

Concession Stand Guide

THANK YOU FOR VOLUNTEERING YOUR TIME!

The first thing you need to do when you come into the concession stand is WASH YOUR HANDS and SIGN IN. If you are not working the opening shift, please plan on coming a couple minutes early to do hand off from previous workers.

GLOVES MUST be worn when handling food!

- *There is a list of workers that will be posted.
- *If your replacement does not show up, their contact information will be on the sheet.
- *Please call to remind them of their hours.

PIZZA FOR 2023-2024 OHS VARSITY BOYS/GIRLS GAMES ONLY!

Please call A TASTE OF THE BIG APPLE (507-455-3633) at 6:15pm.

Order 3 Pepperoni and 2 Sausage pizzas. Tell them you are with Owatonna Youth Hockey and have them delivered between 6:45-7:00pm. Upon delivery of pizza they will give you a receipt. Please place the receipt in white box under sink.

OPENING SHIFTS:

- *Wash your hands if you haven't done so yet.
- *Start by putting everything back together. Items should be on the drying rack by the sink.
- *Turn TV on and menu will be on the screen. Remote in the drawer below cash register.
- ***Coffee**- Turn on coffee maker and put the pot with black handle on first. Filters should be on top of the machine and coffee grounds are in the freezer. Black handle is Regular and orange handle is Decaf. Brew 1.5 gallons of Regular with 2 cups of grounds. When done dripping turn on the warmer to the left and place on there. Decaf upon request and only brew a ½ gallon with 2/3 cup of grounds. Coffee pots should only be rinsed with water ONLY!
- *While coffee is brewing, turn on popcorn, cookie, Hotdog, and pretzel machines. Then open the gate. Gate should be locked by 2nd Register.
- ***Popcorn**- Turn on both kettle and light. Cut open the whole top of the package, dump into the kettle and close the lid. When popcorn sounds like it is almost done popping, dump it out by using handle. Use the popcorn scoop to try and get as many up-popped kernels to fall through the holes. Put kettle up and repeat process. If you are working a busy shift you will want to refill some popcorn bags. Turn on the warming light and make sure bags are as full as you can get

them. Varsity and Blades games you will want to make sure you have warming section filled with bagged popcorn and 3-4 more batches popped. Dump tray at least once a shift.

***Cookie maker**- Turn on and let it start to warm up. Each tray can have 6 cookies. First batch takes the longest, but usually done around 15 minutes. 3 cookies come in a bag. Place cookies in warmer until sold.

***Pretzel maker**- Fill the steam pan with water and turn temp to 152 degrees. Do not overfill with pretzels. Pretzels only last 1-2 hours before drying out and getting too hard. If they get hard, please throw them away. Remember if you would not eat them no one else would either. Please write down on paper by register what has been thrown away. Pretzel should be warm and able to squeeze easily. Salt and Cheese (1 Cup) are included if they would like. Refill water if needed.

***Hot Dog machine**- Turn on switch and make sure temps are set somewhere in the middle. Rollers and drip tray below should be clean before placing Hot Dogs on rollers. Always fill from right and serve from left. Hot Dogs do not last more than 2 hours. Again, please write down any product thrown away. Just for inventory purposes. Hot Dogs should not start before 9 am. Start with about 6 Hot Dogs for a Varsity/Blades game. **Thermometer needs to be out and used anytime hot dogs are on the roller.** Temperature should be at least **165 degrees**. If not ready they can go in microwave to finish if needed. Buns can go in the warmer below rollers. Place bun in foil sheet with one side that remains open to allow steam to come out and prevents bun getting soggy. Use tongs to place hot dog in bun. Condiments are in refrigerator and can be placed on counter by sugars and creamers. Once a shift please clean rollers. Use damp cloth **NO SOAP or SANITIZER. Any leftover Hot Dogs at the end of the shift MUST BE thrown away.**

***Pizza/Cookie warmer**- Temp should stay in the middle of the dial. DO NOT use bottom shelf. It will dry out food too quickly. Pizza should remain in cardboard boxes in the warmer.

***Cheese machine**- does not need to be turned on. If it's plugged in it should be heating cheese. Warm Cheese should come out easily. One side should be warming and the other side should be used. When getting low cheese comes out slower. Place weight on top of bag and that will help get remaining cheese out. If cheese does not come out it may be a hard piece at the opening. You may need to remove the spout and clean it. If that is the case remove the bag and clean then replace. If cheese appears dark it has warmed too long and needs to be thrown out. To change the cheese bag- remove plastic cap, lay cold cheese bag flat on the counter, find the yellow opener (looks like an over sided bottle opener) and open facing away from you . Screw on clean spout and put into warming side with the "warming" post it on that side. Do not force in, it will sink in slowly as it warms. Do not put bag in warmer until spout is on. Nachos come with 2 cheese cups and Pretzels come with 1 cup. **DO NOT pre-fill cheese cups and put in warmer!**

***Cappuccino machine**- Check to make sure the powder is full. Test each flavor to make sure it comes out correctly. If it comes out clear, open the door and make sure the switch is not on

“rinse”, knock on the powder a couple of times and try again. If it is still clear, take the entire container out and set on counter above the garbage can. Take off plastic piece on bottom and make sure the plastic parts are not caked with wet powder. Clean plastic piece and put back together and try again. If it still does not work place “out of order” sign on and let Trisha know. You can still use the other flavors in the machine.

