

## Blue Valley Northwest Huskies Parent Booster Club Concessions

### 2011/2012 Concessions Leaders:

Indoor Concessions Manager	Elva Garner	Mobile: 913-375-5559
Outdoor Concessions Manager	John Mulkey	Mobile: 913-339-8976

### Volunteer Coordinators:

Fall, Winter & Spring Activities	Kathy Kalal	Mobile: 913-620-3461
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Concessions Inventory	Martha Walker Jane Nicolay	Mobile: 913-530-8880
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For a complete list of the 2011-2012 Concessions Managers (all indoor and outdoor activities), go to the PBC Website ([www.bvnw.org](http://www.bvnw.org)); see 2011-2012 PBC Board List.

### Concession Manager's Responsibilities Overview

-- Home & Visitor side (if applicable)

- Cheese on warmer/dispensers at least 4 hours prior to event – may do night before
- Make sure refrigerators and coolers (outdoors) full of bottled beverages
- Arrive for each of your events 1.5 hours (or as close as possible) before event
- Start Hotdogs (should be buns out or in freezer – get the buns out of freezer the night before or many hours before event so they can thaw)
- If making hot chocolate/coffee turn on large urns – take 45 minutes to heat
- **Supplies** -- Get from storage (if not already out):
  - Candy (varies, may include: Snickers, M&Ms (plain/peanut), Reese's Peanut Butter Cups, Twizzlers, Mike & Ikes, Hot Tamales, Skittles, SweetTarts, Blow Pops, Milk Duds/Jr. Mints (cooler weather or indoor) and any additional items that may be added)
  - Popcorn tub w/unpopped popcorn, oil, seasoning, boxes
  - Nacho chips and plastic nacho trays
  - Coffee and Hot Chocolate if appropriate
  - Large, hot pretzels, if appropriate
  - Condiments – Ketchup, Mustard, Relish, Jalapenos (put on tables for customers to access – include napkins)
  - Napkins, foil wrappers, food handling gloves and paper towels
  - For coffee/hot chocolate – foam cups, stirrers, sugar, creamer, sweetener (all but cups on condiment tables)
  - Wax paper, salt, cinnamon and sugar, water sprayer – if doing pretzels
  - Kitchen and cleaning supplies – vinegar, dish soap, large spoons, other cleaning supplies
- For outdoors – make sure that you replace all beverages taken from large coolers in store room so they stay full
- Turn on Hot Dog machine – max heat and rollers should be going up and down. Turn heater drawer to about 150
- Put money in drawers.

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**Volunteers should be arriving around 1 hour or a little less prior to events.**

Volunteers can help with:

- Stocking candy and supplies
- Putting out condiments and napkins
- Hotdogs – putting on rollers, taking off and putting in buns, wrapping in foil and putting in warmer
- Putting some nacho chips in trays (wait for customers before adding cheese)
- Making popcorn – this must **always** be attended – it goes from popping to burning fast!

Assign volunteers to counter – manager supports them making sure they know what to do, that they know the food items and prices.

Show them how to put cheese in nacho trays, make popcorn and put in boxes and take care of the hotdogs.

For football, fill up the warmer drawers with hotdogs and put more on rollers (expect to go through several hundred hotdogs on home side, one hundred on visitor side – 60 hotdogs come in a box).

For most other sports make no more than 40 hotdogs unless there are unusual circumstances.

Be ready for half time for major sports and in between games for double headers and tournaments.

During the event, nacho cheese is OK, condiments and napkins don't run out, keep bottled beverages stocked (don't put warm bottles in coolers during event – they won't cool in time).

If you use the beverage carts (Pepsi/Coke) with ice, check to make sure it stays stocked.

Manager doesn't have to do all these things themselves, just make sure they get done – assign volunteers to do things or at least help you.

At end of event, you can close concessions while event is still in progress – once halftime or similar occurs, monitor sales and feel free to close by end of third quarter for football, similar point in other events.

We provide complimentary concessions to the custodians on duty, security officers, press box personnel, and staff/faculty working the game. Your volunteers may also have complimentary products--within reason, please!

**Volunteers DON'T LEAVE until they help clean up.** They can help put away candy, get bottles out of coolers in into storage, clean counters, clean out popcorn machine and hot dog cookers/warmers (don't use cleaning chemicals on hotdog cooking surface or inside popcorn kettle). Use vinegar to clean popcorn machine glass. Use ice in cloth to clean hotdog cooker surface (roller unit cleans in sink).

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Put away money – depending upon sport/event, manager takes money home and have 2 people count out startup funds. All proceeds (less start-up money) are deposited in the BVNW PBC bank account (Treasurer can provide deposit slips.) Startup money stays with the event managers for the whole season. Please make arrangements to turn in proceeds from event as soon as possible to bank or whatever you work out.

