

MVSA
2018
CONCESSIONS
MANUAL

CONCESSIONS MANAGER:

Debbie Teske

Cell: 651-483-3498

HEALTH DEPARTMENT FOOD SAFETY

We must follow Ramsey County health department guidelines:

- All workers must wash hands
- All workers must wear a hat
- All workers must wear gloves while handling hot food items or any non-packaged items
- Use a thermometer to ensure cooked meat temperatures are safe
- Do not bring sold items back into the stand. Once an item leaves the stand, we cannot take it back in.

MEAT PRODUCTS: 155 degrees or above. Hot dogs should be 165 degrees.

LOCATION OF ITEMS

1. All utensils are in the grey bins on the shelf on the stainless table- ice and popcorn scoops, apple slicer, ice cream scoop, tongs and other utensils.
Foil pans and other stainless pans are on the shelf on the stainless table.
2. Meat thermometer is hanging on the wall by the popcorn machine.
3. Buns are in the red crates on the top of the Coke cooler.
4. Meat is either in the fridge or freezer. There is also a freezer in the umpire room.
5. Ladder is up against the wall between the standup freezer and hand sink.
6. Broom and dust pan are in between the stand-up freezer and the wall.
7. Pop and water stock is in the umpire room.
8. Candy, popcorn, sunflower seeds, pretzels, condiments and extra trays are in the cabinets under the front counter.
9. Coffee, coffee filters, coffee cups, hot chocolate, extra sugar and creamer are in the cabinet under the pizza warmer.
10. Table for condiments is in the umpire room.
11. Foil papers, storage bags, gloves, trash bags, paper hats, distilled water, hand towels and paper towels are in the cabinet under the hot dog roller.
12. Cleaning supplies are under the sinks
13. Chip stock is on top of the pop cooler and freezer and fridge. Could also be in the umpire room.
14. Extra toilet paper is on a shelf in the umpire room.
15. Cash box, clipboards, first aid kit and general office type supplies are in the cabinet under the popcorn machine.
16. Extra hand soap for the bathrooms is in the cabinet under the sinks.
17. If you cannot find items, look in the umpire room before you assume we are out.
18. If you cannot find something and need it, please call Debbie- 651-468-9675.

GUIDELINES:

Set up:

1. Arrive to setup 15 minutes before opening time. Ex: Game at 6:00 pm, open at 5:30 arrive at 5:15.
2. **HATS ARE REQUIRED** health department rules. If you don't have one, there are paper hats in the cabinet under the hotdog machine.
3. Wash hands in small hand washing sink.
4. **GLOVES ARE REQUIRED** when handling hot food or any food that is not prepackaged.
5. Start hot dog machine- directions posted on the wall above roller. 1 game make 10-12 dogs, 2 games make 15-20 dogs, 3 games make 20-30 dogs.
6. Turn the hot dog warmer to 110 degrees and put 4 to 6 cheese cups in the warmer.
7. Make coffee and water for hot cocoa (if cold/cooler weather). If you think you will go through some hot chocolate, use the percolator to make hot water.
8. Turn popcorn machine on (follow posted directions). Start with 3 packs, pop when people start arriving at the fields to get that fresh popcorn smell flying around. (Make people buy stuff because they'll crave the popcorn).
9. Set out candy and other items from under the counter.
10. Check for ice bags for injuries. If none are made, go ahead and make a couple.
11. Check for wrapped pickles. If there aren't any in the fridge, wrap about 4-5.
12. Set-up small table outside stand to put condiments and napkins on.

Please follow the guidelines of children in the concession stand. No one under the age of 14 is allowed in the stand.

PLEASE NOTE:

ONCE YOU SELL AN ITEM AND IT LEAVES OUR CONCESSION STAND, YOU CANNOT BRING THAT ITEM BACK INTO THE STAND. YOU HAVE NO IDEA HOW CLEAN THE HANDS ARE OF THE PERSON THAT YOU SOLD THE ITEM TO. IF YOU WERE TO BRING AN ITEM BACK IN, YOU WOULD BE BRINGING THEIR GERMS BACK IN THE STAND AS WELL. THIS IS A HEALTH CODE VIOLATION.

PLEASE NOTE:

YOU MUST WEAR GLOVES WHEN HANDLING ANY FOOD THAT IS NOT PACKAGED.

