



SPRING HILL PARENTS FOR KIDS

BRANCATO'S CONCESSIONS & CATERING

Volunteer Policies & Requirements

These policies apply to **all volunteers working Brancato's private catering events**. These standards are required to maintain our partnership and ensure a professional experience for clients and guests.

Volunteer Roles

Brancato's Concessions

Volunteers may be assigned to:

- Cash register operations
- Food preparation and cooking
- Restocking and cleaning
- End-of-event cleanup

Brancato's Catering

Volunteers may serve as:

- **Buffet Servers**
- **Banquet Servers** (placing plated meals at guest table settings)
- Event setup and food prep
- Bussing and clearing tables
- Breakdown and cleanup at the conclusion of the event

Volunteers are expected to assist wherever needed and follow direction from Brancato's Leads and SHPK Leads.

Required Attire (Strictly Enforced)

Concessions Attire

- Black shirt (plain, no logos)
- Black pants or black jeans
- Black shoes (closed-toe)

Catering Attire

- Black **long-sleeve dress shirt**
- Long **black tie**
- Black **dress pants** (no jeans, leggings, or athletic wear)
- Black dress shoes

Failure to comply with attire requirements may result in removal from the event and loss of earnings.

Professional Conduct Expectations

- Volunteers represent **Spring Hill Parents for Kids** and **Brancato's Catering** at all times
 - Maintain a polished, courteous, and professional demeanor
 - No cell phone use in guest-facing areas
 - No food or drinks in service areas unless approved
 - Follow all food safety and sanitation practices
 - Treat guests, coworkers, and supervisors with respect
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Pay & Gratuities

- Tips and gratuities are **pooled and shared evenly** among all workers, including Brancato's Leads
 - Payment is issued according to Brancato's payroll schedule
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Scheduling & Attendance

- Volunteers must arrive **on time** and remain for the full scheduled shift
 - Early departure or late arrival may result in reduced or forfeited pay
 - If an emergency arises, notify the SHPK Lead immediately
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Safety & Compliance

- Follow all instructions from Brancato's supervisors
- Immediately report spills, hazards, or injuries
- No alcohol or drug use before or during shifts
- Volunteers must be physically able to perform assigned duties, including standing, lifting, and carrying trays or equipment