Please read through the following concession information before working your shift. Even if you have worked concessions before it is a good reminder/reference.

If you have any questions or if anything is broken, low or missing when you are working please contact: Allison Metz: 612-419-6086 (Text preferred)

General reminders:

✓ Please read and follow these to do’s, open check list and close checklist
✓ No children under 16 allowed in the concession stand.
✓ Do NOT give change. There is a change machine outside the side window of concessions or they can go to the rink main desk to exchange bills.
✓ Feel free to leave a post-it in this binder or send me a text if you notice we are low on anything. I prefer a text so I can pick it up and bring it with me on my text trip to the rink.
✓ During your down time please clean and refill as needed. There is no cleaning or stocking crew that comes in behind the scenes. Let’s keep the concessions clean and stocked for everyone so we keep our license. The proceeds from the concession stand helps us keep hockey fees down and fulfills our contract with the city.
✓ We want to provide good service while minimizing waste at the same time. Please use your best judgement in how much food should be made given demand.

OPENING CHECKLIST:

BACK SINK AREA:
___ Items that were washed the previous night and left to dry by sink need to be put back
___ Nozzles (2 parts) for the pop machine will push up into place and then screw on
___ Please toss old drying towel (shop towels) and put out new ones
___ You can use shop towels and paper towels during the day

MENU/TV BOARD:
___ Turn on both menu boards individually
___ Remote control is mounted on the right side of the pop machine, use the on/off button
CONDIMENTS:
__ Will go out the smaller side window
__ Put out ketchup, mustard, relish and BBQ sauce
__ Refill paper towels, straws, sugars, spoons, cups, lids, etc. if needed

COFFEE:
__ Put new filter, one 2 oz coffee packet in basket, and click start
__ Use new filter and coffee pack for each pot
__ Make sure only burners with full coffee pots are turned on
__ As soon as coffee is done brewing, throw away coffee ground

POP MACHINE:
__ Check to make sure the nozzles are on the dispenser before using machine
__ If pop machine is not working try turning key on side of machine
__ Pop boxes need to be changed if they are empty
__ Easily unscrew connector and reconnect to new box in back

SLUSHY:
__ The slushy machine takes care of itself and should be on
__ Both levels should be the same, if not go in the back room and attach a new box
__ Validate the settings are: “Auger On”, “Refill On”, & “Ice” (You will be able to toggle through the options)

HOT CHOCOLATE/CAPPUCCINO MACHINE:
__ Machine is ready to go and should remain on at all times
__ Push buttons and fill cups to ¾ full, it will then fill the rest of the way

OPEN BOTH WINDOW’S BY UNLOCKING THE BOTTOM, PULLING THE CRANK TOWARDS YOU AND CRANK THEM OPEN

THINGS TO KNOW:

IPAD/REGISTER/CREDIT CARDS:
__ The iPad is set up with 2 pages, one for food and one for beverage.
__ Tap to select the items requested and toggle between the screens as needed
__ Hit charge, choose cash or credit – swipe insert or tap card/phone if credit
THINGS TO DO/MAKE/KNOW WHILE OPEN:

CANDY/FRUIT SNACKS/CHIPS:
__ Restock candy shelves as needed
__ Try to keep a variety of items available in the display basket and clip stand so that people can see what kind of candy, chips, etc. we have

HOT CHOCOLATE/CAPPUCCINO MACHINE:
__ Machine is ready to go and should remain on at all times
__ Push buttons and fill cups to ¾ full, it will then fill the rest of the way

DIPPIN DOTS:
__ Do not move Dippin’ Dots to the upright freezer in back. They will melt if not in freezer provided
__ If you run out of a flavor of Dippin’ Dots get a new box from the white chest freezer in back
__ Make sure to put only one flavor in each section

POPCORN:
__ Make sure the catch tray is in place
__ Follow directions on back of popcorn packet for making popcorn
__ Make sure to turn off kettle when popcorn has finished popping
**Try to make only enough popcorn for demand

HOT DOGS:
__ Turn on rear hot dog rollers to 170 degrees
__ Turn on front rollers to 140 degrees
__ Start hot dogs on the rear rollers and move them to the front rollers as they cook
** There should be thawed hot dogs that can be microwaved upon request if needed.
**Please minimize the number of hot dogs cooking at any one time.
**Per MDH guidelines, the date must be written on the hot dog container or package when moved to the fridge and any unused product must be discarded after 7 days.
**Please keep no more than one package in the refrigerator at any time.

BUNS:
__ If buns are in refrigerator, just take out to use
__ If frozen, place 2 bags in refrigerator
**Frozen buns can be microwave only as needed until thawed (about 20 seconds)

PORK SANDWICHES/BUNS:
__ Individual pork bags can be found in freezer (these stay frozen)
__ Tear bag slightly (1/4”) to allow steam to escape while heating
__ Put bag in microwave in a serving tray
Heat on high for 90 seconds, use plastic fork to pile pork on bun, serve in tray

WARMING MACHINES: (Pretzel and pizza)
__ Make sure the trays inside on the bottom of the pretzel and pizza warming machines always have water in them or food will dry out

PRETZELS:
__ Pretzels from refrigerator need to be microwaved for 45 seconds per pretzel as requested
__ If salt is requested, use water bottle to spray then dip into salt bin.
__ For high school games 4-5 may be put in warmer

CHEESE MACHINE:
__ Machine is ready to go, it should remain on at all times
__ To replace cheese bags, lift top off. *Note the dispenser position for future reference as you must return it to this position. Lift bag out of the machine. Remove dispenser knob from bag. Push the dispenser in the new bag and screw the plastic ring on the bag. Line up the ridges behind the spring with the gray metal front. Replace the lid.

