

MVSA CONCESSIONS MANUAL

CONCESSIONS MANAGER:

Debbie Teske

Cell: 651-468-9675

HEALTH DEPARTMENT FOOD SAFETY

We must follow Ramsey County health department guidelines:

- All workers must wash 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.

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- ice and popcorn scoops, apple slicer, ice cream scoop, tongs and other utensils.
Foil pans and other stainless pans are on the shelf on the stainless table.
2. 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 between the standup freezer and hand sink.
6. Broom and dust pan 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 and extra trays are in the cabinets under the front counter.
9. Coffee, coffee filters, coffee cups, hot chocolate, extra sugar and creamer are in the cabinet under the pizza warmer.
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 under the hot dog roller.
12. Cleaning supplies are under the sinks.
13. Chip 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 under the popcorn machine.
16. Extra hand soap for the bathrooms is in the cabinet under the sinks.
17. If you cannot find items, look in the umpire room before you assume we are out.
18. If you cannot find something and need it, please call Debbie- 651-468-9675.

GUIDELINES:

Set up:

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!!**
2. **HATS ARE REQUIRED** health department rules. If you don't have one, there are paper hats in the cabinet under the hotdog machine.
3. Wash hands in small hand washing sink.
4. **GLOVES ARE REQUIRED** when handling hot food or any food that is not prepackaged.
5. Start hot dog machine- directions posted on the wall above roller. 1 game make 10-12 dogs, 2 games make 15-20 dogs, 3 games make 20-30 dogs.
6. Turn on pizza warmer.
7. Turn the hot dog warmer to 110 degrees and put 4 to 6 cheese cups in the warmer.
8. 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.
9. Put Concession Stand Signs out. One sign hangs to left of the window and the other sign hangs to the right of the window.
10. Toward the end of the night, make two pots of hot water in the coffee maker. You can use the hot water for washing dishes at the end of the night. The water heater does not hold enough water to fill three sinks with hot water.
11. Turn popcorn machine on (follow posted directions). Start with 2 packs, 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 a 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.

Please follow the guidelines of children in the concession stand. No one under the age of 14 is allowed in the stand. Do not let your children hang out in the stand with you.

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 THAT YOU SOLD THE ITEM TO. IF YOU WERE TO BRING AN ITEM BACK IN, YOU WOULD BE BRINGING THEIR 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:

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... We need to track all items in order to know our actual costs.
2. Restock beverage cooler. Stock is in the umpire room. Cold beverages should be on the outside 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 text Debbie and let her know- 651-468-9675. Also, add it to the list of items that need to be replenished.
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. If you open the last box of an item, add the item to list of items that need to be replenished.
5. Put everything away, list any items that need to be ordered/replenished. If you add anything to the list of items needed, please text a picture of the list to Debbie Teske- 651-468-9675. If you cannot send a picture, please text the items on the list to Debbie.
6. Be sure to put the candy away in the cabinet under the counter. Please try and keep candy together. Whenever possible, stack the same candy on top of each other.
7. Follow instructions and clean hotdog machine, pizza oven, 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. I 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. Sign the sheet on the clipboard confirming the \$150 at the end of your shift. Place cashbox in the cabinet under the popcorn machine. All money will be picked up by 9:30 pm.
- 18. DID YOU RETURN THE KEY TO THE KEY BOX?**

POPCORN DIRECTIONS

1. Turn on all switches.
2. Allow 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 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 kettle is warm wipe off lid and inside top of lid
 - b. Throw out left over popcorn, including kernels
 - c. Remove and clean 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

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.

