

WARJACK'S HOCKEY

PARENTS GUIDE TO THE CONCESSION STAND



Let's work together to make the concession stand a success! The concession stand is a key component of WARJACKS hockey, and offers you the opportunity to develop friendships with other hockey parents. If you have any issues regarding the concession stand along with constructive solutions, do not hesitate to contact a member of the MCYH Concession Stand committee. Thank you for your involvement.

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CONCESSION STAND **PRICE LIST 2009/2010**

Breakfast Items

- 4 - Pancake on a Stick \$2.50
- 5 - Breakfast Burrito \$2.75
- 6 - Cereal Bars \$1.75
- 7 - Fruit - \$0.75
- 8 - Bagel - \$1.50

New Items

- 9 - Peanut Butter and Jelly \$1.50
- 10 - Macaroni and Cheese \$2.00
- 11 - Pasty \$3.00
- 12 - Pizza \$7.50
- 13 - Apples and Carmel \$1.75
- 14 - Pizza Rolls \$2.00
- 15 - Ramen Soup \$2.00
- 16 - Spaghetti O's \$2.00

Beverages

- 1 - Water \$1.25
- 2 - Coffee \$1.00
- 1 - Soda \$1.25
- 1 - Hot Chocolate \$1.25
- 1 - Hog Wash \$1.25
- 3 - Cappuccino \$1.50
- 3 - Gatorade \$1.50
- 3 - Propel \$1.50
- 3 - Juice \$1.50
- 3 - Milk (Chocolate only) \$1.50

Oldies but Goodies

- 17 - Hot Dog \$1.75
- 18 - Chili Dog \$2.00
- 19 - Chili Cheese Dog \$2.25
- 20 - Pretzel \$1.50
- 21 - Nachos \$1.50
- 22 - Loaded Chili \$3.25
- 23 - Chicken Noodle Soup \$2.50
- Popcorn
 - 24 - Small \$.75
 - 25 - Large \$1.00
- 26 - Cookies \$0.50
- 27 - All Candy \$1.00

FOOD PREPARATION

Gloves must be worn when making cookies and pretzels. Do not touch food directly with your hands. Wash hands after removing gloves with soap and warm water.

CAPPUCCINO

1. Take 12 ounce Styrofoam cup and place under spout.
2. Press button once.
3. Machine will automatically dispense 12 ounces of cappuccino.

POPCORN

1. Turn all switches to “on” position.
2. Let kettle warm up for about 5 minutes.
3. Take scissors and only the solid oil side of package. Add to kettle.
4. The cut open popcorn /salt section of package. Add to kettle and close lid. Keep doors of popcorn popper slightly ajar.
5. Listen for popping to slow down.
6. Dump kettle. (Turn black handle down or toward you to release kettle before dumping).
7. Turn off kettle heat and kettle motor.
8. Keep warming light on.
9. Bag popcorn.

COFFEE MAKER

1. Slide out coffee filter holder.
2. Place one coffee filter in holder.
3. Empty 2-ounce package of coffee into filter.
4. Return holder to coffee maker.
5. Place empty coffeepot on middle burner. If making decaffeinated coffee, use a pot with an orange handle. For regular coffee use pots with black or brown handles.
6. Push “start” button.
7. Turn middle burner switch on.
8. Turn other warming burners as needed when pot of coffee is made.
9. **DO NOT LEAVE AN EMPTY COFFEEPOT ON A BURNER THAT IS TURNED “ON” OR PLACE AN EMPTY HOT COFFEEPOT IN COLD WATER. THE POT WILL BREAK.**

CHOCOLATE CHIP COOKIES

1. Wear gloves
2. Keep dough frozen until ready to place on cookie sheet.
3. Wash hands and cookie sheet before and after touching raw cookie dough.
4. Preheat oven to 350°.
5. Use 1 ounce scoop to prepare cookie dough.
6. Place cookies 3 inches apart.
7. Bake for 6 minutes and rotate pan, bake for 5 minutes, watching closely. Baking time may vary.
8. Cookies are done when they are golden brown around the outer edge and light color in the center.
9. Allow cookies to cool on the pan/ or racks, and then place in plastic container on the front counter.

