Thank you for being a part of our 2024 Concessions/Spiritwear sales committee! There are several moving parts in opening, closing and working the concession stand. Please read below for details. Also, please be aware that we share the concessions stand with both Lacrosse and Track \& Field in the spring and it is important that we never borrow any food from their supplies! If you have any questions regarding concessions, please call/text Susan Childers (WJV rep- 6786876455), Nicole Solet (WV rep- 4043942146), Tim Cook (MJV rep- 4047478600) or Mindy Cozart (MV rep-7034086270). If you have any questions about a volunteer shift in the spirit wear kiosk, please call/text Maria MacInnis @ 8032157494.

## Opening:

1. Remove the exterior door key from the lock box. The lock box code is 2157 . Replace the key and securely close the box.
2. Wash your hands and put on gloves. Gloves are located on the shelves above the sink labeled SOCCER and must be worn at all times. Hand sanitizer is also available and should be used frequently.
3. Turn on the food warmer and preheat the Combi oven. The food warmer with the purple control panel is located next to the lacrosse drink cooler. Simply flip the switch at the bottom to the ON position. This warmer will be used for keeping pizza/hot dogs/hamburgers/popcorn/soft pretzels warm AFTER they are cooked.
4. Cook hotdogs and hamburgers. Hot dogs are located in the white fridge and frozen hamburgers are located in the silver freezer in the back room. The code for the fridge lock is 2223 . Our food is on the shelves labeled SOCCER. Directions for operating the Combi Oven will be provided. Begin with cooking 14 hotdogs and 8 burgers prior to the first game. Once cooked, place in provided buns, wrap completely in foil (located on the shelves labeled SOCCER above the sink) and place in the food warmer. Refrigerated condiment packets are in the fridge and should be placed on the service counter in the gray condiment organizer.
5. Set out candy/chips/cookies/popcorn/protein bars/handwarmers. The metal cabinet with all of our candy, chips, etc. is located in the back room, on the right, behind the door. The lock code is 1819. Place candy/chips/cookies on the wire shelf and metal table behind the service window. Make sure ALL candies available in this cabinet are represented for sale on the display shelves! Handwarmers can be placed on the service counter with the corresponding price sign.
6. Raise the service window. Rotate the two knobs in bottom corners to the 'Unlocked' position and 'roll' the window up by attaching the long pole to the hook on the upper right hand side of the window and turning.
7. Wipe the counter and set out price signs/napkins/hand sanitizer. These things are all located on the shelves labeled SOCCER above the sink or in our metal storage cabinet.
8. Unlock the drink cooler. Our cooler is next to the microwaves and labeled SOCCER. The lock code is 18191.
9. Pop Popcorn. Start with 2-3 bags. The microwave has a POPCORN button which pops it pretty perfectly in 1:52. Keep 1-2 bags popped at all times but pop on demand if possible to give people fresh popcorn and eliminate waste. Pre-popped bags can also be kept in the food warmer to stay warm.
10. When applicable, plug in the Chick-fil-A warming bag or place the pizza boxes in the food warmer, when it is delivered by the volunteer. When the CFA or pizza runs out that's all we have for the night! Text Nicole Solet if this happens early in the evening so we will know to adjust the order for the next game night.
11. On cold nights, make one pot of coffee and warm water in the large silver percolator for hot chocolate. Coffee grounds, hot chocolate packets, coffee service bucket and 1-2 electric kettles are located in the metal cabinet in the back room and filters/cups/lids/spoons/extra sweeteners, etc. are on the shelves labeled SOCCER over the sink. Use 6 heaping scoops of grounds per pot of coffee. For hot chocolate orders, pour approx. $80 z$ hot water into a cup and mix in one powder packet. Be sure to check the hot water level frequently so as not to run out! It takes 5-10 mins to warm additional water.
12. Keep the cashbox on the back counter and familiarize yourself with the Zettle payment option. The cashbox and Zettle equipment (tablet/card reader/2 charging cords) will be delivered at the start of the first shift each night by a concessions co-chair or a designated representative. Instructions for how to take payment for concessions items with Zettle are on one of the countertop signs. Please follow them exactly as detailed!

## During:

$1^{\text {st }}$ Shift: Please replenish food items as needed. It is important that when your shift is over, you have left the $2^{\text {nd }}$ shift enough food ready to sell which helps ensure a smooth transition between shifts/games.
$2^{\text {nd }}$ Shift: Please replenish as needed, but after halftime do not cook any additional hot food items. With 10 minutes left in the game, any remaining HOT food (pizza, hotdogs, popcorn, CFA) can be sold at half price. Please ask the volunteer in the booth to announce this over the loudspeaker, if applicable.

