

OPENING

- 1) **COFFEE** - Start the Coffee. 1 bag of coffee for a small pot, 2 bags for a medium pot and 3 bags for a large pot. There is only regular coffee - no decaf. Only use the Caribou cups, lids and sleeves for the coffee.
- 2) **COUNTER ITEMS** - Place items out on the counter - creamer, sugar, napkins, straws, ketchup and mustard. Make sure all items are full.
- 3) **HOT DRINK MACHINE** - Make sure the hot chocolate and cappuccino machines are full and clean.
- 4) **NACHO CHEESE MACHINE** - Make sure the machine has a bag of cheese warming on top of the bag in the machine.
- 5) **SLUSHY MACHINE** - Make sure the slushy machines don't need to be changed. The bags/boxes are in the back room and the directions are on the boxes. **DO NOT LET THE SLUSHY MACHINES RUN DRY!! THAT CAN RUIN THE MACHINES AND THEN IT TAKES UP TO 1 HOUR FOR THE MACHINES TO FILL AND FREEZE.**
- 6) **POP MACHINE** - Make sure the pop machine bags are full. These are also located in the back room.
- 7) **COOLER** - Fill the cooler of Powerade and water. Stock as needed and replace supplies from the back cooler as you use them.
- 8) **POPCORN** - Turn on the popcorn machine and make 1 or 2 batches. Use your judgment on how much popcorn to make - depending on how busy you are and the time of day.

- 9) **HOT DOGS AND BRATS** - Do not make any dogs or brats until about 10am on the weekends. If someone asks for one, the microwave can be used. On weeknights, turn the machine on to medium and start with a couple hot dogs and brats, each. If there is high school, you will want to have a few extra to start with. After 8:30pm, do not start anymore - if you run out, you can use the microwave.
- 10) **PIZZA** - Cook the individual pizzas only **AS NEEDED**. The pizzas take 6 minutes in the pizza oven @ 375 degrees. If someone wants one immediately, you can microwave them according to package directions.
- 11) **CHICKEN SANDWICHES** - Cook sandwiches only **AS NEEDED**. Microwave chicken sandwiches according to package directions. Make 2 sandwiches per order.
- 12) **BREAKFAST SANDWICHES** - Cook the Hot Pockets only **AS NEEDED**. Microwave according to package directions.
- 13) **PRETZELS** - Make sure there is water in the steam pan inside the pretzel warmer. Pretzels are in the back refrigerator. Start out with 2 - 3 pretzels in the warmer. Pretzels can be microwaved for about 20 seconds if someone wants one before they are warm. If the customer wants salt, spray with the water bottle and place in the salt container by the microwave.

Make sure all candy, chips, muffins, donuts and soup are stocked.

CASH REGISTER OPENING AND CLOSING PROCEDURES

You are responsible for opening and closing the cash register for your shift.

Get the \$100 start up money from the tall refrigerator in the back room. The start up money is in the tan cash box. The start up money will consist of \$1's, \$5's and change. Make sure that there is \$100 in the cash box. Put the start up money in the cash register and you are ready to go for your shift. You are responsible for all the money during your shift, so please be careful when taking money and giving out change.

The cash register is programmed for each item that we sell in the concession stand. There is a hard copy of the cash register keys located next to the cash register. The product key codes are the white keys. We have 30 items in the concession stand. for items 1 - 20, simply press the appropriate key. For items 21 - 30, press the Dept. Shift key and the appropriate number. For example: item 24, press Dept. Shift and 4.

Please do not take any bills larger than \$20.

Change: If you need change, there is a green bank bag in the back tall refrigerator with extra change in it. Make sure you BUY the change as needed. For example: if you need extra \$5's, take a \$20 from the register and place it in the bag and take out four \$5's. Quarters are in rolls or bags of \$10.

At the end of your shift, you will close out and reset the cash register.

TURN THE KEY TO THE X1/Z1 FUNCTION AND PRESS THE CA/AT/NS BUTTON AND THE TAPE WILL PRINT OUT SHOWING WHAT YOU SOLD DURING YOUR SHIFT AND THE TOTAL \$ AMOUNT OF SALES. PRESS THE DECIMAL BUTTON AND THE CA/AT/NS BUTTON AND THE CASH REGISTER WILL BE RESET TO ZERO FOR THE NEXT SHIFT. TURN THE KEY BACK TO THE REG POSITION.