NACHOS

1. Place nacho chips in paper tray.
2. Place a small plastic cup of nacho cheese in the tray with the chips.

HOT PRETZELS

1. Take pretzel from freezer.
2. Dip topside in water and then dip pretzel into salt (if purchaser wants salt).
3. Place pretzel in paper tray.
4. Microwave for 60 seconds.
5. Place warm cheese in small plastic cup and put in paper tray with pretzel.

SOUP AND CHILI

WEEKENDS AND HIGH SCHOOL GAME NIGHTS ONLY

1. Remove leftover soup, or new container of soup from refrigerator.
2. Anything being reheated needs to reach 160°.
3. If you need to heat an individual bowl, place soup in Pyrex measuring cup and microwave on high for approximately 120 seconds.
4. Heat soup and chili in separate crock-pot on back counter and maintain on low setting and maintain at 160°.
5. Serve in a 12 oz stryo cup with a spoon and one package of crackers.

HOT DOGS

1. Bring pot of water to a boil and add hot dogs.
2. Heat hot dogs to 160°.
3. Reduce heat and maintain at 160°.
4. Serve on a bun.
5. Relish, chopped onion, mustard, and ketchup will be on the counter for the customer to add.
6. On Weekends and High School Game Nights- heat approximately 6 hot dogs at a time.
7. Week Nights- Heat 4 hot dogs at a time or heat them individually in the microwave on request.

CHILI DOG

1. Bring pot of water to a boil and add hot dogs.
2. Heat hot dogs to 160°.
3. Reduce heat and maintain at 160°.
4. Serve on a bun.
5. Add 1 ounce scoop of chili
6. Relish, chopped onion, mustard, and ketchup will be on the counter for the customer to add.
7. On Weekends and High School Game Nights- heat approximately 6 hot dogs at a time.
Week Nights- Heat 4 hot dogs at a time or heat them individually in the microwave on request.

CHILI CHEESE DOG

1. Bring pot of water to a boil and add hot dogs.
2. Heat hot dogs to 160°.
3. Reduce heat and maintain at 160°.
4. Serve on a bun.
5. Add 1 ounce scoop of chili and nacho cheese along one side of hot dog
6. Relish, chopped onion, mustard, and ketchup will be on the counter for the customer to add.
7. On Weekends and High School Game Nights- heat approximately 6 hot dogs at a time.
Week Nights- Heat 4 hot dogs at a time or heat them individually in the microwave on request.

LOADED CHILI

1. Put 10 ounces of Chili into a 12 ounce Styrofoam cup.
2. Top with nacho cheese and onions.
3. Serve with spoon and pack of crackers.

CHICKEN NOODLE SOUP

1. Put 10 ounces of Chicken Noodle Soup in a 12 ounce Styrofoam cup.
2. Serve with spoon and pack of crackers.

PANCAKE ON A STICK

1. Find product in freezer.
2. Microwave Pancake on a Stick for 60 seconds.
3. Serve in a boat with 2 ounce cup of maple syrup.

BREAKFAST BURRITO

1. Find product in freezer.
2. Microwave Burrito for 3 minutes.
3. Serve in a boat with 1 fork and 1 knife and 2 ounce cup of Salsa.

BAGEL

1. Find product in cooler.
2. Serve bagel in boat with knife and cream cheese cup.
3. If someone would like it warm, heat in microwave for 20 seconds.

MACARONI AND CHEESE

1. Find product in freezer.
2. Cut slit into top of product.
3. Microwave for 3 minutes.
4. Put in boat and serve with fork.

PASTY

1. Find product in freezer.
2. Microwave for 3 minutes.
3. Serve with 1 fork and 1 knife.
4. Consumer can add ketchup.

PIZZA

1. Find product in freezer.
2. Place pizza in pizza oven.
3. Put pizza back on cardboard and cut with pizza cutter.
4. Ask customer how many people will be eating the pizza and serve that many boats with the pizza.

