



VOLUNTEER HANDBOOK

FRIDAY BBQ

Thank you for volunteering to serve at the VISTO Friday BBQ.

The Friday BBQ is one of the highlights of the week as campers and their families gather together before the Showcase. Your willingness to serve helps create a welcoming, organized, and enjoyable experience for every family.

Our goal is simple:

Serve families quickly, safely, and with a smile so they can enjoy time together before the performance begins.

Thank you for investing your time in making VISTO a memorable experience.

Serving with Excellence

As volunteers, we strive to:

- Welcome every family warmly.
 - Smile and make eye contact.
 - Keep serving lines moving.
 - Work together as a team.
 - Communicate well with each other.
 - Serve with patience and kindness.
 - Leave every area cleaner than we found it.
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BBQ Timeline

2:00 PM

Kitchen and hallway setup begins.

3:00 PM

Grilling hot dogs, finish by 4pm

4:00 PM

BBQ opens for families.

After Serving

Complete cleanup and return supplies.

TOKENS

GREEN = \$2

Chips, Pop, Water

BLUE = \$3

Skittles, Starburst, Choco
Bars

ORANGE = \$4

Sales Volunteer description for when doors open at 4pm

Pre-Order Table

- Hand out pre-order envelopes alphabetically.
- Exchange meal tokens for pre-ordered meals.
- Answer basic questions from families.

Door Sales Table

- Accept payment.
- Provide meal tokens.
- Direct families to the serving line.
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TOKENS

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Chips, Pop, Water

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Skittles, Starburst, Choco Bars

ORANGE = \$4

Cleanup List

Responsibilities:

- Return food to the kitchen.
- Clean & Refrigerate condiments.
- Store remaining snacks and drinks.
- Wash all equipment.
- Sweep and mop kitchen.
- Return supplies to storage.
- Bring BBQ garbage bag from Wrap 'n roll table to kitchen door

2:00-6:30PM

Responsibilities:

- Kitchen & Hallway setup
- Package pre-orders
- Heat hot dogs
- Deliver trays of hot dogs to the BBQ
- Move buns & supplies to Wrap 'n Roll Table.
- Wrap hot dogs.
- Keep coolers stocked
- Set up signage in stations
- Wrap 'n Roll Hot Dogs
- 4pm open doors
- Monitor supplies throughout serving
- Clean up

BBQ Grill Volunteers @ 3PM

Responsibilities:

- Light and prepare BBQ.
- Grill hot dogs continuously until all are cooked.
- Communicate with kitchen volunteers when additional hot dogs are needed.
- Keep BBQ area clean and organized.
- Use tongs when handling food.

2:00PM KITCHEN TEAM

Kitchen Set Up

Find all BBQ supplies on counter by microwave at back left of kitchen.

Clear counters.

Clean kitchen island.

Clear stovetop and sink.

Set out scissors.

Set out serving trays.

Place garbage can beside sink.

Count total of pre-ordered hotdogs from order sheet. Add extra hotdogs for door sales.

Package pre-orders according to list provided (see below for instructions)

Change stations papers to different signs. (find these papers in kitchen, stations are found in main lobby).

Heat Hot Dogs

Find pots with lids above cupboard on left side of kitchen. Hotdogs in kitchen fridge.

Fill four large pots with water.

Bring water to a full boil.

Plug both sinks.

Fill sinks with hot water.

Place sealed hot dog packages into hot water.

Keep lids on pots while water heats.

Hallway Setup

Find all tables in storage room down VISTO hallway. Left hand side, room called: Work Room (114) (across from Black Box).

Customer Set Up

Move rolling black cart to Main Lobby, in front of cast wall – facing the door.

2 lines outside (coming into the school). One if they've pre-ordered and another for purchasing at the door

Cart will have a paper copy of pre-orders and pre-order envelopes listed alphabetically. VISTO Staff will be positioned at cart to retrieve campers and bring to their family for the BBQ

Table 1 – Token drop off & hotdog pickup

Located in hallway, between Green Room and Black Box.

Find all BBQ supplies in kitchen on back left counter.

Set up:

- Table & Tablecloth
 - Dish for preordered tokens
 - Cashbox & price/ingredient list
 - 8 serving trays (for families with bigger orders)
 - 2 coolers of wrapped hot dogs
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Table 2 – Drinks & Snacks

Located just after Blackbox.

Find 2 coolers, drinks & ice in kitchen (counter/fridge/freezer). Chips, skittles, chocolate bars & starburst are under the counter and beside fridge in the kitchen .

- Table & tablecloth
- Water cooler
- Pop cooler
- Chips
- Skittles
- Starburst
- Chocolate bars

Place extras of chips, skittles, chocolate bars, starburst under table. Keep an eye on drink stock – be ready to refill coolers.

Table 3 – Condiments

Located by coat hooks in front of music hall.

Find all supplies in kitchen with BBQ supplies & condiments in the fridge.

Set out:

- Table & Tablecloth
- 4 ketchups
- 4 mustards
- 4 bottles of relish
- 3 baskets of napkins

Place 2 big garbage cans just outside back doors with clean bag inside. (find garbage cans in kitchen & bags on cleaning cart in the kitchen)

Families should be able to walk on both sides of the table to access condiments.

