

CONCESSION DUTY INSTRUCTIONS

Please ask the volunteers to read this email and prepare them for the work required.

For first time volunteers:

Please arrive at 5:00 so I can show you around and answer any questions you might have.

For returning volunteers:

If you feel confident and familiar with the concession stand procedures, feel free to arrive at 5:30.

If you would like a refresher, please arrive at 5:00 so I can go over everything with you.

Please take the time to read the following instructions before your shift:

1. The storage room at the back holds an ice machine which is used for ice bags when someone is injured. Fill a sandwich bag with ice and seal it.
2. All the candy grab bag items are stored in the back room. If we are running low, I may ask you to fill some new ones. Put 12 assorted items in a snack bag and seal it.
3. The fridge in this back holds all the condiments which must be put on the table beside the BBQ if this has not already been done. There is a black plastic tray used to carry items to the table. Three trips should take care of it.
4. Slushie Machine uses small white cups with lids for slushie. The flavours vary, so just ask me if you're not sure what they are.
5. Give customer a coffee cup for hot chocolate, tea, and coffee and send them over to the coffee table which will be ready when you arrive.
6. Check coffee table periodically and fill if necessary. One pot is hot water, two pots are coffee and the orange nosed pot is decaf.
7. To make a new pot of coffee, put one 1/2 cup of grounds in one of the white filters and pour one pot full of tap water into the top of the machine.
8. Fill sandwich bags 1/2 full for Spitz.
9. Veggie dogs and veggie burgers are in fridge beside cash register. Give wrapped item to customer and they will give to me with bun and plate.
10. Anyone that orders a hot dog, smokie or a cheeseburger/hamburger is given a plate with a bun and a napkin on it. Send the customer to the grill to collect their meat.
11. I will have all the meat and cheese. I will take care of onions and filling condiments.
12. CASH REGISTER has instructions but I will be available to walk you through the operation of the cash register at the beginning of your shift and answer any questions. You may have to keep rolling the tape because it bunches up.

Everyone tries to give you \$20.00 bills so ask me if you need more change.

Ask customer if they have anything smaller because there is no bank nearby.

13. End of shift duties.

Clean off coffee table. Empty water and coffee pots and rinse out. Put everything else in concession area and milk/cream in bottom of pop machine.

With black tray, return all condiments back to fridge. Leave utensils inside container.

Go to street and bring barricades LOCAL TRAFFIC ONLY to front of WHITING door on east side of building facing diamond one. I will put inside.

I'll give you my BBQ utensils for washing so please have a sink ready with soap and water.

Thank you for taking time out of your busy schedule to volunteer! I appreciate your commitment, as do the players.