PIZZA ROLLS

1. Find product in freezer.
2. Place 10 pizza rolls in bottom of boat.
3. Microwave for 55 seconds.
4. Serve with 1 fork.

RAMEN SOUP

1. Open ramen soup cup.
2. Use hot water from coffee pot to fill cup.
3. Serve with 1 spoon.

SPAGHETTI O'S

1. Open product and put two cans in a crock pot.
2. Serve in a 8 ounce Styrofoam cup and serve with 1 spoon.

CLOSING / CLEANING INSTRUCTIONS

TIME TO CLOSE CONCESSION STAND

Practice Nights – The concession stand may be closed as soon as the last team gets on the ice for the night. You do not need to wait until practice is complete.

Youth Hockey Games (typically Friday evenings and weekends) – The concession stand is closed after all teams have skated for the night. The concession stand needs to remain open for period breaks and in order to pay referees after the game is over.

High School Games – The concession stand is closed after the game has completed and the team players for both teams (home and opposing) have left the rink.

Note: Clean-up may begin before the concession stand is closed (gate pulled down). It is important to keep up as time allows to keep dishes clean and restocking complete. This will help to insure you are done as close as possible to the designated closing time. Please be aware that at times when the concession stand is extremely busy, it may be necessary to stay longer than the scheduled closing time to get everything done. Please use your best judgment.

FOOD STORAGE

Place the soup and taco meat in large bowls and place the date on top of container prior to placing in the refrigerator.

RESTOCK POP

Restocking at the end of the shift IS A REQUIREMENT FOR WORKING IN THE CONCESSION STAND. Bring soda and Gatorade from the back room and refill the 2 refrigerators in the POP CLOSET and the refrigerator in the CONCESSION STAND. Note: The backroom is colder than the pop closet, please do not allow beverages to sit in the pop closet if not refrigerated.

RESTOCK OTHER ITEMS

Paper products, cups, lids, etc are stored in the back storage closet. Extra popcorn, coffee, cappuccino, candy are stored in the pop closet. Please restock as necessary.

WASHING DISHES

A. Wash all dirty dishes using the 4-step wash:

- In the sink to the far right, rinse dishes.
- In the sink to the left, wash dishes in soapy water.
- In the sink to the left, rinse dishes in hot water.
- In the sink to the far left, disinfect dishes in hot water with a cap full of bleach.
- Allow dishes to air-dry in the wire rack. DO NOT dry with a towel

CAPPUCCINO MACHINE

- A. Remove spill tray, wash as directed.
- B. Remove plastic chambers inside and wash as directed. (Follow directions inside the door)
- C. Leave the power switch ON overnight.

POPCORN MACHINE

- A. Wipe out inside of kettle with paper towel.
- B. Clean doors and windows with hot wash cloth.
- C. Throw out unpopped kernels, and wash tray as previously outlined.
- D. Turn off all switches.

MICROWAVE

- A. Wash inside thoroughly (including top) to remove all splatters.

COUNTER TOPS AND FLOOR

- A. Clean counter tops with spray bottle containing bleach solution found in the cleaning bin under the sink. The solution for the bleach concentration can be found in the Health Department Manual.
- B. Wipe off stove and spills in the oven.
- C. Sweep Floor. (Mop floor on Sunday evening).

GARBAGE

- A. Break down any cardboard and take out to the dumpster located outside the north entrance of the MP-2.
- B. Place new trash bags in the garbage can in the concession stand.
- C. Pull the back door of the concession stand to be certain it is shut.

COUNT MONEY

Refer to Concession Stand Money procedure.

Give the money bags to the park employee to put in the safe.