PIZZA:
__ If pizza is requested please gauge whether or not there might be demand for an entire pizza or not. We would like to avoid as much waste as possible by cutting down on whole pizzas being made to only have 1 or 2 pieces sell.
__ Follow directions on pizza box, cut into 6 slices. Use trays for serving.
** For high school games, do not make pizza after the second period.

BREAKFAST SANDWICHES:
__ From frozen – do not remove from plastic pouch
__ Place sandwich flat side (white side) down near edge of microwave turntable
__ Microwave on high for 80-90 seconds

DONUTS/BEARCLAWS:
__ Remove box of donuts and 5-6 bear claws from refrigerator. If none, remove from freezer.

CLOSING CHECKLIST:

HOT DOG ROLLER:
__ Turn off 15 minutes prior to end of shift
__ Clean with soapy rag and scratch pad
__ The pan below the rollers will remove and should be washed
__ Please make sure if you opened a hot dog package, you wrote todays date on the package
POPCORN:
__ Clean out all popcorn and wipe down with rag
__ Empty and clean the kernel drop area
__ If kernels drop under machine please try to get them out from under the machine
**At the end of day, do not leave the extra popcorn sitting out for hockey players or parents to take. There has been a lot of spillage at the end of the night after the rink supervisors have already cleaned up. Let’s help them out because they help us!

PIZZA AND PRETZEL WARMERS:
__ Turn off, emptied and wiped clean
__ Make sure both warmers always have water in the trays (inside bottom of machine)
__ Pizza pans and cutter should be washed

PIZZA OVEN:
__ Droppings drawer should be cleaned

CHEESE DISPENSER:
__ Do not unplug or turn off this machine
__ Wipe clean the outside of the machine

COFFEE:
__ Filters should be removed
__ Wash filter cup and all used coffee urns

CAPPUCCINO/HOT CHOCOLATE MACHINE:
__ Open front of machine, push switch to rinse, close door
__ Put a cup under each spout and push buttons until cups are full
__ Open door, push switch back to run
__ Fill cappuccino and hot chocolate powder bins halfway to ¾ full, do not fill to top
__ Do not turn machine off!

HOT DOGS:
**Per MDH guidelines, the date must be written on the hot dog container or package when moved to the fridge and any unused product must be discarded after 7 days
**Please keep no more than one full package in the refrigerator at any time
__ Validate any package of hot dogs which have been opened over today’s shift are labeled with today’s date
__ Make sure there is a whole unopened hot dog package in the refrigerator, if not, take one out of the freezer (Use your best judgement on putting a frozen package in the fridge)
__ There is a plastic bin they can be put into so we don’t have leaks and more to clean
BUNS:
__ Place 2 bags of buns in the refrigerator

PRETZELS:
__ There should be 10 in the refrigerator

BEAR CLAWS & MINI DONUTS:
__ Any unsold donuts should be in refrigerator and ½ to full box of donuts should be in the refrigerator, if not move some from freezer

CANDY/CHIPS/CRACKERS:
__ Restock

CONDIMENTS:
__ Put ketchup, mustard, relish, BBQ sauce back in fridge
__ Restock sugar, straws, napkins, spoons, etc. as needed

SLUSHY MACHINE:
__ Wipe clean the machine

POWERADE:
__ Restock

POP MACHINE:
__ Wipe clean the machine
__ Remove the nozzles by turning them from the machine and wash them in back
**There are two parts of the nozzle, make sure to wash both parts

CASH REGISTER:
__ Remove all 20’s, put in envelope, write date, and put in drop slot of the small safe
__ Do not take quarters, 1s, 5s or 10s from register

CLOSE BOTH WINDOW’S BY PULLING THE CRANK TOWARDS YOU AND CRANK THEM CLOSED, LOCK THE BOTTOM KNOBS BY TURNING THEM

MENU/TV BOARD:
__ Turn off both menu boards individually
__ Remote control is mounted on the right side of the pop machine, simply use the on/off button
**WASH:**
__ Fill the three sinks as directed on wall  
__ Wash all utensils, trays, coffee pots, nozzles, etc.  
__ Any washed items MUST be left to air dry on clean towel (shop towels), per MDH guidelines  
__ Sanitize any scrubbers used for cleaning in sanitizing water that should be in third sink

**WIPE DOWN:**
__ Counters, fridge handles, knobs, etc.  
__ Use some bleach water and clean white rag  
__ Toss in “laundry” bucket at end of day

**GARBAGE CANS:**
__ Place garbage cans just outside of the concession stand door

**SWEEP AND MOP:**
__ Sweep floors  
__ Mop floors as the very last thing prior to leaving for the night