

Basic Concession Stand “Training”

Please remember that we are dealing with new policies brought forth by the Iredell County Health Department that has recently taken over the responsibility of permitting and inspecting Concession Stands. Prior to the summer of 2014, we were regulated by the state, who overlooked inspections for both the Home Side Concession Stand and our Visitor Side Concession Stand since 2009. Many people have put in very long hard hours of work to guarantee that the Visitor Side Concession Stand is up to health code and is maintaining its permit requirements in anticipation of a “surprise” inspection that can take place at any home game while we are in operation. Please take these instructions seriously and do not try to alter or take “short cuts” as it could cost us our operating permit and could possibly close the stand. The Visitor Side Concession Stand has in the past been the most profitable “money maker” for the band and we need to keep that status going!

As always, thank you for volunteering your time and energy to support the Wildcat Band!

Basic Health Code Rules for Personnel:

- ✓ You MUST wear a hat at ALL times when you are in the Concession Stand.
- ✓ You MUST wash your hands in the HAND WASHING SINK ONLY (First sink on the left as you walk into the stand). The other double sink in for WASHING DISHES ONLY!
- ✓ You MUST USE SOAP, NOT HAND SANTIZER to actually wash your hands, dry them using PAPER TOWELS, NOT A HAND TOWEL!
- ✓ Hands must be washed before each shift, during your shifts when changing duties* and after leaving the stand and then upon your return BACK INTO THE STAND*.

*If you wash your hands, then handle money, you must then wash your hands again before handing/serving food. Money handlers should be the ONLY ones handling the money so that there is NO RISK OF CROSS CONTAMINATION! Likewise, if you leave the stand to go to the restroom, over to see the band, or even to just hang the banner out front, you must wash your hands again upon returning to work with food products.
- ✓ Only PLAIN METAL BANDS (Wedding Bands) can be worn in the concession stand. The best idea is to leave your jewelry at home...if you have to wear your engagement ring (or similar) you MUST WEAR GLOVES AT ALL TIMES WHEN IN THE STAND, NO MATTER IF YOU ARE HANDLING PREPARED FOOD OR NOT. The only exception to this rule is the money handlers do not have to wear gloves, but then they should never be touching food anyway because they are handling money.
- ✓ NO FINGERNAIL POLISH/FAKE/ACRYLIC NAILS...if your have nail polish on you will be asked to WEAR GLOVES AT ALL TIMES WHEN IN THE STAND, NO MATTER IF YOU ARE HANDLING PREPARED FOOD OR NOT. The only exception to this rule is the money handlers do not have to wear gloves, but then they should never be touching food anyway because they are handling money.
- ✓ Please follow the “Concession Stand Set-Up” and “Concession Stand Clean-Up” Instructions that are posted in the stand. These are posted for your reference with specific instructions on them to follow to guarantee that we will pass inspection. **Veterans: These have been updated, please review for your own knowledge! I have also included a copy of these instructions at the end of this letter.

Holding Temperatures:

- Any hot prepared food (except popcorn) must be held in the warmer at no less than 135°F. An inspector will use a thermometer to check the temperature of the food in the warmer. There is a digital temperature readout on the bottom of the warmer, if it is ever reading below 135°F, it must be turned up immediately.
- Any cold food/drinks must be held in the cooler at no more than 41°F. There are thermometers hanging on the front of the cooler rack at eye level. If it ever reads in the “red zone” the cooler must be turned up immediately.
- If trying to adjust the temperature in the warmer or cooler does not work, please notify the Concessions Chairperson or a Board member immediately! Maintenance may need to be called and a Health Inspector needs to be informed if it is during an inspection!

Inventory/Stocking:

- All food and stored product (cases of drinks to be sold) need to be 6 inches off the floor on pallets or shelves.
- All cans should be stocked in the cooler upside down (in case there is a spill, then the part that touches your mouth is not sitting up and collecting spilled product).
- All stocking/restocking should be done so that product is rotated...this is referred to as First In/First Out. This includes soda, Gatorade, Candy etc.
- An inspector will check expiration dates of product to be sold. All product that is repackaged (Jalapeno Peppers) needs to be marked (each individual cup, on the lid) with a “Use By” date. The same date that is on the jar can be used for this date.
- Inventory should be taken after each game. This can be started once the second window has been shut. Inventory can be taken for about 2/3 of the stand while the main window is still open and you are still serving customers, just be sure to keep the far cooler and one set of candy containers out for inventory.

