**WARJACK’S HOCKEY**

**A PARENTS GUIDE**

**TO THE**

**CONCESSION**

**STAND**



Let’s work together to make the concession stand a success! The concession stand is a key component of WARJACKS hockey, and offers you the opportunity to develop friendships with other hockey parents. If you have any issues regarding the concession stand along with constructive solutions, do not hesitate to contact a member of the MCYH Concession Stand committee. Thank you for your involvement.

TABLE OF CONTENTS

Price List 3

Food Preparation 4-7

Close-up and Cleaning Instructions 8-10

* Closing Time
* Food Storage
* Restock Pop
* Washing Dishes
* Cappuccino Machine
* Popcorn Machine
* Microwave
* Cleaning Counter Tops and Floors
* Garbage
* Count Money
* Turn ‘Off’
* Sunday Night Cleanup

Concession Stand Money 11

* Start Up Money
* Money For Deposit
* Paying Referees on Weekends

Miscellaneous Procedures 12

* Leaders/Non-leaders Obligations
* No-Show Procedure
* Fines for No-Shows

Concession Stand Helpful Hints 13

Question and Answers 14-15

CONCESSION STAND PRICE LIST 2019-2020

***Breakfast Items***

**Fruit - $1**

***Hot Food***

**Brat $3**

**Cheeseburger $3**

**Chili $3.00**

**Chili Boat $4.00**

**Chili Cheese Dog $2.25**

**Chili Dog $2.50**

**Hot Dog $1.50**

**Nachos $2.50**

**Pretzel $2.00**

**Pulled Pork $3.00**

**Ramen Soup $1.50**

**Soup $3**

**Taco Boat $4.00**

***Beverages***

**Cappuccino $1.50**

**Coffee $1.00**

**Gatorade $2.00**

**Hot Chocolate $1.50**

**Juice $1.50**

**Milk $1.50**

**Sobe/Vita Ice $1.75**

**Soda $1.75**

**Slushie $1.50**

**Water $1.50**

***Treats***

**Beef Jerky $1.25**

**Candy Bars $1.25**

**Cookies $0.50**

**Pickle $1.00**

**Popcorn $1.00**

FOOD PREPARATION

Gloves must be worn when making cookies and pretzels. Do not touch food directly with your hands. Wash hands after removing gloves with soap and warm water.

BBQ BEEF

(Specialty, not always available)

1. Take ground beef from fridge or freezer.
2. Spray crockpot with Pam or add liner.
3. Add Manwich
4. Cook on low until hot to 160 degrees.
5. Serve with bun and 4 oz scoop.

BRATS

WEEKENDS AND HIGH SCHOOL GAME NIGHTS ONLY

1. Remove brats from fridge or freezer. Check if they are precooked. They need to be grilled a short time.
2. Specialty brats are not precooked. Grill until done.
3. Place in Nesco on low with or slow cooker with liner with sliced onions, Lipton onion soup and 2 quarts of water.

CAPPUCCINO

1. Take 12 ounce Styrofoam cup and place under spout.
2. Press and hold button until about ¾ full then release.
3. Put lid on cup.

CHEESEBURGER

WEEKENDS AND HIGH SCHOOL GAME NIGHTS ONLY

1. Grill burgers to medium.
2. Place in Nesco or crock pot with liner on low with Lipton Soup Mix and onion/2 Quarts of water
3. Find beef patty in beef broth.
4. Put on bun
5. Add a piece of American cheese.
6. Serve in boat.

CHOCOLATE CHIP COOKIES

1. Wear gloves
2. Keep dough frozen until ready to place on cookie sheet.
3. Wash hands and cookie sheet before and after touching raw cookie dough.
4. Preheat oven to 350°.
5. Use 1 ounce scoop to prepare cookie dough.
6. Place cookies 3 inches apart.
7. Bake for 6 minutes and rotate pan, bake for 5 minutes, watching closely. Baking time may vary.
8. Cookies are done when they are golden brown around the outer edge and light color in the center.
9. Allow cookies to cool on the pan/ or racks, and then place in cookie sleeves and into plastic container on the front counter.

COFFEE MAKER

1. Slide out coffee filter holder.
2. Place one coffee filter in holder.
3. Empty 2-ounce package of coffee into filter.
4. Return holder to coffee maker.
5. Place empty coffeepot on burner. If making decaffeinated coffee, use a pot with an orange handle. For regular coffee use pots with black or brown handles.
6. Push “start” button.
7. Turn middle burner switch on.
8. Turn other warming burners as needed when pot of coffee is made.
9. DO NOT LEAVE AN EMPTY COFFEEPOT ON A BURNER THAT IS TURNED “ON” OR PLACE AN EMPTY HOT COFFEEPOT IN COLD WATER. THE POT WILL BREAK.

