

2023

MVSA/RCF



“The Stable”

Concession & Volunteer

MANUAL

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Concession Manager

Amy Morpew

763-291-9174

# Health Department

We must follow Ramsey County health department guidelines:

- All workers must wash their 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.
- Keep your cell phones in your pocket or in your purse. Do not use your cell phone when working in the stand. If you must take a call, leave the stand to do so. You must wash your hands when returning to the stand.

## FOOD SAFETY

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
2. The meat thermometer is hanging on the wall by the hotdog roller 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 bet the standup freezer and hand sink.
6. Broom and dustpan 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 are in the cabinets under the front counter.
9. Coffee, coffee filters, coffee cups, hot chocolate, extra sugar, and creamer are in the cabinet next to the sink.
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,
12. Cleaning supplies are under the sinks.
13. Extra Food/Product 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 next to the door.
16. Extra hand soap for the bathrooms is in the cabinet under the sinks.

# **WORKER GUIDELINES:**

## **All Workers must**

-Put bags/cell phones away while in the stand

(There is a box on the counter to place your phone – if needed)

-NO Eating in the stand

-ONE FREE drink & food or candy item per shift

**-Players/Coaches and Umpires may NOT enter the stand as they have been on the fields.**

-NO Children under the age of 12 allowed in the stand

## **-ACCEPTABLE FORM OF PAYMENT:**

### **-Cash, Venmo, Punch Cards and Checks (w/ Managers approval)**

1. Arrive to setup 15 minutes before opening time. (Ex: Game at 6:00 pm, open at 5:30 arrive at 5:15. AFTER OPENING THE STAND, RETURN THE KEY TO THE KEY BOX or to the coach!!)
2. **HATS ARE REQUIRED** health department rules. If you don't have one, there are MVSA Visors or paper hats in the cabinet under the hotdog machine.
3. Wear an **MVSA/Mound View shirt or MVSA Concession Apron**
4. All Workers should wear a **name tag**
5. **Wash hands in small hand-washing sink.**
6. **GLOVES ARE REQUIRED** when handling hot food or any food that is not prepackaged.
7. Start the hot dog warmer-  
1 game make 10-12 dogs, 2 games make 15-20 dogs, 3 games make 20-30 dogs.
8. Turn the hot dog warmer to 110 degrees and put 4 to 6 cheese cups in the warmer.
9. Set up condiments/napkins and put Concession Stand Signs out.
10. 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.

11. Turn the popcorn machine on (follow posted directions). Start with 2 packs, and pop when people start arriving at the fields to get that fresh popcorn smell flying around. (Makes people buy stuff because they'll crave the popcorn).
12. Set out candy and other items from under the counter.
13. Check for ice bags for injuries. If none are made, go ahead and make a couple.
14. Check for wrapped pickles. If there aren't any in the fridge, wrap about 4-5.
15. Set up small table outside stand to put condiments and napkins on.
16. Count the cash in the cash box (in the cabinet under the popcorn machine) and verify the amount. Complete the sheet hanging on the wall to the left of the cabinet.
17. Keep your cell phones in your pocket or in your purse. Do not use your cell phone when working in the stand. If you must take a call, leave the stand to do so. You must wash your hands when returning to the stand.

### **18. Do not eat in the stand/while working – Health Code Violation**

Please follow the guidelines of children in the concession stand. No one under the age of 12 is allowed in the stand. **Do not let your children hang out in the stand with you.**

19 **Umpires** get FREE Food/Beverages – when working

20. **During Tournaments** – We will have concession worker punch cards for workers to receive free beverages and a meal – while working.

21. ALL Medical/Emergency issues need to be noted on the "Injury/Medical" Clip Board

22. ALL Food/items needed should be noted on the "Needed Items" Clip Board

**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 TO WHOM YOU SOLD THE ITEM TO. IF YOU WERE TO BRING AN ITEM BACK IN, YOU WOULD BE BRINGING ITS 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/Clean up:**

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 outsides 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 add to the REPLENISH LIST
4. Stock any items that need to be stocked. Make sure you rotate stock- new in the back/bottom and old in the front or on the top. When stocking chips, DO NOT remove the bins from the wall. Instead, use the ladder and stock the bins on the wall.
5. Put everything away, list any items that need to be ordered/replenished.
6. Be sure to put the restock and cover all candy counter.
7. Follow instructions and clean hotdog machine, microwave and popcorn 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. Make a pot or two of just hot water with the coffee machine and use that to heat up the water.
9. Make sure the meat thermometer has been cleaned and sanitized.
10. Take down signs from the front.
11. Wipe down and sanitize the table cloth and put the small table back in the umpire room.
12. Shut and LOCK window. Make sure you turn the key far enough, so you hear and feel the lock happening.
13. 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.

14. Make sure you are using a clean rag and try not to leave streaks all over the stainless. A clean and hot rag will help with that.
15. 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.
16. 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.
17. **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 money in an envelope, fill in the necessary information on the label on the envelope, seal the envelope and put it in the safe in the cabinet under the cabinet by the coffee.**  
**The envelopes should be in the cash box under the cash.**  
**Place cashbox in the cabinet under the popcorn machine. All money will be picked up daily.**
18. RETURN THE KEY TO THE KEY BOX or the Coach?

