

Concessions Checklist and Policies

For any tech issues, immediate concerns, or questions you can contact the following by call or text:

- Jacquelyn Pastor (480) 745-4674
- Jenny Trampp (985) 290-4877

Please take a moment to read through the below checklist for policies and procedures when running the concession stand.

Setup:

- Security will open the concession doors for you.
- Unlock the Safe – you will be given a code for the safe. This code is specific to your sport.
 - The iPad/square readers are in the safe.
 - The cashboxes are in the safe.
 - Chargers for the iPad and square reader are in the safe if you need them.
- Turn on and unlock the iPad. Code is 85212.
- Start the drawer
 - Open the Square App
 - Click on bottom left button
 - Click on Reports
 - Click on Start Drawer (there should be \$150 to start in the cashbox).
 - If there is not, Jacquelyn needs to know immediately.
- Ensure the card reader is turned on and connected to the iPad
 - If the square reader will not connect click on the lines on the bottom left of the Square app. Click on settings. Click on hardware. Click on square reader. Click on connect a reader.
 - If the reader still will not connect you can have customers scan the QR code that is on the paper in the safe.
 - You will need to ensure that you ring up their order as if it is paid with a check. You may also want them to write what they purchased in the memo field.
- Wipe down all surfaces in the concession.
- Ensure all inventory is well stocked and visible for the customers to see.
- Ensure all appliances are plugged in and turned on.
 - Plug in the microwave
 - Load the pretzel warmer with pretzels (do not open the bags until you serve)
 - Ensure the cheese warmer has cheese bags and is turned on
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- **If applicable:** *do not over stock the below as these need to be thrown out at the end of the night*
 - Fresh popcorn
 - Hot dog steamer
- **Popcorn:**
 - Plug in the machine.
 - Turn all 3 lights on – located at the top of the inside of the machine.
 - Cut open a popcorn bag (under the table).
 - Pour all contents of the bag into the top metal basket.
 - Popcorn will start popping. It will take about 5 minutes for the first batch and roughly 3 minutes for every batch after.
 - Once popping has stopped, turn the metal basket over to dump out the popcorn. Be careful not to burn the popcorn.
 - Use the scoop to fill the bags with popcorn.
- **Hotdog Steamer:**
 - Open the door and add water to the hot dog steamer. This goes right onto the bottom. The metal coils should be covered with water.
 - Ensure the steamer is plugged in and turned on high.
 - Add one package of hot dogs to the bottom rack. (should be a 24 pack)
 - Once the hot dogs are warm, turn the temperature to medium and add some buns to the top racks.
 - To serve: place dog in a bun and wrap in foil. Customers can take condiments and a napkin as needed.
- **Cheese:**
 - Plug in and load cheese dispenser.
 - There should be bags in the fridge from the previous game. If not, open a new bag to load in (under the table).

Misc Policies:

- There must be one adult in the concession stand at all times. Please do not leave the players (or minors) unattended.
- When handling hot food you must wear gloves.
- Police/fire/military get free drinks
- Referees/umpires get free food/drinks
- Concession volunteers get half off their food/drinks

Post Event Close Out & Clean Up

- Return everything to its original space.
- Wipe down all surfaces in the concession.
- Sweep the floors.
- Put any trash/boxes outside the concession door. The night janitors will pick them up.
- Bring the Menu board back inside the concession stand
- Restock all inventory where necessary
 - Fridges should be full (new drinks in the back).
 - Candy/food should be in the racks ready for the next game - please place inside cabinet.
 - Lock candy cabinet, fridges & freezer.
- Popcorn:
 - Turn off all three lights inside the machine.
 - Unplug the machine.
 - Once cooled, wipe down with a wet paper towel. Please ensure you are thorough with wiping down the inside of the machine.
 - Take home or throw away any unsold popcorn.
- Hotdog Steamer:
 - Remove all hot dogs and buns from the steamer. You can take these home or throw them away.
 - There is a valve on the bottom right side of the steam. Open the valve and empty all water into the green bucket. Throw this water outside.
 - Ensure the steamer is unplugged.
- Chili/Cheese:
 - Remove the chili and cheese bags from the machines.
 - Place the bags in the fridge.
 - Unplug both machines.
 - Wipe down any excess spillage on the machines.
- Water
 - Drain water and empty ice out of the cooler holding water bottles. Water bottles can be left in cooler.
- Money/Cash Boxes
 - Count the money in the cash box.
 - Close the drawer in the Square App
 - Click on bottom left button
 - Click on Reports

- Enter the total amount of money you counted on the screen
- Click on End Drawer
- Leave \$150 in the cashbox and place the rest in an envelope. Leave as many quarters, ones and 5s as possible.
- Write the date, your sport and your name/number on a piece of paper and place it with cash inside the zippered or plastic envelope.
- Turn off the iPad and card reader.
- Use your code to unlock the safe.
 - Place the cash box and zippered/plastic envelope in the safe.
 - Place the iPad and Square reader in the safe
 - Close and lock the safe.
- Contact security to lock the windows to the concession stand.**

Thank You!