At end of season return final \$ from last game and startup funds – as well as keys.

**Call your Indoor/Outdoor Manager anytime you have questions or concerns**

Thank you for your help – we couldn't do this without you!

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### ***DETAILED INSTRUCTIONS:***

**DAC Keys** – DAC key opens both concession stand and storage room on home and visitor side. Also need key for chain/lock on DAC gates.

**Popcorn** – 2 cups popcorn to    cup of oil. Make sure there isn't old popcorn in the kettle before you start or it will burn as the kettle heats up (same for refills)! Turn on the kettle heat and agitator motor and warmer. Add oil to kettle carefully. Add popcorn kernels and seasoning. Everyone has a different amount and way of doing seasoning. Here is one way – measure the two cups of popcorn kernels in cup and add 1-2 tablespoons (just visually estimate) to the cup. Dump together into the popcorn kettle. When popcorn is popping someone **MUST** be right there and **PAYING ATTENTION**. The popcorn will pop for while and will overflow into bin. But when it slows down – like making microwave popcorn – don't let it go too long or it will start to burn and that ruins the popcorn both smell and taste. Dump into bin and start boxing. You can keep some of the boxes in the bin and if you are ahead or things are going slow just keep a few boxes on hand. For Football, most find you can't make and box the popcorn quickly enough in the first half – so start early and box away!

**Cleaning Popcorn machine** – just wipe out with paper towel the inside of kettle (once cooled). There is a tray that catches unpopped and small pieces, so clean all popcorn out of the bottom of the bin first (plus make sure kettle is empty), then lift out the bottom of the bin and take to sink to wash with soapy water. Take the tray and dump it then wash it as well. Clean the glass sides and front with spray bottle vinegar and water mix. Clean outside surfaces with the vinegar or other cleaner (**NOTHING BUT VINEGAR WATER ON INSIDE SURFACES**). Clean counter around and under the popcorn machine.

**Hot dogs** – The hot dogs are pre-cooked, but everyone wants their hotdogs hot. There are boxes in the freezer. Sometimes they are pulled out and put in the cooler the night before or from previous day's game. Turn on the two knobs to the highest temp (at least 200 – OK to go to 250) and flip the toggle that turns it on and moves the racks up and down. Also turn on the warming drawer – it has its own knob – set to 150. Food handling safety requires food at 140 degrees minimum. While the top warms up (there are two power cords for the hot dog machine), make sure you have plastic gloves, foil, buns, hot dogs and tongs. If hot dogs are frozen together, you can stick the box or bunch of hot dogs in the microwave for short periods to thaw some. Don't place hot dogs directly on the glass tray! Hot dogs should darken when ready – 10 minutes or so on a hot surface. When ready put hot dog in bun and wrap in foil so hot dog and bun is completely covered, then put in warmer drawer. There is a tray underneath the DAC hot dog warmers that you can put some water in for moisture while holding hot dogs. This is optional. Don't touch hot dogs or uncovered food with your hands unless you are wearing plastic food service gloves. When the drawer is full and you are still expecting a crowd, you can continue to warm hot dogs on top warmer rack. Once heated, turn down temperature while in holding state to about 150 degrees. If it is late and you are selling hot dogs, but slowly, you can just leave them warming on top and not put them in the bun until after you get an order. If there are unwrapped hot dogs still warming at when ready to shut down, put them in a freezer bag and put them away with the unused hot dogs. They can be reheated the next time and you don't have to give them away at the end of the night, like you would a hot dog in a bun in the warmer.

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Cleaning hot dog machine: Top surface is NEVER washed with soap, etc. while still warm put a couple pieces of ice in paper towel and rub along warm surface with ice melting. This will clean the surface of most grease. You may have to wipe water/grease from bottom of the surface to keep the mess down. The racks can come off and go in the sink to be washed. The warmer trays and racks can be washed out in the sink. Leave everything clean, but remember the surface the hot dogs warm on goes to 200+ degrees, so it will kill germs at that point.

**Nachos and Cheese** – Cheese comes in large plastic bags that go in cheese dispensers. They come in a box with tubes that are inserted in a cap and then loaded into the machine. The tube goes through a simple mechanism that pumps it into the nacho tray when serving. The cheese is warmed by hot air inside the machines at about 140 degrees or higher, so it is hot to handle a bag that has been in the machine. Be careful. We usually use an extra machine to warm extra bags for football, because you can go through the two bags that fit in each dispenser on a big football game. Follow directions with cheese for attaching the tube. Because it is drawn out of a bag, the cheese doesn't usually empty completely before it stops dispensing. You can push the cheese down (think of a large hot toothpaste tub) and then kind of hang the back end of the bag over the front of the top storage shelf. When empty, pull out, move upper stored bag out, insert the tube and then put in lower shelf and into pumping mechanism. If you DON'T use all cheese in a night, it can be stored. If just warmed, but never opened (no tube inserted), it can be put back on the shelf for the next time. Once a tube is inserted and it is "used", it must be refrigerated. Cover the end of the tube with a clean glove, foil or both and put in to the cooler (NEVER the freezer). Clean up all spilled cheese. It takes about 4 hours for room temperature cheese to get warm in the machine. Fill nachos trays neatly and when wearing gloves – never touch food directly without gloves on. Don't prefill cheese too early or it cools and gets a skin on surface – neither of which is appealing to paying customers.

