

## Concessions Opening Procedure

- 1.) Turn on Lights
  - a.) Main light switch is to the right of the door as you enter the concession stand.
  - b.) Menu board lights - above the main light switch
  - c.) Pepsi Coolers- In the front cooler the light is located inside the right side door and to the left. In the rear cooler it is inside the right door and further back on the top to the left.
- 2.) Turn on Machines
  - a.) Cappuccino/Hot Chocolate machine is always left on. You will not need to do anything.
  - b.) Coffee Maker- This machine should be already on. In the morning brew a full pot of regular coffee and a half pot decaf coffee. (See Brewing instructions on separate page.) Make coffee as needed throughout the day.
  - c.) Slushy machine is always on and should NEVER be touched! This machine is on a timer to turn on and off at certain times. If it is for some reason off (power outage), click on the snowflake button until "Freeze" appears.
  - d.) Hot Dog Machine (Turn on as needed.) (See food preparation section for hot dog instructions.)
  - e.) Popcorn machine- Make a batch of popcorn as instructed on separate sheet. Start popcorn about 9:00am on weekends.
  - f.) Turn on pretzel warmer and set temperature to 120degrees. Only use the warmer during busy times (weekends, varsity games), otherwise make pretzels in the microwave as needed.
- 3.) Review Employee Health information and sign agreement if you have not already done this previously.
- 4.) **Count money in cash register following procedure on the Concessions Cash Control Sheet. Complete as indicated.**
- 5.) Put coffee supplies (stir sticks, sugar, sweet 'n low, creamer) and condiments (ketchup, mustard, relish) on the condiment counter outside the concession stand (prop concession stand door open or it will close behind you). Also put coffee supplies outside rink-facing windows. Put out the donation piggies too!
- 6.) Become familiar with the locker room checkout policy (for weekend games).
- 7.) Questions? Concerns? Issues? See "On Call" Sheet.

## **How Much Product to Start and When**

### **1.) Weeknights when ADM practice is on the ice:**

- Make 4-5 hotdogs on rollers or microwave as needed.
- Microwave pretzels as needed. From frozen 1 minute and 15 seconds.
- No pizza or coffee.
- No popcorn

### **2.) Varsity boys and girls games**

- Boys games: Brew a full pot of regular coffee and half a pot of decaf coffee.  
Girls games: Brew half pot of regular coffee (no decaf unless requested)  
Make more as needed
- Boys games: Make six brats and a dozen hotdogs / Girls games: Make three brats and six to eight hot dogs
- Boys games: Make a dozen pretzels / Girls games: Make six pretzels
- Make a double batch of popcorn
- Pizza will be delivered for boys games / may also be delivered for girls games depending on turnout.

### **3.) Weekends**

- Brew a full pot of regular coffee and half a pot of decaf coffee. Brew more as needed.
- Start hotdogs and brats at 9:00am. Start with a six to nine of each and replace as they sell
- Start pretzels at 9:00am. Start with six and replace as they sell
- Pizza will arrive about noon (if ordered – check note).
- Start a batch of popcorn at 9:00am. Pop more as it sells.
- Place donuts should be on front counter with bakery papers for people to select their donut. About 1 pm put leftover donuts in baggies and reduce price to 50 cents.

## *Concession Stand Food Preparation*

### **Always wear gloves when handling food!**

#### 1.) Hot Dogs and Brats

Turn on the rollers with the on/off power switch and set each temperature dial to 155 degrees. Thawed hot dogs and brats are kept in the refrigerator and there are more in the freezer when these run out. (Additional hot dogs and brats are kept in the lower concession stand freezer if you run out – please ask a Zamboni driver for assistance or call the on-call person.) Place hot dogs on front rollers to warm. Once hot dogs are fully cooked, turn the temperature dial to 150. Serve in the hot dog boats provided. Brats must be preheated in the microwave (they don't get hot enough fast enough on the rollers) – please microwave in small batches for 45 seconds to one minute, adding time until they reach an internal temp of 140°. Keep brats on rollers set on “150” (use back rollers).