CHILI AND SOUP

WEEKENDS AND HIGH SCHOOL GAME NIGHTS ONLY

1. Remove leftover soup, or new bag of soup from refrigerator.
2. Anything being reheated needs to reach 160°.
3. If you need to heat an individual bowl, place soup in Pyrex measuring cup and microwave on high for approximately 120 seconds.
4. Place crock pot liner in crock pot.
5. Heat soup and chili in separate crock-pot on back counter and maintain on low setting and maintain at 160°.
6. Serve in a 12 oz styrofoam cup with a spoon

LOADED CHILI

WEEKENDS AND HIGH SCHOOL GAME NIGHTS ONLY

1. Put 10 ounces of Chili into a 12 ounce Styrofoam cup.
2. Top with cheese, sour cream and onions.
3. Serve with spoon and pack of crackers.

Chili Boat: Serve with fritos, sour cream, jalapenos and cheese.

CHILI DOG

WEEKENDS AND HIGH SCHOOL GAME NIGHTS ONLY

1. Add 1 ounce scoop of chili to hot dog

1. Relish, chopped onion, mustard, and ketchup will be on the counter for the customer to add.
2. On Weekends and High School Game Nights- heat approximately 6 hot dogs at a time.

Week Nights- Heat 4 hot dogs at a time or heat them individually in the microwave on request.

CHILI CHEESE DOG

1. Bring pot of water to a boil and add hot dogs.

2. Heat hot dogs to 160°.

3. Reduce heat and maintain at 160°.

4. Serve on a bun.

5. Add 1 ouce scoop of chili and nacho cheese along one side of hot dog

6. Relish, chopped onion, mustard, and ketchup will be on the counter for the customer to add.

7. On Weekends and High School Game Nights- heat approximately 6 hot dogs at a time.

Week Nights- Heat 4 hot dogs at a time or heat them individually in the microwave on request.

HOT DOGS

1. Bring pot of water to a boil and add hot dogs.
2. Heat hot dogs to 160°.
3. Reduce heat and maintain at 160°.
4. Serve on a bun.
5. Relish, chopped onion, mustard, and ketchup will be on the counter for the customer to add.
6. On Weekends and High School Game Nights- heat approximately 6 hot dogs at a time OR
7. Place small amount of water in crockpot. Place hotdogs in crockpot and heat until 160 degrees.
8. Week Nights- Heat 4 hot dogs at a time or heat them individually in the microwave on request.

NACHOS

1. Place nacho chips in paper tray boat. Fill generously.
2. Place cheese in side compartment next to chips.

POPCORN

1. Turn all switches to “on” position.
2. Let kettle warm up for about 5 minutes.
3. Measure 2/3 cup of oil. Cup should have line marked on it. Add 1 tablespoon of salt. Add 2 cups of Kernels into popper together.
4. Add to kettle and close lid. Keep doors of popcorn popper slightly ajar.
5. Listen for popping to slow down.
6. Dump kettle promptly before burning. (Turn black handle down or toward you to release kettle before dumping).
7. Turn off kettle heat and kettle motor.
8. Keep warming light on.
9. Bag popcorn. Repeat.

PRETZELS

1. Take pretzel from freezer.
2. Dip topside in water and then dip pretzel into salt (if purchaser wants salt).
3. Place pretzel in paper tray.
4. Microwave for 60 seconds.
5. Place warm cheese in small plastic cup and put in paper tray with pretzel.

PULLED PORK OR HOT TURKEY

(Specialty and not always available)

1. Remove meat from fridge.
2. Spray crockpot with pam or use crockpot liner.
3. Add BBQ to pork or gravy to turkey.
4. Put meat in crock pot on low until warm or 160 degrees.
5. Set out extra BBQ bottles on counters for extra use.
6. Serve with bun and 4 oz scoop.

RAMEN SOUP

1. Open ramen soup cup. Leave lid attached.
2. Use hot water from coffee pot to fill cup to line. Recover with lid. Serve with 1 spoon. Advise customer to let noodles soften and that product is hot.

SOUP

1. Put 10 ounces of Soup in a 12 ounce Styrofoam cup or bowl.
2. Serve with spoon and pack of crackers.

TACO BOATS

1. Spray crockpot with Pam or use liner. Turn crockpot on low.
2. Place taco meat in crockpot and heat to 160.
3. Put corn chips in bottom of paper boat. Top with scoop of taco meat. Sour cream, jalapenos and cheese, salsa available upon request.

