

**STADIUM
VISITOR
CONCESSION
REFERENCE
GUIDE**

CONCESSION RULES:

- **Concession opens ½ hour before and remains open** throughout the entire event.
- **Clean-up** must be done at the end of the evening!
- **Price lists are posted** and must be followed – no negotiating prices.
- **Volunteer Concession workers are not eligible for free food.**

Site Manager is permitted to get drinks for officials and announcers. The Football

Chain Crew is permitted a hot dog and drink at half time from the VISITING shed. All

Comp food must be recorded so Rockets can be reimbursed from the athletic dept.

- **Consider crowd and time left in game before making more hot food.**

No profit in throw-aways – lessens the amount of earned money going to all teams!

NOTE: Plugging in 2 items into an electrical outlet will probably blow the fuse/outlet.

Reset at the outlet and/or at the fuse box.

If you feel you are blowing a lot of fuses, you can unplug the Drink Cooler. Drinks will stay cool for the evening. REMEMBER TO PLUG IT BACK IN at the end of the night.

RESPONSIBILITIES:

Site Manager – This is a School Employee – may vary. THEY HAVE THE CASH BOX!!!

- Gets cash boxes each Stand's Manager.
 - Exchanges cell phone numbers with each Stand's Manager.
 - Orders extra pizza during the night when needed. (Dominoes is 892-0030)
 - If applicable - lets Visitor Stand Manager know how many pizzas to be reserved for refs at end of game.
 - Collects cash box at the end of the night.
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Stand Manager – Is a parent or coach of the team working that evening. Arrives at least 1 hour before Stand opens. Stand must open ½ hour before scheduled event. HOMECOMING is 45 Minutes BEFORE GAME TIME!

Responsibilities:

- Picks up the Cash Boxes from Site Manager and verifies opening cash.
 - Takes inventory – see sheet
 - Does post-game inventory – see inventory tab in this book. Puts completed sheet in cash box at end of night
 - Manages team volunteers - staffing before the event and during the event.
 - Makes sure team is monitoring hot food levels. Helps team make items as needed.
 - Makes sure stand is cleaned and completely restocked.
 - Ensures clean-up list is done & signs off closing sheet. Puts completed sheet in cash box at end of night.
 - If applicable, ensures extra pizzas are reserved for refs. (ask Site Manager)
 - Counts end of night cash, initials cash box paper and turns it over to the evening's Site Manager.
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Shift Workers – Are team members, parents, or coach of the team working that evening. 8 people for Home Stand

At least 2 workers need to arrive 1 hour before stand opens. Others need to arrive 45-30 minutes before stand opens. (Stand Manager may find it helpful to have an able-bodied shift worker arrive when they do to help move drink cases)

Responsible for:

- Food prep and/or serving customers. Assists clean-up at end of the night.
 - One worker meets the pizza delivery person at gate. (If both Visitor and Home Stands are open, then the Visitor Stand sends the worker and gets 2/3 of the pizzas to Home Stand. Watch cheese/pepperoni split!)
(delivered @ 6:30, Main Gate. Already pre-paid, no tipping needed)
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Rocket Runner - **ONLY comes when BOTH Concession Stands are open at the Stadium.** (typically FOOTBALL FRIDAYS!)

Arrives at least 1 hour 15 minutes before HOME stand opens .

- Helps train the teams that are working for the night
- Help team start coffee, hot dogs & popcorn
- Starts up stand for the night with the Stand Manager.
- Brings to Visitor Stand WHEN HOME STAND IS OPEN FOR THE EVENING:
 - o Hot Dogs (cooked, wrapped in buns and foil, stored in roaster) and
 - o weather permitting pre-made Hot Chocolate and Coffee
- Booth "problem solver"
- Gets any additional supplies needed during the night (change, papergoods, etc.)

Typical Start times for Football:

Freshman: Thursday 4:30pm, shed opens 4:00pm

Junior Varsity: Saturday 10:00 am, shed opens 9:30am

Varsity: Friday 7:00 pm, shed opens at 6:30 (Homecoming is earlier!!)

