

## General Procedures: Little League Concession

### **Pre Opening**

- Turn on Lights and unlock front windows
- Put water in the Nemco Electric warmer around 2 inches high and plug in. Turn knob on 10.
- Turn Fans on to keep room cool.
- Refrigerators should always be at 40 degrees or below.
- In the warmer put a half pan of 10 hotdogs. Stir and rotate food until cooked (test with thermometer to 160 degrees) then turn down knob to 3. Holding temperature for hotdogs is 120 degrees, and over 135 degrees for other items. (put new dogs cooked in separate half pan)
- Put 5 bags of taco meat in to pan
- Check Cash (\$200) (\$100 in drawer and \$100 in change box) IT IS PARAMOUNT THAT YOU RECORD BOTH IN THE BINDER BEFORE AND AFTER YOUR SHIFT. TBS will be checking and balancing that binder twice a week. If there are big discrepancies, people will be held accountable.
- Check for any notes from previous cashier/cooks & check cleaning schedule & check board notes.
- Set up prep table cutting board, get cooking utensils ready, and pull breads from walk in cooler and set on counter.
- Bring out snack racks and supplies and stock if necessary, although cashiers are supposed to stock before they leave....condiment table, chip racks, snack rack, coke cooler, etc
- While near condiment table, move ketchup, mustard and ranch bags....squeeze in dispensers so that they do not settle, or shoot out improperly. This includes double checking to make sure dispensers are full enough. Attach end of pumps cleaned from previous night.
- Make sure Register is on.

### **Cashiering during business hours**

- If two people are scheduled, one will be cashiering and one cooking.
- Cashier: turn register on with key to REG. Put money in cash register. To ring up, just press the button of what they ordered. If 2 of the same item, press 2 @ then the item button. When done with the sale, press subtotal button, enter the cash amount they gave you, then press the cash/enter button. Change will be displayed. You can use guest check to write order on before ringing in.
- Void during a sale: press "void item" then the item you are subtracting.
- If void after a sale: Write the reason for the void and have both employees sign. Turn the key to VOID< then ring up entire order. Staple together.
- CREDIT CARD enter the CH button instead of dollar amount given.
- To ring up a debit or credit card: call 1-800-346-3315, merchant id number 277166990998 #, option #1 for authorization, then option #1 again for authorization, follow the prompts, write authorization number on credit card carbon copy, fill out The Big Show, sale\$, date, have customer sign. Give customer their carbon copy. Put our copy in register. Press visa as money given.
- DISCOUNTS for the entire order by employee , ring up , subtotal, then press 50% key.
- DISCOUNTS for one item , hit 50% button immediately after ringing that item. (do not press subtotal).
- BUY ONE GET ONE FREE ring up each hotdog as 50% off
- OTHER % DISCOUNT , enter discount percent number then the %2number button.
- \$1.00 hotdogs: type in 100 then the hotdog button. OR dollar dog button
- REFUND: turn key to void. Void item, issue credit, have customer write name and phone number on receipt, put with close out. press refund button, then item , then have customer sign and write phone number on it.
- SALES SO FAR, turn key to x1, press 1, enter, 0, enter, enter, enter

- Always ring up customer first and get money right away. (before giving any food) Use receipt as ticket to get all they ordered. Cashier gets the drinks and snacks, cook can get the sandwiches, etc. Both can also do sandwiches/microwave items to help even up time. Tell cook what sandwiches they want. ("I need a hotdog and walking taco!")
- If there is a wait for something, have them step down to the condiment window while the cook gets it for them. Ask for their name, write on receipt, circle item waiting for, give to cook.
- Always greet customer with a smile and say hi, how are you? (Do not say "what do you want?")
- Upsell !!! Think if what else they could get: the order a hotdog..."would you like chips with that?"
- Whenever a customer orders a HOTDOG, ask if they want chili and cheese.
- Customers are used to waiting in lines; this is not crowd control prediction like catering. Do not panic. They are happy to finally get to you!
- Always make sure customer counter is clean, and condiment pumps are clean.

