



**Surfing**

**Goat**

**Dairy's**

**Apprenticeship/Internship**

**Information**

## Our Experiences With Apprentices/Interns So Far

We have had several apprentices and interns during the 10 years we have been in business. Some have been from international schools, all over the United States, Canada, and some from right here on Maui. In the beginning our interns used to sleep in tents in our Orchard. Things are a little bit more updated now, but it's still a working dairy. We like to have a group of team players on the farm and are big on honest and open communication.

We have found with previous interns and apprentices, if you lie on your application to get into the program, we quickly realize it and for the most part the situation will not work for us or the intern/apprentice. The more open and honest applicants are during the selection process, the better their experience will be while they are here.

We would like to note that our past experience with vegetarian interns and apprentices did not go so well. There are two reasons for this:

- a) Since most of the meals are communal plus being surrounded by meat-eaters, for the most part the vegetarians tend to not eat really well and don't enjoy meals with everyone else.
- b) The other reason being that we do sell our kids to slaughter and we have had very negative experiences with vegetarians not wanting this or being able to "handle" it.

## Work Expectations of our Apprentices/Interns

You will probably work harder, longer hours than you have worked before. On regular days you will work 10 hour days, beginning at 7:30am and ending at 5:30pm. You will get 2 or 3 days off a week, depending on if you work 4x 10 hour shifts or 5x 8 hour shifts. We expect you to start on time every day and end on time. We cannot stress enough how important time management is for this, which is your responsibility. You will be shown all tasks twice and by the third time we expect that you will be able to do the task by yourself. In the many years we have been in business we have devised a system that works best for us, so if you have questions please ask and we will be happy to show you how things are done. While we like that you are coming in with a fresh perspective, we ask that you do the tasks they way that we are training you, rather than the way you think it should be done. If you have a suggestion on how to make something better, we will be happy to discuss those ideas, but would like you to each task the way you were trained.

## What You Will Learn

In the Internship Program you will learn the following:

*Note: With this program we can also do an intensive of the 1 or 2 areas you may be interested in rather than a general overview of all of these items.*

### Cheese Making & Dairy Sanitation

Temperature control

Pasteurizing

Lactic Bacteria maintenance

Calculating, adding Lactic Bacteria & Rennet

Acidity Control

Timing

Adding Rennet

Cutting/Working/Draining Curds

Working with different molds

Salting and Drying

Waxing

Ripening methods

New Recipes

Supplies contacts/ordering

Cleaning and sanitizing dairy

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### Goat Husbandry

Herding

Working with Herding Dogs

Care of Herding Dogs

Hoof Care

First Aid

Recognition of Disease

Parasite Control

Recognition of Microscopic Parasites

Herd book maintenance

If you are here from Dec. to May you will help with the following:

Birth help

New born care

Pasteurizing colostrum

Raising Kids

Dehorning  
Castrating  
Milk feeding (bottle/bowl/pipe)  
Kids health care

#### On-site Catering

General kitchen  
Preparing multiple course dinners for special events at the dairy  
Preparing snacks and salads with goat cheese for customers

#### Agriculture Tourism

Sales  
Leading tours for different group sizes, lengths, and material level  
Educational tours with K-12, University level, & local Culinary School

#### Deliveries

Hotels, Restaurants, and Stores on island

In the Apprenticeship Program you will learn the following:

#### Pasture Management

Fences  
Irrigation  
Shelters  
Feeders

#### Goat Care

Hoof Care  
Dehorning  
Udder Care  
De-worming  
Vaccinations  
Dealing with Diseases  
Realizing, diagnosing, and addressing health problems  
Caring of aging goats and goats with declining health  
Dealing with the vet  
Giving medication orally, sub-cutaneously, and intra-muscular

#### Feed

The right combination of grass, grains, hay, brush, minerals and etc.

#### Breeding

#### Kidding Season

(This takes place from December to May, at the latest.)

