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Farmers Market Employee – Job Description and Manual

Duties – Sales Team Member for Farmers Markets in Northern Virginia and Washington, DC from July (or earlier) through late October or November

Qualifications –

1. Valid driver's license (if you wish to help drive to or from market)
2. Ability to lift 30 lbs. (crates with apples, peaches, etc.)
3. Provide good customer service - small talk, answer questions & SMILE!
4. Ability to handle money and make change, process credit cards and use digital scales
5. Some common knowledge about fruits and vegetables or the interest to learn

Description –

1. Meet market Team Leader at assigned time at farm/packinghouse in Cashtown (approximately 3 1/2 to 4 hours prior to market opening time). The majority of the produce and supplies are loaded on the market trucks the day before market, but a few perishable items need to be loaded the morning of market.
2. Ride in the box truck (or drive box truck one way if interested) to market site in Washington, DC or Northern Virginia.
3. Help set up stand with tents, crates of fruit/vegetables, boxes, display stands, signs, etc.
4. During the hours market is open:
 - a. Assist customers and answer questions
 - b. Help with sales: weigh fruits & vegetables with digital scales, collect payment from customers
 - c. Cut samples of fruit and make them available for customers.
 - d. Restock display crates and stands as soon as possible.
5. Tear down market stand/display, take down tents, load unsold produce and display materials into truck. (takes approximately 1 hour to tear down the market stand)
6. Ride in box truck back to the farm/packinghouse in Cashtown (approximately 1 1/2 to 2 hours drive)
7. Unload any unsold produce, empty crates, market supplies, etc., and put these items away in their designated location. Help replace any needed supplies.
8. Work hours for a 9:00 AM to 1:00 PM weekend market are generally 4:45 AM to 4:00/4:30 PM (an 11 to 11 ½ hour day).

Market Schedule -

1. Vienna - Saturdays - 8:00 am to noon
2. Petworth - Saturdays - 9:00 am to 1:00 pm
3. 14th & U St. - Saturdays - 9:00 am to 1:00 pm
4. Cleveland Park - Saturdays - 9:00 am to 1:00 pm
5. Lorton - Sundays - 9:00 am to 1:00 pm
6. Palisades - Sundays - 9:00 am to 1:00 pm
7. Fairlington - Sundays - 9:00 am to 1:00 pm

- 8. Oakmarr - Wednesdays - 8:00 am to noon
- 9. Wakefield - Wednesdays - 2:00 pm to 6:00 pm
- 10. By the Whitehouse - Thursdays - 11:00 am to 2:00 pm

EMPLOYEE POLICIES AND PROCEDURES

Team Leaders: At least one Team Leader will attend every market. The Team Leader is responsible for assigning driving duties, work duties, layout of the stand, approving changes in prices or discounts, etc. Please direct any questions you cannot answer to a Team Leader. Also, any customer complaints should be brought to the attention of a Team Leader.

Pay rate:

<i>Market sales between</i>	<i>Team Member Pay (if not driving)</i>	<i>Team Member Pay (if Driving one or both ways)</i>
\$0 and \$1099	\$120 (\$40 cash)	\$130 (\$50 cash)
\$1100 & \$1199	\$126 (\$46 cash)	\$136 (\$56 cash)
\$1200 and \$1299	\$131 (\$51 cash)	\$141 (\$61 cash)
\$1300 and \$1399	\$138 (\$58 cash)	\$148 (\$68 cash)
\$1400 and \$1499	\$145 (\$65 cash)	\$155 (\$75 cash)
\$1500 and \$1599	\$152 (\$72 cash)	\$162 (\$82 cash)
\$1600 and \$1699	\$159 (\$79 cash)	\$169 (\$89 cash)
\$1700 and \$1799	\$166 (\$86 cash)	\$176 (\$96 cash)
\$1800 and \$1899	\$173 (\$93 cash)	\$183 (\$103 cash)
\$1900 and \$1999	\$178 (\$98 cash)	\$188 (\$108 cash)
\$2000 and up	\$180 (\$100 cash)	\$190 (\$110 cash)