TURN OFF THE FOLLOWING APPLIANCE AT CLOSING

- A. Coffee Maker
- B. Popcorn Maker
- C. Stove
- D. Room Light

SUNDAY NIGHT CLEANUP (in addition to normal cleanup)

1. Required to conduct a thorough cleaning of the concession stand.
2. Remove plastic chambers from cappuccino machine and wash.
3. Remove cheese bag from cheese dispenser and wash spout. Replace.
4. Wipe down all machines and dispensers for dust and finger prints. Use spray bottle with bleach solution.
5. Sweep and Wash Floor.

TURN OFF THE LIGHT, PUSH IN THE BUTTON ON BACK OF DOOR HANDLE TO LOCK.

CONCESSION STAND MONEY

START UP MONEY

1. Count START UP money and put in START UP moneybag.
2. All coins are placed in separate plastic bags. Do not count coins. Place in START UP BAG.
3. Place the following bills in the START UP BAG:
4. \$30.00 in \$1.00 bills
5. \$30.00 in \$5.00 bills
6. \$20.00 in \$10.00 bills
7. START UP money (bills) should always total \$80.00. If you do not have the number of \$5.00 or \$10.00 bills as indicated above, make the amount up with other bills.

COUNTING MONEY FOR DEPOSIT (Bills only, no coins)

1. Remove Start Up Money and place in red bag labeled Start-up Money. (This money is separate from money for nightly deposit).
2. Count all the bills in the cash. (Remember all coins go into the red Start Up Moneybag).
3. Fill out a deposit slip in duplicate using carbon paper. Deposit slips are kept in the back of the CONCESSION STAND MANUAL.
4. Date the deposit slip.
5. Sign the deposit slip on the line under the date (Leader).
6. A second signature is required to confirm the deposit amount (Non-leader).
7. Place the original deposit slip and bills (money) into a locking blue money bag. The carbon copy of the deposit slip remains in the back of the Concession Stand Manual.
8. Lock the moneybag. The keys for the moneybags are kept in the cupboard above the sink marked KEYS.
9. After the bag is locked, return the key to the cupboard.
10. Deliver the Start-up Money, Bank Deposit Money, and Referee Money (Weekends Only) to a Marathon Park Employee. (They will place it in the safe).

COUNTY MARKET CHARGE CARD

1. The concession stand has a 'charge card' for County Market
2. Charge card is a 'Preferred Perks' card held on a 'X' key ring and stored in the 'Start-Up' Money bag.
3. Charge card should be used to purchase immediately needed items for the concession stand. This includes weekend donuts and buns for hot dogs and/or ham/cheese sandwiches.
4. When purchasing buns, please purchase the 'County Market' brand buns.
5. At checkout – let the cashier know it is an in store charge.
6. You will receive a receipt for your purchase – this receipt will be balanced to the monthly charge card bill the organization will receive from County Market.
7. On the receipt – please indicate 'Charge' on receipt and sign the receipt. Put receipt in the cash register and add to deposit bag at the end of the evening.
8. For anyone that has their own family 'Preferred Perks' card for County Market, please keep your card separate from MCYH card, this should be easy with the MCYH card on the 'X' key chain.
9. Should you make individual purchases, please keep and pay for these separate when you get to the check-out line.
10. If necessary – if you need to charge something and you do not have the Perk/charge card with you, the MCYH account number can be looked up at the register.

PAYING REFEREES ON WEEKENDS

1. Referee will present you with a form called "Official's Pay Form".
2. Locate the yellow highlighted box at the bottom of the form indicating the total amount to be paid.
3. Pay the referee from the "Referee Money Bag."
4. Pay only the amount listed.
5. If a referee has obtained a substitute to work one our more of his/her games it is his/her responsibility to reimburse them for their time.
6. Check to be sure the signature of the Referee Manager on the form next to the amount to be paid.
7. The Leader will sign his/her name at the bottom of the form and also have the referee sign the form.
8. After payment, place the Officials Pay Form in the "Referee Money Bag."
9. All referees that officiate 3 or more games will receive \$4.00 credit from the concession stand. The credit amount will be indicated at the bottom of the pay form. When the referee is using the credit, he/she should bring the form to concession stand to allow the Leader to cross off the amount used.
10. Note: Concession stand credit is USE IT OR LOSE IT situation. Do not add the credit amount to the payment amount.

