

## General Procedures: Veterans Memorial Concession

### **Pre Opening**

- SHIFT LEADER:
- Turn on Lights and unlock front windows
- Turn Air/Fans on to keep room cool.
- Refrigerators should always be at 40 degrees or below.
- Check Cash (\$200) IN CHANGE safe(\$100 in drawer and \$200 in change box)
- Check for any notes from previous cashier/cooks & check cleaning schedule & check board notes.
- pull 2 pacs of hotdog buns from walk in cooler and set on counter.
- CASHIER/RUNNER
- Turn on hotdog rollers or steamer (put water in 2").
- Check Cash (\$100) IN the drawer RECORD IN THE BINDER BEFORE AND AFTER YOUR SHIFT.
- Check for any notes from previous cashier/cooks & check cleaning schedule & check board notes.
- 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 relish 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.
- Brew a pot of hot water
- check cheese bag levels. Layer bag on top as back up if near empty to start warming the bag
- Make sure Register is on.

## **Cashiering during business hours**

- If two people are scheduled, one will be cashiering and one a runner.
- 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 X/FOR/DATETIME BUTTON, then the item button. When done with the sale, press subtotal button (SUBTOTAL, enter the cash amount they gave you, then press AMT TEND( CA/AMT TEND). Change will be displayed. You can use guest check to write order on before ringing in. IF CREDIT CARD, press CH button (instead of ca/amt tend) for
- Void during a sale: press ERR CORR/CANCEL BUTTON immediately after the button rang, and the item you just entered will come off.
- If void is for an item previously on the ring, use arrows to highlight the item, press the CA?AMY TEND button and that item is voided
- Void entire transaction: press SUB TOTAL BUTTON, THEN ERRCORR/CANCEL key. Select YES on the pop up display. pres CA/AMT TEND key. The items are cancelled.
- REFUND turn the Mode switch to RF position. Register the refunded items by the same operations as normal registration.
- To ring up a debit or credit card: Press 1, follow the prompts. Print a copy for the customer, and one to sign. Put signed copy in register.
- DISCOUNTS for the entire order by employee , ring up , subtotal, then press % key.
- DISCOUNTS for one item , hit % button immediately after ringing that item. (do not press subtotal).
- SALES SO FAR, turn key to X, then press CA/AMT TEND

- 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, RUNNER 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 CHEESE PIZZA")
- If there is a wait for something, have them step down to the side while the cook gets it for them. Ask for their name, write on receipt, (use post receipt button) 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 or PRETZEL, ask if they want 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 pretzels with salt into bags, coolers stocked, condiments stocked, pizzas prepped and frozen, wraps made and stocked, popcorn popped and put in bags, salads prepped, tc. Keep condiments counter clean.
- Food :

- 1) Hotdogs: shake off steam and put in the bun in a paper bag. Put in food merchandiser.
  - 2) Soft Pretzel: spray with water, salt, bag, and microwave for:\_\_\_\_\_
  - 3) Nachos: fill nacho container with chips. Pour cheese into pocket.
  - 4) Pizza: cook pizza, cut into 8 slices, put in box, then food merchandiser.
  - 5) Chicken fries : cook 1/3# of fries in oven or microwave. Put in box then food merchandiser.
  - 6) Turkey wrap: romaine, mozzarella, 4 oz of turkey, mayo. fold edges, wrap, cut in half at angle, put in clear container.
  - 7) Salad: Romaine, Mozzarella, Cranberries.
  - 8) Cheese for hotdog or pretzel: put into 4 oz cup and lid on. Can make a few extra and keep in merchandiser.
  - 9) Popcorn: microwave. OPeN bag carefully, put popcorn in bag. Can put some in merchandiser.
- 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 or cook in pizza oven. Cook to 165 degrees.
  - Transfer cheese sauce left in old bag into new bag with green attachment couple.

## **Closing**

- Put windows down and lock bolts.
- Throw out left over hotdogs, etc and mark on sheet. If more is needed for tomorrow, take out of freezer.
- Clean hot dog roller, pizza oven, and spray merchandisers with sanitizer. Do not immerse electrical unit in water. Clean out microwaves.
- 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.
- **RESTOCK** all "front house" products, including rotating beverages of new drinks to the right side of cooler.
- **text 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 MANAGER WILL do PLU close out x2 and attach to Inventory sheet. Inventory all product.
- Turn off machine, (see check list)
- REGISTER close out: turn key to Z, press decimal point, then CA/AMT tend button
- REGISTER ON Sunday NIGHTS, for MAGGIE :after daily close above, turn key to x2, press decimal point, then

CA/AT/NS button. That is the weekly close. 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 for themselves only.
    - Use only one rag a day.
    - Always wear a hat,
    - Check freezer for back up meats.
    - Make notes on deposit if previous employee did not close properly
- CONTINUALLY BUT HOTDOG BUNS IN PAPER AND REBAG!!!