Positions:

- There will be three people working each window per shift. One will be the Money Handler. One will be the Hot Food Handler. One will be the Drink Handler. Please coordinate with each other who will be doing what. FOOD HANDLER SHOULD NOT ACCEPT MONEY FROM THE CUSTOMER TO GIVE TO THE MONEY HANDLER!!! This is considered Cross-Contamination and we will be instantly docked points on an inspection for it. It also helps to break down on the confusion of making change. Money Handler needs to pay attention to what the order is when it is taken and present the customer with a total, as the Food Handler and Drink Handler is retrieving the order, the Money Handler is making change.
- When the Band comes down to purchase from the concession stand, we will have two extra volunteers work the door (one will handle money for the door, one will be food handler/drink handler) so as to get the Band Kids back into the stands when Mr. Brown directs them to. (They usually have to be in the stands, ready to go, with 2 minutes left on the clock for the third quarter. Pit members are the exception to the rule as they need extra time to get the pit equipment back up to the school before they can eat.) Band members can go to either window or the door...if your window is slow, and there is still a line at the door, let the kids know to come around to the window.

Free/Reduced Price Food:

- ALL REFEREES AND LINESMEN RECEIVE FREE DRINK AND FOOD. This is a non-negotiable long standing agreement that we have with the Athletic Department. Should they start to abuse it (they have never asked for more than a Gatorade/Water and a Candy Bar or Hot Dog), then we can discuss changes. It is easiest for everyone if an “order” or “count” of how many items they will need is taken BEFORE the game starts. Set aside the order in a box or bag in the bottom of the cooler closet to the open side door so it is ready for them when they come over to pick it up. Ask them to please just send a rep to the side door to get it and we will have it ready for them.
- All security, police officers, ambulance volunteers, firemen and any Military Members in Uniform are given free drinks (even Gatorade if asked for it). Any food that they order should be sold at cost (Band Member Prices).

Dish Washing/Bleach Solutions:

- We now have a “Sanitizing Bucket” that is to be prepared at the beginning of the shift and used to wipe down counters and surfaces to “sanitize” the surfaces. All surfaces are to be air dried. Do not follow up with a paper towel or dish towel. The ratio for the Sanitizing Bucket is 3 Teaspoons for 1 Gallon of 120°F water. Run hot water until it reaches 120°F and then fill the bucket with 1 Gallon of water. Measure out 3 Teaspoons of Chlorine Bleach (found in the bottom of the grey cabinet) and add to the water. Mix the water and test it using the test strips and guide on the side of the tube. Take one test strip out and dip it in the water for 1 second and then compare the color of the test area to the chart on the side of the tube. The water needs to be at 100ppm (parts per million) at least and no higher than 400ppm. Once the test is done and ppm is confirmed, the water is ready to use.
- Normally for dishwashing, you need to have three sinks, but we can have only two provided we are using them properly. In one sink, the water needs to be 120°F with dishwashing soap added. Dishes are to be washed with dishcloths or scrub brushes, not sponges. (Sponges collect bacteria as they are sitting out, dishcloths are being used for a specific task...ie: sanitation bucket, dishwashing...and then are being taken home by the Chairperson to wash in a load of laundry) In the other sink, you will need to mix another sanitizing solution, this one is measured at 1 Tablespoon for 3 Gallons of water. Run hot water until it reaches 120°F and then fill the sink with approximately 3 Gallons of water. Measure out 1 Tablespoon of Chlorine Bleach (found in the bottom of the grey cabinet) and add to the water. Mix the water and test it using the test strips and guide on the side of the tube. Take one test strip out and dip it in the water for 1 second and then compare the color of the test area to the chart on the side of the tube. The water needs to be at 100ppm (parts per million) at least and no higher than 400ppm. Once the test is done and ppm is confirmed, the water is ready to use.
- Wash the dishes in the soap and water sink, letting them soak in necessary, then rinse them. Set the dishes in the sanitizing sink for three minutes and then take them out and let them air dry in the dish drainer. Trays/shelves from the warmer will not fit in the sink. They should be washed and rinsed to the best of your ability and wiped down with the sanitation bucket solution and then left to air dry.
- When all dishes are dried, they are to be stored in the Tupperware container on the wire shelving. Trays/shelves can be returned to the warmer.



