

# **SFYHA Concession Stand Volunteer Rules**

**Thank you so much for volunteering in the SFYHA concessions stand. We are thankful for your support and hope you have an enjoyable experience. Below are several rules and expectations to follow during your volunteer shift.**

- You must wash your hands before your shift and after using the restroom.
- Gloves must be worn when handling food.
- Volunteers must be 18+ in order to qualify for DIBS credits
- 1 child per adult ages 10+ are welcome to volunteer (max = 1 adults & 2 children ages 10+)
- Children under the age of 10 are not allowed in the concessions area
- Children are not allowed to handle hot food items, as the popcorn machine/oven/warmer/hot dog roller do get hot.
- During your volunteer shift, you are welcome to complimentary coffee, hot chocolate, and cappuccino.
- No eating while volunteering in the concessions stand. Please feel free to take a break in the lobby as needed to eat as long as there is adequate coverage.
- Please restock the condiments, napkins and food as needed throughout your shift.
- HAVE FUN!

# SFYHA Concessions Volunteer Instructions

*Please note: This SFYHA's first season operating the concessions stand. The stock in this stand is all that we have, and we may run out of items from time to time. We are doing our best to ensure that we can offer every item while trying to determine the correct ordering cadence, so please express our sincere apologies to our customers if we are out of an item and will work to get it back in stock ASAP.*

## Opening Procedure

1. Wash hands
2. In the 3<sup>rd</sup> sink, fill  $\frac{3}{4}$  full with cold water and 1 TBSP bleach. Use a bleach test strip to ensure that you have the right concentration. Bleach test strips can be found in the Cleaning Solutions tote, located under the sink.
3. Turn on machines
  - a. Cappuccino/Hot Chocolate machine is always on. You do not need to do anything.
  - b. Coffee Pot - This machine is already on. In the morning brew a full pot of regular coffee. (See Brewing instructions on separate page.) Make coffee as needed throughout the day.
  - c. Nacho cheese machine is always on. You do not need to do anything.
  - d. Hot Dog Roller
    - i. Turn the power on.
    - ii. Set the rear rollers to "4" to cook the hotdogs.
    - iii. Set the front rollers to "2" to keep the hotdogs warm.
  - 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. Take the heat resistant red bowl located in the dryer rack, fill with water and place in the warmer to provide humidity for the pretzels.
4. Count cash in the cash box. Verify that the amount you are starting with equals \$200.
  - a. If there are any discrepancies, send an email to [Alex@sfyha.org](mailto:Alex@sfyha.org) and include the amount cash in the cash box.
5. Open the concessions door when you are ready for customers. You will need to remove the lock on the rolling door in the bottom left-hand corner. The lock does not need to be locked, it secures the door from opening.
6. Move condiment rack next to the "pick-up" napkin dispenser. Position the Howie's Hockey Wax next to the "order here" napkin dispenser.
7. Put the donation box "Thank you for supporting the Saint Francis Youth Hockey Association" in the center of the counter.

8. Open the top half of the mail concessions door and put the lock stopper in. The bottom half of the concession's door will always lock, so this will ensure that you do not lock yourself out.
  9. Restock condiments regularly throughout your shift.
    - a. Ketchup, mustard, creamer, sugar, stir sticks, utensils, and napkins are located in the gray storage cabinet.
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## How Much Product to Start and When

- **SFYHA Weekends & Weekdays**

- Brew a full pot of regular caffeinated coffee. Brew more as needed throughout the day. At this time, we do not offer decaf.
- Start 5 hotdogs at 9:00am. Replace as they sell.
- Start 2 salted & 2 unsalted pretzels at 9:00am. Replace as they sell
- Start a batch of popcorn at 9:00am. Pop more as it sells.
- Stop cooking new hot dogs and pretzels 1 hour before close.

- **High School Games**

- Brew a full pot of regular coffee. Brew more as needed throughout the day.
- Start 20 hotdogs at the beginning of shift. Replace as they sell
- Start 4 salted & 4 unsalted at the beginning of shift. Replace as they sell
- Start a double batch of popcorn at the beginning of shift. Pop more as it sells.
- Pizza will be delivered 1 – 2 times during High School games. Pizza will be paid in full.
- Stop cooking new hot dogs and pretzels 1 hour before close, unless there is a steady demand.

# Concession Stand Food Preparation

*Always wear gloves when handling food*

- **Hot Dogs**

- Turn on the rollers with the on/off power switch.
- Set the rear rollers to “4” to cook the hotdogs.
- Set the front rollers to “2” to keep the hotdogs warm.
- Thawed hot dogs are kept in the refrigerator separated at 5 per bag and more are located in the freezer.
- Once the hot dogs on the rear rollers are fully cooked to 160 degrees (20 minutes or so), move them to the front warmers.
- Serve hot dogs in the boats provided with buns in the bun drawer.
- Thawed buns will be in the bun drawer.
- Additional buns are in the freezer and can be taken out as needed.