**Hot Chocolate and Coffee** – There are large urns in the DAC concessions. They can be used for hot water, coffee or hot chocolate. Hot chocolate is in the most demand when it is cool or cold out, so less attention or space is usually given to coffee. It takes a while for the water to heat up – something like 45 minutes usually, so turn gage to around 7 for making hot chocolate, but all the way to 10 for making coffee as soon as you arrive on a cool or cold day. The urns hold 3 gallons of water in each side.

To make Hot Chocolate: for hot chocolate, that comes to about 2/3 to 3/4 of a large container of powdered hot chocolate for the 3 gallon urn. (Could vary with different types/sizes of drink mixes.) For hot chocolate, start the water flow (once the water is hot) by moving the water dispenser arm over the urn to fill and push the white button on the right front side of the machine. If nothing happens, the toggle switch, lower right, may not be set to on. The toggle turns on and off water flow (as does just moving arm to center of machine between two urns). After it is at least half full dump the desired amount of hot chocolate powder in and begin stirring with a long handled spoon. When water stops filling stir more. Hot chocolate needs stirring or it settles to the bottom instead of staying evenly mixed.

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To make coffee, there is a wire basket that goes in the top of the urn. There are large coffee filters and you need to put one in the basket. Then add the coffee. 3 cups for a full urn seems to work, but that can be adjusted with experience. After the coffee is in the filter, move the filler arm over the center of the filter basket and push the white button on the machine. While water is spraying onto the coffee, you should monitor, because the filter has folded in on itself occasionally and then the coffee grounds get into the coffee and that is no good.

To clean at the end of the night, turn on the spigots and let the unused hot chocolate or coffee flow through the drain. Make sure it is hitting the drain under the spigot! (You may want to drain one urn at a time if too much too fast.) Then get the long handled bristle brush and start water again in the side to clean – move the dispensing arm around and use the brush to wash around the water and get all inside surfaces clean. You can stop the water from dispensing into the urn at any time by flipping the toggle switch to off for a moment (or moving arm to center of machine between two urns). Do not leave sediment in the bottom or coffee/hot chocolate on the sides or anywhere. Wipe the outside of spills, powder, etc.

**Pretzels** – There is a warmer, at least on the home side, that you can hang pretzels (carefully) on its racks. There are two light bulbs, but you will probably still need to use the microwave. In the warmer, please take a nacho tray and fill at least halfway with water and put the tray with water inside the warmer – otherwise the pretzels will dry out too fast. Use wax paper sheets to handle pretzels. Do not touch pretzels with bare hands. If you have a frozen pretzel, it generally takes 45 seconds in the microwave to warm. Adjust time as needed. To prepare pretzels – they can be plain, have salt or cinnamon and sugar and/or have cheese added. Cheese goes in the nacho tray and costs 50¢ extra. To add salt, there should be a tray with salt in it (salt comes in little bags with the pretzels and inventory team tries to keep extra salt available). Use the WATER only sprayer (don't mix up with the vinegar/water sprayer for cleaning) and lightly spray water on the pretzel. Then dip in salt and microwave. For cinnamon and sugar, it is better to use a shaker dispenser that should be available, rather than dipping, because it will clump badly if dipped and wet.

**Pickles** – Pickles are stored in the refrigerator and are handed out on wax paper sheets.

***PUPPY POUND SUPPORT:*** If the administration sets up an area near the field with bleachers just for middle school kids, you will need 2-3 volunteers to help with this – a table is setup and pepsi/coke trays are filled with candy and taken down there. Also the school has small utility vehicles (some are called Mules) that we borrow (or the custodians use to transport heavy items for you) – fill rolling beverage/ice carts full of ice and along with bottles and other supplies take down to the concession area setup by the middle schoolers. You will need to have a runner restock bottles, candy, hot dogs, AS WELL AS \$\$/change – a manager should probably deal with the money, but other volunteers can help restock.