Birth problems  
Care of the Newborns  
Care of the Nannies  
Feeding Plan for Kids  
Disease Prevention  
Disease Problems  
Hand-raising Kids  
Herd book maintenance

### Milking

Preparation  
Hand-milking  
Milking Machine  
Udder Care

*\*\*Please note: We have always believed that it is best for our goats when we only have two people milking. This means that during any given time we have one full time milker, and another milker who covers on the full time milker's days off. So while you will be shown the "how to" of all the milking procedures, you will most likely not become a full time milker.*

### Sanitation

Milk stand  
Milking Machine  
Dairy  
Tools  
Rags

### Cheese Production in General

Quark  
Cream Cheese  
Soft Cheeses in wax, oil, brine, and smoked

### Our Specific Cheeses

Production  
Recipes  
Packaging  
Labeling  
Shelf-Life

### By-Products

Whey  
Dipping Oil  
Cooking with Cheese  
On site catering events  
Off site catering events  
Dinners

Special events

Marketing

Advertising / Brochures

Mailings

Selling face to face in Hotels, Restaurants, and Retailers

Selling Direct to Consumers at our Dairy, at Farmers Markets, and events or fairs

Tours

Mini Tours

Milking Tours

Tours for School Classes

Grand Tours

Orders

Order Process

Fulfillment

Delivery

Complaints

Business Office

Accounting

Planning

Budgeting

Ordering Process for Supplies

Feed

Dairy Supplies

Tour Supplies

**Housing & Compensation**

**Housing**

We assign rooms according to who will be staying the longest, followed by who applied for the program first. Please keep in mind that we are a farm located in a dry area that only gets approximately 7 inches of rain a year, but it rains all around us. Therefore, life takes place mostly in the outdoors under the Hawaiian sun. It also means it will be a lot hotter than you may think as well as dusty. Also, keep in mind that part of farm life, especially in Hawaii, means that there will be bugs, mosquitoes, geckos (which help by

eating the mosquitoes and other bugs), and possibly mice. We try to control all of these as best we can, but it's outdoors and that is just the way of the land.

We will provide basic linens, sheets, blankets, towels, etc. If you have special needs then we suggest that you check with us and bring your own with you.

We have a very large property that includes an orchard with a hammock hanging where you are welcome to relax under the coconut trees in your time off.

We have wireless DSL for you to use while you are here, so bring your computer.

We currently have 5 different rooms available for intern/apprentice use:

**Room next to shop:** This room is right next to the shop (where people check in for their tours and buy merchandise). It is a fairly large room with a double bed, a desk, and shelf storage spaces. In the summer months it can get kind of hot, but overall it is a cozy place.

**Room in the barn:** This room is located in the barn near where we eat lunch, have storage, and the stalls where we keep new mom's and sick goats. The main drawback to this room is that when we do have new kids or sick goats they can make a lot of noise, as goats tend to be very vocal when something is wrong, which may keep you up at night. Other than that this room is very nice. There are dressers, a tv, a double bed, and over all this room stays pretty cool when there is wind, but can get hot during the summer months without the wind.

**Shed #1-2 Combo:** The sheds are on the small side 8' x 5 ½'. This one has a twin bed in it with some storage shelving and hanging organizers. These are pretty hot during the summer months, especially in the late afternoon when the sun is blazing on them. The other shed would be used for your "living space." There is a couch and a bit more storage and shelving.

**Shed #3 & 4:** These are two separate spaces to live. They are 10 ½' X 7' each. Each one has a double sized futon bed, a desk, a chair, a shelving unit, and under bed storage. These are at the end of the barn in the shade, however since they are near were we keep new babies, laboring mamas, and sick goats you may hear them throughout the night.

**Shed #5:** This is 7 ½' X 9 ½'. It has a double sized futon bed, a desk, a chair, a shelving unit, and under bed storage. These are at the end of the barn in the shade, however since they are near where we keep new babies, laboring mamas, and sick goats you may hear them throughout the night.

**Food & Kitchen Use**

We have a newly remodeled kitchen area with a gorgeous new oven/stove. You will be allowed full use of the kitchen and have space to store your food. We will provide the basics for breakfast and lunch and on most occasions there will be dinner, cooked by either Thomas (who is an amazing cook), Eva, or by one of the interns or apprentices. If you have special dietary restrictions or want to eat something that is not offered then you will be on your own for that meal.

**Cleaning Up After Yourself & Housing Responsibilities**

The following is a list of weekly chores that each intern/apprentice will be responsible for (off the clock). Each week you will choose a different area as your "chore."

