



Armstrong Cooper Youth Hockey Association Job Description

Title:	Concession Managers (6)
Role:	Volunteer
Election/Appointment:	Appointed
Voting Status:	Non-Voting
Budget:	No Budget responsibility
Term:	One year, appointed in May (Fiscal year 6/1 thru 5/31)
Compensation:	full hours, receives additional compensation in the form of reduced registration fees and team fee credits, up to \$1,500

Description/Role: The Concessions Manager are responsible to support the Concessions Director in the running of the concessions. One or more may be ask to own specific tasks such as food purchasing or equipment maintenance. This is a 12 month appointment and expect to work at least one week night and one weekend shift.

Position mandatory requirements:

- Open and prepare concession stand for operation.
- Train all volunteer staff in proper preparation of food and concession stand operations.
- Field questions or problems during shifts.
- Direct volunteer staff in closing and cleaning procedures.
- Close out cash register, count money, and prepare deposit.
- When issues arise that you can't handle, you may contact the Concessions Director
- Equipment cleaning and maintenance
- Comply with Hennepin County Health Department regulations

Desired Skills:

- Strong communication skills
- Ability to manage a team of people
- Ability to Familiarity with or ability to learn concession stand equipment
- Strong organization skills
- Positive, helpful attitude
- Responsibility to handle money and be accountable

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Reporting:

- This role reports to the Concessions Director

Additional Details:

Opening:

- Arrive 30 minutes before the scheduled opening time.
 - Unlock refrigerator and freezer.
 - Turn on fryer.
 - Make coffee, popcorn, and pretzels.
 - Start hot dogs and put buns in the warmer.
 - Check ice.
 - Start register(s) and put money in drawer(s).
 - Make sure all items are stocked, including the powder in the cappuccino/hot chocolate machine.
 - Note: there should always be two bags of cheese in the dispenser – the open one and a fresh one. When you change a bag, be sure to add a new one.
 - Set out candy on counters that has been put in bins.
 - Place ketchup, mustard, sugar, stir stixs, creamers, napkins and small trash containers out on the outer counters.
 - If you are ready to open, you may do so before the volunteers arrive.
- Working with Volunteers:
 - All volunteers need to be trained in each area at the beginning of their shift, if they have not yet worked this season.
 - As you know volunteers come in all levels of abilities. Please be pleasant and patient with them and do everything you can to help them have a positive experience.
 - Be sure to introduce yourself by name and as the manager on duty.
 - Once both you and the volunteers feel comfortable about working the shift, you may leave.
 - Managers must remain at the stand during high school games and busy tournaments. Exception would be a low attended high school game.

Shift Changes:

- You need to be at the concession stand during all shift changes. This is to ensure that all workers show up and that again all volunteers are trained.
- If a volunteer does not show up for their scheduled shift, you must first call them at the number listed on the schedule. If you are unable to reach them, you may begin to call volunteers from the sub list to see if they can fill in on short notice. It is possible that you may have to cover that shift until a replacement can be found. If you think there are enough workers without the no-show, feel free to leave. In the past, this has not been a huge problem.
- If two different managers open and/or close on the same day, it is the responsibility of each of you to determine who will cover the shift changes.

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Closing:

- Arrive 20 - 30 minutes prior to closing.
- You may begin the cleaning process if it is not too busy.
- Instruct volunteers in cleaning procedures.
- How much you help in the clean up process is up to you.
- **Important** note for you to tell all volunteers: We DO NOT discount products or give away food at the end of the day. All unused cooked product must be recorded on the waste sheet and thrown away. Also "waste" items that are old, broken or that should not be sold throughout the day. Please use common sense to determine what is acceptable to sell.
- You will be the last one to leave making sure that all equipment is turned off and that all food is removed from within the stand.
- Lock freezer and refrigerator and doors to concession stand and back storage room.
- Please leave the concession stand as you would like to find it when opening.
- Close out cash register, count money, and prepare deposit.