CLOSING / CLEANING INSTRUCTIONS

TIME TO CLOSE CONCESSION STAND

Practice Nights – The concession stand may be closed as soon as the last team gets on the ice for the night. Walk around and check to see if anyone needs anything as you are closing.You do not need to wait until practice is complete.

Youth Hockey Games (typically Friday evenings and weekends) – The concession stand is closed after all teams have skated for the night. The concession stand needs to remain open for period breaks and in order to pay referees after the game is over and for skaters to grab food after.

High School Games – The concession stand is closed after the game has completed and the team players for both teams (home and opposing) have left the rink.

Open Skate- The concession stand is closed after the scheduled shift has been completed. The county has required us to be open during this time, EVEN if there are no practices or games.

Note: Clean-up may begin before the concession stand is closed (gate pulled down). It is important to keep up as time allows to keep dishes clean and restocking complete. This will help to ensure you are done as close as possible to the designated closing time. Please be aware that at times when the concession stand is extremely busy, it may be necessary to stay longer than the scheduled closing time to get everything done. Please use your best judgment.

FOOD STORAGE

Place the soup, meats and taco meat in large glass bowls or plastic containers and place the current date on top of container prior to placing in the refrigerator.

RESTOCK POP

Restocking at the end of the shift IS A REQUIREMENT FOR WORKING IN THE CONCESSION STAND. Bring soda and Gatorade from the back room and refill the 2 refrigerators in the POP CLOSET and the refrigerator in the CONCESSION STAND. Rotate the stock based on dates.

RESTOCK OTHER ITEMS

Paper products, cups, lids, etc are stored in the back storage closet. Please restock all paper good and snacks as necessary.

WASHING DISHES

1. Wash all dirty dishes using the 4-step wash:

* In the sink to the far right, rinse dishes.
* In the sink next to the left, wash dishes in hot soapy water.
* In the sink to the left, rinse dishes in hot water.
* In the sink to the far left, disinfect dishes in hot water with a cap full of bleach.
* Allow dishes to air-dry in the wire rack. DO NOT dry with a towel.

CAPPUCCINO MACHINE

1. Remove spill tray, wash as directed. Wipe down front of machine.
2. Refill powders as needed.
3. Leave the power switch ON overnight.

SLUSHIE MACHINE

1. Refill as needed. Follow instructions on slushie concentrate container.
2. Pull drip trays and wash. Also wipe front of the machine for splatter.
3. See directions on the machine so it doesn’t “ice” overnight.

POPCORN MACHINE

1. Wipe out inside of kettle with paper towel.
2. Clean doors and windows with hot wash cloth.
3. Throw out unpopped kernels and pull out kernel tray from front of machine. Wipe tray.
4. Unplug, remove, and wash bottom tray reconnecting electric after cleaned and dried.
5. Turn off all switches.

MICROWAVE and STOVE

1. Wash inside/tops thoroughly (including top) to remove all splatters.

COUNTER TOPS, FRIDGE/FREEZER FRONTS, AND FLOOR

1. Clean counter tops and fridge/freezer fronts with spray bottle cleaner or kitchen cleaner found in the cleaning bin under the sink.
2. Sweep Floor thoroughly getting under counters and sinks.
3. Mop floor on Sunday evening closing.

GARBAGE

1. Break down any cardboard and take out to the dumpster located outside the north entrance of the MP-2.
2. Place new trash bags in the garbage can in the concession stand.
3. Pull the back door of the concession stand to be certain it is shut.

COUNT MONEY

Refer to Concession Stand Money procedure below. Deposit slips require 2 signatures and a date.

Give ALL money bags (Start up bag/Deposit bag/Change bag) to the park employee to put in the safe at the end of the night.

TURN OFF THE FOLLOWING APPLIANCES AT CLOSING

1. Coffee Maker
2. Popcorn Maker
3. Stove
4. Room Light
5. DO NOT TURN OFF THE SLUSHIE MACHINE

SUNDAY NIGHT CLEANUP (in addition to normal cleanup)

1. Required to conduct a thorough cleaning of the concession stand.
2. Remove plastic chambers/hardware from inside of cappuccino machine and wash each part thoroughly. Make sure fully dried before reassembling to avoid powder sticking.
3. Remove cheese bag from cheese dispenser and wash spout. Replace.
4. Thoroughly wipe down all silver and wood shelves moving products as needed, machines and dispensers for dust and finger prints. Use spray bottle with bleach solution.
5. Sweep and Wash Floor.
6. Clean grill gates.

