as necessary.
- Carefully unplug the frappe and hot fudge machines. Clean them thoroughly with a clean cloth (soaked in dishwashing soap, water, and a cap full of bleach). Remove ladles and clean with hot water. Set aside to dry.
- Clean up all surfaces with clean cloth. Pay particular attention to the sundae fountain and toppings. Be sure to remove the topping containers to clean around them properly.
- Clean up outside – check the trash and take out if necessary.
- Clean up counters inside and out.
- Wring out all rags. Soak them in bleach water first, rinse them in warm water, then wring them out and put them on the side of the sink (use one cap full of bleach in a bucket of hot water with a little detergent).
- Wash the sink and surrounding area.
- **Clean the bathroom.**
- Clean scoop wells and all utensils with hot soapy water (just a little liquid detergent).
- Sweep up thoroughly (under freezers, in corners and don't forget the rugs).
- *Wash the floor with hot water and a capful of Spic 'n Span. Every other night, use bleach water. **Change the water several times if the floor is particularly dirty.*** Dispose of the water by pouring it into the grate in the floor in front of the ice cream machine.
- ***Don't put dirty water into the sink!!***
- Make sure that all freezer doors are closed tightly.
- Turn down the A/C (energy efficiency function = ON).
- Check the shed and the coop and make sure they're locked.
- Close all windows (serving windows, bathroom windows, etc.).
- Take in all napkin holders and wipe them off.

And the list goes on... Work together as a **team** and help each other out! There is always something to do. During the day, cut up the candy for the ice cream makers. Clean the freezers...

UBUNTU

From the Zulu word translated as humanity to others", describing the Ubuntu philosophy:

"I am who I am because of those around me," – i.e., a positive aspect of community.

In 2008, Coach Doc Rivers' “Ubuntu” pre-game rally helped lead the Boston Celtics to its first NBA Eastern Conference championship in 20 years.



IV. Scooping: The “Arc” Technique

Straight Wrist: Scooping ice cream is obviously not rocket science, but you need to scoop right create an attractive scoop AND to avoid injury. Yup, that means, you can hurt yourself if you don't do it right (i.e., carpal tunnel or a “repetitive stress injury”). Pay close attention:

When scooping, use BOTH HANDS – one hand to hold the can steady and the other to scoop. “*Get your butt behind you!*” – meaning, stand square in front of the dipping freezer with both feet planted firmly on the floor 18 inches apart. Keep your upper body straight (don't twist) standing over the tin, while leveraging your upper body weight directly above the ice cream to dig in.

Right-Handed Scoopers: Hold can with left hand. With the scoop in right hand, dig in around 2:00 curl the ice cream around the outer edge of the can stopping around 8:00.

Left-Handed Scoopers: Hold the can with your right hand. With scoop in your left hand, start at 10:00 and scoop in an “arc” curling the ice cream into a ball until around 4:00.

RIGHT-HANDED



LEFT-HANDED



Lookin' good! Serve the ice cream to appear as delicious as it actually is! It's all about presentation!!

"Don't hurry... But be as fast as you can."

-Gordon Pendleton

HINT: Remove pieces of ice that fall into the ice cream. Clean out the dipping freezers once a week. Remove fallen ice cream and gently remove any ice build-up.



Garside's – The Scoop

If you could see through a “tin” from the side focusing on the level of ice cream inside, it should be flat (i.e., **YES**, below on the right).

By scooping “level”, you keep the surface of the ice cream flat (i.e., **YES**), as opposed to hollowing out the middle and accumulating a layer of ice cream up the sides (i.e., **NO**). This exposes more ice cream surface area, which can dry out and make it much harder to scoop properly.



NO



YES

No Waste: Gently scrape out the rest of the ice cream before changing the tin.

Remove ice cream that falls to the bottom of the dipping freezers!

V. Shift Schedule

Hours: During the summer, we are open from noon to 10 p.m. These hours are reduced in the spring and fall. Business increases when the weather's nice; the opposite is true when the weather is lousy.

Availability: We discuss everyone's availability and work schedule upon being hired at the beginning of each season. We count on everyone to be flexible as we do our best to guarantee a certain number of hours to each person.

Therefore, “*You gotta take the good with the bad.*” Sometimes you get called off (due to bad weather / slow business). Sometimes more senior employees take a front seat, etc. Please communicate with the Pendletons if you have any questions or concerns about the schedule.