MISCELLANEOUS PROCEDURES

Let's work together to make the concession stand a success! The concession stand is a key component of WARJACKS hockey, and offers you the opportunity to develop friendships with other hockey parents. If you have any issues regarding the concession stand along with constructive solutions, do not hesitate to contact a member of the MCYH Concession Stand committee. Thank you for your involvement.

LEADERS OBLIGATIONS WITH NON-LEADERS ASSISTANCE

1. Restock candy, pop, Gatorade, cups, lids, etc.
2. Remove taco meat from freezer to thaw if running low.
3. Make ham and cheese sandwiches.
4. Bake cookies.
5. Clean appliances, counters, etc.
6. Wash dishes and sweep floor.
7. Pay Referees. (See instructions on how to pay referees)
8. Close the concession stand when the last group of skaters are on the ice.
9. Document "No Shows" on Sign in Manual. Contact person first to see if they come in. If you have no answer call the Crew Chief. If no answer locate the list outside the concession stand and call in a worker. Pay the worker \$25.00. (See instructions on No Show Procedure).

NO-SHOW PROCEDURE

1. Attempt to contact the individual responsible for concession stand duty. Occasionally they are running late or may have forgotten. Check concession stand schedule for assigned workers.
2. If the individual cannot be reached or cannot come in, start calling people from the paid substitute list to cover the shift. If you are too busy, contact the Crew Chief for assistance.
3. If you have to hire a replacement worker or ask a family member to assist you Pay the substitute \$25.00 from the cash drawer.
4. Leave a note in the Sign in Manual documenting the name, time, and circumstances.

FINES FOR NO-SHOWS

1. First offense - \$50.00
2. Second offense - \$100.00
3. Third offense - \$100.00 (the remainder of the buyout fee)
4. A letter will be sent by the Concession Stand Scheduler informing the individual of the fine. If the fine is not paid in ten days the individual will receive a telephone call from the Hockey Board informing them that their skater will not be allowed on the ice until the fine is paid.

CONCESSION STAND HELPFUL HINTS

1. If you are running low on dollar bills or quarters take \$20.00 or \$40.00 from the cash drawer and ask the Park Department for quarters and dollar bills as required. If money is not available, take larger bills and go to County Market to obtain change.
2. If you notice we have run out of an item, please write it down on the white board near the door. If an item is needed immediately take the necessary money and purchase the item at County Market. Leave the receipt in the drawer.
3. When it comes time to close at the end of the evening shift, you must wait until the last group of skaters is on the ice and the previous group has vacated the locker room before rolling down the counter door.
4. If you have questions or problems concerning the concession stand, contact the Crew Chief for the week. If the Crew Chief cannot be reached, call one of the Concession Stand Committee Members:

Concession Stand Committee

Renee Haertle	Coordinator	(715) 573-8841
Michele Federici	Scheduler	(715) 298-0827
Gretchen Nuckles	Buyer	(715) 432-8301
Stephanie Martell	Buyer	(715) 370-3876
Tracy Pupp	Buyer	(715) 571-7050

QUESTIONS AND ANSWERS

Why do hockey parents have to work at the concession stand?

The concession stand is a season-long fund raising activity for all MCYH members. Without this revenue, each skater's annual fee would be significantly higher.

Is anyone exempt from concession stand duty?

Head coaches are exempt from concession stand duty for the one child they are coaching.

What if I don't want to do concession stand duty?

- During hockey registration you can choose to 'buy-out' of their concession stand duty for a fee of \$200 per skater.
- During registration you can choose to have a replacement worker assigned to work your shifts. The concession stand scheduler will work with a replacement worker to fulfill the number of shifts needed. Once these shifts are assigned, the concession stand scheduler will notify you of dates/times of when your shifts will be worked. It will be up to you to pay the replacement worker directly. Deadline for the concession stand scheduler to find replacement workers for you is December 1st. After this day, you will be responsible to find your own replacement worker.
- You may contact a replacement worker directly to work your shifts for you.

