

**DCYH
CONCESSION STAND
HANDBOOK**

General Information

The concession stand is one of our biggest fundraisers for DCYH. It's ran solely by volunteers. DCYH receives the profit but we do have to pay a percentage of our sales to the Four Seasons Arena.

Please pay for what you eat!

The concession stand is open for the following reasons:

- Termite practice
- Supermite practice/games
- Home Tournaments
- High School Boy games
- High School Girl games
- Special occasions.

Opening for the day

To open for the day, come in about 45 minutes before a DCYH event but 1 hour before a High School event. There are detailed opening instructions in this manual. It takes about 15 minutes or more to get ready before you can open the stand. The concession stand should be open at least 1 hour prior to game start for the High School. The traveling kids like to eat before they play. The North door is the door we use to sell. The South door (bigger door) is only used for special events. Detailed instructions are by each machine. Instruction books for the various machines are in the drawer in the center island.

You must log all sales in the cash register. Instructions are in this manual and the full instruction book in the drawer in the center island. The association will be using the tape to determine inventory levels and sales for the day/month/year.

During the events:

Busy times are before the game, between periods, and at the end of the game. You need to have food ready to sell between periods. Busy times require approximately (use your judgement on the amount of people attending the event):

- 5-6 pizzas in the warmer unit
- 5-6 pretzels in the warmer unit
- Prebagged popcorn (about 10 bags)
- 4-5 hotdogs on the rollers
- 2-3 brats
- 2 pots of coffee
- 5-6 nacho trays prefilled

Closing for the day

There are detailed closing instructions in this manual. If there is food left over at close, please try to sell at ½ price or 2 for 1 to aid in lowering our loss. Use button 21 on the register to log the sale.

1. Use the numeric key pad to press in the amount
2. Press the "Dept. Shift" key
3. Press the "unassigned" button
4. Press "Amount ten Total" key
5. Write on the tape what the sale was for

Ordering Information:

Stock for the concession stand is ordered from five different vendors. Pat Friederichs (Aviary Restaurant), Hermal, Pepsi, Erdmans (donuts only), and Sam's Club. It's the duty of the Concession Stand Coordinator to take the inventory and do the ordering. If you feel the stand is running short, please feel free to contact the coordinator.

In this book there should be inventory sheets showing what is ordered from whom, price, and a minimum stock level to be kept in the stand. Write what is needed on these sheets if it a rush – other wise contact the concession coordinator. If you get in a bind, feel free to purchase at Erdmans and give the coordinator the receipt.

Vendor	Order day	Deliver day
Pepsi	Monday	Tuesday
Hermal	Monday-Thursday	Friday
Erdmans	Automatic	Saturday, pick up donuts after 7am
Sam's Club	Anytime	Coordinator shops
Aviary	Tuesday by 5pm	Wednesday
Aviary	Thursday by 5pm	Friday

Money Handling

There are 8 yellow moneybags located in the vault in the front office of the rink. Seven bags are labeled for each day and the 8th is designated for starting cash. The closing person will divide out the starting cash and put in the Starting Cash bag, then run a Z report on the register and put the remaining money in that day's bag.

Open check list

1. Please arrive at least 45 minutes prior to a DCYH event and 1 hour before a High School event.
2. If it's Saturday, you need to pick up the donuts from Erdmans. Go to the bakery and tell them you need the donuts for Youth Hockey. Tell the person at check-out to charge the donuts to DCYH.
3. Get the moneybags from the rink office fault. There should be someone working to let you in. Retrieve 1 bag marked for today plus the starting cash bag.
4. Get the front office person to let you in. Click the lock button to keep the door unlocked. Remember the door auto locks so don't lock your self out.
5. Turn the register key to REG2 and fill the register with starter cash (Press the “#/st/ns” key to open the drawer)
6. Turn on the machines. Each machine has directions right by it.
Only make hotdogs/pizzas/popcorn if hear lunchtime so skip appropriate steps if in the am.
 - a. Turn on warmer
 - b. Turn on hotdog warmer
 - c. Preheat pizza oven
 - d. Make pizzas – approx. 5-6 to start (double for tournaments)
 - e. Make pretzels – approx. 5-6 to start (double for tournaments)
 - f. Put out water for pretzels
 - g. Make sure have about 2 doz. hotdogs in refrigerator to thaw for the day
 - h. Make hotdogs
 - i. Make 2 pots of coffee
 - j. Make 2 batches of popcorn
 - k. Put water in and turn on the separate 30-cup coffeepot (for cider)
7. Open the concession north stand window – it works like a garage door. If you keep it a quarter closed it will stay warmer.
8. Put the Pickle jar out on the counter in view of the window
9. Put out napkins, ketchup, mustard, stir sticks, covers for cups on the window ledge

Leave everything on until close (even if there is an hour between events).

