



EMPLOYEE EXPECTATIONS: Helping Families Make Magical Memories

Be helpful, greet customers with energetic, kind words and a smile. Learn about the farm to answer questions. At every shift, strive to help at least one family have an amazing experience. Your Team is Depending on You

Punctuality and Attendance

- **On-time arrival:** Be on time for all shifts and work the entire scheduled duration.
- **Tardiness:** If you anticipate being late, inform your team lead as far in advance as possible, and before your shift starts.
- **Scheduled Absences:** Mark days you are unavailable to work in ADP at least one month in advance. If there's a chance you will miss work, mark yourself unavailable.
- **Unscheduled Absences (including sick or family emergency):** If you cannot make a scheduled shift, notify your manager or team lead as soon as possible. Find coverage for your shift by asking several coworkers and posting it on ADP. Provide a doctor's note. Failure to call and/or show up for work may result in disciplinary action, up to termination.
- **Resignation/Seasonal Work:** Provide two weeks' notice and be prepared to work all scheduled shifts.

Conduct

- Take pride in your work and be a team player. Offer assistance to others.
- Maintain a professional and respectful demeanor at all times.
- Keep all necessary certifications and training current.
- **Cell Phone Use:** Do not use your cell phone near customers or when there is work to be done. If you need to text or call, speak to your team lead so you can step away from your station. Your manager may ask you to leave your cell phone in the barn to prevent distractions.
- **Uniform:** You will receive a work shirt after your first shift; until then, wear a neutral t-shirt. Always wear your Sweet Eats Fruit Farm t-shirt, closed-toe shoes, and name tag. Shorts (no shorter than mid-thigh) are permitted in the summer, and jeans/pants in cooler weather. Jackets should be worn with your name tag visible. Sweatpants are not allowed.