<b><u>Area:</u></b>	<b><u>Reminders:</u></b>
<b><u>Bathroom</u></b> -Clean Shower -Organize & Clean Top of Wardrobes	-5:30pm-8am for private use -Turn off lights -Turn off hand dryer after 5:30pm -Leave a dry area in front of the shower -Do not leave private items out during the day
<b><u>Washer Room</u></b> -Keep Washer & Dryer Clean -Clean 1x weekly all around -Clean floor as needed at least 1x weekly -Organize	-Wipe top of dryer & washer clean at every use -Remove lint filter after every use -Take personal items out when dry
<b><u>Storage Room</u></b> -Clean microwave in & out -Clean meat slicer & around -Clean floor as needed, at least 1x weekly	-Keep tidy and items in place
<b><u>Barn</u></b> -Clean fridge and non-	-Keep tidy & clean

functioning fridge inside and out 1x weekly -Remove stuff that does not belong here -Keep doors closed	-Close fridges and freezers fast and complete (including non functioning fridge) -Remove personal items -Keep stall doors closed -Handle straw & hay cleanly
<u><b>Honda</b></u> -Detail inside and outside weekly. -Clean ALL surfaces	-Keep tidy & clean -Remove personal items upon returning home -Avoiding bringing in sand and dirt into the car
<u><b>Milk Room</b></u> -Organize, clean and sanitize the fridge, 1x weekly -Clean stove and ovens 1x weekly -Clean floor 1x weekly -Make sure the room is spotless after each dinner (clean or delegate) as well as stove	-Used stuff goes into the cheese room right after use, they are washed or stored in the dishwasher -Trash goes in the trashcan -Bite size for goats into a container in the hand sink. -Same for dogs -Make sure that china and silverware end up where it belongs -Take dishes to the barn and into the storage fridge frequently -When passing the hand sink take stuff where it belongs -Clean out your stuff from the drawers frequently -Keep table and sinks clean during the day

**Compensation**

We currently provide you with an hourly stipend of \$5 per hour for interns and apprentices. If you stay for longer than three months you will get a raise and/or bonus. You will most likely work a 40 hour week. This roughly comes out to \$200 cash per week.

**Vehicle Use**

You will be able to share use of one of the company vehicles with the other interns and apprentices.

You will be responsible for your own gas. You will keep a mileage record on a clipboard in the car and we will deduct the cost of gas for your use from you paycheck.

Since this is the same vehicle that will be used for delivers and everyone shares it, we require that you make sure the vehicle is clean and orderly after you are done using it. This means that when you return the vehicle at the end of each use you will make sure that none of your personal belongings are in the vehicle and that it is both clean in and outside. If you need to, you can take it to the car was and vacuum it out and get it washed for \$7, less than 20 minutes from the dairy.

You will be personally responsible for any damage to the vehicle. We have a deductible with our insurance company in the amount of \$500, you will be required to pay ALL of this for any damage done to the vehicle during the time it is in your possession.

### Daily Schedule

*\*\*Please keep in mind that this is purely an example of what a typical day may be like. This schedule does not include any of the time you may be in the shop, leading tours, delivering, or other misc. dairy tasks. Since we do tailor the program to fit your needs as well as the dairy's these schedules may vary if, for example, you will not be dealing with milking or not doing goat care, etc.\*\**

Your daily schedule will begin and end at the same time everyday, but will vary depending on the day and what season we are in. Here is a rough outline of what a normal day would look like, please keep in mind that there is never really a "normal" day when dealing with animals.

#### **7:30am Day begins**

Depending on your day's duties you will either begin milking or feed around, move herds, outside chores such as mucking stalls and kennels, performing health care, de-worming, and other medicine administration or other goat care.

After outside chores are done, you will go change into your clean dairy clothes. We cannot stress enough how important it is that you are very clean when coming inside the dairy. You will be asked to take off your outside shoes and exchange them for inside shoes (Which we provide or you can bring your own. We suggest cros

or similar slip ons), you will put on a hairnet and apron. Please make sure that your hands and fingernails are very clean.

Once inside the dairy you will make and pack cheese until around 2pm. You will get a 30 minute lunch break in between. This will consist of some or all of the following:

- Packing and delivering to restaurant & hotels
- Un-molding and salting soft cheeses
- Washing soft cheese molds
- Boiling and/or waxing cheese
- Cutting, stirring and pouring soft cheeses
- Pouring & draining fresh Chevre/Quark
- Salting Chevre
- Making flavored fresh Chevre cheeses
- Packing cheese for orders and shop
- Pasteurizing and sanitizing
- Adding culture and rennet
- Pouring soft cheese into molds
- Dishes
- Laundry
- Taking trash out
- Scrubbing floors & pasteurizers
- Misc. Dairy tasks
- End of day clean up of Dairy

Around 2-2:30 someone will start feeding around.

Between 3-3:30 begin milking and on Tues., Thurs. and Sat. you might lead the "Evening Chores" tour. Moving the herds to their night pastures.

### **5:30 End of Day**

Keep in mind that during kidding season (December to May) that this schedule of tasks may get interrupted if a mom gives birth, because neonatal care will be your primary focus.