ROCCO'S PIZZA WARMER INSTRUCTIONS

1. Turn on pizza warmer.
2. Turn the temperature knob to high.
3. Fill the humidity container (silver box) with distilled water to the fill line. The distilled water is either on the counter or in the cabinet below the hot dog roller. Put your clean finger inside the box at the fill line and fill until the water reaches your finger and the fill line.
4. Turn humidity knob to 8.
5. Once the warmer is nice and hot, **should only take about 10 minutes**, turn the temperature knob to the midway point. The paper triangle should be straight up and down.
6. Before putting the pizza in the warmer, use the pizza cutter and cut the pizza on the same lines. The pizza cutter is in the grey container under the stainless table. Take the pizza on the circle form from the boxes and put it in the warmer.
7. You need to check the distilled water level every 30 minutes and fill as needed.
8. You want to make sure the pizza is hot and looks good. The temperature knob controls the temperature of the pizza and the humidity knob keeps it moist and looking good. If you have to turn up the temperature, you will have to turn up the humidity, so the pizza does not dry out.
9. If you have pizza left over at the end of the night, try selling it for \$1 a slice. Take home any pizza that does not sell. Do not give away any of the leftover pizza. If you give it away, some people will get in the habit of not buying it and waiting for free pizza at the end of the night.
10. **CLEANUP**
 - a. Turn off the pizza oven.
 - b. Remove any left-over pizza and cardboard circles.
 - c. Spray down the inside and outside with the sanitizing spray. Use a hot, clean cloth to wipe everything down. Please make sure there are not streaks and the oven is shiny, bright and streak free. A clean and very hot rag will help with that.

For youth games: 2 to 4 Pizza's will be delivered at 5:45 pm, depending on the number of games going on. I will handle the initial order. If for any reason you do not feel you will have enough for the between games rush, you can call and order more. It takes about 20 minutes for them to make and deliver the pizza. Use your discretion wisely. We do not want left over pizza at the end of the night. You can talk to anyone at the store, just tell them you are with MVSA- 651-784-7151.

HOTDOG ROLLER & WARMER INSTRUCTIONS

1. Turn on the rollers and check the temperature knobs.
2. The left knob controls the left side of the rollers. Make sure that knob is turned on high.
3. The right knob controls the right side of the rollers. Make sure that knob is at level 5.
4. Turn on the warmer drawer. Put the temperature at 120 degrees.
5. Put hotdogs on the left side of the roller to cook. They take about 10 minutes to cook.
6. Place 4 to 6 cheese cups in the warmer drawer.
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 over cook 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.

APPLES AND CARROTS INSTRUCTIONS

Apples:

1. Get a clear nacho tray and caramel cup on the counter.
2. Get out the apple slicer in the grey bin under the stainless table in the middle of the room.
3. Get the apples out of the refrigerator.
4. Use the apple slicer to slice the apple.
5. Put the sliced apples and a caramel cup in the clear nacho tray.

Carrots:

1. Get a clear nacho tray.
2. Take the carrots and Ranch dressing out of the refrigerator.
3. Get the one cup measuring cup in the grey bin on the stainless table in the middle of the room.
4. Measure out 3/4 cup of carrots and put them in the tray.
5. Fill the smaller/dip portion of the tray about 3/4 of the way with Ranch dressing.

PRETZELS, NACHOS AND CHEESE CUPS 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.

WEEKEND TOURNAMENT RESPONSIBILITIES

Shift 1: 8:00 am -11:00 am

Start coffee and popcorn. Start grill and brats, dogs and burgers. Be ready to go by 7:30 am. Make sure white coolers are stocked with pop, water and ice. Make sure there is a cooler stocked with water in the umpire room.

Shift 2: 11:00 am-2:00 pm

Keep selling and stocking the stand and the coolers. During down times, roll buns, clean and make sure everything is ready to go for the next rush.

Shift 3: 2:00 pm- 5:00 pm

Keep selling and stocking the stand and the coolers. During down times, roll buns, clean and make sure everything is ready to go for the next rush.

Shift 6 FINAL SHIFT: 5:00 pm- 7:00/8:00 pm (depending on size of tournament)

Use judgement about when to start cleanup and closing down the stand. Once the last games have started, shut down the grill and other hot items.

THREE PEOPLE MINIMUM FOR EACH SHIFT

IF YOU SEE THE STAND IS BUSY, JUMP IN AND HELP OUT!!

DURING TOURNAMENTS, THERE WILL ALWAYS BE A PERSON IN CHARGE. ONLY THE PERSON IN CHARGE IS TO REMOVE CASH FROM THE CASH BOX. DO NOT REMOVE CASH FROM THE CASH BOX OR PUT CASH IN THE SAFE UNLESS INSTRUCTED TO DO SO BY THE PERSON IN CHARGE.

