**Concession Stand Operating Procedures:**

Thank you for volunteering to work in the concession stand to support the team and the school! Below is a brief list of what to do. Please contact Karin Lawrence with any questions or concerns – 301-518-3088.

* The stand should be open when you get there, for most events arriving 30-40 minutes before the game is plenty of time. Football should be there an hour before the first game. If the stand is locked, Brandon Lauer has a key.
* When you get into the stand, turn on the hot dog warmer and the tall heater (for pizzas). The hot dog warmer should be turned to 7 or 8 (turn it down to 5 or 6 after 20 minutes or so if you plan on leaving the hot dogs on the roller).
* Pizzas this year are coming from Vocelli’s. They can be ordered up to a week in advance by email to rlsantucci@comcast.net. The contact person is Ralph Santucci, simply let him know you are ordering for River Hill Concessions. All tips and delivery fees are being added to our bill, so please don’t tip the driver. Please put the receipt for the pizzas in the cash bag. It’s best to order less than you think you’ll use – the goal is to not have any leftover.
* Football will order their Chick Fil A, but any other team should contact Karin and she will place the order.
* Wash your hands and put on gloves – put the hot dogs on the rollers. Again, you can always add more, but they take 20 minutes or so to warm up, so get them going when you get in there. Take some buns out of the fridge to get them warmed up.
* Wipe down all of the counters, there is a rodent problem we are trying to nip, so please wipe everything down.
* Stock the metal rack with chips – hang one of each variety on the clip so people can see what we have. Get the chocolate and candy out of the fridge and plastic bins and put on metal rack.
* If it is cold outside, or rainy, people like to have hot drinks – fill the hot water container (next to the sink) up and turn it on. It also takes 20 minutes or so to warm up. You will use this for hot chocolate and cup O noodles. It’s ready to use when the light lights up.
* There is a small folding table to be used outside of the stand for the condiments. Napkins can go on that table if it isn’t windy, otherwise, put them near the concession stand window.
* For all sports besides football, you only need to open the one main window.
* The cash bag is kept in the inside concession stand. Brandon Lauer will open the safe – touch base with him about that. There is a money drawer the cash can go in there. At the end of the night, the money gets counted, the sheet that is in the bag gets filled out, any items that you sold out of or ran low on should be marked on the sheet. All of the money and the pizza receipts will go in the bag. The bag will get locked up back in the inside concession stand at the end of the event.
* Pizza boxes can go in the warmer to stay warm. You can pre-plate the slices and wrap the plates with foil if you have a break.
* There should be two people in the concession stand to help with the event (football will have more). Usually one person works the counter and the money and the other person gets the food. Please remember to wear gloves when handling the pizza and the hot dogs.
* As the game winds down, don’t bother putting on more hot dogs or ordering more pizza. The goal is no left-overs. If you do have hot food with 10 minutes left in the game, it’s ok to offer it at a discount – usually ½ price.
* To close – turn off and unplug the warmer and hot dog roller. Wipe down the roller and replace the foil with clean foil. Dump out any water from the hot water container and unplug it. Move the hot dog roller and pizza warmer towards the countertop, we can’t have anything blocking the electrical boxes when we aren’t in there (it’s a fire code violation).
* Count the money, fill out the money form and the food used/ needed form.
* Put the chocolate, buns and condiments back in the fridge.
* Put all the chips and candy back in the plastic bins, please make sure the lids are secured firmly (so the mice can’t get in).
* Restock the waters/ gatorades and sodas as needed.
* Wipe down all of the counters, sink and areas. Take out all of the trash and put new trash bags in the trash cans. Sweep the floor.
* Bring the outside table back in – wipe it down and put it away.
* Turn off all fans, lights and make sure everything is unplugged.

**All merchandise sold at the concession stand is sold at the prices published by RHHS Boosters, Inc. No one gets free food (referees are eligible for water and a hot dog at each event) – coaches, workers, and so on must pay for their food.**