

CONCESSION STAND MANUAL

FIRST OF ALL IF YOU HAVE ANY TROUBLE PLEASE CALL:

1st call: Chris Pientka 320-212-8998

2nd call: Julie Pientka 320-212-8999

Volunteer/worker related issues call Melissa Wendlandt 320-557-5212 or Jess Ludwig 320-309-1679

WORKERS

If your scheduled co-worker or worker assigned to come in to relieve you does not show up, please call - Melissa Wendlandt (320-557-5212) or Jess Ludwig (320-309-1679) and let her know because a \$75 fine is charged to no-shows. We will do our best to find someone to relieve you.

If you are scheduled to work during a practice please **DO NOT** make popcorn, pizza or hotdogs. This is only a practice and we are open because of the large number of parents that stay to watch.

If you are the first worker of the day, the door should be unlocked and if it is not the Zamboni guy can open it for you. If you are the first worker of the day please arrive 15 minutes before you are scheduled to have the concession window open. It will take that long to get everything up and running and the till in the proper working order.

If you are the last shift of the day you are responsible to clean and do end of the day duties as listed further in this document.

If there are slow times in the concession stand by all means restock the cooler by putting warmer pop/Gatorade to the back of the rows, wipe counters down, sweep the floor, wipe the tables down in the lobby area, refill napkin dispensers, etc.

After things are tidied up a bit then you may sit and relax. The more things that are restocked as you are working makes it easier for the next person to work and next time that might be you.

The following are some quick instructions for each item's that we use in the concession stand, so please read through this manual and make yourself familiar with everything. If you do need help with something, usually an adult wearing River Lakes Hockey clothing will probably be able to help you and if not, call the first person on the top of the page.

CASH REGISTER (POS)

- Press Pink button "Sign in 11" (number pad will show up). Hit 11 and then Enter.
- There will be a box that shows up stating "current business date setting incorrect, do you want to continue?" Hit YES.
- Select Manager Screen (yellow box on the right side)
- Select Increment Business Date (yellow button on screen)
- Then it will ask if you are sure you want business date to advance, select YES.

- Then it will ask if you are sure, select YES.
- The program will run and it will take about 15-20 seconds.
- Then select Operations (big yellow box on the right side of screen).
- Now your cash register is ready to function for the day.

As you are ringing up orders for the customers make sure you are selecting the appropriate item otherwise our inventory numbers are off. (for example do not hit the "Pepsi" pop button for any kind of pop that is bought). We have tried to color code the buttons as best as we can to make it easier and we have also tried to put the most popular items that people buy on the "home screen" for easier access to find. If there are any errors that are made and you are unable to VOID them at the time of the sale please write them down so we can make the appropriate changes when we return to the concessions.

At the end of the day you need to close down the till. These are the steps to do that:

- PUSH End of Day button (yellow button on the right side of screen). It will print off a report on the little printer next to the screen.
- Count down the money in the till to \$200.00 by using the \$1's, \$5's and \$10's dollar bills as best as possible.
- **DO NOT COUNT THE CHANGE IN THE TILL**
- Put the printed out end of day report and the left over money (Not the \$200.00 that was counted out) in an envelope or in a rubber band. Envelopes are found on shelf under the till. Rubber bands are found in the drawer.
- Place the date on the outside of the envelope or on the printed out paper and slide it into the black metal box on the floor beside the till.

Please call Chris or Julie (320-212-8998 or 320-212-8999) at any time for help or questions. If you are in front of the till when you call we can usually help you over the phone.

PIZZA OVEN

Preheat the pizza oven to the correct temperature on the pizza package for about 5-10 minutes. Take pizza from the freezer and place on the pizza rack. Set the timer for about 5 minutes less than what is on the package. When the buzzer goes rotate pizza and check it and then put it in for the remainder of the time. Please check it often. The more pizzas you make the hotter the oven gets and then they cook faster. If you are placing the pizza in the pizza warmer afterwards no need to cook the pizza completely as when placed in the pizza warmer it does cook a little more. However, if you have people that have been asking for pizza and are waiting for it then please cook it the full amount. When the pizza is cooked slide the pizza onto the metal pizza pan to cut. Cut the pizza into 8 pieces. Place pizza slices on pizza trays or plates and place in the pizza warmer.

PIZZA WARMER

Turn pizza warmer power on and the light. The two trays at the bottom of the machine need to be half full of water – may use water out of faucet. These trays need to have water in them always when there is food in the warmer, otherwise the food dries out.

NACHO CHEESE MACHINE

Plug in the Nacho cheese machine as soon as you come to work if you are the first one of the day. There is not an on/off button on this machine therefore plugging it in and out turns it on/off. There should be a bag of cheese already in the machine so it can get warmed up. A second bag of cheese can be put in as well if the first bag is half gone so that can put pressure on the bottom bag to push the cheese out faster and also so it can start warming up. Place the warming plate on top of the bags for pressure. Press the orange dispense button to fill up plastic cups with cheese.

If the cheese runs out, replace the bag by taking off the front cover from the machine (it just lifts off). Take out the top bag and then the bag that is empty. Please note how the bag dispenser is fitted into the machine so you can put the new one back in the same way. Take the dispense nozzle off the empty bag. Lay the full bag flat, take off the cap and put the nozzle on the bag. Place the bag back into the machine. Replace the cover.