Closing check list

1. Start shutting down the stand after the 3rd period of the last event for the day (or ½ hour prior to close).
If the stand needs to be open again today – use your judgement on what to leave on. This list is intended for the final close of the day.
2. Try to sell left over food for half price or 2 for 1. If you can't sell it then throw/eat left over cooked hotdogs, pizza, pretzels, popcorn, etc.
3. Clean all utensils following sanitize instructions
4. Clean the Popcorn machine and turn off kettle and light
5. Clean the Hot dog machine and turn off rollers and bun warmer
6. Clean the Coffee machine and turn off (do NOT unplug)
7. Empty and unplug the 30-cup coffeepot used for hot water for cider
8. Clean the Warmer cleaned and turn off
9. Clean the Nacho cheese machine and leave on
10. Clean the Pizza/Pretzel oven and turn off
11. Restock the pop in the refrigerator
12. Take out hotdogs and brats from the freezer to put in the refrigerator (to total 2 dozen)
13. Put away pickles, ketchup, mustard, napkins, stir sticks (counter stuff)
14. Refill the Cappachino machine. Do NOT turn off!
15. Clean the microwave inside and out
16. Take the garbage out to arena Dumpster and put new bags in garbage cans
17. Sweep up floors and wipe off counters. Mop floor if necessary.
18. Replenish the Starting cash moneybag from the register
19. Run the Z report and put the money and the report into the marked moneybag for today.
20. Money bags given to rink worker to put in the vault
21. Close the north window and lock it
22. Mark inventory book for re-orders
23. Turn the light OFF and LOCK THE DOOR

THANKS FOR WORKING!!!!

Popcorn Machine - OPEN

- 1. Turn on the Kettle switch to warm the kettle**
- 2. Raise the top lid (lift upwards until it stays)**
- 3. Turn on the light switch so you can see**
- 4. Use $\frac{1}{4}$ cup of oil for 1 batch of popcorn. If busy, make a double batch at one time (in the drawer below is a $\frac{1}{2}$ cup measuring cup for double batches)**
- 5. Use 1 metal measuring cup (6 oz) of popcorn with $\frac{1}{2}$ teaspoon of popcorn salt added to the measuring cup. If a double batch – put in two cups of popcorn and salt.**
- 6. Pour the oil into the kettle (yes it's yucky)**
- 7. Pour the popcorn into the kettle**
- 8. Close the lid (pull downward until on top of the kettle)**
- 9. Listen/Watch for the popping to stop! If you don't you'll set off the alarm and you'll get to meet the Kasson fire department!**
- 10. Once the popping has stopped: Raise the lid and empty the kettle by turning the handle clockwise about 90 degrees to release the latch.**
- 11. Turn the kettle switch OFF to let the kettle cool off**
- 12. Wipe out the inside of the kettle so it's clean for the next batch**
- 13. Stir around the popcorn to get unpopped kernels into the kernel tray**
- 14. Pre-bag the popcorn or wait until sold. The bags and scoop should be located near the machine.**

Popcorn Machine – AT CLOSE

- 1. Wash off the outside and inside of the popcorn machine**
- 2. Empty the kernel tray**
- 3. Wash all popcorn utensils and put back by popcorn machine**
- 4. Wash the cool popcorn kettle:**
 - a. Turn off the kettle switch**
 - b. Disconnect the twist lock cap at the end of the kettle conduit**
 - c. Turn kettle handle clockwise 90 degrees to unlatch the kettle**
 - d. Remove hitch pin clip from kettle hinge pin**
 - e. Hold kettle and pull out hinge pin**
 - f. Remove kettle**
 - g. Wash inside and outside of kettle. DO NOT place Kettle in WATER or ALLOW WATER to come in contact with heating element. Probably will need to use scouring pad on INSIDE ONLY.**
 - h. Reattach kettle**
- 5. Wipe down the windows (inside and out)**
- 6. Turn the unit off (Do NOT unplug)**

Hot Dog Machine - OPEN

- 1. Turn to [High] to start**
- 2. Turn the bun warmer (below the hot dog roller unit) to around [120] to start. Add a very little amount of water. Turn down to [80] when buns are warm.**
- 3. If necessary, defrost hot dogs in the microwave (hot dogs are all beef) for a minute or so.**
- 4. Put hot dogs on the rollers using tongs. A hot dog just out of the refrigerator takes about 10 minutes to cook on the rollers.**
- 5. Put buns in the bun warmer.**
- 6. Take hot dogs out of the freezer into the refrigerator (should always be about 2 dozen in the frig).**
- 7. Save empty hot dog bags (for injury ice bags).**