If for any reason you need to change your schedule and switch with anyone you must first get it approved by Eva or Thomas. Once they have given their approval you will need to let Angela know so that she can add it to all the calendars. Everyone is assigned their schedule according to the needs of the dairy. If we have special events, like our annual Valentine's Dinner or a wedding, you will be required to work those extra shifts.

Although you may not be scheduled to work after 5:30pm, we must always make sure that there is someone on the dairy. This means that on the rare occasion that Eva or Thomas are both gone after hours, one of the interns or apprentices will need to stay at the dairy after hours until someone else comes to relieve them. However, on most occasions Thomas or Eva are there to cover this.

We are open to the public from 10am until 5pm. During this time please keep that in mind that you greet our guests/customers and are very polite when performing your tasks. If you get a lot of questions, please refer them to the shop.

### A Few Policies You Need to Know

While we want you to enjoy your stay here, we cannot stress enough important it is that you remember that we are a working dairy and are open to the public. In that regard, here are some of our policies and procedures:

#### Basics

1. While we know Maui is a desirable vacation spot, we ask that you not have guests stay with you on the dairy. You can have guests visit Maui and stay somewhere else, but not at the dairy.
2. If for any reason you need to change your schedule, you need to ask Eva or Thomas to approve and once it is approved then let Angela know so that she can add it to the calendar. Any schedule changes not approved prior to you taking the change, will be a cause for dismissal.
3. There are specific times you can do your own personal laundry, because of the needs of the dairy, so please make sure that you are respectful of these.
4. If you don't know how to do something, rather than assume you can figure it out, ask. If you have already been taught twice to do something you should be able to do it without need guidance, however if you are unsure we would rather show you again than have mistakes made.
5. We are very specific about how clean everything is and have a long established policy regarding this. Please respect all cleanliness and sanitary rules when in the dairy.
6. We do not wear our shoes in the dairy, EVER. Take your outside shoes off outside and put dairy shoes on.
7. Be respectful of the owners, your co-workers, and dairy guests at all times.

#### Daily Visitors at the Dairy

1. Everyone is required to wear shoes at all times

2. No one is allowed to go in the pen with the kids, explain that we do not want anyone carrying in diseases on their shoes. Simply state in a polite manner that this is "POLICY" and they are welcome as long as they follow that.
3. Guests are not allowed to bring their own lunch and eat it here unless they have purchased something or gone on a tour. Explain politely that this is our "POLICY"
4. Please do not let anyone throw rocks for the dogs to chase or at the dogs. Politely ask them to stop or call the dog to you.
5. Please do not allow the children chase the animals around. Politely ask them to stop.
6. Everyone must pay for the chore tour in advance and have their hand stamped prior to joining the tour. Whoever is leading the tour must check for stamps on all hands prior to beginning the tour.
7. If you see anyone in an area that they are not allowed, politely ask them to leave that area and explain that we cannot allow them in that area because of liability. If they continue to disobey simply tell them that this is our "POLICY" and if they have a problem they may speak with an owner.
8. If a guest complains about the fact that children are the same price as adults please politely explain that with children we usually take more time with them and this is the reason everyone is the same price.
9. If a guest complains about the price of our tours, politely explain that we are the least expensive attraction on the whole island.
10. Please do not allow any children to climb on the fencing around the front kennel area or on the pvc feeding pipes. Explain in a polite manner that this can damage the area and this is where the kids eat from.

### **Breaking Items Here**

1. If you break anything please tell Thomas or Eva. In the event that Eva or Thomas are not on the property please tell Angela so she can leave a note for them or in here absence leave a clear note on the desk in the office so one of them can see it.
2. You will be responsible to replace the item with an exact or comparable match. Please do this as soon as possible as certain items are needed on a daily basis.
3. If you find yourself rushing around, relax take a breath and go slower. When you are frantic this causes you to be less careful.

### **Inventory**

1. Each item will be at a 25% discount.
2. When you purchase an item you will mark it down in the notebook that is kept in the shop for employee purchases.
3. No taking of items for lunch or snacks.
4. When you restock cheese for the shop from the dairy, the person in the dairy will mark inventory taken on their sheet.
5. When you use an item for a sample or for a flight, you will log these onto the clipboard on the fridge, just like the one in the dairy.
6. Once a month we will add all your purchases and deduct directly from your pay. (We will let you know the week ahead what your total is and when we are deducting)

### **Causes for Dismissal**

Although we like to think of this as a very open and fun-loving farm there are certain things that will not be tolerated and will be considered just causes for dismissal, which will result in the loss of your deposit and any bonus.