#### 2.) Pretzels

Turn on warmer and set temperature to 120 degrees. Pretzels are kept in the freezer and should not be thawed before placing in warmer. Pretzels will take about 30 minutes to warm in the warmer. If water level indicator light comes on (red light) add **distilled** water through the door on the top of the machine (water is kept under the machine). Add very slowly!! Add until green indicator light comes on. Pretzels can be served with salt. Use spray bottle of water to spray pretzel and dip into salt. Cheese can also be served with pretzels. Plastic trays are located near the cheese machine for pretzels with cheese and paper plates or boats are available for pretzels with no cheese.

#### 3.) Nacho Cheese

Liquid cheese dispenser: **Never turn off this machine or unplug it!** Cheese should always be warm. If cheese bag runs out there should be a second bag already in the machine ready to use. To replace the bag, unscrew the dispenser nozzle from the old bag and replace it on the new bag. Slide the grooves on the dispenser nozzle into the grooves on the dispenser. Put another bag on top of this new bag. There should be two bags in the machine at all times. (Cheese bags in cabinet to the right of cheese machines.)

#### 4.) Coffee

The coffee machine should never be turned off so it should always be ready to brew. Coffee pouches and filters are located in the cabinet under the hot dog roller. Extra pots and holders are in the cabinet under the coffee machine.

Place a filter in the basket, empty two coffee packets into the coffee filter basket for a full pot or one coffee packet for half a pot. Lift the hinged cap that is directly on top of the insulated pot. Place insulated pot under the brewer. Push the "Full Pot" button (for a full pot) or “Half Pot” button for half a pot and then the "A" button. Be sure the label on the front of the pot is correct for the type of coffee you brewed. (Regular or decaf). Labels are interchangeable on the pots... simply peel off and place on correct pot. Once you have brewed a pot of both regular and decaf and placed on the counter out front (in holder). Check coffee regularly and brew as needed. Check coffee supplies (creamer, sugar, etc.) on the condiment counter and replace as needed. Additional supplies are in the cabinet under the condiment counter. Key is in the cash register. Please remember to keep locked!

#### 5.) Popcorn

To make popcorn, turn on all four switches in the top right corner of the machine. Wait 5 minutes for the pot to warm up. Use scissors to cut open one to two packages of popcorn and empty the contents

into the pot. Leave the door open when popping corn. **Caution:** When adding popcorn packet to the pot be aware that pot is very warm! Don't burn yourself! When the popcorn is finished popping, use the handle with the black knob to dump the popcorn into the popcorn machine. Turn the two switches to the right off and leave the two switches to the left on. This will leave light and warmer on but turn off the kettle. When you need to make more popcorn, repeat as listed above. (If the drawer under the popcorn maker doesn't have any more popcorn kits, check the cupboard underneath the popcorn maker.) Tip: Place the popcorn pack on top of the machine while it is heating up so the oil softens.

#### 6.) Hot Chocolate & Cappuccino & Apple Cider

This machine should always be on and ready to go. Dispense into a cup by holding button on machine until the cup is  $\frac{3}{4}$  full. Machine will continue to dispense after you let go of the button so be careful not to overfill. Fill mix into the machine as needed by opening the door on the front of the machine. Turn the dispenser tube up and lift the dispenser out. Remove lid and add the powder to dispenser. Replace the dispenser and rotate the dispensing tube to an angle so when the powder is dispensed it will land in the middle of the tube. Be sure to add the correct product to the correct dispenser. Refill pouches of mix are under the cabinet under the microwave. Additional apple cider is located in the lower concession stand.

#### 8.) Slushys

This machine is always left on! It is on a timer and should not be touched! There should be containers of slushy mix in the refrigerator at all times to fill the machine. The auger (white plastic) on the machine should never be showing. Be sure there is always enough slushy mix to cover the auger. If containers in the fridge are emptied you can mix more in these containers with a ratio of 5 parts water and 1 part slushy mix. This is marked on the container with black marker. (Concentrated slushy mix is in the cabinet under the popcorn machine.)

#### 9.) Pizza

Usually pizza delivery has been prearranged (unless noted otherwise and SPYHA is baking pizzas to order). You can order more as needed – please check with the on-call person. Pizza is ordered from Pizza Pit (825-2818) – cheese, sausage, or pepperoni. Do not over order! Consider how much time is left and what events are occurring.

