

- 1) Sign in & a few things to note:
 - a. Make sure to sign in at the beginning of your shift, note your skaters name and then sign out at the end of your shift. This ensures that you get credit for your whole shift.
 - b. If there is anything that you run out of during your shift, anything that breaks, or goes wrong make a note of it in the logbook.
 - c. If anything goes wrong and you need help fixing it during your shift contact the MYHA concessions manager right away.
 - d. If you need additional change during your shift contact the MYHA treasurer.
 - e. It is your responsibility to serve people food safely. Never touch food with your bare hands, use the tongs, a scoop, or use a gloved hand.

- 2) Slushy – **DO THIS FIRST when opening.**
 - a. Push the snowflake button until the screen reads “ICE” for both sides. Do this as the very first thing you do when you come into the stand as it takes a while for the ice to form.
 - b. To serve a slushy use the clear cups to the left of the slushy machine and the clear lids that are there as well.
 - c. There is blue and red and you can mix if they would like.
 - d. In the refrigerator there are plastic jugs that hold additional slushy mix to add to the machine. Add additional mix before the machine becomes ½ empty.
 - e. If you empty a plastic jug please create additional mix by using the syrup that is below the front counter. Put ½ a gallon of syrup into the plastic jug and then fill with tap water to the black line.

- 3) Coffee
 - a. Turn machine on by pressing the on button on the top in the front of the machine
 - b. Filters and bags of grounds are located under the countertop by the coffee machine
 - c. Put filter in the metal basket, pour whole bag of grounds in, place carafe under spout/filter, push brew
 - d. There is only one size of coffee, large. Use the black hot beverage lids.
 - e. If a customer would like ½ coffee, ½ cappuccino (or hot chocolate) you can serve that in the large cup as well and there is an additional fee (it’s a special variation when checking the person out).

- 4) Soda
 - a. We only sell large sodas. Fill cup about halfway with ice and then fill with soda, top with a lid.
 - b. To get water, lemonade, or tea push the button for the one that you want, and the red light will indicate which is dispensing.
 - c. ICE – use the blue pail by the sink to get ice. Ice is in the concession’s storage room. First door past the vending machines in the rink. The key is hanging by the phone in concessions. Make sure to get at least one pail of ice to start the day. Add as you feel it’s needed.
 - d. Scoop – NEVER store the scoop in the ice, always keep it on top of the bin/lid (both in the storage room for the ice machine, and in concessions for the soda machine).

5) Cookies

- a. Put tray with cookies out on front counter.
- b. Refill with cookies from the freezer throughout shift putting cold cookies in the back and warm cookies in the front. Refill at the end of shift as well to ensure that cookies are thawed for next shift.
- c. NOTE: do not put cookies through the pretzel warmer as that contaminates the warmer for anyone with allergies who wants a pretzel or donuts at a later time. These could be heated up in the microwave if someone really wants that.

6) Nachos

- a. Cheese warmer is in the front of the stand by the cappuccino machine. Turn warmer on by flipping on the switch that is located on the back bottom of the machine (you might have to pull the warmer out to find it).
- b. With an order of nachos a person gets 1 cheese cup and 1 bag of nacho chips.
- c. When adding cheese to the warmer put the date on the bottom of the cheese cup. Put new cheese in the back and keep older cheese in the front. When selling make sure to grab older dates first. Cheese can be warmed up 10 times and then should be disposed of (concessions manager will watch for this).
- d. Bags of nacho chips are in the cabinet under the pretzel warmer/candy racks.
- e. There are nacho trays that can be given out if the person asks for one, but it is not necessary to give them to everyone.

7) Cappuccino/Hot Chocolate

- a. We have Hot Chocolate, and French Vanilla Cappuccino.
- b. We only sell one size of these, small, use the hot beverage cup and the black hot beverage lids.
- c. Place cup below the appropriate spout and then press and hold the button down until the cup is about $\frac{3}{4}$ full then release the button, top with a lid.
- d. To refill the machine open the top portion using the key on the side of the machine. Pull out the appropriate container and fill with the bags of powder that are below the front counter (additional boxes of mix can be found in the concessions storage room in the rink).

8) Bottled Water, Gatorade

- a. These are all located in the refrigerator and extra is kept in the back of the concession stand by the vacuum/door as well as in the concession's stand storage room in the rink.
- b. Refill the refrigerator in your down time, adding warm drinks to the back and keeping cold drinks in the front.

9) Popcorn

- a. To make a batch of popcorn turn on all three switches.
- b. Popcorn is located under the front counter.
- c. Open the package with a scissors and empty both the popcorn and the oil into the kettle in the popcorn machine.
- d. When the popping slows dump the kettle and turn off the motor and kettle heat switches (keep light on).
- e. The white popcorn bags are located to the right of the popcorn machine (extra are located under the front counter as well as in the concession's storage room).