COFFEE MAKER

Turn the power button on. To make a pot of coffee (regular only unless it is in the evening and then you can make decaf as well). Put coffee filter in basket (white filter found in cupboard under coffee maker). Pour in coffee grounds (found in cupboard below coffee maker), 1 packet for small pot, 2 packets for medium pot and 3 packets for large pot. Machine is already hooked up to water so after the grounds are put in the basket put the basket into place and then select the appropriate button that goes with how many packets of grounds you put in (small, medium or large). If you are making Decaf coffee, after the pot is made, it needs to be moved over to the warmer that is located to the left of the coffee maker and turn it on so it stays hot. Then you can use the empty pot and making the remaining regular coffee. Use your judgement on how much to make. Do not use the coffee grounds/filter more than once.

CAPPUCCINO MACHINE

To dispense the cappuccino, hold a cup under the desired hot drink and hold the button down until the fill level is about $\frac{3}{4}$ from the top. Once you let off the button, the machine will continue a bit longer to top it off. Give each customer a lid with all hot beverages.

Please check the fill level of the powder occasionally, and especially after a really busy rush. To fill the powder you need to open the front door. Lift out the plastic container that you need to fill. Take the lid off the top and fill with appropriate mix. The mix is found in the cupboard below the machine. Pay

close attention to the flavor to avoid mixing. Carefully fill the canister with powder. Replace the plastic lid on top and place the container back into the machine and shut the door.

Ramon noodles

Open the cup folding the lid back half way. There is a red lever on the coffee machine that says HOT WATER. Dispense hot water into the cup filling to the line on the inside of the cup. Close the lid and place a spoon on top and hand it to the customer.

MAC'N CHEESE

Take cover off of the container, take the cheese packet out. Fill with hot water from the red lever on the coffee machine filling to the full line on container. Microwave at 30 seconds and dump the cheese packet in and stir it with a spoon until mixed. It is now ready to give to the customer.

HOT DOGS

Take the electric pan and place on stainless steel counter top. If the pan is not already there it is probably in the drying rack. Fill the pan about half full of water (use bottled water that is room temperature). Take hotdogs from the freezer and place them in the pan and turn the dial to 350. Place the lid on top of the pan. When the water starts to boil rotate the hotdogs with tongs and turn down a bit. Hotdogs are precooked so they just need to be heated all the way through. Do not make a whole package of hotdogs at once unless it is a Varsity Hockey game or a tournament that is taking place all day. Use your best judgement. Buns are found in the fridge and should be taken out as soon as you get there (if you are the first person working) so they are not cold or frozen. There are more buns in the freezer. Plan ahead so the buns are thawed.

POPCORN MACHINE

2 CUPS OF POPCORN ½ CUP OIL/BUTTER

Turn on the popcorn machine to heat up. Turn agitator on. Place the oil/butter into the kettle and let it heat for about 5 minutes. Then put in 2 cups of popcorn. Pay close attention to the popcorn machine and when it stops popping, turn the handle and dump out the kettle. If the kettle is not dumped properly the popcorn in the kettle will burn. Turn off the kettle heat and agitator if you are not making another batch immediately. LIGHTLY salt the popcorn and stir with scooper.

PRETZELS with or without cheese

Pretzels are found in the freezer. There are usually some in the fridge thawed out. Place pretzel on a plate. Spray it with water bottle on the "good side". Put the good side down in the salt tray (found on top of the microwave). This makes the salt stick to the pretzel. Microwave it for 45 seconds if the pretzel is thawed out. If it is a frozen pretzel then microwave for 90 seconds. If the customer does not want salt, simply omit this step.

If customer wants cheese simply fill a plastic cup with cheese from nacho cheese machine and serve it with the pretzel on a plate.

END OF THE NIGHT CLOSING ITEMS:

Break down cash in the register to 100 - \$1.00, 7 - \$5.00 and 3 - \$10.00 bills. Get it as close to this as you can with the bills that you have. Put the rest of the money in an envelope with the print out from the register and place in the black box on the floor next to the till. Please DO NOT remove any change from the cash drawer.

Do the dishes and leave them dry in the rack by the sink. Wash the drip pans from the cappuccino machine and coffee pots, measuring cups and popcorn scoopers, tongs for hot dogs and the hot dog pan, etc. The hot dog pan CANNOT be submerged into the sink of water.

Wipe down the counters and wipe out the microwave.

Restock the pop, water, Gatorade, milk in cooler REMEMBER WHEN RESTOCKING TO PUT THE NEW ITEMS IN THE BACK OF THE ROWS TO KEEP THE PRODUCT ROTATING - otherwise the stuff in the back of the rows may not ever be sold all year (YUCK) if you are always putting new stuff in the front. Fill the cappuccino machine (more mix found in the cupboards below the machine), restock nacho chips (these are found above the pop cooler).

Empty any popcorn that is remaining in the popcorn machine and dump it in the trash. Empty the tray that catches all of the unpopped kernels in the garbage. DO NOT save popcorn from day to day.

Turn off all of the equipment: coffee machine, pizza warmer, unplug the nacho cheese machine and turn off the pizza oven.

Pull down the concession window and lock.

Put the garbage bag outside of the concession door for the arena workers to pick up. All empty boxes go there as well. Put new garbage bag in the can. (garbage bags are found in the cupboard above the mop/broom closet.

If you are the last one there tell the Zamboni guy and he will lock the door for you, make sure you tell him that you are done. Zamboni guy cannot leave until everyone is out of the building.