## **Cooking/back up staff during business hours**

- If two people are scheduled, one will be cashiering and one cooking.
- Always wear latex gloves when handling food.
- When down time, put hotdog buns in paper boats and back into bags, coolers stocked, condiments stocked, etc. Keep condiments counter clean.
- Food :
  - 1) Hotdogs: shake off steam and put in the bun in a paper boat. Top with chili and cheese if desired.
  - 2) Walking taco: crush Doritos, open bag, add 3oz of taco meat (microwaved if needed), 2tbs of cheese sauce, and 1 package of sour cream.
  - 3) Pizza: put on plate and microwave for :\_\_\_\_\_
  - 4) Soft Pretzel: put on plate and microwave for:\_\_\_\_\_
  - 5) Funnel Cake: put on plate and microwave for:\_\_\_\_\_. Sprinkle on powdered sugar. (Lots!!!)
  - 6) Nachos: fill nacho container with chips. Pour cheese into pocket.
  - 7) Deluxe nachos, fill nacho container with chips, top with cheese sauce, chili, sour cream.
- Always listen what cashier calls to you for food items. Take ticket receipts and put under magnet on counters. Let them know if they are just standing there that they can help also if you need it. If there will be a wait on an item, have them send customer to condiment window to wait. When item is ready, call customers name.
- If you run out of an item (like hotdogs) you can always speed cook some in the microwave while a new batch is warming. At some point, a small propane grille may be there to use outside for speed cooking. While cooking, cashier will have to get own food. Cook to 165 degrees.
- When down time, PUT HOTDOGS IN BOATS AND BACK IN BAGS. Then you do not have to put on gloves when just ordering hotdogs.
- Transfer cheese sauce left in old bag into new bag with green attachment couple.

## **Closing**

- Put windows down and lock bolts.
- Wrap pans of food from warmers and date with a label. Put in fridge. Throw out left over hotdogs and mark on sheet. If more is needed for tomorrow, take out of freezer. If stock is low, call Melissa at 440-773-8340.
- Dump water from warmers and spray with sanitizer. (bottles can be filled from sink sanitizer). Do not immerse electrical unit in water. Clean out microwave.
- Put bread in cooler.
- Wipe off counters. wipe down all surfaces...coolers, counters, microwave!!!, CONDIMENT TABLE
- Clean out condiment pump ends with brush and wrap with foil.

- Wash all utensils in sink with hot soapy water, rinse, and sanitizer. Let air dry on counter.
- Fill slushy machine with base/water mixture to the top
- **RESTOCK** all "front house" products, including rotating beverages of new drinks to the back of cooler.
- Empty cooler water pans from underneath
- **Call Melissa with any items that are really low Cell 440-773-8340**
- **Empty** and re-line all trash containers – place in dumpster outside .Break down all cardboard boxes. Put outside in trash cans.
- Sweep and mop floor with wash and walk in water, then squeegee towards drains. DO EVERY NIGHT!!!! Empty mop water and squeeze mop water out.
- REGISTER close out:
- SUNDAY NIGHTS do PLU close out and attach to Inventory sheet. Inventory all product.
- REGISTER close out: turn key to Z2, press 1, enter, 0, enter, enter, enter
- REGISTER ON Sunday NIGHTS, after daily close above, you will do the weekly sales by stock number close. (for accounting to match with weekly inventory end) Turn key to Z2, press 0, enter, 2, enter, enter, enter. ATTACH TO INVENTORY SHEET
- Lock ALL doors (side, Front windows), Lock drawer
- Clock out & Turn off lights

### Miscellaneous

- Big Show employees receive 50% on everything.
- Watch for weekly coupons!  
Use only one rag a day.  
Give injured player a compression ice pac from the umpire room.  
Do not shut OUTSIDE umpire room at night. Make sure our two doors are shut.  
Extra TPaper is on hand if the bathrooms run out.  
A map of field lay outs is posted on the wall.  
Schedule may change due to rain out games added on later.  
Always wear a hat, black , white, purple, or gold.  
Check freezer for back up meats.