**** Adjust the roller and bun temperatures as needed**

Hot dog Machine – AT CLOSE

- 1. Clean roller unit. (DON'T use the green scrubber on the rollers because that will wear off the non-stick surface). Rollers may be easier to clean if they are warm and rotating.**
- 2. Wash the drip tray and plastic shield**
- 3. Wash bun warmer and tray**
- 4. Clean the outside of the unit**
- 5. Turn the rollers off and the bun warmer off (Do NOT unplug)**

Coffee Machine - OPEN

- 1. Open coffee package and take out one coffee pouch**
- 2. Put one coffee pouch in the black coffee pouch basket on the left side of the Bunn coffee unit. Be sure the correct side of the coffee pouch is up.**
- 3. Put an empty coffeepot on the lower left burner.**
- 4. In the white plastic container, add cold water up to the line. Do NOT over fill or the coffeepot will over flow.**
- 5. Turn on the lower left burner.**
- 6. Pour the white plastic container of water into strain hole at top right of coffee maker. In a few seconds coffee will start to pour into the coffeepot.**
- 7. Throw away the used coffee pouch as soon as the coffee is done.**
- 8. Make additional pots when needed (like tournaments). Use the burners on the top to keep the coffee warm.**

**** There are no reduced prices for refills!**

Coffee Machine – AT CLOSE

- 1. Turn off the unit (Do NOT unplug)**
- 2. Wash all coffeepots**
- 3. Wash the Bunn unit**

Making Pizza's – OPEN

- 1. Preheat the pizza oven: Turn the pizza oven timer past 5 minutes and then reset to 10 minutes.**
- 2. After the oven is preheated, get up to 4 individual pizzas from the freezer.**
- 3. Unthaw the pizzas in the microwave for 1 and ½ minutes**
- 4. Put the dethawed pizza's in the pizza oven (lay them right on the grill)**
- 5. Set the pizza oven timer to 3 minutes. (The bell isn't very loud, may need to keep an eye on the time).**
- 6. Check after 3 minutes; they may need to be in for another half a minute or so. (Remember to turn past 5 minutes first – then back to 1 minute). Don't get them too done because they will firm up in the warmer).**
- 7. Place cooked pizza on paper plates and place in the warmer until served.**

**** If you want to cook a regular size pizza – follow the same steps except do not dethaw, remove cardboard bottom, and cook for 8-10 minutes.**

Making Pizza's – AT CLOSE

- 1. Turn off the pizza oven (Do NOT unplug)**
- 2. Clean the outside of the oven**
- 3. Wipe of the inside grill (do not scrub with anything!)**
- 4. Turn off the warmer but do not unplug.**

Making Pretzels – OPEN

- 1. Preheat the pizza oven: Turn the pizza oven timer past 5 minutes and then reset to 10 minutes.**
- 2. After the oven is preheated, get up to 4 individual pretzels from the freezer.**
- 3. Unthaw the pretzels in the microwave for 1 and ½ minutes**
- 4. Put the dethawed pretzels in the pizza oven (lay them right on the grill).**
- 5. Set the pizza oven timer to 1 minute. (The bell isn't very loud, may need to keep an eye on the time).**
- 6. Check after the bell rings; they may need to be in for another half a minute or so. (Remember to turn past 5 minutes first – then back to 1 minute). Don't get them too done because they will firm up in the warmer).**
- 7. Place warmed unsalted pretzels on paper plates and place in the warmer until served.**

**** If need to salt: Moisten the front of the pretzel with water and lay wetted side into salt.**

**** If want cheese: Fill a cheese cup 2/3 with cheese (Remember this is an extra .50 cost)**

Making Pretzels – AT CLOSE

- 1. Same as for Pizza's**

Pickles - OPEN

- 1. Set pickle jar out on the counter in view of the window**
- 2. Use tongs to remove pickles from the jar**
- 3. Place the pickles on wax paper to serve**

Pickles – AT CLOSE

- 1. Ensure the jar lid is tight.**
- 2. Put the jar back in the refrigerator**

How to use the Microwave

- 1. Turn dial to number of minutes you want.**
- 2. Press the [Start] button.**
- 3. Remember to clean inside and out at closing time.**

How to use the Pizza Oven

- 1. Turn on the warmer switches**
- 2. Turn the timer past 5 minutes then to the number of minutes you want**
- 3. Clean the outside and turn off at closing.**

How to fill Sinks for proper sanitation of equipment and utensils

- 1. Fill first sink with soapy water**
- 2. Fill second sink with hot rinse water**
- 3. Fill third sink with hot water (about 4 inches). Remember it may take up to 10 minutes to get hot water in the arena.**
 - a. Put in one sanitize tablet. The sanitize tablets are in a jar near the sinks. Dissolve the tablet and put in a test strip.**
 - b. Dissolve the tablet**
 - c. Put in a test strip. The test strips are in a packet above the sink.**
 - d. Compare the test strip to the chart above the sink. The water must be at least 200.**
- 4. After wash, rinse, and sanitize, drain the items on one of the drain boards.**

Nacho Cheese Machine

All supplies for nachos are located on the shelves below the cheese machine.