Those reasons include:

- Lying on your application
- Theft
- Trouble with the law
- Continuous disagreements with the owners and/or other staff
- Lying
- Ignoring farm rules
- Drug use
- Animal abuse
- Being drunk while working
- Drinking and driving
- Disregard or disrespect for your surroundings or other staff members
- Unreasonable breakage

Please know that we are very easy to work with, and understanding of most situations, however, if you do any of the above you will be asked to leave the dairy right away, with no notice. You will be given an hour to back your belongings and will be dropped off at the airport. We ask for your respect of our dairy, the animals, the staff, as well as the guests who visit the dairy and will respond in kind.

## Pay Day

Our pay periods begin on a Saturday and end on a Friday. You will be paid every Friday for your current week of work. Example: if you begin work on Sat. 3/6, you will be paid on Fri. 3/12 for that week of work. There is no lag or waiting period. You MUST fill out your time card completely in order to get paid. We will pay you Friday for only the hours that you have written on your time card, they are usually pulled by 9am so please make sure that they are completely filled out.

## What to Bring With You

We suggest that you bring comfortable clothing and foot wear for your entire stay. Keep in mind that we are in a usually dry, hot, windy climate, so you want to dress accordingly. Bring clothing for outside wear that you do not mind getting dirty, but should be in decent and clean condition, as we have people visit our farm **every day**. As for inside dairy wear, please just make sure that they are very clean and you are comfortable. During rainy season it is nice to have a pair of rain boots but you can always purchase these here cheaply, rather than having to lug them in your suitcase, and a rain jacket or coat.

We recommend shoes that can be slipped on and off easily because we go in and out of the dairy often during the day. Most employees wear Crocs or similar rubber clogs. Slippers or flip flops are not a good idea on the farm because they offer no protection for your feet and tend to kick up the dust.

We do have wireless internet so if you have a laptop, you should bring that.

Since Hawaii is such a wonderful vacation destination, we suggest bring a few bathing suits and beach gear as well as a camera for your days off.

Sunscreen and bug spray are going to be needed everyday here so please make sure you have some on hand (we usually have some bug spray in the barn if you forget).

We do not allow personal use of our telephone as there is only one line and we need it for business purposes. So please bring your cell phone with you. Most all cell phone carriers get reception here on the farm. Please limit calls during work hours to emergencies only.

### What's Around the Dairy

We are about 25 minutes from "downtown" Kahului. There are all the basic stores you would want and small malls. We have Costco, Kmart, Walmart, Ross, Safeway, Old Navy, Sports Authority, Borders, Office Max, and a few other small stores. You should be able to find anything that you need in this area of the island. We have 2 movies theaters here (some in the other parts of the island as well) along with the Maui Arts & Cultural Center, which has all our plays, concerts and so forth.

The beach is about 25 minutes, but the good beaches are about 45 minutes to 75 minutes away. There is all kinds of activities that go along with that, e.g. surfing, kayaking, snorkeling, swimming, or just relaxing in the sun.

If you go up the mountain from the Dairy about 30 minutes there is the local winery, lavender farm and Poli Poli park, which has some really good hiking and a Frisbee Golf course. About an hour from the Dairy is the volcano Haleakala (House of the sun). This is amazing for sunrise and sunset. They also have star-gazing programs during the summer.

We suggest getting a few books about Maui before you come so you have a little bit of an idea of what else you might want to do here besides work ☺

There is a fairly decent bus system on the island. Also, this is a very bike friendly island. There are bike lanes throughout most of the island and the bus system has a rack to put your bike on.

## Websites to Check Out

Mall & Arts Center

<http://www.maiiarts.org/calendar.html>

<http://www.queenkaahumanucenter.com/html/mallinfo.asp>

Things to Do Near the Dairy

<http://www.nps.gov/hale/>

<http://www.aliikulalavender.com/>

<http://www.maiiwine.com/>

<http://www.piiholozipline.com/>

Maui Tourism Site

[http://www.gohawaii.com/maui/plan/things\\_to\\_do\\_on\\_maui/](http://www.gohawaii.com/maui/plan/things_to_do_on_maui/)

Free Stuff to Do on Maui

<http://www.maiireferrals.com/free.html>

<http://www.maiihi.com/mhfree.htm>

Bus System Info

<http://www.co.maui.hi.us/index.aspx?NID=605>

For More Info on the Dairy Check us out on Facebook, we have pictures of the dairy as well as the goats, staff, and other farm animals

<http://www.facebook.com/photo.php?pid=537351&id=1051936541&comments#/pages/Kula-HI/Surfing-Goat-Dairy/71495681628>