

North Thurston Rams Concession Stand

Volunteer Guide for Concessions

Last Updated: November 2010

Concessions

Our largest fundraiser of the season is our stadium concession stand. We ask each Ram team to share in the responsibilities of working in the concessions. Funds raised from the concessions go directly back into the North Thurston Rams football and cheer program

We need 15 volunteers 4 times per season in order to be successful.

Our Goal: To graciously serve TCYFL fans and visitors & earn income for the Rams franchise.

The Team Coordinator-will get as many people as possible to sign up to help work in the concession stand. It takes at least 8-10 people to open the concession and 8-10 to close it down. At any given moment a minimum of 5 volunteers per shift after set up will be needed to run properly and smoothly. With multiple shifts it is helpful that the new shift coming on arrive 15 minutes prior to the others leaving so that they can train the new people coming on

The master Concession Stand Schedule will be distributed to the Team Coordinators and posted as soon as the games are scheduled. Every team will be assigned to work the concession stand 1-2 times during our season.

- We will be seeking 2 hour shifts to be filled. At least 4 adults must be present at all times. You may benefit from seeking at least 2 High School Students to each work a 4 hour shift.
- There will be either the concession director or a concession manager to help the teams get started.
- Expect the team coordinator to give you a reminder the day before you are scheduled to work.
- All workers (parents and teenagers) need to sign the log

Please remember that The North Thurston Rams concessions are a volunteer organization and everyone's help is needed to make it be successful! We really appreciate our volunteers!

CONCESSION STAND RULES

1. Be on TIME. All workers arrive should arrive 15 minutes prior to shift for instructions on the position they will be taking over.
2. No eating or drinking in the food preparation areas. Please take your eating/drinking breaks outside of the concession stand. **This is a health department regulation.**
3. Umpires, TCYFL Board Members and Athletic Directors are permitted free food and drinks while in uniform.
4. One adult must work as cashier. Please keep the cash box on the back side away from customers or traffic.
5. No one except assigned volunteers to the shift may be in the concession stand.
6. For safety reasons, No small children are allowed in the concession stands. Approximately 5 years and under.
7. Check in with concessions manager or check schedule for assigned job. Sign in and sign out on the signup sheet. Instruction sheets will be available for your positions.
8. Expect a busy minimum 2 hour commitment. For those who can commit longer, we welcome you!
9. You'll be on your feet - and standing on concrete. Wear comfortable shoes.
10. If you can't work your scheduled time, find a replacement and contact the team mom that is coordinating volunteers so she can make the changes on the schedule.

Shift positions

Concession Manager: Oversee the event, keep tabs on cash flow, stock, runner and fill in where needed

Worker 1: Take orders and money/Call out orders to the grill/Stock your area in down time

Worker 2: Make hot drinks (mix/make coffee and hot chocolate if needed) help worker 1 with orders and stocking

Worker 3: Runner for items needed. Watch inventory. Stock condiments. Stock coolers, wrap dog buns and burger buns, help where needed.

Worker 4: Fry Cook and Nacho's

Worker 5: Cook burgers and dogs on the grill

Additional jobs: Grill Transporter and cleaner, dish washer garbage cleanup

This is a fun event and gives you a great satisfaction doing it. It can be quite rewarding to both you and to our franchise in terms of team building and finances.

Concession Stand Director: Oversees all concession operations. Please refer to Management Guide for the Concession Director for further job description info.

Concession Stand Manger(s): It is recommended that you manage the concession booth for the entire day for each Saturday of the event. It is ok to split the day with another concession stand manager if you choose. An assistant is very helpful to help manage the operations for the day. You will need to be there to get them started and be there at the end of the day to take inventory and make sure the concession stand and equipment are thoroughly cleaned or ready for transport for the designated cleaner.

Responsible for the day's operations. If something is not done or complete it is up to you to either delegate it or get it done. If the concession director needs assistance for event day prep you will be responsible for helping with these tasks.

If the Concession's Director is not available, please make sure set up and tear down go as directed and clean up is done appropriately and neatly.

Volunteer #1:

If opening you will be responsible for set up of the dry goods tables (Candy, chips, etc). Please make sure all items are out on the tables, but keep any extra boxes unopened and off the table until the duplicate items are all gone. Set up cash box. Hang signs, menus and decorate stand. You will help volunteer #2 with their set up if needed.

Regular duties: You will provide customer service take orders, collect money and call out orders to your fryers and grillers. (Please yell them out loudly)

If customer is ordering a burger or dog give the customer their corresponding bun wrapped in foil to take to the grill cook to confirm they have paid for their item. Only give them their bun if they have paid.