TURN OFF THE LIGHT, PUSH IN THE BUTTON ON BACK OF DOOR HANDLE TO LOCK.

CONCESSION STAND MONEY

START UP MONEY

1. Count START UP money prior to shift start. There should always be $100 to start. At closing, the start up bag should have $100 in it. This bag is labeled START UP MONEY.
2. Place $20.00 in quarters in START UP BAG. If you do not have this amount make change from CHANGE BAG to ensure start up has $20.00 in quarters.
3. Place the following bills (or closest combination) in the START UP BAG:
4. $30.00 in $1.00 bills
5. $30.00 in $5.00 bills
6. $20.00 in $10.00 bills
7. START UP money (bills) should always total $80.00. If you do not have the number of $5.00 or $10.00 bills as indicated above, make the amount up with other bills or make change from the CHANGE BAG.

COUNTING MONEY FOR DEPOSIT

1. Remove Start Up Money from register as above and place in bag labeled Start-up Money. (This money is separate from money for nightly deposit).
2. After removing the StartUp money count all the checks, coins and bills carefully. Use calculator if necessary. Checks are not encouraged but are accepted.
3. Fill out these amounts on a deposit slip in duplicate using the deposit slips that are kept in the back of the CONCESSION STAND MANUAL. Pay attention to the cash and checks lines entering the totals in the appropriate line. Be sure to total it at the bottom.
4. Date the deposit slip.
5. Sign the deposit slip anywhere along side.
6. A second signature is required to confirm the deposit amount.
7. Place the original deposit slip (WHITE COPY) and money into a locking blue money bag labeled for the day you are working. The carbon copy (YELLOW COPY) of the deposit slip remains in the back of the Concession Stand Manual.
8. Put all coupons, receipts, invoices, other notes for the treasurer in deposit bag as well.
9. Lock the moneybag. The keys for the moneybags are kept in the cupboard above the sink in a red pouch marked KEYS.
10. After the bag is locked, return the key to the red bag and leave in cupboard.
11. Deliver the Start-up Money, Bank Deposit Money, Chang Bag, and Referee Money (Weekends Only) to a Marathon Park Employee. (They will place it in the safe).

PAYING REFEREES ON WEEKENDS

1. Referee will present to you at the stand for payment.
2. Locate the referee form in the red Referee Bag where it should indicate the total amount to be paid.
3. Pay the referee from the “Referee Money Bag.”
4. Pay only the amount listed and do not use money from the register.
5. If a referee has obtained a substitute to work one or more of his/her games the substitute may sign the money out.
6. Sign or initial your name next to the referee’s name indicating you have paid them.
7. After payment, place the form back in the “Referee Money Bag.”
8. If there is not enough money in the bag for some reason indicate on the form the discrepancy and let the referee know that the Treasurer will pay them on another day. DO NOT PAY THEM OUT OF THE REGISTER.

**MISCELLANEOUS PROCEDURES**

Let’s work together to make the concession stand a success! The concession stand is a key component of WARJACKS hockey, and offers you the opportunity to develop friendships with other hockey parents. If you have any issues regarding the concession stand along with constructive solutions, do not hesitate to contact a member of the MCYH Board. Thank you for your involvement.

NO-SHOW PROCEDURE

1. Attempt to contact the individual responsible for concession stand duty. Occasionally they are running late or may have forgotten. Check concession stand schedule for assigned workers.
2. If the individual cannot be reached or cannot come in, start calling people from the paid substitute list to cover the shift.
3. If you have to hire a replacement worker or ask a family member to assist you. Pay the substitute $30.00 from the cash drawer. Leave a note in the register documenting name of the absent worker, date & shift missed and which replacement worker was paid. This note should go in the deposit bag at the end of the shift.
4. Leave a note in the Sign in Manual documenting the name, time, and circumstances.

FINES FOR NO-SHOWS

1. First offense (one missed shift) - $60.00
2. Second offense (two missed shifts) - $120.00
3. Third offense (three missed shifts) - $180.00

Individuals will be contacted via email following the missed DIBS. Fines must be paid within 10 days of the missed shift. If not paid by this time the coaches will be notified to withhold any further ice time until the fine is paid.