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### Other Stuff:

- Make sure condiments and napkins are checked regularly on the condiment tables.
- On hot days, there are beverage carts that can be filled with bottled beverages and sold in the walkway area (they can also sell popcorn and other things as feasible).
- Remember there are two sides for Football and you have to be prepared to run supplies back and forth sometimes. There should be a manager for the visitor side as well as 1-2 on the home side.
- At end of night perishable items can be sold in stands, discounted, given away (don't be too hurry to give away if you can sell).
- Feed the announcer up in the press box (for football they usually have food provided). Get to know them and ask them to make promotional announcements (like when hot chocolate is ready and when dropping prices of food, etc.).
- For football, someone needs to keep monitoring the following during the event as volunteers will be busy and neglect to tell you they are running low – Change, ice and candy.

**Speaking of change** – for football or long events, the goal is to have enough change to make it until people come back with the change you gave them and give it back to you (purchases of course!). There will be many \$20 for all size purchases early on. You will start with \$5s, \$1s and quarters. There is a defined estimate per drawer and the rest is kept back (keep in a bag that is out of the way, but accessible. Only the manager or one person should be pulling and putting money in drawers to have better control and monitoring. You need to check the drawers, see how they are doing, get the \$20s out when they get to be too numerous.

Remind all volunteers at the beginning of the night to NOT TAKE anything larger than a \$20. If it is late in the evening and you have lots of \$20s/\$10s, etc. then it may be OK. **But better to have the rule and turn people away than run out of change early because you took a couple \$50s and maybe a \$100 bill!** Also, no checks and no credit cards.

**Cleanup** – don't let volunteers leave until you are satisfied everything is cleaned up and, where necessary things put away or restocked. Their group gets paid to help and that is part of it. Depending on the circumstances, volunteers should be: Cleaning popcorn machine, hot dog machine (no soap on food contact surfaces), coffee/hot chocolate machines, cleaning drip tray under coffee/hot chocolate machine, cleaning surfaces, putting away candy and soda bottles, restocking, putting away nacho cheese, cleaning on counters and surfaces (not just wipe food off counter). **We don't clean the floor or dump trash.** Someone should be at sink washing parts from equipment, spoons, etc. with soapy water. Popcorn "scooper" is washed as is bottom tray and drawer and all put back in popcorn machine.

Don't leave scoop in ice machine (it will get buried in the ice).

**DON'T OPEN THE TOP DOOR ON ICE MACHINE OR ICE WILL DUMP EVERYWHERE... IT FILLS UP PAST THE DOOR!**

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### **VOLUNTEERS:**

Football should have 25 volunteers (minimum should always be 19-20). You have to support 5 cash drawers on home side and 2 on visitor, making & boxing popcorn, making & wrapping hotdogs, nachos, pretzels, refilling candy and soda bottles, restocking supplies from store room, etc. Plus if you have to support the middle school kids down on the field you need at least two down there, plus someone to run up and down with supplies. Visitor side needs at least 6 volunteers for football. Do not leave either home or visitors side not covered by at least some adults/parents at all times. Soccer, baseball, etc. just need a few volunteers (must include adults) for most events. Soccer Top Dawg tournament, track meets, etc. need more volunteers.

**Volunteer Shift Recommendations** – If volunteers want to do shifts, that is **NOT acceptable for football or short events** and when it is OK – longer tournaments, track meets, etc. – the volunteers should work at least two hours and there should be a \_ hour overlap and no volunteer can leave until their replacement is there and trained.

**Closing the garage doors at end of the night** – You can close one side of the home concession stand before the other and start cleaning up. To do this, you must be able to keep people from trying to enter that side. Strategies can include using tables and trash barrels to block the entrance. Have someone stand out there and direct to other side. Get condiments back to concession stand counter. Make sure nothing is under the door or it will break the door and whatever is under it. To close the door, have at least one person standing in front of where the door will close while another person pushes the close button. It is good to have a third person if you can't see what is going on while pushing the button – for safety. To close the final door (only door on visitor side) same strategy, except the person has to apologize and tell people concession stand is closed. You must be aware of both adults and kids that will try to ignore the person blocking the entrance, or they will try to rush under the garage door that is closing! This is why the tables, etc. help. Remember to make sure they are not going to block the door coming down and that there isn't any trash barrels, etc. in the way. If a security person is there, they can be asked to help keep people from rushing in while the door is closing.

**At the very end of the night** – Walk through the entire concession stand. **Check all drawers for money.** Look under counters, make sure hot dog machine, warmer, cheese machine (unless it is loaded for next day) are off, that cheese machine, hot dog warmer, pretzel warmer, microwaves, urns, etc are all EMPTY. We don't empty ice from the soda fountain bins – it has a drain and will melt or be used at the next event.

- Make sure everything is put away, off, clean, etc.
- **Check all drawers for money** – did I mention that?!
- Make sure concession stand is wrapped up, BOTH SIDES for football, check storeroom and **make sure you walk out with the money as well!**
- **Make sure all doors are locked.**

### **NOTES:**