- **Pretzels**

- Pretzels are kept in the freezer and should not be thawed before placing in the oven.
- Take 1 - 4 frozen pretzels and place on the cookie sheet. Spray with the water in the spray bottle marked “water for pretzels” and **lightly** salt.
- Bake at 350 degrees for 6 minutes
- Once cooked, place the pretzels in the warmer. Pretzels can stay in the warmer for about an hour before they are no longer any good.
- Pretzels can be served in the plastic tray with the cheese cup.

- **Nacho Cheese Dispenser**

- Never turn off this machine or unplug it.
- Cheese should always be warm. If cheese bag runs out there is additional cheese in the cabinet under the popcorn machine.
- 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.

- **Coffee**

- The coffee machine should never be turned off and is ready to brew.
- Coffee pouches and filters are located under the cabinet below the coffee machine.
- Place a filter in the basket, empty one coffee packet into the coffee filter basket for a full pot.

- Lift the hinged cap that is directly on top of the insulated pot. Place insulated pot under the brewer.
- Check coffee regularly and brew as needed.
- **Popcorn**
  - To make popcorn, turn all 3 power switches on. Wait 3 – 4 minutes for the pot to warm up or until you see steam exiting the pot.
  - Put  $\frac{3}{4}$  cup popcorn oil into the pot
  - Put 1 cup popcorn kernels into the pot
  - Put 1 TBSP popcorn salt in with the kernels & oil
  - *Use caution when adding oil and popcorn kernels into the pot as the pot is hot. When the popcorn is finished popping, use the handle with the black knob to dump the popcorn into the popcorn machine.*
  - Additional popcorn supplies and bags are located in the cabinet directly under the popcorn machine.
- **Hot Chocolate & Cappuccino**
  - This machine is always 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.
  - Open the front door on the machine to ensure that the powder levels are full. To add additional powder, 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 coffee pot.
- **Pizza**
  - Pizza deliveries are pre-arranged with Dominos. Since pizza is not a regular menu item there is a “pizza by the slice” sign that should be put on the concessions counter.
  - Pizza will be delivered 1 – 2 times throughout High School game nights and will be paid in full.
  - Use the oven to reheat if necessary.

## Concession Stand Closing Procedure

1. Bring in condiment rack, Howie's Hockey Wax and donation box. Using the green cord, pull down the rolling concession's door (be careful and watch your hands as the door is heavy).
2. Put the lock back in the lower left-hand side of the rolling concession door – DO NOT LOCK. The lock simply holds the door closed.
3. Turn off popcorn machine, hot dog roller, pretzel warmer, and oven. **DO NOT turn off coffee machine, hot chocolate/cappuccino machine, or cheese dispenser.**
4. Discard any leftover food, including popcorn.
5. Wipe down the popcorn machine and kettle with clean damp rag using only water. Additional rags can be found in the gray storage cabinet.
6. Wipe down the hot dog roller with a clean damp rag using only water. Turn the rollers on/off to get all sides. Rinse off drip tray under hot dog machine.
7. Using the sink filled with bleach wipe off all counters with a rag.
8. Rinse out drip trays for hot chocolate/cappuccino machine.
9. Wash all utensils (tongs, measuring cups, trays) in the first sink with dish soap. The second sink is used to rinse off the soap. Then dip in the bleach water and put in the dish basket to air dry. Do not towel dry.
10. Clean out sink, making sure drains are clear.
11. Hang rags on the sink when finished cleaning.
12. Sweep the floors. The broom and dustpan are located by the concession door between the gray shelf and wall.
13. Mop the floors. The mop and bucket are located in the gray storage cabinet. Use a ratio of  $\frac{1}{4}$  cup Pine Sol per gallon of hot water. The Pine Sol is located in the cleaning solution tote under the sink. When finished mopping DO NOT dump the water in the concessions sink. Leave the mop and bucket and the SFYHA Board member responsible for closing will dump this in the mechanical room.
14. When finished for the night place the trash can out into the arena to be taken out by arena staff overnight.
15. Close out the cash box
  - a. Count all cash
  - b. Leave \$200 (majority in 1's, 5's & 10's) in the cash box for the next shift.
  - c. Count the remainder of the cash to be deposited in to the safe.
  - d. Grab a deposit envelope from on top of the safe. Write the date, your name and the total deposit amount and drop into the slot on the front of the safe.
16. A SFYHA Board Member will check-in at the end of your shift and ensure that all closing procedures have been done.

## **SFYHA Concessions Contact Information**

**Alex Goodwin**, Concessions Manager

763-229-7910 (text ok)

Alex@sfyha.org

- Contact Alex for machine/Square issues, problems, breakdowns

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**Venessa McConkey**, Volunteer Coordinator

515-771-7463

Vmboland@gmail.com

- Contact Venessa for no-show volunteers

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**Amanda Meinen**, Board Secretary

763-274-8372

Amandaesmith82@hotmail.com