**HISTORY**

The history of WBC is our most unique and important asset. Many people who have a connection to the coffee shop come back to visit and share their memories. You may be asked questions about the photos, awards, artifacts, etc. that are displayed so you should become familiar with them. There is a brochure about him on the counter for visitors to peruse and comes in handy for specific questions about Bill Sackter’s life.

The display case in the hallway contains Bill’s hat, harmonica, lucky $2 bill and copies of the original Bill movies from the 1980’s (available at Amazon).

When someone comes into WBC for the first time, they may look lost or confused since it doesn’t conform to their coffee shop expectations. Ask them if it’s their first visit. If it is, offer them a coupon for a free beverage and tell them the story of Bill Sackter or ask the staff person working to do so. If you volunteer at the start of the fall semester, many people will not know that we take no debit cards or student ID’s, only cash. You can direct them to the ATM in Burge Hall or you can give them a coupon if they only want coffee.

Some people confuse Wild Bill’s at 325 North Hall with Uptown Bill’s which is our cousin store at 730 S. Dubuque St. (www.uptownbills.org) The two businesses are separate, but related. A former director of the School of Social Work, Tom Walz, was the force behind the creation of Wild Bill’s. It was when he retired that he opened Uptown Bill’s which operates from a similar philosophy but has completely separate staff and management. The two coffee shops both recruit volunteers and collaborate on some events like Bill Sackter Day, (April 13th). Until he moved away very recently, Tom Gilsenan, was the executive director at Uptown Bill’s and had previously been a student manager of Wild Bill’s.

**PHILOSOPHY**

All of Wild Bill’s staff are people living with a disability who enjoy the activity and camaraderie of the coffee shop atmosphere. We encourage volunteers to interact with staff as much as possible. We hope that you will develop a friendly relationship with staff members and learn as much as you can about their lives in keeping with the tradition and spirit of Bill Sackter. We consider our employees as educators and the coffee shop as a learning laboratory. Able-bodied volunteers can learn about able-ism and confront their assumptions about persons with disabilities. We are the only coffee shop housed in a school of social work that has been operating under this philosophy for more than 40 years! We are a non-profit organization dedicated to providing skills, employment and, thereby, empowerment to persons with disabilities, while at the same time providing a comfortable location for and service to students, faculty and staff at the university. We are independent and not affiliated with the IMU- run coffee shops across campus. This is why our products are different, our prices lower, and our methods unique. People visit Wild Bill’s because it is unique. We welcome their feedback and suggestions.
ROLE OF VOLUNTEERS

As a volunteer, you are in an unusual position. You provide support, structure, and an important relationship to our staff. You can be a friend but not a boss. You have responsibilities but no real power. You can ask for direction from the job coach, the managers or the staff, or you can take initiative by jumping in and doing what needs to be done and checking with them to make sure you are on the right track. You may **NOT** spend your volunteer time on your laptop, texting or phoning your friends or doing homework. You should take the time to talk to staff, play board games, cards, draw, play computer games together, and help with tasks that need to be done. Look around and find things that need to be done: dust the shelves, price products, sweep the floor, etc. You could think of ways to make the store more inviting and fun such as helping to plan an event.

The volunteer, job coach and staff should sit together at the same table so as to leave space for customers. Voices should be kept at a low volume. Notice how you are feeling about being in the coffee shop and what you think is important about the experience. Try to be in the present moment. Don’t distract staff from doing their job. You should always work with the job coach in accomplishing their goals with clients. Ask them how you can be helpful.

We trust you to accurately record your volunteer hours in the binder that is in the file cabinet under the counter. Please come at your scheduled time to work since other students are scheduled after your time ends, which means no make-ups. There can only be one volunteer present per shift. The supervisor or staff manager can sign any volunteer forms you have to turn in for instructors. If you are sick or otherwise cannot make your shift, you should call the **coffee shop at 335-1281 in advance**, and tell someone you won’t be there or **email the Staff Manager**. You can also call Jen at **335-3750** or email her at **jen-knights@uiowa.edu**. No-shows are reported to your instructor/supervisor.

ROLE OF JOB COACH

Job coaches are assigned by one of several community agencies (Goodwill, Systems Unlimited, The ARC) to help their clients learn skills and experience the value of employment. They are paid to coach and supervise the physical and mental well-being of their client. They support and teach the staff about their services and how to do the job of working in a coffee shop. Some job coaches are more hands-on and involved than others. Job coaches can also assist in guiding the volunteers and giving feedback by signing the **volunteer form**. When you sign up for a volunteer shift, job coaches and staff depend on you to show up on time, to be engaged and to be helpful.

