

# Kitchen Volunteers Policies and Procedures

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Thank you for your interest in volunteering your services and time to the James Beard Foundation. We are confident that you will enjoy and learn from your experiences the Foundation. The volunteer program accepts current culinary students and culinary professionals. The following is a guideline for creating and maintaining an educational, professional, and positive environment.

- + **Timeline:** Please be aware that there are many eager volunteers, and it may take a few weeks for an available position. Booking for any month begins the first day of the preceding month (ex: booking for March begins the first business day of February).
- + **Valid Culinary School ID:** Only current culinary students with a valid student ID will be accepted as a volunteer. Culinary professionals may submit a government issued ID.
- + **Volunteer Application:** Please complete the application found [here](#). You will be contacted within one business week of receipt to learn about the program and get you on the calendar as early as possible. If you do not hear from us after a week, please call Shelley Menaged, Manager of Culinary Volunteer Programs at 212-243-9136. All communication and scheduling is done via phone\* and you must have a working voicemail box ready to record messages in order to volunteer. If you do get a voice mail from us, your timely response helps to secure your spot.
- + **Phone etiquette:** Immediately introduce yourself and explain why you are calling to the person who answers. When leaving a voicemail, speak clearly and leave your name, phone number, and a brief message. If your message is about a specific event, indicate the date and time of scheduled date.
- + **Once you are on the schedule,** please learn more about the dinner, events, and chef(s) for your scheduled date by visiting [jamesbeard.org/events](https://jamesbeard.org/events)
- + **Shifts:** AM: The 10 AM-4 PM shift entails hands-on prep for the dinner; 12 noon and later arrival entails prep and service. Service ends around 10 PM.
- + **Punctuality is important.** If you are running late day of, please advise both Claudia Karach, Director of House Events, [ckarach@jamesbeard.org](mailto:ckarach@jamesbeard.org) and Jamiee Arzeno, Culinary Director at 212-675-4984 X 225. (see phone etiquette note above)

- + **Cancellations:** We hope that they do not occur, but if you need to cancel, please call Shelley 212-243-9136 as soon as you know you cannot fulfill your shift. For day of cancellations, if you get a voicemail, DO leave a message, then email both Claudia Karach ASAP at [ckarach@jamesbeard.org](mailto:ckarach@jamesbeard.org) and James Beard House GM, Adam Jaffe at [ajaffe@jamesbeard.org](mailto:ajaffe@jamesbeard.org) (see phone etiquette above)
- + **Weekends:** Please reconfirm weekend events on the preceding Friday. If you cannot be there for your appointed slot, please call Shelley at 212-243-9136 before Friday @ 5 PM or Jamiee at 212-675-4984 X 225 on the weekend. (see phone etiquette note above)
- + **The James Beard House is located at 167 West 12th Street.** Upon entering; AM volunteers—introduce yourself to Brandon Belgrave, Day Kitchen Manager as well as the chef(s). PM volunteers—introduce yourselves to Jamiee. They will tell you where you may change, store your clothes, sign in the volunteer book, and how best to get ready to assist the chef(s).
- + **Uniform:** Please bring a clean chef's coat, pants, apron, and proper footwear to be changed into on the premises.
- + **Tools:** Everyone is responsible for bringing and maintaining their own knives and small handheld tools. AM students will have a greater opportunity for more hands-on prep-work. PM students will help with prep as well as plate out. It is recommended that you bring a pen and small notebook to facilitate note taking. Please do not bring anything more than what you will need for the day. JBF is not responsible for personal items or for storing any tool or knife kits left behind.
- + **Eating during service is up to the chef.** While tasting the food is part of the educational process, what and when you can taste is up to the chef. Do bear in mind this may occur only after all service is done.
- + **Drinking alcohol is not permitted.** Do not request or accept alcohol from the chefs or the waiters.
- + **Leftovers:** Leftover food is property of either the chef or the James Beard Foundation. JBF is now working with [ReThink Food](#) to repurpose food for those in need. Jamiee will let you know if there is any food that might be shared amongst the staff and you.
- + **Record your hours of service:** Don't forget to sign in and sign out of the volunteer book located in the podium in the reception room. Ask a staff member if it is not readily available. Students who volunteer 55 hours within one calendar year are eligible for a gift certificate for a dinner at the James Beard House for two. Download the tracking spreadsheet [here](#), to record your hours and complete the form found [here](#) after 55 hours have been logged in.
- + **For more information:** Please refer to the [FAQ](#) section on the [volunteer page](#) of our website.

Adhering to these policies and procedures helps to insure a positive experience for all and a rich-learning experience for you.