

Concession Stand Operations

Written and Updated by Connie and Leah Both
2015, 2016, 2017, 2018, 2019, 2021, 2022, 2023, 2024, 2025, 2026

All those working the Concession Stand should have attended the Concession Stand Clinic. If not, they need to speak with Amanda Nordstrom, consult the available instructions at the stand, and/or speak to the adult Cashier about how things operate. Everyone except the Cashier needs to wear gloves. The Cashier **never** handles the food (money is dirty). The Orderer will get the food the customer ordered while the customer is giving the money to the Cashier, then will hand the food to the customer or place the food on the counter. For sno-cones, there will be a container at the window for the customers to put the quarters in.

The Concession Stand runs in shifts with Shift 1 being from 9:45am till 1:30pm and Shift 2 from 1:15 till 4:30pm. You need to arrive before your shift starts; the 15 minute overlap allows any pertinent information to be transmitted between shifts. Shift 1 does set-up while Shift 2 does clean-up. Be sure you wait for your replacement before leaving your post. Refresh yourself on the duties of each worker when you arrive (instructions are at the stand) and check the schedule (on the shelf beside the Cashier) for which position you have that day.

Cashier- The Cashier's job only deals with the money. When a customer comes up, they tell the Orderer what they want, and the Cashier will receive the money and give back any change (there is a calculator in the cash box if needed). If the customer tells the Cashier the order, then just pass it on to the Orderer. If a customer includes sno-cones in an order, tell them that they can either wait to pay for them at the sno-cone machine, or pay for them with the rest of their order and get a sticky note (in the bottom of the cash box) to take over to the Sno-Cone Operator to let them know the number of sno-cone(s) that have already been paid for. There is a bucket of plastic bags under your shelf to give the customer for any larger orders. Place the drink options on the condiment table and help the Grill Assistant get the table set-up.

Money Box- At the beginning of the day, the Shift 1 Cashier will get the money box from Amanda Nordstrom or Connie Both. The Shift 1 Cashier cannot leave until the Shift 2 Cashier has arrived and the Shift 1 Cashier has personally handed over the money box to the Shift 2 Cashier. At the end of the day, the Shift 2 Cashier cannot leave until they have personally handed the money box over to either Amanda Nordstrom or Connie Both.

Orderer- The Orderer's job is to listen to the order from the customer, get the food, and either give the food to the customer, or place it on the counter in front of the customer. The Orderer is responsible for getting all the food to the customer except for the Sno-cones, that is the Sno-Cone Operator's job. You are responsible for the popcorn, chips, pretzels, pizza bites, pickles, fruit snacks, puddings, candy, cookies, drinks, and giving the burgers/hotdogs to the customers.

Popcorn Machine- The supplies are in the first drawer under the machine. Use the "oil" measuring cup to put oil into the kettle, use the "popcorn" measuring cup to put kernels in the kettle, close the kettle lid, flick the switch to turn on the heat and the switch to turn on rotation, wait until you hear the kernels popping. When the popping has pretty much stopped, DO NOT TOUCH THE HOT KETTLE, use the handle to tilt the kettle, the popcorn will fall out. After the popcorn is made, get a popcorn bag and fill it with popcorn to about the top. Go ahead and fill a couple bags, to have ready, so you do not have to fill it right when the customer orders it. There is salt on the condiment table if a customer wants it.

Pretzels- Pretzels will be on the door of the freezer. To make the pretzels, place the frozen pretzels on a brown cardboard tray. Spray a small amount of water on the surface of the pretzel with the spray bottle of water. Using the salt in the package, salt the surface of pretzels lightly. (Note: The entire salt packet should not be used on a single pretzel.) Heat on High for 30 seconds. Ready to serve to the customer.

Other- you will find the puddings and drinks in the fridge. The chips and cookies are in plastic bins on the counter. The bubble gum and candy are in the supply cabinet. Be sure to put everything away before you leave, securing it as best as you can from unwanted furry guests.

Grill Master- The Grill Master's job is to make the hamburgers and hotdogs. Shift 1 will roll the grill outside of the Pavillion onto the pavement, set-up the table and canopy. You will turn on the grill and start cooking. Rotate making hamburgers and hotdogs. The propane tanks are in the first POD. Shift 2 will place the table inside standing on end next to the CS door, take down the canopy, clean the grill tools, and lastly place the grill inside the Pavillion once all other clean-up is done. The grill drip pan periodically needs checked and replaced. Those are inside the grill cabinet.

Grill Assistant-The Grill Assistant's job is first to help the Grill Master in any way they need it. And take the made hamburgers, and put them in buns. Put cheese on about half of them to make them cheeseburgers. And put the made hotdogs in buns. After bunned, wrap the burgers and hotdogs in aluminum foil. You will only need one piece of foil to wrap them, do not double wrap, and make sure the foil covers the whole hotdog or burger. Use black markers to mark the cheeseburgers with a C. Mark the Premium hotdogs with a P. Place the meats inside the warmer in the CS. The Grill Assistant is also responsible for stocking the condiments table with thinly sliced tomatoes, sliced and diced onions, lettuce, and pickle slices (not whole) all placed in a red tray, plus placing ketchup, two mustards (yellow and brown), relish, and salt on the table as well as napkins, spoons, and hand sanitizer (replenishing as needed).

Sno-Cone Operator- The Sno-Cone Operator's job is to make the sno-cones. You will open the lid of the grinder, scoop ice into it, and fill it to be almost full. Then flip the switch to turn it on, pushing down on the lid until all the ice is grinded. Flip the switch back off. Using the ice-cream scoop, put two scoops of ice in each cup. Then ask how many colors the person wants, put them on, then hand the sno-

cone to the customer. Make sure that the customer puts a quarter or a pre-paid sticky note from the Cashier in the container before you let the customer walk away.

Syrups- In order to not use too much syrup, only place it on the top, not bottom or throughout the cone.

For one color of syrup, put ten quick pumps on top; for two colors, put five quick pumps of each; for three colors, put three quick pumps of each; for rainbow (four colors), put two quick pumps of each. Please do not try to do long pumps, it just goes down the side of the bottle and cup, and is hard to aim.

Do not throw the syrup dispensers away. Once empty, they get washed and refilled.

Supplies- The perishable supplies will be in the fridge. The hamburgers, hotdogs, and pretzels will be in the freezer while the pizza bites will be on the freezer side of the fridge. The sno-cone ice will be in the chest freezer. The supplies that will be in the fridge: lettuce, tomatoes, onions, cheese, puddings, and if the pickle slices, relish, ketchup, and mustards are opened, they will be too. The whole pickles will be in bags in the fridge. The fruit snacks, pudding, and candy are in the supply cabinet, the chips and lemonade are on top of the refrigerator, the popcorn is in its drawer, while the water bottles and Gatorade are under the counter by the sno-cone machine.

Miscellaneous- Please do not replace your gloves every five minutes, but if they get sticky or dirty, do not hesitate to replace them. They are in the glove drawer over by the popcorn machine.

On shift, generally the Cashier is in charge, other workers please respect the Cashier. Cashier, please also respect the other workers, we are all trying to do our best to help the Concession Stand run smoothly. Tell the Cashier when you have arrived, are leaving at the end of the shift, or to go to the bathroom.