ROLE OF EMPLOYEES

Some of our employees have been working at Wild Bill’s for many years and have seen many volunteers come and go. Most have long histories of involvement with helping professionals. They take pride in their work and most like the social aspects of interacting with customers. Others need a little
coaxing. Some staff members know their jobs very well and don’t need much help. Others need a lot of support and direction. Some staff are accustomed to others doing things for them that they are capable of doing themselves. Sometimes able-bodied volunteers are impatient or particular, and take over tasks that staff should be doing. We encourage employees to increase their capacity to do new things, as well as build on strengths they already have. Don’t assume someone can’t do something. Always ask first. Provide support and encouragement, but don’t rescue. When it’s busy and there is a line of people waiting, it is tempting to jump in and take over instead of teach or provide support. Help empower our employees by respecting their abilities, even if it means doing something more slowly or differently than you would. Again, if you have questions about what you should be doing, ask the job coach.

ROLE OF STUDENT MANAGER

The staff manager recruits and trains volunteers, while running the day to day operations of the coffee shop. The business manager shops for food and supplies and delivers them to the storeroom. He or she also tallies the money made each day and delivers it to the coffee shop supervisor. The business manager sets up the staff work schedule and makes sure that employees are paid. Managers oversee the day to day functioning of the coffee shop and troubleshoot problems. Their office is in the back of the coffee shop through the door by the cooler. Forms, messages, paperwork etc. should be left on the desk. Managers’ work schedules vary so please call or send an email to arrange a time to speak about any Wild Bill’s issue.

Staff Manager: Kelsey Guyette – kelsey.guyette@hotmail.com / (641) 799-1301
Business Manager: Jordyn Lair – lairjordyn@gmail.com / (641) 330-7701

If you find that you need help and no one is available, find the supervisor (Jen Knights) in Room 355, phone number 53750. If she is not available, ask Wynne Worley in the Director’s office for help.

ROLE OF SUPERVISOR

The School of Social Work staff person who supervises the coffee shop is the school’s Marketing & Community Engagement Specialist, Jen Knights. She supervises student managers and makes decisions about how the coffee shop functions. If you have any questions or concerns about volunteering or suggestions for improving the coffee shop or the volunteer experience, you should feel free to contact her. Her office is in room. If you run out of change or need more small bills and there is not a manager available, you can ask for help from Jen or Wynne.

INVENTORY

In order to keep track of what and how much we are selling, we have a pen and paper method of counting inventory. Each morning, the 1st shift counts the number of each item which is written into the 1st column with each item that is in the store. If the closing shift from the previous night stocked properly, there should be a full count of every item. The amount that is supposed to be stocked for the 1st shift is already on the form. If you discover during inventory that there are more or less items than are recorded, cross out the number and write within the same column what the actual count was, do not write in the 2nd column. If two people do this together, it takes about 15 minutes to do inventory. Not every item is counted, i.e. small pieces of candy etc., and some items don’t appear on the list.
At the last shift of the day, BEFORE RE-STOCKING, inventory is done again and the number is written into the 2\textsuperscript{nd} column. Then we know how many we sold that day, which is written into the 3\textsuperscript{rd} column. After completing the inventory at night, you should go into the storeroom (use the 320A key which is kept in the cash register) and pull the number of items in each category that you need in order to reach the benchmark on the list. Remember to put the key back into the drawer!

If you run out of something during the day and need to restock before closing, add a + mark next to the number that you added during the day. Otherwise, only the last shift does the stocking.

<table>
<thead>
<tr>
<th>Item</th>
<th>Number at 1st shift</th>
<th>Number at last shift</th>
<th>total used</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apple Nutragrain</td>
<td>6</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>Quaker Oat Granola Bar</td>
<td>9</td>
<td>2</td>
<td>7</td>
</tr>
<tr>
<td>Nature Valley Peanut Bar</td>
<td>9</td>
<td>9+</td>
<td>9</td>
</tr>
<tr>
<td>Froot Loops</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

Often the night custodians buy snacks and leave their money on the counter or in the tip cup. They are supposed to write down on the OFF HOURS PURCHASES form what they bought. The first shift in the morning should count the amount of money left on the counter or tip cup, and ring it into the cash register as the first sale of the day.

**STOCKING & PRICING**

Once you have your list of what you need to stock, take the list into the storeroom. Check first to make sure that items have price stickers on them before stocking for sale. If they do not have price stickers on them, they need to be priced first. The pricing gun is on the shelf under the cash register. The price list is on the door of the storage room. Set the price you want on the price gun (ask for help if you need it) and price all the items that do not have labels. We don’t price pop cans. Replenish the items in the cooler with the oldest to the front of the line. If the store is slow, you can go into the storeroom and price things. If you discover an item that is out of date, you should tell the job coach and it should be thrown away. All shifts can price!