# **CLEAN UP:**

1.FOLLOW POSTED INSTRUCTIONS ON HOW TO CLEAN THE HOT DOG AND POPCORN MACHINE.

**2.PUT ITEMS AWAY AND NOTE ANY INVENTORY NEEDS ON COMMUNICATION CLIPBOARD PLEASE SEND AMY A PICTURE OF INVENTORY NEEDED -763-291-9174.**

3. PUT CANDY AWAY IN THE CABINET LABELED CANDY UNDER THE COUNTER.

4. STOCK BEVERAGE COOLER. STOCK IS IN UMPIRE ROOM. NOTE ANY INVENTORY NEEDS. SEE DIRECTIONS FOR HOW TO STOCK THE COOLER.

5.STOCK ALL ITEMS- CHIPS, PRETZELS, SUNFLOWER SEEDS, ETC... ROTATE STOCK.

6. WASH ANY DIRTY DISHES (DIRECTIONS FOR COMMERCIAL WASHING ON WALL).

7.WIPE DOWN ALL COUNTERS, MICROWAVE & DOORS WITH SANITIZING SOLUTION. SEE CLEAUNUP DIRECTIONS FOR EACH PIECE OF EQUIPMENT.

8.SWEEP THE FLOOR (BROOM IS IN BETWEEN THE STAND-UP FREEZER AND THE WALL). MAP IF NEEDED. MOP IS IN UMPIRE ROOM.

9.PUT SOILED RAGS/TOWELS IN WHITE BUCKET UNDER THE SINK.

10. TAKE DOWN SIGNS FROM THE FRONT.

11. SHUT AND LOCK THE WINDOW. RETURN KEY TO THE KEY BOX.

12. CASH BOX: SEE INSTRUCTIONS IN THE CONCESSIONS MANUAL.

13. EMPTY TRASH AND REPLACE IT WITH A CLEAN BAG. IF THERE IS NOT TOO MUCH TRASH, DUMB ONE CONTAINER INTO THE OTHER CONTAINER AND ONLY THROW ONE BAG OF TRASH.

# **THINGS TO REMEMBER:**

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 machine 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 cleaned and sanitized after use.
9. Turn off the meat thermometer when you are done using it.
10. 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.
11. 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.
12. DO NOT EAT IN THE STAND. Leave the stand to eat.
13. Every time you return to the stand, WASH YOUR HAND
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. You must return the key to the key box.
17. Call Amy if you have any questions- 763-291-9174
18. Email Amy if you have any suggestions or ideas- [amorphew1972@gmail.com](mailto:amorphew1972@gmail.com)



# **POPCORN DIRECTIONS**

1. Turn on all switches.
2. Allow the 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. Put on plastic gloves and use them when putting the popcorn into the boxes.
10. Put about ¾ of the popcorn into boxes and leave boxes in machine to keep warm.
11. Repeat process by eliminating step 2 because machine is already warmed up.
12. On last batch turn off kettle halfway through the popping cycle to eliminate smoking.
13. When you have enough popcorn popped, close the door and leave the light switch on to keep the heat on.
14. CLEANUP
  - a. While the kettle is warm wipe off lid and inside top of lid
  - b. Throw out leftover popcorn, including kernels
  - c. Remove and clean the 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

# **PRETZELS, NACHOS & CHEESE 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 25 seconds. A little less than the marked line.
4. Cut off one end of the pretzel package.
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.
7. CLEANUP
  - a. Spray the inside of the microwave with sanitizing spray. Use a hot and clean rag to wipe down the inside and outside of the microwave.

# **COFFEE DIRECTIONS**

1. Place a coffee filter in the plastic coffee holder.
  2. Put ½ cup of coffee in filter. There is a ½ cup measuring cup in the coffee.
  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.
  7. CLEANUP a. Dump out any coffee in the pots and dump the coffee grounds and filter. b. Wash the pots and the coffee holder with the three-sink process- clean, rinse and sanitize. c. White down the coffee machine and put the holder back and the pots back on the burners.
- 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 2/3 POTS of water poured in. Most of the time, this will already be done. It normally only requires the 2/3 pots when it is first turned on for the season or water has evaporated during really warm temperatures.

# **HOTDOG/Food WARMER INSTRUCTIONS**

1. Fill warmer with Hot water on
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. Be sure to clean and sanitize the meat thermometer after each use.
9. Once the hotdogs reach 165 degrees, you can move them to the right side to keep warm.
10. 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. Plan accordingly.

11. Keep an eye on the hotdogs because they can overcook if left on the cooking side too long.
12. If the cheese cups start looking like a dome on the top, the warmer drawer needs to be turned down.
13. CLEANUP

- a. Turn on the rollers and clean them with a hot soapy rag. Be sure to rinse everything with a clean, rinsed out rag.
- b. Remove the tray under the rollers and clean it with the three-sink process.
- c. Spray the sides of the roller and the inside and outside of the warmer with the sanitizing spray. Use a hot, clean cloth to wipe everything down. Please make sure there are not streaks and the roller and warmer are as shiny, bright and streak free as possible. A clean and very hot rag will help with that.

## **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. Be sure to clean and sanitize the meat thermometer after each use.
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.
8. CLEANUP
- a. Use the scraper and brush to thorough clean the grill grates.
- b. Use a hot rag to wipe down the grill and wipe off the grates.