Lake Norman Band Booster Association

P.O. Box 3471

Mooreville, NC 28117

Concession Set-up

Please remember that all volunteers MUST (by order of the Iredell County Health Dept.):

1. Wash your hands in the specified Hand Washing Sink.
 2. Wear a hat.
 3. No jewelry allowed from the elbows down (watches, bracelets, rings) except for a plain wedding band (exception: you may wear gloves should you choose to not take off your rings.) Earrings and necklaces are fine.
 4. No nail polish or false/acrylic nails (exception: you may wear gloves.)
- Count cash box – should be \$300 for each cash box.
 - Put banner up (in big tube) – hooks on front of building.
 - Mix 3 teaspoons of bleach into 1 Gallon of 120°F water for Sanitizing Bucket and test using kit provided (100ppm minimum required). Wipe down all counters.
 - Plug in warmer, put water in holder in bottom, needs to reach a minimum temp of 135° F.
 - Plug and turn on nacho cheese warmer for nacho cheese cups.
 - Sign for/receive deliveries from Jet's, Arby's and Bojangle's.
 - Transfer individual slices of pizza into boxes, place on shelves in warmer, separating the two kinds.
 - Place Bojangle's order on shelves in the warmer, separating the three kinds.
 - Place Arby's order on shelves in the warmer as well.
 - Start water in "Deep Fryer" for hot dogs.
 - Please read Operating Instructions located on the wall for "Deep Fryer".
 - Wrap hotdogs with buns in foil sheets and place on shelf in warmer.
 - Pop popcorn.
 - Open can of chili, warm it in bowl in microwave to 135°F and place in small crock pot to warm up.
 - Open Coolers
 - Set out:
 - Candy (set bins on the back white shelves)
 - Pickles (on the corner of the counter)
 - Buns for hot dogs (on the back counter)
 - Set out on the corner of the window counter.
 - Napkins, Hand Sanitizer, Condiments
 - Open Both Windows.
 - This can be done earlier but be ready to start selling as soon as it is open.
 - For Varsity Football Games we give the referees/chain gang food and drinks during half-time. They should bring an order before the game, but sometimes you have to ask.
 - For all games we give free drinks to security guards, police officers and ambulance personnel and food at cost (band prices).

Phone Numbers: Jennifer Colley 910-358-3600 (Cell)

Kelly Ackerson: 704-799-5061 (Cell)



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Concession Clean-up

Please use following Dish Washing Method:

1. Washing Sink with Dish Soap and Water Temperature of 120°F.
 2. Rinse with running hot water.
 3. Sanitizing Sink with 1 Tablespoon for 3 Gallons of 120°F water.
- (Use test kit provided, water needs to be a minimum of 100ppm chlorine bleach!)

- Put back into coolers:
 - Candy
 - Pickles
 - Hot dogs
 - Buns
- Empty popcorn maker and wipe out
DO NOT SUBMERGE POPCORN KETTLE IN WATER
- Wash pan from Deep Fryer and basket(s).
- Clean cheese warmer if needed.
- Clean out Chili Crock Pot...throw away any unused Chili, wash ceramic insert.
- Dump water from pan in bottom of warmer and wash trays/shelves.
- Put away
 - Napkins
 - Straws
 - Hand sanitizer
 - Trays & chips for nachos
- Close and lock window.
- Sweep up stand.
- Wipe down counters with Sanitizing Bucket clothes.
- Bag up trash and put bags inside Men's Bathroom to be picked up.
- Count cash box – separate out \$300 per cash box, record amount.
- Lock coolers and doors (lock bathrooms if needed).
- Take down banner and place back in tube.
- Fill out Inventory/Game Information Sheet in Blue Volunteer Binder.

THANK YOU TO ALL VOLUNTEERS FOR YOUR DEDICATION TO THE BAND!