**STORAGE ROOM ETIQUETTE**

When you open a box or package, please recycle the packaging. Don’t leave it in the store room. Don’t open a new carton of pop if one is already open. Remove all cardboard boxes and flatten them and put them into the recycle bins. If you spill something, clean it up. Please keep the store room neat and clean. It will make everyone’s job easier. Always lock the door when you are finished and return the key.
CREATING A SHOPPING LIST

The Business Manager shops for Bill’s each week. If you notice we are out of any inventory or kitchen item, be sure to check for more in the storeroom. If there is not back-stock in the storeroom, please highlight that item on the shopping list. The list hangs on the wall in the kitchen next to the white board.

SHIFT DUTIES

Each shift has specific responsibilities assigned to those working that shift. When you volunteer, look at the Shift Checklist form for that day to see what needs to be done and then help get it done. Once any task is completed, check it off on the list so the next shift knows it was completed.

OPENING

If you work the 8-11 shift, you help set the stage for the rest of the day. The key to open the door and access the cash envelope is in Wynne Worley’s office. (If Wynne is not available, go to room 308 and ask Tomeka or Kate to help you. Count the money to verify that there is $50. If not, write this on your End of Shift Form. Hopefully, the shift from the night before left you enough change and $1 bills to operate during the morning rush for coffee. If not, you can call Jen (319-335-3750 / 319-331-6631) and request change. Any money you find in the tip cup, on the counter or next to the register, should be rung into the cash register as if it was your first sale of the day. Turn on all of the lights and ceiling fan, and adjust the temperature in the room. Make sure tables are clean and that you have enough cups, lids, etc., out and ready for customers. Make coffee and fill/ turn on the Keurig machine for hot water. Take the sign and put it outside for pedestrians to see. Walk to the 3 steps at the entrance and place it where it can be seen from both directions.

MAKING COFFEE

Clean the plastic filter-holder with hot soapy water, rinse well and put in a filter. Pour coffee beans into the white cup, up to the line, and then pour them into the coffee grinder. Slide the cup up under the chute and press the on button. It makes a loud grinding noise and the noise changes when there are no more beans left to grind. Turn off the grinder and flip the lever up and down several times to clear the chute. Try not to waste the coffee by letting it go down the drain. Pour the grounds into your filter basket, slide it into the groove on the machine and put your pot underneath. It is very important to put the glass carafe under the spout first! Fill the water pitcher up to the line, from the filtered water spout at the sink. Pour that into the top-right opening in the coffee maker. Hot coffee will start coming out right away. Always make a full pot of coffee—trying to make a half-pot or partial pot will result in the wrong ratio of water to coffee on the next pot (there won’t be enough water in the tank for the next pot, or it will overflow the next batch). Once the coffee is finished brewing, pour it into an airpot to keep it hot instead of using the burners on the coffee machine. Label the airpot to indicate whether the coffee is Regular, Flavored (which flavor?), or Decaf. Labels are on the white mailbox by the kitchen door and coffee machine.
DO NOT TURN ON THE COFFEE BURNERS. We have had multiple accidents involving empty pots being left on hot burners so we now make sure all coffee goes directly into the appropriate air pot. Clean up any mess you made. Let someone know if we get low on coffee beans so we can order more. We go through a lot of coffee in the mornings, so check the airpots frequently to make sure you know when to make more. If customers use a ceramic cup or bring their own, it is $1.25. If someone brings a 16 oz. cup, they should be charged $2.00.

CLOSING

Those who close the store at night have some extra responsibilities. They have to make sure that everything is safe and secure overnight and that the money is accounted for properly. Please do not stop serving customers until 7:45pm. Do not close early unless there is severe weather or you have had no customers from 7-7:30pm. Make sure everything on your shift checklist has been completed, and put the inventory form and shift checklist on the manager’s desk. Turn off all lights and fan, close windows, turn down the temperature (or turn it up in summer), make sure soup is put away in refrigerator, start the dishwasher, and lock the door behind you.

MONEY AND CASH REGISTER

All cash register entries must be monitored for accuracy by the job coach. You should ring up sales and tally the sales at the end of a shift. The day begins with $50 in the drawer, which is subtracted from your sales at the end of your shift. Also subtracted are any mistakes or over-rings made during your shift. If you make a mistake, tear off the receipt, circle the mistake and write what it should have been, the staff person’s name and shift and put the slip into the register drawer. The slip stays in the cash drawer until the end of the day. The error amount will need to be included in your shift reconciliation form when you cash out at the end of the shift.