***Drink fridge-** Always pull from the left and fill to the back right. Place warm bottles in the back. Make sure you are looking at dates when refilling pop and at the end of the night please make sure fridge is full.

***Cup of noodles-** Open plastic and open top just enough for pouring hot water in and then close and give to customer.

***Pickles-** use tong and place in paper boat.

CASH REGISTER INSTRUCTIONS

Most of the time there will be 2 people working. One will ring up the order and one will be the runner making and getting the food. Use Register ONE next to the pizza warmer.

*To get into the IPAD: 123456

*To get into SQUARE: 2019

There are categories on the bottom of the screen to help you find your items. Whenever possible, please ring up the correct item. This will help with inventory. If you are unable to locate an item ring up similar item and let Trisha know.

Be patient when items are out of stock. There are still some items that we are unable to get and/or on back order. We will do our best to restock items as necessary.

SQUARE Rules:

DO NOT accept \$50 or \$100 bills

DO NOT accept checks

Credit Card transactions must be **\$5 dollar minimum**

Register 2 has extra change in it. You do not need to buy change, but you can move excess money over to this register if needed. To get change out of register 2, login into the iPad and use code 1662 to get into the SQUARE. Push charge twice and register should open.

If you accidentally ring something up and do not want it just swipe left and you can delete the item. If you cash something incorrectly, you need to write it down on the void slip. This usually happens when you accidentally ring cash and they want to use a card. Just write the time you do this so we can find it easily and fix it.

What to do when it is slow???

*Stock FIFO (First in First out): When stocking make sure you always pull from the same side and fill from the opposite. If you are filling candy, pull whatever is left in the old container and make sure they are the ones to be grabbed first. Always check expiration dates. If you find anything expired please pull it out and set aside and do not sell. There is deep freezer on the east side of the east rink next to the old concession stand. There is extra stuff (Hot Dogs, Pretzels, and cookies) in there. There is also extra cases of water. You will need to ask a rink worker to get you in that area.

*Fill: Creamer, sugars, Cappuccino mix, napkins, cups, lids and plates.

*Dishes: wash dishes during downtimes. There is a 3 compartment sink off to the side.

- Left is the wash sink- fill with warm water and add 2 pumps of soap into it.

- Middle is the rinse sink- hot water rinse, dishes should be soap free before leaving this sink

- Right is the sanitizing sink- fill with warm water and add 2 capfuls of sanitizer to the sink. Dishes should stay in this sink for a couple of minutes before moving to the dry rack.

*Hot Dog roller: grab a clean towel and the red bucket and fill halfway full of water. Get Hot Dog residue off rollers. This should be done at least once a shift. You do not have to scrub too hard, and you should never force the rollers. The drip tray is the only piece that can be washed. The bun drawer comes out and can be wiped down.

*Wipe everything down often with a clean sanitizing towel.

CLOSING SHIFT

When the 3rd period of the last game of your shift starts, you should start closing. This gives you about 15 minutes to complete cleaning duties. If you have kept up with cleaning throughout the shift it will make this part easier.

- *Turn off all machines and remove all pieces to be washer, except Hot Dog machine.
- *Cookies can be saved for the next day. Cookies can go in Rubbermaid container and write a note with date baked.
- *Hot Dogs and Pizza must be disposed of at the end of the shift.
- *Please write on sheet what is thrown out so we can keep track.
- *Shut window and lock by 2nd register.
- *Clean all machines inside and out.
- *Make sure drink fridge is completely restocked.
- *Wipe down all surfaces.
- *Take garbage and recycling out. Garbage dumpster is in East rink and recycling dumpster is down by the old concession stand in east rink.
- *Sweep and make sure to get all the way under all racks.
- *Mop – make sure mop bucket is clean of debris before adding soap.
- *Make sure door locks on your way out.

Miscellaneous:

*You will be given credit for the shift you were scheduled if you sign in for your shift. If this needs to be adjusted for any reason please let one of us know and we will get it to the right person.

*If you still have customers after the start of the 3rd period always serve the customer but do not make additional food.

*Please let Trisha know if we are running low on important things, do not wait until we are out.

*Remember there is change in the 2nd register.

WHO TO CALL:

FOR DIBS CONFLICTS-

Devin Laiho 763-647-9505

FOR MONEY/CASH REGISTER:

Mary Kelvie 651-226-7950

FOR INVENTORY/EQUIPMENT ISSUES:

Trisha Laiho 763-439-6746

Devin Laiho 763-647-9505