- **YOU MUST WEAR GLOVES WHEN PUTTING HOTDOGS ON THE ROLLER AND WHEN TAKING THEM OFF TO PUT IN A BUN.**
- **YOU MUST WEAR GLOVES WHEN SERVING PIZZA.**
- **YOU MUST WEAR GLOVES WHEN FILLING THE POPCORN BOXES.**

Closing:

1. Write down any items you had to throw or take home at the end of the night on the clipboard hanging on the wall. Such as hot dogs, cheese cups, pizza, etc...
2. Restock beverage cooler. Stock is in the umpire room. Cold beverages should be on the outside on both sides of the cooler. Move cold items to the outside and stock on the inside. Cold on the left on the left side and cold on the right on the right side of the cooler.
3. If you use the last of any of the beverages, please text Debbie and let her know- 651-468-9675. Also, add it to the list of items that need to be replenished.
4. Stock any items that need to be stocked. When stocking chips, **DO NOT** remove the bins from the wall. Instead, use the ladder and stock the bins on the wall. If you open the last box of an item, add the item to list of items that need to be replenished.
5. Put everything away, list any items that need to be ordered/replenished.
6. Be sure to put the candy away in the cabinet under the counter.
7. Follow instructions and clean hot dog machine and popper.
8. Wash any dirty dishes (read posted instructions above sinks). Due to the size of the water heater, it is hard to get three sinks of very hot water. I make a pot of just hot water with the coffee machine and use that to heat up the water.
9. Take down signs from the front.
10. Wipe down the table cloth and put the small table back in the umpire room.
11. Shut and **LOCK** window. Make sure you turn the key enough so you hear and feel the lock happening.
12. Wipe all counters, cabinets doors and inside of microwave ovens, if used, with the sanitizing spray in the cabinet under the sinks. Spray, wipe down and let air dry.
13. Make sure you are using a clean rag and try not to leave streaks all over the stainless.
14. Empty garbage and put in a new bag (in cabinet under hot dog roller). If you do not have a lot of trash, combine the two containers into one bag and only throw out one bag. Trash goes in can outside the stand.
15. Sweep the floor and mop if there has been a spill or the floor looks dirty. The bucket and mop are in the umpire room. Floor cleaner is in the cabinet under the sinks.
16. Close down cash box. Leave 150.00\$ in the cash box, mostly in 1's and 5's if possible. There is no such thing as too many 1's, so make sure you leave enough. Put any additional in the safe in the cabinet under the pizza warmer. Sign the sheet on the clipboard confirming the 150\$ at the end of your shift. Place cashbox in the cabinet under the popcorn machine. All money will be picked up by 9:30 pm.

POPCORN DIRECTIONS

1. Turn on all switches.
2. Allow kettle to heat up about 4 ½ minutes when the machine is cold.
3. Cut packet along top and squeeze contents into kettle.
4. It is okay to put or keep a few packets on the bottom tray to melt the oil.
5. Close lid.
6. For best results leave a door ajar and the metal base tilted forward to allow airflow.
7. When the popping stops, about 4 to 5 minutes, lift metal lid up and stick it to the magnet above it. Make sure it sticks and stays up there.
8. Then, release the kettle and dump the popcorn.
9. Repeat process by eliminate step 2 because machine is already warmed up.
10. On last batch turn off kettle halfway through popping cycle to eliminate smoking.
11. When you have enough popcorn popped, close the door and leave the light switch on to keep the heat on.
12. CLEANUP
 - a. While kettle is warm wipe off lid and inside top of lid
 - b. Throw out left over popcorn, including kernels
 - c. Remove and clean bottom tray and metal base
 - d. Wipe out inside of kettle with paper towel
 - e. Wipe down inside of machine with soapy water
 - f. Rinse the inside after cleaning with soapy water

COFFEE DIRECTIONS

1. Place a coffee filter in the plastic coffee holder.
2. Put ½ cup of coffee in filter.
3. Fill one coffee pot with water and pour into opening on the top right of the machine.
4. Turn the lower warmer on and make sure empty pot is ready to be filled because the coffee comes quickly.
5. If making more than one pot turn on upper warmer and put either coffee or hot water on warmer.
6. Typically, during tournament time and/or when it is cold, you will make enough coffee to fill the air pot as well.

Trouble Shooting:

If coffee does not come out after you pour the water into the holding container, it is likely because you do not have enough water. Before the coffee maker will work, it MUST have 2 POTS of water poured in. Most of the time, this will already be done. It normally only requires

the 3 pots when it is first turned on for the season or water has evaporated during really warm temperatures.