## Concessions Instructions (con't.)

## Closing:

1. Turn OFF food warmer, coffee maker and unplug electric kettle(s).
2. Clean Combi Oven by following the provided instructions for setting the deep clean cleaning cycle. This can be left to finish overnight.
3. Wash utensils, baking sheets, and coffee pot.
4. Empty and return both electric kettles labeled SOCCER to the locked metal cabinet.
5. Wipe down all counters and the inside of the microwave. Wash the glass plate inside the microwave and replace.
6. Sweep the floor. Empty the trash and leave bag near one of the outdoor trashcans. Replace the trash bag.
7. Return all perishable items back to the shelves marked SOCCER in the fridge.
8. Return all non-perishable items to the metal storage cabinet or the shelves marked SOCCER above the sink, as applicable.
9. Lock the metal cabinet, drink cooler and fridge.
10. Lower the concession stand window and lock on both sides. The pole needed to lower the window is located to the right of the window.
11. Send a text to 678-687-6455 (Susan) or 404-747-8600 (Tim) with any items that are running low, or are completely out so we can make an effort to replenish them before the next games.
12. Return the cashbox/bank bag /Zettle equipment (tablet/card reader/2 charging cords)/CFA warming bag (when applicable) to a concessions rep/WSBC Treasurer (Mindy Cozart- end of Varsity game nights, Carryn Whiteford/Tim Cook- end of JV game nights).
13. Turn off all fans/ lights. Ceiling fan and light switches are located on the wall to the left of the entrance door.
14. Remove the door key from the lock box (code is 2157), lock the door and then secure the key back in the lock box.
15. Offer any unsold hotdogs, hamburgers, popped popcorn, soft pretzels, CFA or pizza to our players/coaches after the last game.

## Making a Sale in the Zettle App (for credit card, ApplePay, G Pay, samsung pay, Paypal and Venmo):

1. Ensure the cart is empty at the start of each new transaction. Tap the Concessions Convenience Fee (\$.75) tile for ALL CONCESSIONS TRANSACTIONS or Spiritwear Convenience Fee (\$2.00) tile for ALL SPIRITWEAR TRANSACTIONS and notify the customer of the total $\$$ amount for their transaction to be charged (or otherwise transacted). There is no tax charged on any transaction.
2. Select an item/s to sell by tapping the corresponding tile/s in the list of products. Every concessions and Spiritwear item has its own tile. Spiritwear items can all be found grouped together in the Spiritwear tile 'folder'.
3. If an item needs to be removed from the cart, simply tap on the item in the cart and select "Remove from cart". All items can be removed from the cart at once by tapping the trash can icon. The app will keep a running \$ total for the transaction.
4. If a customer presents a Booster Bucks coupon or Spiritwear Voucher, tap the '\%' next to the trashcan icon, tap 'Other' in the pop-up, toggle to '\$' and enter the discount amount (\$5.00 for Booster Bucks, \$45 for Spiritwear Voucher) Type 'Booster Bucks' or 'Spiritwear Voucher' in the Description field. Note: transactions involving discount coupons will only be completed in Zettle if the total exceeds the value of the voucher and the customer intends to pay the balance with an electronic payment.
5. Select "All payment methods".
6. Select "Card" (use this for credit cards, ApplePay, G Pay and samsung pay), "Paypal" or "Venmo" tile as indicated. If "Card" is selected, the total $\$$ amount will appear on the card reader/tablet screen and the customer will be instructed to tap/insert the credit card or tap another electronic payment method (eg. ApplePay, G Pay, Samsung pay).
7. If "Paypal" or "Venmo" is selected, ask the customer to scan the QR code provided on the tablet screen with their camera or corresponding app on their phone. (Note: If you do not immediately see the QR code in this step, tap the <on the pop-up screen to view it.) Ask the customer to tap "Confirm" on their phone to complete the payment.
8. If a transaction is successful, this will be indicated on the Zettle card reader screen and/or in a pop-up screen on the tablet in the form of a request for a receipt. If the customer would like a receipt, it can be sent to them via text or email. Simply select one and follow the prompts to input their phone\# or email address and select 'Send Receipt'. We do not have any way to print a paper receipt.
9. If the transaction is successful, you will be returned to an empty cart to begin a new transaction and can give them their purchased items!
