

OPENING THE CONCESSION

- Before opening the concession windows:
 - The “rink guy” will have the starting money for the register counted. You need to count it and verify how much is there. Both of you will sign the sheet in the money bag.
 - Make 3 batches of popcorn.
 - Make 1 pot of coffee.
 - Make 4 pretzels.
 - Start 3-6 hot dogs and 2 polish by 11am on weekends, and immediately on weekdays. Turn both heat controls to 7, and when product gets hot turn down to 5.
 - Turn on the menu board light, switch is on the wall next to the candy.

CLOSING THE CONCESSION

- After the last group is off the ice (or when the rink guy says you can close):
 - Close concession windows and turn off menu lights.
 - Count the money in the register and fill out sheet in money bag. The “rink guy” or another adult will also have to count and verify it. Place all money and sheet in money bag and put in the mail slot of the main office door.
 - COFFEE- dump filter and any coffee and wash pot and filter holder. DO NOT POWER OFF
 - POPCORN- throw away leftover popcorn, turn off all switches on the front of the machine, remove, wash, and replace the doors, wipe the inside of the machine *DO NOT TOUCH WARMING LAMP* wash popcorn scoop and all measuring tools.
 - PRETZELS- throw away leftover pretzels, turn off warmer, wipe inside and outside of warmer
 - CAPPUCINO/HOT CHOCOLATE- fill hoppers inside of machine, wash drip pan. DO NOT POWER OFF
 - HOT DOGS/POLISH- turn off heat controls but leave rollers on. Remove, wash, and dry the drip pan from under rollers. While rollers are still turning, wash them with a soft sponge or rag. Turn off the rollers. Replace the drip pan.
 - NACHOS- clean off any spilled cheese. DO NOT POWER OFF
 - COUNTERS- wash all counters in concession.
 - POP- stock pop cooler. *fill from the back as this product is dated!
 - GARBAGE- take bags from small garbage cans and put them in the large garbage can, place the large bag outside of the concession door for the arena worker, replace bags in all garbage cans.
 - SWEEP/MOP- sweep and mop the floor.
 - LIGHTS OUT- turn off lights and shut concession door behind you.

HOW TO MAKE/SERVE

COFFEE - put a coffee filter in holder and add 1 pack of coffee, make sure pot is on the warmer, turn warmer on, make sure knob is on ½ gallon, push start. *water never needs to be added

CAPPUCCINO/HOT CHOCOLATE - press and hold dispenser button until cup is 2/3 full then release and let cup fill

PRETZEL - preheat oven at 400 for 5 minutes, bake pretzels at 400 for 5 minutes, put pretzels in pretzel warmer

NACHOS -fill a 2 ounce cup with cheese, put cup of cheese and bag of chips in a boat container. If cheese runs out, get the rink guy to come change it *do not do yourself*

HOT DOGS/POLISH - put hot dog in a bun and serve on a plate or boat container. If you need more hot dogs or polish, place them on the warmer and do not serve until heated. Never turn warmer lower than “5” (hot dogs and polish should be thawed in baggies in the refrigerator, when baggies are low, fill new baggie with frozen product and place in fridge to thaw)

POPCORN - serve in popcorn bag

- Mix 1 tsp salt in with 1 cup kernels
- 1/3 cup oil
- Turn on kettle heat
- Turn on agitator
- Turn on lights
- Add kernels and salt to agitator
- Add oil to agitator
- Close cover
- When popping slows dump kettle
- Turn off kettle heat and agitator

RAMEN- fold lid back half way, fill to inside line with hot water from coffee maker, close lid and give to customer, tell them to let it stand for 3 minutes and then stir thoroughly

MONEY/REGISTER

- Only adults are allowed to run the register
- If you need extra quarters, get them from the change machine
- If you need extra ones or fives, ask the rink guy
- Accept checks payable to SAHA for amount of purchase only
- Only American money can be accepted

STANDARD OPERATION

1. Key should be on REG. If machine will not operate, check power switch on right side.
2. Purchasing items:
 - a. Press button for each item being purchased
 - b. Press subtotal
 - c. Enter amount being tendered (example- 2000 for \$20)
 - d. Press cash- drawer will open, put cash received in the correct spot
 - e. Amount due for change will be displayed on the register
 - f. Close drawer

CORRECTING MISTAKES

1. To cancel the entire transaction before hitting subtotal- touch the CANCEL button
2. If you press the wrong item and need to remove it from the transaction
 - a. Press the CLEAR button
 - b. Press the VOID button
 - c. Press the button of the item you want to remove
1. If you get an error message and tone from the machine, press the CLEAR button

OPENING THE DRAWER FOR CHANGE

1. Press the NO SALE button

BUBBLE HOCKEY/AIR HOCKEY REFUNDS *NO REFUNDS FOR VENDING MACHINE*

1. Press the PO button
2. Enter amount to be refunded (50¢ = 50)
3. Press CASH
4. Press PO
5. Fill out refund slip in register
6. Give customer refund

SAHA CONCESSION STAND INFO

- Wash your hands often.
- Do not eat at the concession window.
- Always wear gloves when serving food.
- All product removed from the freezer to be placed in the refrigerator must be placed in a ziplock bag and dated. Failure to comply will result in fines from the health department.
- If you have long hair, please use a hair tie.
- Drawers and cupboards are labeled
- Any items you take from the concession must be purchased, you do not get anything for free.
- The rink guy can help you with just about anything if needed
- Use good judgement on when and how much product you make so there is little waste. Look at the schedule to see what will be going on. During games you will sell more than you will for practices.
- The key for the locked case with SAHA clothing is in the drawer under the register. Do not ring up items on the register, the money goes in a separate envelope in the same drawer as the key. On the envelope, write the date, item sold, amount collected, and your initials.
- Do not leave the concession stand unattended.
- For your protection, concession camera is in use.



THANK YOU FOR VOLUNTEERING YOUR TIME. CONCESSION INCOME IS IMPORTANT AND HELPS KEEP REGISTRATION RATES DOWN