ROCCO'S PIZZA WARMER INSTRUCTIONS

1. Turn on pizza warmer.
2. Turn the temperature knob to high.
3. Fill the humidity container (silver box) with distilled water to the fill line. The distilled water is either on the counter or in the cabinet below the hot dog roller. Put your clean finger inside the box at the fill line and fill until the water reaches your finger and the fill line.
4. Turn humidity knob to 8.
5. Once the warmer is nice and hot, **should only take about 10 minutes**, turn the temperature knob to the midway point. The paper triangle should be straight up and down.
6. Before putting the pizza in the warmer, use the pizza cutter and cut the pizza on the same lines. The pizza cutter is in the grey container under the stainless table. Take the pizza on the circle form from the boxes and put it in the warmer.
7. You need to check the distilled water level every 30 minutes and fill as needed.
8. You want to make sure the pizza is hot and looks good. The temperature knob controls the temperature of the pizza and the humidity knob keeps it moist and looking good. If you have to turn up the temperature, you will have to turn up the humidity, so the pizza does not dry out.
9. If you have pizza left over at the end of the night, try selling it for \$1 a slice. Take home any pizza that does not sell. Do not give away any of the leftover pizza.

For youth games: 2 to 4 Pizza's will be delivered at 5:30 pm, depending on the number of games going on. I will handle the initial order. If for any reason you do not feel you will have enough for the between games rush, you can call and order more. It takes about 20 minutes for them to make and deliver the pizza. Use your discretion wisely. We do not want left over pizza at the end of the night. You can talk to anyone at the store, just tell them you are with MVSA- 651-784-7151.

HOTDOG ROLLER & WARMER INSTRUCTIONS

1. Turn on the rollers and check the temperature knobs.
2. The left knob controls the left side of the rollers. Make sure that knob is turned on high.
3. The right knob controls the right side of the rollers. Make sure that knob is at level 5.
4. Turn on the warmer drawer. Put the temperature at 120 degrees.
5. Put hotdogs on the left side of the roller to cook. They take about 10 minutes to cook.
6. Place 4 to 6 cheese cups in the warmer drawer.
7. The hotdogs need to be 165 degrees. Use the meat thermometer hanging on the wall by the popcorn machine to measure the temperature.
8. Once the hotdogs reach 165 degrees, you can move them to the right side to keep warm.
9. If you have time, you can put hotdogs into buns, wrap in foil and place in the warmer drawer. You do not want to keep them in the drawer longer than an hour or so. If they are left in there too long, the buns will become soggy.
10. Keep an eye on the hotdogs because they can over cook if left on the cooking side too long.
11. If the cheese cups start looking like a dome on the top, the warmer drawer needs to be turned down.

GRILLING INSTRUCTIONS

1. All meat is in the fridge and/or freezer. There is also a freezer in the umpire room.
2. Turn on the grill and let it warm up before putting the meat on.
3. Cook all meat to the internal temperature of 155 degrees.
4. Use the meat thermometer hanging on the wall by the popcorn machine to measure the temperature.
5. Put a foil pan with broth in it on one side of the grill to hold the meat.
6. Use beef broth for the hamburgers and chicken broth for the hot dogs and brats.
7. Once the meat is cooked, move it to the foil pan to keep warm.

APPLES AND CARROTS INSTRUCTIONS

Apples:

1. Get a clear nacho tray.
2. Get out the apple slicer and the smaller silver ice cream scoop in the grey bin on the stainless table in the middle of the room.
3. Get the apples and caramel out of the refrigerator.
4. Use the apple slicer to slice the apple. Put the sliced apples in the tray.
5. Use the smaller ice cream scoop and put 1 heaping scoop of caramel in the smaller/dip portion on the tray.

Carrots:

1. Get a clear nacho tray.
2. Take the carrots and Ranch dressing out of the refrigerator.
3. Get the one cup measuring cup in the grey bin on the stainless table in the middle of the room.
4. Measure out one cup of carrots and put them in the tray.
5. Fill the smaller/dip portion of the tray about $\frac{3}{4}$ of the way with Ranch dressing.