WEEK DAY GAME RESPONSIBILITIES

Shift 1 OPEN: 5:15-7:15 pm. See set up guidelines

Shift 2 CLOSE: 7:15-9:15 pm. See closing guidelines

You will be making hot dogs every night. Pizza will be delivered for the games.

Use your judgement of when to start cleanup and closing down the stand. Once the last games have started, shut down the grill and other hot items.

TWO PEOPLE MINIMUM FOR EACH SHIFT

IF YOU SEE THE STAND IS BUSY, JUMP IN AND HELP OUT!!

THINGS THAT NEED MENTIONING

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 roller 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 HANDS.
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 Debbie if you have any questions- 651-468-9675
18. Email Debbie if you have any suggestions or ideas- endteske@comcast.net



CLEAN UP

- 1.** FOLLOW POSTED INSTRUCTIONS ON HOW TO CLEAN THE HOT DOG AND POPCORN MACH.
- 2.** PUT ITEMS AWAY AND NOTE ANY INVENTORY NEEDS ON COMMUNICATION CLIPBOARD. PLEASE SEND DEBBIE A PICTURE OF INVENTORY NEEDED -651-468-9675.
- 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 CLEANUP DIRECTIONS FOR EACH PIECE OF EQUIPMENT.
- 8.** SWEEP THE FLOOR (BROOM IS IN BETWEEN THE STAND-UP FREEZER AND THE WALL). MOP 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 WINDOW. RETURN KEY TO THE KEY BOX.
- 12. CASH BOX:** SEE INSTRUCTIONS IN THE CONCESSIONS MANUAL.
- 13.** EMPTY TRASH AND REPLACE WITH CLEAN BAG. IF THERE IS NOT TOO MUCH TRASH, DUMP ONE CONTAINER INTO THE OTHER CONTAINER AND ONLY THROW ONE BAG OF TRASH.



OPEN 30 MINUTES PRIOR TO FIRST GAME

AFTER OPENING STAND, RETURN THE KEY TO THE KEY BOX

HATS REQUIRED
WASH HANDS IN SMALL SINK

GLOVES REQUIRED WHEN HANDLING ANY UNPACKAGED FOODS

- 1.** KEEP YOUR CELL PHONES IN YOUR POCKET OR IN YOUR PURSE. DO NOT PUT THEM ON THE COUNTER. DO NOT USE YOUR CELL PHONE WHEN WORKING IN THE STAND. IF YOU MUST TAKE A CALL, LEAVE THE STAND TO TAKE THAT CALL. YOU MUST WASH YOUR HANDS AFTER USING YOUR PHONE AND ANY TIME YOU ENTER THE CONCESSION STAND.

- 2.** START HOT DOG MACHINE: ON HIGH TEN MINUTES THEN PUT HOT DOGS ON ROLLERS. HOT DOGS TAKE 10-12 MINUTES TO COOK TO **165** DEGREES. USE THERMOMETER TO CHECK TEMP. CLEAN AND SANITIZE MEAT THERMOMETER AFTER EACH USE.

1 FIELD: 10-12 DOGS
2 FIELDS: 15-20 HOT DOGS
3-4 FIELDS: 25-30 HOT DOGS

- 3.** MAKE COFFEE, START HOT WATER FOR COCOA AND CUP OF NOODLES.

- 4.** TURN ON POPCORN MACHINE. LET RUN 4 MINUTES BEFORE PUTTING PRODUCT IN. DIRECTIONS ON POPCORN PACKAGE AND NEXT TO THE POPCORN MACHINE.

- 5.** TURN ON PIZZA WARMER. DIRECTIONS ARE ON THE DOOR OF THE WARMER.

- 6.** SET CANDY OUT ON COUNTER. CANDY IS IN CABINET UNDER THE COUNTER.

- 7.** CHECK TO SEE IF THERE ARE ANY ICE BAGS FOR INJURIES IN THE FREEZER. IF THERE ARE NOT ANY, MAKE UP A FEW BAGS. IF YOU HAND OUT BAGS THROUGHOUT THE NIGHT, PLEASE MAKE UP SOME NEW ONES.

- 8. CASH BOX:** SEE INSTRUCTIONS IN CONCESSIONS MANUAL.