To ring up a purchase, punch in the Price of the item, then MERCHANDISE, then CASH. You do not need to punch in zeros or decimal points. So if something is .75, you simply punch in 7 5.

If the person does not have exact change, then

1. Punch in the price of the item
2. MERCHANDISE
3. Punch in the amount the customer gives you
4. CASH

The register tells you how much you owe the customer in change.

For two or more items:

1. Price of item 1
2. MERCHANDISE
3. Price of item 2
END OF SHIFT FORM & CASHING OUT YOUR SHIFT

At the end of your shift, you, staff or the job coach have to tally up what money you took in during your shift, and compare it to what the cash register says you sold. This helps control for mistakes and tells us which days/shifts are the busiest. Unless you are closing for the whole day, you should use the form that says End of Shift. Follow the instructions on the form and compare the cash in the drawer, minus $50, with the amount taken in by your shift. Don’t forget to subtract any errors that were made. Extra forms are in the small file cabinet under the counter in the kitchen.

END OF BUSINESS DAY FORM

If you are volunteering at the end of the business day, you might help reconcile the register. Only the last shift of the day runs the Z-tape, which is the register’s total tape of all the day’s sales. Once the tape is run, the machine re-sets itself for the next business day. To run the Z-tape, make sure that the key in the register is marked MA, or else it won’t work. Turn the key all the way to the right (X1/Z1) and then back left one position to X2/Z2, press the decimal point key and then cash and the tape will run. Attach the tape to your End of Business Day form and put both into the blue envelope with the cash. The $50 start-up money for the morning goes into the GREEN bag with the register key. Both envelopes are deposited into the white mailbox attached to the wall next to the coffee machine. Lift the lid and drop them in. When you determine what money to leave in the $50 start-up bag, try to leave 1 ten, 2 fives, 20 ones, 20 quarters, and $5 in dimes and nickels, so there is the right change available for the morning rush.

CLEANING DUTIES AND PROCEDURES

It is very important that the coffee shop is kept clean. No one wants to eat in or buy food from a dirty restaurant. Tables should be wiped after every customer leaves. The Health Department requires that we use a mild solution of water and bleach. The mixture is a quarter teaspoon bleach per quart bottle. Use a paper towel to wipe with, not a cloth. Dusting is done with a Swiffer wand. All shelving should be dusted daily. The floors need to be swept and mopped daily also. Use the bucket and mop for this. The kitchen in particular must have nothing left out on the counter tops, and requires sweeping often, because of coffee grounds and food getting spilled. The tile backsplash and windowsills are often in need of wiping as is the side of the fridge that faces the coffee machine. The refrigerator should be wiped out frequently with outdated food discarded. Dirty towels go in the bin under the sink at the end of the day. Each day should start with fresh hand towels. The glass in the front door, counter and cooler should be cleaned daily. There is always something that can be cleaned.
**DISHWASHER**

In order for the dishwasher temperature to be hot enough for the Health Department requirements, the dishwasher has to stay on the ‘pots and pans’ setting. **Rinse dishes** before putting them into the dishwasher but **never** put food down the drain. Run the dishwasher every night, even if it’s not full. Otherwise it gets smelly. Put the soap in the dispenser, close the little door, close the dishwasher door and gently press the button on the far right to start. Air pots cannot go in the dishwasher and should be washed with soapy water by hand.

**MAKING COOKIES**

Most days we make cookies from the pre-mixed dough in the refrigerator. It’s a good activity to do with staff. **Wash your hands first!** Follow directions on the container. Keep an eye on them so they don’t burn. Turn off the oven when done. Once they are completely cooled, put them on the counter in a covered cake plate so people see them when they pay. We charge $1 for 3 cookies or 35 cents each.

**DELIVERIES**

Oasis and The Bread Garden deliver food to us to sell. Oasis comes early on Mondays and Wednesdays. Before the delivery person leaves, verify that they brought what was ordered. Put the food in the cooler and the receipt on the manager’s desk. If there are still items from the last delivery in the cooler, put the new stuff in the refrigerator until the older stuff is sold. If we seem to run out of anything quickly, let Jen or Jordyn know so she can increase the order. On Thursdays, all soup and sandwiches, wraps, Oasis products etc. are half-price. On Thursday nights, all baked goods are half-price because of our three-day weekend.