PRETZELS, NACHOS AND CHEESE CUPS INSTRUCTIONS

1. Warm up pretzel in the microwave for 30 seconds. Turn the knob to the marked line.
2. Get a cheese cup from the warmer. If there is not one in the warmer, use the microwave to warm one up.
3. Warm up any cheese cups for 30 seconds. Turn the knob to the marked line.
4. Cut one end of the pretzel before giving it to the customer.
5. Place a warmed pretzel and warmed cheese cup in a clear plastic nacho container.
6. For nachos, place an unopened bag of chips and a warmed cheese cup in a clear plastic nacho container.

WEEKEND TOURNAMENT RESPONSIBILITIES

Shift 1: 6:45 am -9:00 am

Start coffee and popcorn. Start grill and brats, dogs and burgers. Be ready to go by 7:30 am. Stock white coolers with pop, water and ice

Shift 2: 9:00 am-11:00 am

Keep selling and stocking the stand and the coolers. During down times, send someone out to check garbage cans and walk around and pick up garbage laying around.

Shift 3: 11:00 am- 1:00 pm

Keep selling and stocking the stand and the coolers. During down times, send someone out to check garbage cans and walk around and pick up garbage laying around.

Shift 4: 1:00 pm- 3:00 pm

Keep selling and stocking the stand and the coolers. During down times, send someone out to check garbage cans and walk around and pick up garbage laying around.

Shift 5: 3:00 pm- 5:00 pm (could be the last shift depending on the size of the tournament)

Keep selling and stocking the stand and the coolers. During down times, send someone out to check garbage cans and walk around and pick up garbage laying around.

Shift 6 FINAL SHIFT: 5:00 pm- 7:00/8:00 pm (depending on size of tournament)

Use judgement about when to start cleanup and closing down the stand. Once the last games have started, shut down the grill and other hot items.

TWO PEOPLE MINIMUM FOR EACH SHIFT

IF YOU SEE THE STAND IS BUSY, JUMP IN AND HELP OUT!!

WEEK DAY GAME RESPONSIBILITIES

Shift 1 OPEN: 5:15-7:15 pm. See set up guidelines

Shift 2 CLOSE: 7:15-9:15 pm. See closing guidelines

You will be making hot dogs every night. Pizza will be delivered for the games.

Use judgement about when to start cleanup and closing down the stand. Once the last games have started, shut down the grill and other hot items.

TWO PEOPLE MINIMUM FOR EACH SHIFT

IF YOU SEE THE STAND IS BUSY, JUMP IN AND HELP OUT!!

MONEY

Your cash box should start and end every day with \$150. Leave \$150 in the cash box, mostly in 1's and 5's if possible. There is no such thing as too many 1's, so make sure you leave enough. Put any additional in the safe in the cabinet under the pizza warmer. Sign the sheet on the clipboard confirming the \$150 at the end of your shift. Place cashbox in the cabinet under the popcorn machine. All money will be picked up by 9:30 pm.

THINGS THAT NEED MENTIONING

1. Please keep the stand looking nice and clean. Make sure to wipe everything down each night and use a clean hot rag to avoid streaks on the stainless.
2. When stocking, always rotate stock. New stock should be on the bottom, in the back or on the insides of the beverage cooler. Put old stock in the front, on the top and to the left of the beverage cooler.
3. When taking out beverages, take from the left on the left side and right on the right side. Colder items should be to the left on the left side and new stock should be to the right. Colder items should be to the right on the right side and new stock should be to the left.
4. When dumping the popcorn kettle, make sure you slide the lid up so it sticks to the top before releasing and dumping the kettle. It is magnetized so the lid stays up.
5. Clean the hotdog roller when it is still warm with hot soapy water.
6. Put things away where you found them.
7. Make sure you follow the cleaning and sanitizing directions when washing items.
8. Any dishes or meat thermometer need to be sanitized after use.
9. Do not warm up too many cheese cups. We do not want to throw any out at the end of the night. They are easy to warm up in the microwave, if needed.
10. During weeknights, do not have more than 5 pickles prewrapped at a time. During tournaments, do not have more than 10 pickles prewrapped at a time.
11. Turn off the meat thermometer when you are done using it.
12. DO NOT EAT IN THE STAND. Leave the stand to eat.
13. Every time you return to the stand, WASH YOUR HANDS.
14. Make sure you list any items that need replenishing.
15. Do not give away any leftover food. Try selling it for a discounted price. We do not want to give away food and encourage people to wait until the end of the night for free food.
16. Call Debbie if you have any questions- 651-468-9675
17. Email Debbie if you have any suggestions or ideas- endteske@comcast.net