What can I do if I can't work the shift I am scheduled for?

It is your obligation to make arrangements to have someone work your assigned shift. If you are assigned to be the 'leader' you must find another adult to work your shift. Other parents may be willing to trade shifts with advanced notice. If you do trade shifts with another parent or find a replacement worker, please notify the concession stand scheduler of these changes.

What if I want to work all my shifts in one day?

You may work all your shifts in one day, however be aware of times that overlap. The schedule is designed to always have someone in the concession stand covering people that are done working and people that are starting to work. For one person working you should not sign up for a shift from 7:00-11:00 and another shift from 9:30-1:30 as the shifts overlap from 9:30-11:00. During this time it is expected to have two people covering the concession stand.

Where can I find the concession stand schedule?

- Posted on the bulletin board outside of the concession stand
- Website – www.mcyhockey.org
- Schedule Binder stored in the concession stand

How old do I need to be to work in the concession stand?

Leader of the concession stand must be an adult (18 years or older). Leader positions are denoted by a 'yes' in the leader column of the concession stand schedule. If you have a leader position and opt to hire a replacement worker, he/she must be an adult.

Non-leaders may hire student workers 14 years of age or older with the understanding they are required to assist in restocking all concession stand items, wash dishes, and clean the popcorn machine, microwaves and stove.

How many shifts do I need to work?

Each skater will be assigned approximately 4 shifts per hockey season. Mini-mites and first year skaters will be assigned approximately 3 shifts per hockey season. For families with multiple skaters, requirements per the above are required for the first skater, plus an additional 2 shifts for each additional child skater.

ONCE THE SCHEDULE IS POSTED YOU ARE RESPONSIBLE FOR THIS SHIFT

If you are unable to work your scheduled shift, please contact a replacement worker listed on the board outside the concession stand. The replacement worker list is also posted on the MCYH website, www.mcyhockey.org

Cost to hire a replacement work is \$25.00 per assigned shift. You must pay the replacement worker directly or make arrangements for payment between you and the replacement worker.

What if I have never worked in the concession stand before?

- Review the concession stand manual stored behind the concession stand or on the MCYH website, www.mcyhockey.org
- Ask other parents working in the concession stand for help and direction.
- Contact the weekly ‘Crew Chief’ or contact a member of the Concession Stand Committee to stop in prior to your shift and give you an overview of your duties.

What is a ‘VOL’ shift?

A shift marked as VOL is a shift that falls outside the traditional time frame for practice and game schedules. Extra shifts are required for High School hockey games, Badger State Games or other rink activities. Working either (1) 4-hour shift or (2) 2-hour shifts will entitle you to receive your \$25.00/\$50.00 volunteer fee deposit back.

What/Who is a ‘Crew Chief’?

Crew Chiefs are assigned a one-week shift to oversee the concession stand and assure that families scheduled to work the concession stand for that week are contacted and reminded of their scheduled shift. Working as a Crew Chief for one week will entitle you to receive your \$25.00/\$50.00 volunteer fee deposit back. Refer to Crew Chief Guidelines for additional information.

What should I wear to work in the concession stand?

Please dress in suitable clothing while working in the concession stand. You will be using a bleach solution on the front counter where food is served and on the back counter where food is prepared in the concession stand. Dishes must be done nightly and several times on weekends.

Where do I dispose of my plastic bottles?

There are ‘recycling bins’ located in the rinks, please utilize these versus regular garbage.

This is a Volunteer organization:

Please remember this is volunteer organization. If you see the concession stand being very busy or low on items, jump in and assist those working for a bit so they can catch up. We try hard to predict the 'busy' times and have adequate coverage, however we are unable to make these predictions all the time. If necessary, people may have to wait a few minutes to get waited on.