START UP:

- **Move all unrefrigerated soda, water, Powerade out of the way** if not already done . In Home stand move it up front under customer service windows and under Candy ledge.
- **Take Inventory.** Record on sheet.
- **Count starting cash.** Record on sheet.
- **GET Hot Chocolate filled IGLOO cooler from HOME STAND.** Weather permitting, & only if Home Stand is open.
- **GET Coffee-filled IGLOO Cooler from Home Stand –** Weather permitting, & only if Home Stand is open.
- **Start making popcorn.** Popcorn typically needs to be continuously popped throughout the first half to keep up with demand. Half-time hits popcorn very hard! Popper takes 2 packets of corn/oil. Turn on all switches. Add Popcorn/Oil. When popping slows significantly, turn off stirring arm and kettle heat switches. Dump popcorn from kettle. Repeat as needed.
- **GET HOT DOGS from HOME STAND.** Only if Home Stand is open! (If it is not going to be open, your only hot entrée is pizza) These will come to the Visitor Stand in empty roaster. Plug in Roaster next to Popcorn Popper
- **Wipe counters** near sink and stove for accumulated dust. Wipe tables.
- **Wipe customer service counters.**
- **Put out Condiments:** Ketchup, mustard, relish (if available and if serving hot dogs that night) , creamer, sugar, stirrers. Put folding white table out front to hold condiments.
- **Put out candy.** Stock Lollipop tree.
- **Put out a sample of each drink and flavor on top of lower counter**
- **Check Pizza upon its arrival.**
- **If desired Assign Responsibilities to Shift Workers.** (like popcorn maker)

NOTES:

Visitor Stand:

Suggest 4 people needed to through the 3rd quarter. Could cut back one on 4th quarter if slow night.

HOT DOGS - When available --- Think ahead for when you need to get more! Initially it takes about 30-45 minutes to warm the water and cook the first batch of hot dogs. It takes time for the Home Stand to make them/get them to you.

Make sure you are wearing food service gloves.

PIZZA- Keep all other pizza in the provided boxes/pouches & store in the warmest part of the stand. Place stack of paper plates near pizza. Wear food service gloves.

Ask Site Manager if need to save pizza for the refs for the end of the night.

Check pizza quantities. If very low before half time, discuss extra quantities to order with Site Manager. It's not an easy call to make between running out early and having too much which decreases our profitability. Check with other stand if opened to see if pizzas need to be redistributed.

COFFEE When available --- Think ahead for when you need to get more! It takes time for the Home Stand to make them/get them to you. Remember they are making quantities for both stands!

HOT CHOCOLATE – When available --- Think ahead for when you need to get more! It takes time for the Home Stand to make them/get them to you. Remember they are making quantities for both stands! TYPICALLY WE SELL MORE HOT CHOCOLATE THAN COFFEE

POPCORN – KEEP POPPING continuously until half-time. You need to build up supply. As soon as you hear the popping slow to almost a stop, empty the popper. Popcorn burns quickly and will stink up the stand!!!

FRONT SERVERS – Cardboard carriers are available. Replenish as product sells down. Periodically check the condiment area to wipe any messes.

CLEAN –UP

Shed Manager Signature after completion: _____

- **Restock cooler** with beverages. LOOK AROUND STAND! Pack out the shelves that you have stock for!!
- Do **closing inventory** sheet.
- **Place all condiments** (ketchup, mustard, relish, creamer packets, sugar packets) in cooler.
- **Place ALL CANDY in cooler.** Otherwise it attracts mice.
- **Empty roaster and wipe it out.** Return it to the Home Stand so it can be refilled next time.
- **VISITING BOOTH needs to bring their igloos back to the Home shed and clean** them DO not dump it on the Home Stand Volunteers. Wash them with at the Home Stand with soapy water – especially the spigots. The Igloos should be left there for refilling at the next event.
- **Clean all utensils.** Including the scissors used for popcorn making.
- **Wipe down Popcorn Maker /Scoop**
- **Wipe ALL counters.**
- **Sweep Floor.** – Remember to do all areas!
- **Place Trash outside Concession stand** for maintenance to pick up.
- **MAKE SURE DRINK COOLER IS PLUGGED IN!**
- **Make sure all appliances (except the stove) are unplugged, turn out lights, lock door.**
- **STAND MANAGER: COUNT ALL MONEY** and sign sheet. MUST be handed to Site Manager. Put completed inventory and Clean up sheet in cash box. Make special note of things we are out of – food OR supplies.

Comments on the Night's Operations:

Stock check list:

__ Napkins

__ Foil

__ Plates

__ popcorn boxes

__ Coffee

__ Cups

__ Lids

__ Popcorn packets

__ hot cocoa mix

__ Equal

__ sugar

__ creamer

__ Coffee stirrers

__ ketchup

__ mustard

__ relish

__ hot dogs

__ hot dog buns

__ knife

__ cardboard carry trays

__ food service gloves

__ hot pad

__ scissors

__ Large Spoon

__ Tongs

__ Oven mitt/pad

__ Ziploc bags

__ spray cleaner

__ paper towels

__ purell

__ trash can/liner

__ dish detergent (home shed)

__ broom/dustpan