#### **Other notes:**

Please do not bring in stools from the lobby into the concession stand.

Remember to wash hands frequently and always wear gloves when handling food.

SPYHA has to pay for all cups, so please don't give them away. There is a charge of 25 cents for a cup (including a cup for water) if there isn't a purchase (coffee, tea, cappuccino, slushy) inside that cup.

Please do not give refunds for games or make change into quarters for games. We simply would run out of change too quickly, and SPYHA has no involvement with the games.)

Note cash register issues on the Concessions Cash Control Sheet.

### ***Concession Stand Closing Procedure***

Bring in items from counters at both side windows and from the condiment station outside the front window in the lobby, putting away any refrigerated items such as ketchup and mustard. Close and lock all 3 windows.

Turn off popcorn machine, hot dog roller, pretzel warmer and lights in Pepsi cooler. Do not turn off coffee machine, hot chocolate machine, liquid cheese dispenser, or slushy machine! (ONLY if we are using a cheese cup heater is that heater unplugged – that is usually a summer item.)

Discard any leftover food, including popcorn. Clean out popcorn machine (wipe with clean damp rag).

If hot dogs and brats are fresh they can be put in baggies in the refrigerator or freezer. Use a clean cloth, dampen with water, and wipe down the Hot Dog/Brat rollers. Turn the rollers on/off to get all sides. Rinse off drip tray under hot dog machine.

Wipe out all machines and wipe off all counters. Rinse out drip trays for the slushy and cappuccino machines.

Clean out sink, making sure drains are clear.

Place used towels in a plastic bag and hang from drain lever of sink.

Sweep floor

Empty all trash cans and replace bags. Trash should be taken to the dumpster (rear of building outside of dance studio entrance). Recycling (cardboard) should also be taken out and placed in the recycling dumpster.

Follow cash register closing procedures found on separate sheet. Completed the Concessions Cash Control Sheet, and place the Concessions Cash Control Sheet and cash deposit amount in a deposit envelope. Put the deposit envelope in the SPYHA drop box (off the Tubbs rink).

Turn off menu board lights and main lights.

Record your name and time in and out on the volunteer sign-in sheet.

### **Concession Stand Cleaning Notes**

Cleaning supplies are provided in the cabinet across from the sink. Broom and dust pan next to the freezer. Mop bucket and cleaner are in the janitor's closet off the Tubb's rink (ask a Zamboni driver). Leave all dirty towels in the bucket when you are done. Call on-call family if you have questions.

- 1.) Remove candy and clean candy shelf. Wipe side shelves as well, removing merchandise as necessary.
- 2.) Clean outside of slushy machine as well as the drip tray. (Drip tray slides out to be removed).
- 3.) Clean outside of the cheese warmer.
- 4.) Clean pretzel warmer and pizza warmer inside and out.
- 5.) Move all coffee pots and clean this corner of the counter well. Clean the outside of the coffee pots.
- 6.) Clean outside of coffee maker.
- 7.) Clean outside of hot chocolate machine as well as the drip tray. (Drip tray slides out to be removed)
- 8.) Clean glass on the outside of the popcorn machine.
- 9.) Clean glass and outside of the Pepsi cooler.
- 10.) Clean outside of freezer
- 11.) Clean shelf under cash register
- 12.) Clean microwave inside and out
- 13.) Wipe ALL countertop surfaces
- 14.) Scrub sinks with Soft Scrub Cleanser
- 15.) Sweep and mop floor

## SPYHA Concession Committee On Call Family

Each weekend, there is a Concession Committee representative on call. If you cannot reach the designated person, please try any member of the concession committee. Information is below.

Things that a concession committee person can help with:

- Change (also available from a z-team member)
- Machine issues/problems/breakdowns
- Cash register lockouts
- Product needs (more buns, more brats, hot dogs, or pretzels)
- No-show volunteers

### Concessions Committee Contact Sheet

Name	Phone	Email
<b>Brenda Sanderfoot</b>	608-417-0937	bsanderfoot@charter.net
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