

Westwood Volleyball Concessions

Opening Shift Instructions

Upon Arrival

- Arrive 15 - 30 minutes prior to OPEN and prepare the Concession area.
- If the doors are locked, coaches have keys to the outside door and the closet door.
- Round tables and chairs stored in the concession area are usually setup by the players in advance. If they are not, please set them up in the foyer.
- Turn on lights.
- Move one box of all candy, chips, and other snacks from the concession closet shelves to the counter along the wall in the concession area. Use open boxes first.
- Turn the cookie oven on to preheat for about 10 minutes. Put cookie display case on counter. DO NOT move the oven to another plug -- this may cause the breaker to trip.
- Unlock both drink coolers. Concessions coordinator will manage the keys. Turn on lights inside units (inside unit, toggle switch on roof).
- The Treasurer will arrange for a money box to be provided. Place this on the back counter with the snacks. Do not leave money box unattended.
- Open the hanging gate when everything is ready. Use caution because the gate is heavy. Padlock keys are managed by the concession coordinator.
- Place one bottle of each drink we offer on the counter so customers can see what we have.
- Hot food will be delivered or brought in by a volunteer parent. (See Operating Instructions)
- Wash hands prior to serving hot food, and use plastic gloves before handling any food item unless it is pre-wrapped.
- Find out if there are any special instructions for the night (i.e. Faculty Night we may give away one cookie to each faculty member).

Next shift volunteers should arrive shortly after first match finishes. Let them know about any special instructions for that day or if any odd things are happening.

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Operating Instructions

Cookie instructions

- Wash hands prior to preparing cookies.
- Cookie dough is located in the concession closet freezer. Use the open box first.
- Put on plastic gloves.
- Prepare cookie trays with a brown liner. You can bake up to 3 trays at a time.
- Place frozen cookie dough on liner in 3 x 4 pattern (12 cookies per sheet).
- Before closing the closet freezer, twist the bag securely to avoid any freezer burn.
- Bake for 15 minutes. Use the egg timer found near the cookie oven.
- Take cookies out of oven and allow to cool a few minutes.
- Wash hands before packaging cookies in small sacks: 2 cookies per sack.
- There is often a run on cookies between matches. Try to have some cookies baking during the last set of each match for the players who just finished.
- DO NOT allow anyone to eat raw cookie dough.

Pizza Roll instructions

- Wash hands prior to preparing pizza rolls.
- Use foil to wrap each pizza roll individually. This makes it easier to serve when customers purchase them and helps keep them warm.
- Plug in and turn on heat lamp. Place wrapped pizza rolls in foil pan under heat lamp.

Bush's Chicken sandwich instructions

- If a heated igloo is provided, plug into the outlet on the front counter next to the gate's hand crank. Using other plugs may cause the breaker to trip.
- If no heated igloo is provided, place wrapped sandwiches in foil pan, plug in and turn on heat lamp, and place foil pan under heat lamp.

During your shift

- If anything starts running low, make a note for the concession coordinator.
- Take note of when/if hot food runs out and let concession coordinator know so we can adjust amounts if needed.
- Never leave the concession area unattended. Do not leave your shift until the next shift's volunteers arrive.
- Continue baking cookies as needed. If this is the last shift, check the progress of the last match, and continue to have cookies available. Remember that if Varsity plays last, a match can go to 5 sets, otherwise matches may run 3 sets.
- Do not bake extra cookies at the end of the night just to give away to players. It is ok to give away cookies that happen to be left over, but don't bake extra in order to have leftovers.
- If any hot food is left after the last match, it is ok to give it away to players as they are leaving.

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Closing Shift Instructions

Upon Arrival

- Report to concessions after the first match finishes.
- Ask about any special instructions for the night (i.e. Faculty Night we may give away one cookie to each faculty member).

Closing Instructions

- Start the closing process after the final match finishes. There are people who will buy items as they leave the building.
- Try to time cookie baking so that not many cookies are left to sell. If cookies are left, keep selling as long as you can.
- Do not bake extra cookies at the end of the night just to give away to players. It is ok to give away cookies that happen to be left over, but don't bake extra in order to have leftovers.
- Unplug cookie oven. Wash any trays or utensils that were used.
- Return all candy, chips, and snacks to the concession closet shelves.
- Restock drink coolers with all drinks, filling to capacity. Turn off lights inside drink refrigerator (inside unit, toggle switch on roof). Lock both coolers with the key.
- Turn off light in concession closet. Close and lock closet door.
- Crank down the window/gate and lock both sides with provided padlocks. Use caution because the gate is very heavy.
- Have one person start counting money in cash box while remaining cleanup is done. Write totals on form provided inside money box. Sign and date form. The Treasurer or another booster board member will pick up the money box.
- At this point, hopefully all cookies are gone. If not, allow Westwood players to share what is left.
- Wipe counters with Clorox wipes.
- Wipe down tables and return round tables and chairs to concession area.
- Remove any trash from concession area.
- Turn off lights and close concession door when leaving.