YUP: You will probably work most holidays (Memorial Day, Fourth of July, Labor Day).



The expectations you set forth when you were hired are important. Hiring a new team each season is like putting together a puzzle. Remember, when one employee wants a schedule change, that change has a ripple effect on all the others.

Sign up, Show up: That's how it works. If you have a serious scheduling conflict, speak with the shift supervisor and/or the Pendletons immediately. We will do our best to help you. If you don't show up for your shift, we'll need to have a serious talk. Schedule requests must be made 2 weeks in advance (minimum). If you need someone to replace you on a shift, you are responsible for that person showing up for you.

"Any fool can criticize, condemn, and complain – and most fools do."

-Dale Carnegie

VI. Wages

You will be paid according to law and you must keep accurate track of your hours yourself.

TIP for Tips: On your tip cup, write "College Fund" or "Tips for Tuition". Those work.

Receiving wages: You will be paid weekly within 1 – 2 weeks starting Sundays. You are required by law to file taxes. Filling out a **W-4** is one of the first things you do when you start a new job so you need a Social Security number.

Your responsibility: Talk to your family and/or an accountant for details about filing taxes.

IMPORTANT

*Anyone under 16 years of age is legally required to obtain
a work permit from the Superintendent of Schools.*

The Law forbids employees age 15 or younger to work after 9 p.m.
See posted documents in the stand for details.

VII. EASY KILLER !

Some of our equipment is old! Be gentle with everything inside the stand! Including each other 😊



VIII. Safety & Security

Occasionally, some employees possess a confidential security code to enable and disable the security system. This code must **never** be given out to anyone for any reason. More senior employees might get the keys to lock up after closing. Never tell any non-Garside people about keys, how we lock up, where the cash is kept, etc. You could be endangering yourself and others.

In case of emergency, remember: Personal safety FIRST.

Preserve people's health and well-being, starting with your own.

CONTACT THE PROPER AUTHORITIES IMMEDIATELY

911 – Police, firemen, and/or ambulance, and the Pendletons.

IMPORTANT: NO ONE is allowed to inside the stand unless they are employees who are scheduled to work. Parents or family members picking you up at night may come inside *if necessary* and remain near the door.

ONLY EMPLOYEES MAY USE THE RESTROOM (Board of Health mandate). Customers are never allowed in the ice cream stand.

IX. Clothing & Appearance

Public Image: Always wear clean clothes in good condition. We want you to appear clean-cut, professional, and friendly. Here are some clothing **no-nos** – some are laws mandated by the Board of Health:

- No old clothing that's worn (no rips or holes)
- No short-cut shorts. No lounge wear. No sportswear.
- No tight, short-cut tops that reveal your midsection
- No inappropriate advertisements or logos are allowed on any clothing
- No flip-flops
- Hair must be pulled back – a nice baseball cap is a great solution for long hair!

**** Plus a clean Garside's apron**

Public Relations: What happens at Garside's stays at Garside's. Corporations make you sign a contract with pages on this subject. If someone asks you about Garside's, you have my permission to say, "It's a great place." That's about it.

Never give away free ice cream. If a customer says, "*The Pendletons said I could get a free ice cream.*" They're lying. We have never said that. Ever. Never will. Politely tell them you are under strict orders to never give away ice cream for free. (Unless a little kid mistakenly drops his or her cone – that's different.)



X. That's The Scoop!

This outline of our policies and procedures offers a glimpse into our work environment. There's a lot more to know, so if anything is unclear to you, or if you are unsure of these guidelines or what is expected of you, just ask!

WRAP IT UP, ALREADY!

1. Delight customers every time!
2. Clean – clean – clean!
3. Stay productive.
4. Be cool and professional – work like you're showing off!

Garside's is a small, family-run business, not a major corporation. Like with any job, do it to the best of your abilities. We try to hire good, honest people who are solution-oriented. Plus we do our best in supporting you to be successful on the job. Communicate with us proactively when/if issues arise. (Don't let emotions get pent up and then communicate.)

We welcome your input — about new flavors or how to serve customers better. Constructive feedback is always appreciated! We count on it to make things better!

Pride: We also value our employees and enjoy running Garside's. We hope you'll enjoy making Garside's a nice experience for the customers – as well as a nice work environment for everyone involved. Thank you!

- The Pendletons

ONE SCOOP
3 OUNCES – ACTUAL SIZE