COUNT ALL THE MONEY IN DRAWER AND SUBTRACT \$100 (START-UP CASH) AND THE MONEY SHOULD EQUAL THE AMOUNT SOLD AS SHOWN ON THE CASH REGISTER TAPE. AFTER YOU HAVE COUNTED THE DRAWER, PUT \$100 (START-UP CASH FOR THE NEXT SHIFT) IN THE METAL CASH BOX IN THE REFRIGERATOR. TAKE THE DEPOSIT MONEY AND CASH REGISTER TAPE AND PLACE IT IN A WHITE ENVELOPE. FILL OUT THE FRONT OF THE ENVELOPE WITH THE INFORMATION SHOWN ON THE

EXAMPLE (TAPED TO THE ENVELOPE BOX). PLACE THE ENVELOPE IN THE BLACK SAFE LOCATED UNDER THE COUNTER.

CASH REGISTER INSTRUCTIONS

Make sure the key is in the **REG** mode when you are ringing up sales.

Press the correct product key code (white keys 1 - 29) and when the order is complete, press the **CA/NT/NS** key to get the total.

If the wrong key is entered, you will need to void the sale - press the **RED VOID** button and then the key pressed by mistake and it will void out that product. Then, press the correct product key code to get the correct total.

If **MISOPERATION** comes up on the register - press the CL button to clear the machine.

CLOSING

- 1) **COFFEE MACHINE** - Clean out the coffee pots and filter basket. Rinse with hot water. **LEAVE THE MACHINE ON** for the hot water.

- 2) **CAPPUCCINO/HOT CHOCOLATE MACHINE** - Run through the "clean cycle". Place a cup under each spout and push the clean button until clear water runs out (instructions are on the inside of machine door). **LEAVE THE MACHINE ON.**

- 3) **POP MACHINE** - Wipe down the machine and make sure the bags are not empty in the back.

- 4) **SLUSHY MACHINES** - wipe down the machines and make sure the bags in the back don't need to be changed. **LEAVE THE MACHINES ON.**

- 5) **BEVERAGE COOLER** - Stock Powerade and Water from the back cooler. Make sure to replace the inventory in the back cooler with stock next to the cooler.

- 6) **POPCORN MACHINE** - Throw out left over popcorn and clean out the inside of the machine and scoop. **TURN MACHINE OFF.**

- 7) **PRETZEL WARMER** - Throw out any leftover pretzels and clean out the machine. Make sure the water/steam pan is full for proper humidity levels. **TURN OFF THE MACHINE.**

- 8) **PIZZA OVEN** - Clean off the machine and make sure it is **TURNED OFF.**

- 9) **HOT DOG MACHINE** - Throw away any leftover hot dogs or brats. Use a sponge or towel and soapy water to clean off the rollers. Pull out the bottom grease tray and clean.
TURN OFF MACHINE.

- 10) **NACHO CHEESE MACHINE** - Wipe down the machine and make sure the bag of cheese doesn't need to be changed. Make sure another bag of cheese is in the machine to stay warm when needed. **LEAVE MACHINE ON.**

- 11) Stock all candy, chips, muffins, donuts and soup.

- 12) Place all the counter condiments inside the stand - refrigerate ketchup and mustard.

- 13) Wipe down all appliances and counter tops. Also make sure the counter outside the stand is clean.

- 14) Sweep and mop the floor in the front and back rooms.

- 15) Empty trash and place outside the door of the concession stand. The arena staff will dispose of trash and boxes.

LOWER THE WINDOW AND MAKE SURE IT IS LOCKED!!

Phone Numbers

Tami Hobbs - Concession Stand Manager

952-985-5519 (Home)

952-240-0099 (Cell)

Coke Service

800-647-2653

First Line Group - Service for Slushie Machine, Popcorn Machine, Pizza Oven
& Pretzel Warmer

952-882-1904

Al's Coffee - Service for Coffee and Cappuccino Machines

763-544-6635