Serve nacho in plastic trays that have a small area for the cheese located.

To change the cheese bag:

1. Open the cover (lifts up)
2. There should be a bag already on top of the one in there, remove the bag for now (this is the one you'll use to refill)
3. Manually squeeze (press down) the remaining cheese in the bag into a plastic nacho cheese cups (put in warmer for later use)
4. Remove the bag and throw out
5. Insert the bag you removed in step 2
6. Get a new cheese bag from the shelf below the machine and place on top of the bag you just inserted (the weight helps keep the cheese flowing)
7. Close the lid and test

Please leave the machine on since it can takes up to 2 days to warm the cheese!

Cash Register

To start:

1. Turn key to REG2 (this uses less ink & paper than REG1)

To log a sale:

1. Press the key for the item bought
 - * Each key can be two different items – to log the upper item on the key,
Press the “shift key” first
Press the key for the item bought
 - * You can enter a quantity for an item if you wish –
Enter the amount on the gray numeric keypad
Press the “qty/date” key
Press the key for the item bought
2. Repeat for each item they want
3. Press the “subtotal w/tax” key to total what they ordered
4. If need to make change, enter the amount they gave you using the gray numeric key pad
5. Press the “amount tend Total” key
6. The register should display the amount of change to give
7. Put the money received in the drawer and give the change needed
8. Close the drawer

To get change without a sale:

1. Press the “#/st/ns” key and the drawer should open

Emergency Method to open the register drawer:

1. Use the hidden emergency level underneath the register

To make corrections:

If right after you entered it but have not totaled yet – Press the “void” key

If entered multiple but need to correct a previous one –

Press the “void” key, press the item key you want to void, then press the correct item key

If you already hit the “total” key – Press “void”, press the item key you incorrectly entered, then press the “total” key again.

If you enter a wrong number (such as quantity or amount received)

1. Press the “clear” key

If the error alarm rings:

1. Press the “clear” key

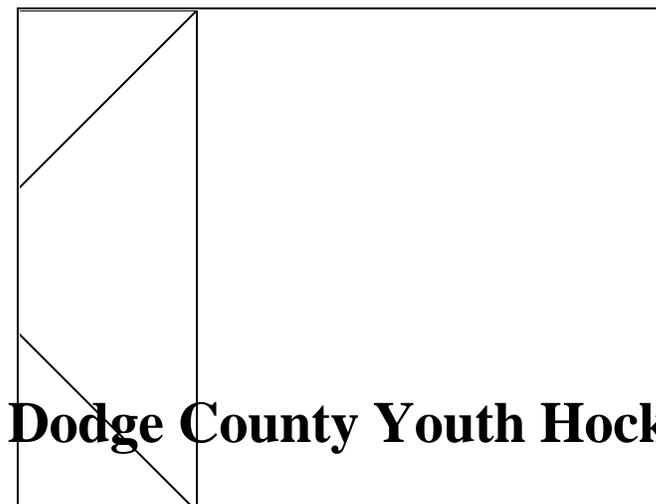
To log a misc. sale:

1. Use button 21 on the register to log the sale.
2. Use the numeric key pad to press in the amount

3. Press the “Dept. Shift” key
4. Press the “unassigned” button
5. Press “Amount ten Total” key
6. Write on the tape what the sale was for

To install a new paper roll:

1. Unlock top cover
2. Remove the paper from the winder spindle (put in the moneybag at close)
3. Be sure the end of the new paper roll is straight and even
4. Place the paper roll in the little “nest” at the back of the compartment with the paper feeding out from the bottom of the roll.
5. Insert the end of the paper under the square plastic paper support (located behind the ribbon) into the metal paper slot (located directly under the ribbon)
6. Depress the “Feed” key until the paper catches and advances through the printer
7. If the paper does not feed through the printer properly, be sure the edge of the paper is straight and even and try again.
8. Place the black plastic winder spindle on its grooves with the large round end of the right side (the spindle rests above the paper roll).
9. Use the “Feed” key to advance the paper approximately 10-12 inches.
10. Ease the paper through one of the narrow openings in the center of the spindle. Sometimes it helps to have the paper through both of the slots on the spindle.
11. Use the “Feed” key to advance the paper until the paper begins to wind securely around the spindle.
12. Close the cover and lock it. (It’s ok to leave the cover off if the paper keeps jamming)



wants to **THANK YOU** for your help!
It's people like you that keep our association going!