Table 4 – Wrap 'n Roll

Located across hall from cubbies (Wardrobe). This station assembles every hot dog after it comes off the BBQ.

Find all supplies on counter in kitchen

Prepare:

- Table (no cloth needed on this one. Please wipe down with cloth found in kitchen)
- Aprons
- Gloves
- Tongs
- Hot dog buns
- Wrapping paper
- 2 empty insulated coolers
- Metal trays for cooked hot dogs
- Garbage can for under the table

Note: There will be back and forth of trays. Once hotdog tray is brought to BBQ and emptied, please return to kitchen to be refilled.

Packaging Pre-Orders

Find envelopes, tokens, marker & order sheet near BBQ supplies in kitchen.

- Write customers first & last name on envelope with permanent marker
- Fill with correct number/colour of tokens.
- Use attached token sheet for reference.
- Close envelope.
- Optional, use tape roller (found in kitchen with preorder supplies)

TOKENS

GREEN = \$2

Chips, Pop, Water

BLUE = \$3

Skittles, Starburst, Choco Bars

ORANGE = \$4

Coolers

Pop Cooler

- 1 bag of ice
- Pop according to pre-orders
- Extra pop for door sales

Water Cooler

- 1 bag of ice
- Bottled water according to pre-orders
- Extra water for door sales

3:00PM GRILLING TEAM

Move BBQ to the sidewalk at front of school

Find BBQ just past “Wardrobe” in the hall

Open two packages of hot dogs.

Place hot dogs in the metal tray.

Discard packaging immediately.

Bring the tray to the BBQ

Once tray is empty, have a person from Wrap ‘n Roll station bring tray back to the kitchen for more hotdogs

Continue grilling throughout the BBQ until all hot dogs are cooked (by 4PM)

Wrapping Hot Dogs

All volunteers handling food must wear gloves.

For each hot dog:

- Place hot dog in bun.
- Wrap using foil/paper (shiny side in).
- Place wrapped hot dog into insulated cooler.
- Keep cooler lid closed to retain heat.

Continue preparing hot dogs throughout serving.

Food Safety

Please help us serve safely.

- Wash hands before handling food.
- Wear gloves while wrapping hot dogs.
- Use tongs for cooked hot dogs.
- Keep coolers closed whenever possible.
- Keep serving areas clean.
- Dispose of dropped food immediately.

4:00PM SERVE TEAM

Two serving lines should form.

Lobby Line 1 – Pre-Orders

Families receive their pre-order envelope.
Present meal tokens. (can be emptied into bowl on table 1)
Receive meals.

Lobby Line 2 – Door Sales

Families purchase meals.
Receive tokens. (can be emptied into bowl on table 1)
Redeem tokens for food.

Families continue through:

Hot Dogs → Drinks/Snacks → Condiments → Outside

Table 1 – Token drop off & hotdog pickup

Located in hallway, between Green Room and Black Box.

Assist families with exchanging token for hot dogs

Provide family with a tray if getting several hot dogs at one time

★ Remember

Keep coolers closed
to keep hot dogs
warm.

Table 2 – Drinks & Snacks

Located just after Blackbox.

Assist families with exchanging tokens for drinks, snacks

During Serving

- Refill drinks and snacks as needed.
 - Keep condiment bottles full & clean.
 - Empty overflowing garbage when necessary.
 - Welcome families warmly and keep lines moving.
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4:45 Cleanup Team

Thank you for helping us wrap up another great BBQ! Our goal is to leave the kitchen and hallway clean, organized, and ready for the next week of camp.

Please take down all BBQ setup, return supplies to where you found them, and leave the space ready for regular camp activities. This includes all tables, tablecloths, coolers, food, garbage, and any items stored on or under the tables.

Kitchen

- ☐ Wash sinks.
 - ☐ Wash trays.
 - ☐ Wash tongs.
 - ☐ Wash counters.
 - ☐ Wash stovetop.
 - ☐ Sweep floor.
 - ☐ Mop floor.
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Food

- ☐ Refrigerate & wipe down condiments.
 - ☐ Store remaining drinks.
 - ☐ Store remaining chips and candy.
 - ☐ Dispose of garbage.
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Hallway

- ☐ Remove & fold tablecloths – store in kitchen
 - ☐ Fold tables and bring to storage room down VISTO hallway.
 - ☐ Return supplies to kitchen (coolers, cashbox, tokens & token bowl, signage, condiments, napkins, all food, BBQ table supplies: aprons, tongs, trays, buns, food wrap, garbage, gloves)
 - ☐ Leave all serving areas clean and ready for normal use.
 - ☐ Replace regular papers into stations (find in kitchen).
 - ☐ Turn off BBQ and ensure propane is disconnected (if applicable).
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Thank You

Thank you for serving our VISTO families.

Thank you for serving with excellence. Your willingness to give your time helps create a welcoming experience where campers and families feel cared for, valued, and loved. Every role matters, and we are grateful you are part of the VISTO team.