CONCESSION STAND HELPFUL HINTS

1. If you are running low on dollar bills or quarters take larger bills from the cash drawer and go to County Market to obtain change. You can ask the County workers first as sometimes they will have a supply in their safe.
2. If you notice we have run out of an item, please write it down on the white board near the door. If an item is needed immediately take the necessary Trigs charge card (should be in register) or cash and purchase the item at Trigs or Kwik Trip. Leave the receipt in the drawer. We also have a charge account at County Market under Marathon County Youth Hockey but there is no card. You simply tell them at the register when you check out.
3. When it comes time to close at the end of the evening shift, you must wait until the last group of skaters is on the ice and the previous group has vacated the locker room before rolling down the counter door.
4. If you have questions or problems concerning the concession stand contact one of the Concession Stand Committee Members:

Concession Stand Committee

Manager (for all questions regarding shift workers, pricing, suggestions, functions of the stand)

Corrine 715-495-7193

Scheduler (for all questions regarding DIBS requirements)

Shannon 715-432-3946

Buyer (for all product needs)

Eric 715-574-8347

Trigs Buyer (for brat/burger/meat needs)

Israel 715-297-0998

Treasurer (for all money/change/deposit issues)

Michele 715-212-2922

**QUESTIONS AND ANSWERS**

**Why do hockey parents have to work at the concession stand?**

**The concession stand is a season-long fundraising activity for all MCYH members. Without this revenue, each skater’s annual fee would be significantly higher.**

**Is anyone exempt from concession stand duty?**

**The DIBS coordinator has a list of certain positions within the organization that have either partial or full exemptions. This list can be obtained if needed.**

**What if I don’t want to do concession stand duty?**

* **During hockey registration you can choose to ‘buy-out’ of their concession stand duty for a fee of $500 per skater.**
* **You may contact a replacement worker directly to work your shifts for you. The list of replacement workers can be found online at mcyhockey.org. Replacement workers are to be paid $30 per shift. Payments should be arranged directly with the replacement work that you have hired. MCYH is not liable for any shifts that are not paid to the substitutes.**

**What can I do if I can’t work the shift I am scheduled for?**

**It is your obligation to make arrangements to have someone work your assigned shift. If you are assigned you must find another adult to work your shift. Other parents may be willing to trade shifts with advanced notice. If you have changed shifts with another party, please be sure to notify the DIBS coordinator and sign in on the appropriate slot noting the change.**

**What if I want to work all my shifts in one day?**

**You may work all your shifts in one day, however be aware of times that overlap. The schedule is designed to always have someone in the concession stand covering people that are done working and people that are starting to work. For one person working you should not sign up for a shift from 7:00-11:00 and another shift from 9:30-1:30 as the shifts overlap from 9:30-11:00. During this time it is expected to have two people covering the concession stand.**

**Where can I find the concession stand schedule?**

* **Website –** [www.mcyhockey.org](http://www.mcyhockey.org) **in the DIBS section.**
* **Schedule Binder stored in the concession stand**

**How old do I need to be to work in the concession stand?**

**14 years of age or older. However, if you are sending a person who is under the age of 18 you must confirm with the Concession Manager or DIBS coordinator that there will be at least one adult in the stand at the same shift. At no point can 2 people under the age for 18 be working the stand together.**

**How many shifts do I need to work?**

**Each skater will be assigned as follows: Mini mites =0 shifts per skaters**

**Families of Mites = 4 shifts each**

**Families with Squirts and above 1 player=6 shifts; 2 players=8 shifts; 3 + players=10 shifts.**

**NOTE: if a family consists of multiple age levels, the age level of the OLDEST skater will determine your responsibility**

**ONCE THE SCHEDULE IS POSTED YOU ARE RESPONSIBLE FOR THIS SHIFT**

**If you are unable to work your scheduled shift, please contact a replacement worker. The replacement worker list is posted on the MCYH website,** [**www.mcyhockey.org**](http://www.mcyhockey.org)

**Cost to hire a replacement work is $30.00 per assigned shift. Reminder, you must pay the replacement worker directly.**

**What if I have never worked in the concession stand before?**

* **Review the concession stand manual stored behind the concession stand or on the MCYH website,** [**www.mcyhockey.org**](http://www.mcyhockey.org)
* **Ask other parents working in the concession stand for help and direction.**
* **Contact the Concession Stand Manager or a member of the Board to stop in prior to your shift and give you an overview of your duties.**

**What should I wear to work in the concession stand?**

**Please dress in suitable clothing while working in the concession stand. You will be using a bleach solution on the front counter where food is served and on the back counter where food is prepared in the concession stand. Dishes must be done nightly and several times on weekends.**

**This is a Volunteer organization:**

**Please remember this is volunteer organization. If you see the concession stand being very busy or low on items, jump in and assist those working for a bit so they can catch up. We try hard to predict the ‘busy’ times and have adequate coverage, however we are unable to make these predictions all the time. If necessary, people may have to wait a few minutes to get waited on.**

**THANK YOU FOR YOUR HARD WORK AND DEDICATION!**