You will be responsible for keeping your area tidy and clean and well stocked.

If you are closing down, you will begin to pack items back into large tubs after half time of the last game of the day.

You will carefully take down and remove tape from signs. Do not rip signs or menus. We need them for the next event.

Volunteer #2:

If you are opening the stand, you will be responsible for running your extension cords getting the coffee pot and hot water going.

You will need to get coolers out and loaded with soda, water and ice.

Regular duties: You will assist volunteer #1 with order taking and customer service.

You will be responsible for keeping coolers stocked and only replace a product when it is out.

You will pour coffee and help kids with hot chocolate and cider if needed.

You will provide customer service take orders, collect money and call out orders to your fryers and grillers. (Please yell them out loudly)

If ordering a burger or dog give the customer their corresponding bun wrapped in foil to take to the grill cook to confirm they have paid for their item. Only give them their bun if they have paid.

If you are closing the stand you will be responsible for draining water from coolers, unplugging, emptying and rinsing coffee pot and hot water cooler. Do not dump coffee grounds in drains, toilets or sinks. But do rinse and wash in basin if door is unlocked or available. Dump grounds in a box or extra cheese or chili can.

Roll up extension cords, put cups and lids away, wipe down tables and assist worker #1 with their breakdown duties if needed.

Volunteer #3

If you are opening the stand, you will help unload truck, set up tables (see diagram) run extension cords for fryers and crock pots and set up condiments table.

Regular duties: You will assist concession manager with running to the store if needed. You will wrap buns in foil when needed. Watch inventory, stock coolers, stock condiments and back up grill when needed.

If you are closing the stand you will be responsible for packing up condiments in appropriate containers and cleaning off table. You will be in charge of helping fry cook drain oil into cheese cans. Never dump oil in the drains, sinks or toilet. Help clean up storage area and break down boxes and transport to designated area.

Volunteer #4

If you are opening the stand you will help unload the truck. Once grills are ignited you need to find the pots for cheese and chili. Open the cans (can opener is in 3 drawer purple/white tower) and put in pots on the grills. Get your fryers out and fill with oil cover and turn on to get oil hot immediately. Get your crock pots out and make sure liners are in and turn on and get warm so you can transfer your cheese and chili once they are warmed. Set up your nacho and fry trays and prep your station.

Regular duties: You must keep fryers hot and fries dropped at all times. Fries go fast and are very demanding. You must stay on top of the fryers at all times and keep reserve bucket full. Serve fries. Keep nacho cheese and chili warm and replenished, serve nachos to customers. When adding more chili or cheese only add a large spoonful at a time.

If you are closing the stand you will be responsible for packing up fryers and crock pots and cleaning off table. You will drain oil into cheese cans. Never dump oil in the drains, sinks or toilet. Use Clorox wipes to wipe down cooled crock pots, fryers and pots if possible to get them clean. Collect dirty dishes and place in large garbage sacks but do

not overload and let everything cool so it does not melt plastic. Help clean up storage area and break down boxes and transport to designated area.

Volunteer #5

If you are opening the stand help unload truck, get your grills set in place and fire them up immediately. Get large blue pot and fill with warm water and set on grill. Dump about 2 cups of AU JUS mix into the pot and mix and boil for cooked burger placement. Throw a few burgers and dogs on the grill and get them cooked and in AU JUS for your first customers. Place cooler with dogs and burgers under table by grill for easy access. Put cheese in small green cooler so it does not get wet. Place drips pans under grill. Get grill utensils and water bottles in place.

Regular duties: Grill burgers, dogs and polish dogs. Listen for orders from customer service and place item on the bun you receive from the customer. Be sure you have the burgers grilled and stocked in the Au Jus; keep dogs in tin pan and warm when ordered. If working final game, move to one grill and shut off other at beginning of final game and clean and prep for pickup.

If you are closing the stand you will be responsible for shutting off grill after half time of the final game to let grills cool for pickup. Spray and scrub with grill brush. Empty drip pans into cheese or chili can, never dump in sinks, drains or toilets. Help break down tables, clean up and begin loading items in truck.

Grill Transporter and cleaner: This position can be shared if desired. Must deliver clean grills with full tanks to field at designated start time. Must also pickup dirty grills at end of event, clean and have ready for next event.

Dish washer: Must take all dirty pots, pans, fryers and dishes home, wash and return to concession director for storage and next event.

Garbage Cleanup: We are required to dispose of our garbage and recyclables and will need someone to take this with them after the event for proper disposal.