Wholesale Deliveries at Market: From time to time there will be a wholesale order on the truck for another vendor or wholesale customer to pick up at a market. An invoice for this order will be provided. Team Leaders and Team Members will be provided with additional compensation for the additional labor involved with these wholesale orders/deliveries, based off of the number of cases/boxes ordered. To determine your additional compensation, please refer to the spreadsheet in your money box, and divide the total compensation up between each employee attending the market that day.

Accidents: All injuries or accidents occurring while on the job, regardless how minor, must be reported immediately to your Team Leader. The failure to report an injury or accident immediately after its occurrence may result in denial of liability for workers’ compensation benefits.

Personal phone calls: Personal phone calls or texting on your personal cell phone during market hours is strongly discouraged. If you need to make a personal call or text during market hours, please inform your Team Leader. If this becomes a problem, all personal phones will be required to stay in the truck.

Personal conversations: All personal conversations should end when a customer is within earshot. The customer should be your number one priority.

Foul language: Use of profanity in the presence of customers will not be tolerated.

Personal Appearance: A customer’s opinion of our farm is partially formed by your appearance. Therefore, all employees are expected to look neat and clean while on the job. Exposed tattoos may not be offensive in nature. Please wear comfortable and appropriate clothing. Pants should not fall down below your waistline. Please wear a belt if this is a problem! Please do not wear t-shirts that are torn, dirty and/or with inappropriate wording. Women may wear sleeveless t-shirts and shorts that are not too revealing. Men may not wear sleeveless t-shirts. We require that you do not wear flip-flops while working because of the increased risk of injury from tripping, slipping or something falling on your foot. You may only wear flip-flops while riding in the truck to and from market. Kuhn Orchards will provide company t-shirts and hats at no charge. Although you are not required to wear one or the other or both, we strongly encourage you to wear an article of clothing that identifies you as a Kuhn Orchards employee.

Sampling: You are encouraged to sample each new item/fruit that comes into the market during the season so you can describe it to the customers.

Call-off procedure: We expect you to let us know as soon as possible if you cannot attend a market you have been scheduled for. If you become ill or have an emergency and cannot fulfill your work time, call Sidney as soon as possible. Sidney can be reached at (717) 357-1721. If you cannot reach Sidney, call the office at (717) 334-2722 and leave a message. Please be on time to work, your team members are counting on you.

Smoking: NO SMOKING OR VAPING WHILE WORKING IN THE STAND! If you must smoke or vape, leave the stand area and please properly dispose of your butts, matches, tobacco, etc.

Breaks: We do not have specified break times while at market, so breaks are taken as needed/time permits. The best times to take a break or to use the restroom are: after the stand is set up and before market opens, and immediately after market closes before loading the truck. Please verify with a Team Leader that it is okay before you take a break to smoke, eat, use the restroom, visit/shop with other vendors, etc. We don’t want all team members to take their breaks simultaneously and leave one person to hold down the stand during a busy time!

Driving: If you are a driver, please understand that it is expected that you adhere to good and safe driving practices - in other words, don’t break the law. You may have to go through the scales stations located on I-270 in Maryland. If you are asked to present your medical exam card, please use the information located in the glove box to explain that it is not necessary for drivers of trucks traveling to farmers markets to have a medical exam card.

Displays: Large attractive displays are very important to sales. Produce should be constantly sorted through during the day to cull out any damaged or decayed fruit. Remember to handle produce very carefully to prevent bruising. Keep displays full at all times. No one wants to buy the “last one”. Our reputation is built on quality produce. If the quality is inferior, throw it out or discount the price.

I have read and understand Kuhn Orchards Farmers Market Employee – Job Description and Manual as outlined above.

Name

Date