- f. Use the large metal scoop to scoop popcorn into the bag. Fill bag, but remember to not overfill as spills are our responsibility to clean up and can be ground into the carpet if not caught soon enough.
 - g. Scoop – NEVER store the scoop inside the popcorn machine. Always store the scoop on the counter in front of the machine.
- 10) Candy, everything on the shelves
- a. Refill these items with extras that are in the cupboards under the shelf, as well as in the concession's storage room in the rink.
 - b. Candy should be marked with price if it is NOT \$1.50
 - c. Mac N Cheese, Ramen – follow instructions on container to make. If hot water is needed you can use the hot water tap on the coffee machine.
- 11) Chips, Granola Bars
- a. Refill with chips from under the popcorn machine or from the concession's storage room in the rink.
- 12) Pretzel/Donut warmer
- a. There is a document on the counter behind the candy with instructions about the warmer and pretzels and donuts. Refer to this for instructions.
 - b. At the start of shift turn warmer to "Stand By" and make sure level is at 4.
- 13) Pretzels
- a. Pull container of pretzels out of the refrigerator at the start of your shift. These can be kept on the back counter during your shift.
 - b. To warm: Flip warmer to "On".
 - c. Using paper tissue or gloved hand grab out pretzel and place into warmer.
 - d. Once pretzel has come out the back side of the warmer grab it with a paper tissue or gloved hand and either give to customer or add salt if they want salt.
 - e. To add salt lightly spray warmed pretzel with water from yellow spray bottle (located on counter behind candy). Then dip pretzel into the salt bowl and give to customer.
 - f. NOTE: Never touch food with your bare hands, use the paper tissues, or use a glove. Pretzel can be given to customer on a paper tissue or on a paper plate.
 - g. Make sure to pull pretzels out of the freezer to replenish what is in refrigerator so that you don't run out of thawed pretzels.
- 14) Donuts
- a. Pull container of donuts out of the refrigerator at the start of your shift. These can be kept on the back counter during your shift.
 - b. To warm: Flip warmer to "On".
 - c. Using a gloved hand or tongs and place 10 donuts into warmer.
 - d. Once donuts have come out the back of the warmer or dropped to the bottom of the warmer grab them out carefully with a gloved hand or tongs and place into a donut bag. White donut bags are on the counter behind the candy.
 - e. Once in the bag sprinkle in cinnamon and sugar from plastic container and shake up to fully cover donuts.
 - f. NOTE: Never touch food with your bare hands, use the tongs, or use a glove.
 - g. Make sure to pull donuts out of the freezer to replenish what is in refrigerator so that you don't run out of thawed donuts.

15) Hot Dogs/Brats

- a. Turn on roller/warmer at the start of shift. Put the front of the warmer at 150 and the back of warmer at 175 degrees.
- b. Hot Dogs, Brats and buns are stored in the drawers in the refrigerator.
- c. At the start of your shift put 3 hot dogs, and 2 brats on the rollers. Hot dogs on the front, and brats on the back.
- d. Pull the buns out of the refrigerator and store on back counter.
- e. As you sell hot dogs and brats replenish them with new ones from the refrigerator. Place the new hot dogs and brats at the top of their section, selling the front ones first.
 - i. Hot Dogs must be at an internal temp of at least 140 degrees and Brats at 160 degrees. There is a thermometer in the top drawer that you can use to check internal temperature.
- f. Use the tongs and paper tissues, or gloved hand to grab hot dogs/brats and buns. Never touch the food with your bare hands.
- g. If the hot dogs, brats or buns need to be warmed up to be able to serve place in the microwave for appropriate amount of time to reach internal temps listed above.

16) Condiments

- a. Ketchup and Mustard are located in the refrigerator. Place them out to the side of the front counter at the start of your shift.
- b. Creamer – individual containers are available to put out on the front counter.
- c. Other Coffee Condiments –Straws, Sugar, etc. Put this out to the side of the front counter at the start of your shift.

17) Fanware/Hockey Equipment

- a. All of the fanware items that are on top of the back cabinets and around the stand are for sale in the stand. There is also tape, and mouth guards.
- b. Some of the items are stored in the back cabinets, some are in the front cabinets under the front counter.

18) Cleaning

- a. There are cleaning supplies in a cabinet at the back of the stand. Throughout your shift keep all counters in the stand clean. Also watch the counters and tables in the lobby and keep them clean.
- b. Use the broom/dustpan and vacuum to clean up any spills in the stand or lobby throughout your shift.
- c. There are clean rags in the cabinet under the pretzel warmer. Dirty rags go into the tan container under the sinks. The concessions manager picks these up and cleans them.
- d. Garbage bags are located in the cabinet under the pretzel warmer. Use these to replace any garbages that need to be emptied during your shift.

Other notes for during your shift:

- Keep things clean! Clean counters, shelves, machines, etc during down time on your shift.
- Lobby – watch the lobby for any big spills and sweep or wipe them up.
- Wash your hands regularly and make sure that you are never touching someone's food with your bare hands.
- Each shift you get 1 complimentary soda or coffee!