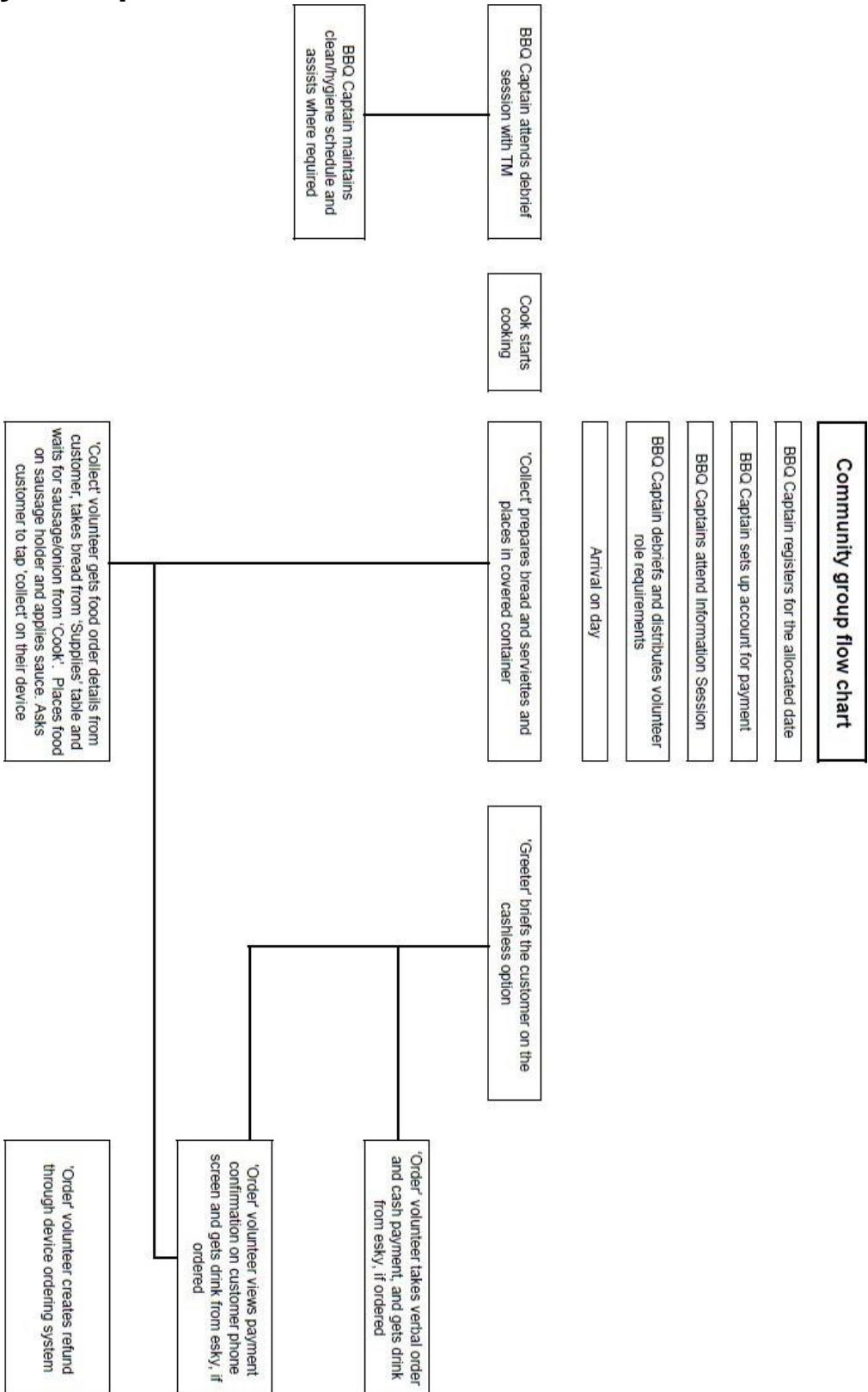


# COVID-19 Sausage Sizzle Community Group Pack

24 March 2021

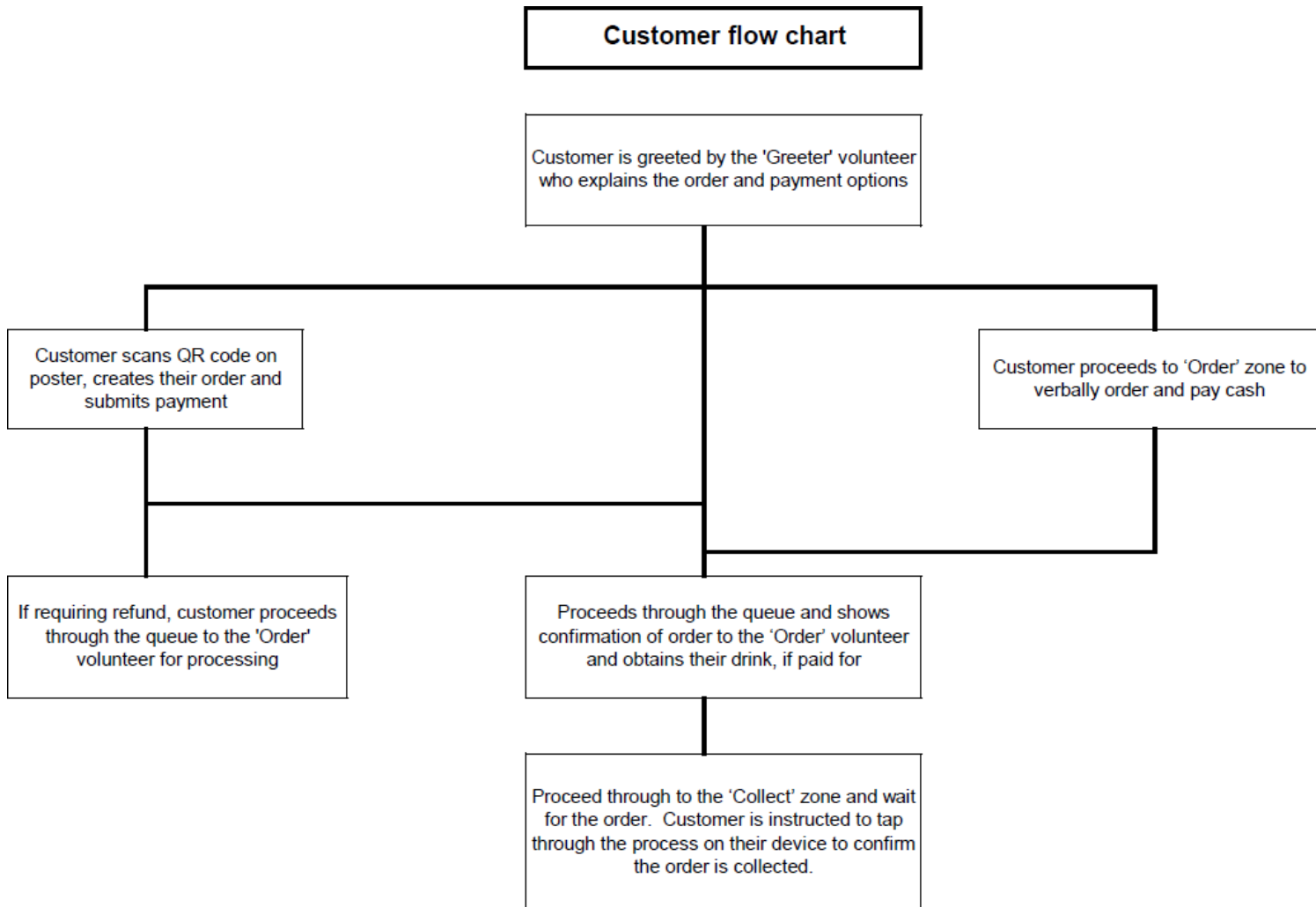
## Community Group Flow Chart



# COVID-19 Sausage Sizzle Community Group Pack

24 March 2021

## Customer Flow Chart



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## Volunteer role descriptions

### A minimum of 4 and maximum of 5 volunteers are required

#### **BBQ CAPTAIN (This role may be combined with the Greeter if there are only 4 volunteers)**

The BBQ Captain is the key volunteer to ensure the fundraiser runs smoothly and is successful.

