

Harvest Guide

Job Description

General Responsibilities:

Primarily, our guests visit the farm for our high quality fruit, and the Pick-Your-Own experience. As a Harvest guide you are responsible for working directly with our guests out in the field, and facilitating a day of family fun and fruit picking. It is your job to greet our guests, explain the proper way to harvest, educate how to identify ripe fruit, monitor the fruit supply in picking locations, and supervise behavior in the orchard. All while having FUN!

Minimum Level of Service Requirement:

As a Harvest Guide you **MUST**:

- Smile and greet each guest with “Welcome!” “Good Morning” or “Good Afternoon!”
- Be comfortable with public speaking in front of large groups and have a clear loud voice that can project.
- Have excellent customer service skills, and willing to work with a diverse customer base. All different types of people, all ages 1-100!
- Have the ability to “go with the flow,” work as a team, hustle, and function in what can sometimes be a busy fast paced environment
- Provide clear instruction on how to harvest properly, and give clear directions to picking locations
- Monitor fruit supply and notify your manager if supply is running low, or any issues with the harvest location
- Supervise behavior in the orchard, speak to guests about any misconduct, and educate them on proper behavior
- Assist guests with moving ladders, getting more containers to pick into if needed, and transport any large amounts of fruit up to check in building

You MUST:

- Be aware of your surroundings, and be on the lookout for potential hazards (Sticks, loose wires, holes and ditches, leaky or loose irrigation lines, and be aware of tractor routes when in close relation to guests
- Be able and prepared to work outside in ALL weather conditions. And physically fit to be standing and walking for hours
- Have a clear understanding of our IPM pest management system, and know how to properly answer the question “Are you Organic?”
- Check the Tougas Family Farm Facebook page before your shift to see what’s picking, and what information is being provided to customers
- Have basic knowledge of how to store, handle, and process fruit. Please become familiar with the Tougas Farm Cookbook

What makes employees GREAT at this job:

Engaging with guests in a way that is friendly and welcoming, yet firm and with authority, is key to being an exemplary Harvest Guide. It is important to be fun and energetic, without losing site of our rules and regulations, which ultimately help create clean and organized picking for our guests. Up Selling and identifying customers who need extra assistance (rides, water, more packaging, additional “how to harvest” education) , and acknowledging “regulars” with a little extra care is a way to excel in this position. Being able to anticipate needs such as when to switch fields, refill water jugs, more packaging, moving directional signs as needed are ways to really shine!

Benefits? and Compensation

Fresh air, fresh fruit, and joining a hard working fun team!

Hourly wage is based on previous experience, level of responsibility and performance on the job.

Wages start at \$11/hr

May-November