**SOUP & BREAD**

From October until April, we sell soup from the Bread Garden Market. It is delivered on Mondays. When it arrives, put the soup and bread in the refrigerator and use half of a container of each kind each day until gone. We do not save and re-heat it. One loaf of bread gets put into a basket and is put out for customers. Please keep it wrapped tightly in the plastic bag so it doesn’t get stale. Each customer buying soup can help themselves to as much bread and butter that they want. Start heating the soup on low at 10:00 am or on high at 11:00 am. (Make sure it’s plugged in.) Stir it occasionally. **Don’t let it boil!** Put a ladle in each pot and set out the bread in a basket and the butter dish and knife. Wipe up spills.

**MUSIC**

Feel free to turn on the radio or play a CD. Keep the volume low so that students can concentrate on studying but loud enough so that they can’t hear conversations from other tables. Please avoid evangelical Christian stations so as not to offend non-Christians, and do not play music with explicit or offensive lyrics.
SPECIAL EVENTS AND ACTIVITIES

On Tuesday nights from 6-8 pm, the Writing Center uses Bill’s to tutor/coach students in their writing. Students sign up for appointments online. Reserve one table for them each Tuesday evening. Other evenings we sometimes hold meetings, host performances of musicians, poets etc. They sign up with Jen to do this and she will post a calendar of upcoming events. For special events we turn off the florescent lights and turn on the lamps to create a softer atmosphere. We do not charge any money for admission. The maximum that the room can safely hold is 49 people. Please help performers with whatever they need. Extension cords are in the bottom drawer of the coffee cabinet in the kitchen. If you would like to help book and promote events for part of your volunteer hours, let Jen know.

BEING GREEN

We prefer to use as few paper and plastic products as possible which is why we have real dishes, mugs and silverware for people to use. Faculty/staff/students may take these into their classrooms, if they bring them back. Also, if they bring in their own mug, coffee only costs $1.25 for 12 oz. There is an organic bin in the kitchen to collect used coffee grounds in filters. We also have recycling bins in the hallway. If you can cool or warm the room by opening the windows and using the ceiling fan instead of the heat/air conditioner, please do so.

REFRIGERATED COOLER

The cooler we have is a noisy beast. Unfortunately, we cannot ever unplug it or turn it off to reduce the noise it makes, due to Health Dept. requirements.

COUPONS

We give away a lot of coupons each semester to encourage people to come in who have never been to Wild Bill’s before. When someone gives you a coupon, they can have a free cup of coffee, tea, cocoa or pop. Put the used coupon in the cash register.

PUNCH CARDS

We offer punch cards for those who buy coffee or pop frequently. They buy the card for $15 and then each time they use it, the staff person punches the card. After the 10th punch they get a free beverage. Put used cards in the cash register.

RUNNING A TAB/CREDIT/IOU’S

We do not allow people to give us IOU’s or run tabs. This includes faculty. We do however, keep a list of items that faculty give to people who speak in their classrooms. They should tell you what they are taking and then list the item on the form attached to the large cooler on the side next to the manager’s office.
FORMS
Extra copies of any forms referred to in this manual can be found in the tan file cabinet underneath the counter in the kitchen. If you notice we are low on a form, please tell the Staff Manager (Kelsey).

MESSAGES
If there is something you want to notify other staff about, write it on the white board for everyone to see.

LOST AND FOUND
Items left in the coffee shop should be turned in to Room 308.

VOLUNTEER EVALUATION
Most of the people who volunteer at Wild Bill’s do so as part of a class. You will be provided a form that needs to be completed when you sign up to volunteer and an evaluation when you are done. Since neither the Staff Manager or Jen can observe every volunteer, we use a feedback form that you give to staff and job coaches with whom you work, so they can give feedback to evaluate you. Once completed, the forms are then dropped into the mailbox in the kitchen and Staff Manager collects them and uses them in her final evaluation of your performance. It's good if you can collect 4 or 5 of these from different people you work with, before the end of the semester. There is usually a pile of blank ones next to the register.
Volunteer Agreement

I ________________________________ agree to volunteer at Wild Bill’s Coffee Shop

Please print your name legibly

Beginning Date _____________________ End Date _____________________ for a total of ____________ hours.

During this period, I agree to show up on time for the shifts I have requested unless I notify the Staff Manager or Supervisor, in advance. I agree to conduct myself in a professional manner and to behave respectfully toward Students, Staff, Faculty, Coffee Shop Employees and Job Coaches.

I have read the volunteer manual and have been instructed in cash handling procedures as required by the University of Iowa. I completed my volunteer training on Date___________________ Time_______________.

______________________________________________     ________________________________
Course Department                          Instructor

______________________________________________
Email Address                          Phone

______________________________________________
Signature                          Date