The responsibilities of the BBQ Captain include:

- Register to use Bunnings free Mobile Payments if your community group is using the offer
- Not attend the sausage sizzle if they are unwell or have any cold or flu like symptoms
- Must wear clean clothes
- Must maintain at least 1.5m physical distance from other volunteers and customers
- One must be on site at all times
- Attend briefing session with store team (BBQ Supervisor) prior to commencing on the day
- Confirm two mobile phones are fully charged during each shift for mobile payments
- Bring a charged power bank if phones need charging
- Ensure all volunteers are feeling well and wearing clean clothes. Volunteers should not attend the sausage sizzle if they are unwell or have any cold or flu like symptoms
- Ensure volunteers immediately report to the BBQ Captain if they start to feel unwell during the day
- Ensure volunteers adhere to hygiene requirements
- Adhere to and complete the clean schedule checklist, by ensuring the team clean and sanitise all surfaces in the area every 60 minutes
- Cleans and sanitises the Cook area every 60 minutes
- Ensure all volunteers handling food wear gloves
- Ensure all volunteers wear a clean, cloth, individual-use apron during the course of the day – compulsory
- Assists Cook if needed, by getting sausages and onions ready for placing directly on hotplate
- Ensure gloves are changed when shifting between roles
- Fill in for group members when they need breaks or to clean/sanitise hands
- Ensure volunteers maintain at least 1.5m physical distance from other volunteers and customers
- Have ample supplies to run the BBQ until 4pm
- Complete the BBQ checklist at the end of the BBQ with the store team (BBQ Supervisor).



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## **GREETER (This role may be combined with the BBQ Captain if there are only 4 volunteers)**

The Greeter is focused on assisting the customer, by providing a friendly welcome, explaining the new Mobile Payment option and providing assistance with the new process. They should be confident with how the system works and able to take our customers through the steps. They will:

- Not attend the sausage sizzle if they are unwell or have any cold or flu like symptoms
- Must immediately report to the BBQ Captain if they start to feel unwell during the day
- Must wear clean clothes (apron required if changing roles)
- Must maintain at least 1.5m physical distance from other volunteers and customers
- There is a limit of 50 customers only in the line – please ensure this is adhered to
- Explain how to order (and pay if the customer is using Mobile Payments or if the group bring their own contactless device)
- Remind customers of physical distancing requirements whilst queuing, and that hand sanitiser is available.

## **ORDER**

The role of the volunteer is to confirm customer Mobile Payment orders before they collect and take cash payments for orders as needed. Duties and requirements include:

- Not attend the sausage sizzle if they are unwell or have any cold or flu like symptoms
- Must immediately report to the BBQ Captain if they start to feel unwell during the day
- Must wear clean clothes and a clean, cloth, individual-use apron – compulsory
- Must sanitise after accepting each cash payment
- Must maintain at least 1.5m physical distance from other volunteers and customers
- Confirm Mobile Payment orders or take orders and accept payment by cash (or EFT if group brings own cashless payment system)
- If a drink is ordered, the preferred drink is collected from the esky and placed on the table for the customer
- Clean surfaces of the Order area with a general-purpose cleaner and then food grade sanitiser every 60 mins
- Minimum hand washing/sanitising every 60 minutes
- Provide Mobile Payment refunds if necessary



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## **COOK**

- Not attend the sausage sizzle if they are unwell or have any cold or flu like symptoms
- Must immediately report to the BBQ Captain if they start to feel unwell during the day
- Must wear clean clothes and clean cloth, individual-use apron – compulsory
- The cook is only required to wear gloves when handling raw food. If the cook is using tongs for cooking, then the use of gloves is optional.
- Must maintain at least 1.5m physical distance from other volunteers and customers
- Cook sausages and onions
- Cooked sausages and onions are placed in foil trays on the wire frame above hotplate to keep warm
- Places the sausage/onion on bread provided by the 'Collect' group member
- Minimum hand washing/sanitising every 60 minutes
- Standard rules around food safety – all food to remain covered except when cooking
- The cook is to call on the BBQ Captain for any assistance

## **COLLECT**

- Not attend the sausage sizzle if they are unwell or have any cold or flu like symptoms
- Must immediately report to the BBQ Captain if they start to feel unwell during the day
- Must wear clean clothes
- Must wear gloves and a clean, cloth, individual-use apron – compulsory
- Must maintain at least 1.5m physical distance from other volunteers and customers
- Collects bread and napkin from supplies table, and sausage/onion from the Cook
- Place sausages on sausage holder at Collect table i.e. does not place directly into customer hand
- Only the Collect volunteer is permitted to apply sauce whilst the sausage is in the holder i.e. sauce is not to be used by customer
- **If customer has used Mobile Payments, remind them to tap that they've collected the order on their phone**
- Customer takes sausage from holder
- Collect member must remain more than 1.5m from customers
- Clean surfaces of 'Collect' area and sausage holder with a general-purpose cleaner and then food grade sanitiser every 60 mins
- Minimum hand washing/sanitising and gloves changed every 60 minutes

