

Welcome to the **LAKERS** Concession!

THANK YOU for being here to help kids in the Cowichan Lake area and their families make some great memories playing baseball!

This handbook is available on our website under "Volunteer Information" tab.

For URGENT Concession related questions, or IF YOU NOTICE THAT WE ARE RUNNING LOW ON SPECIFIC ITEMS OR SUPPLIES, PLEASE NOTIFY YOUR TEAM MANAGER who will then notify the Concession Manager.

- We hope this information will help you have a successful shift in the concession.
- After you have had your first shift, please be mindful of other parents on your team who may be learning the ropes, and offer to help if they appear to be overwhelmed.
- **Have littles with you at the game?**
 - In consideration of safety, cleanliness, and professionalism - young children are **NOT PERMITTED** to be in the concession with adults who are assigned to a shift.
 - Please make every effort to arrange supervision for other children when it is your turn to run the concession.
 - You know the level of supervision your other child(ren) require. Please plan accordingly so that you can focus on your responsibilities in the concession, and your other child(ren) will be occupied and accounted for - for the duration of your shift.
 - If you are unable to arrange supervision for any other children in your care, please connect with another team parent/adult ASAP to see about trading shifts with you.
- **For accountability purposes** - please work with the other adult concession volunteer to pay for your personal purchases. (Or another parent from your team.)

- **CLEANLINESS! This is a really big deal.**
 - *Maintain a clean work surface at all times.*
 - *Cleaning supplies are provided.*
 - *ALWAYS, when handling fresh/cooked food -*
 - *HANDS SHOULD BE WASHED with warm water and soap, and dried with paper towel.*
 - *Gloves (provided) must be worn when handling fresh/cooked food.*
 - *Avoid touching anything other than food while wearing gloves.*
 - *Your phone is very, very dirty.*
 - *We recommend that you assign one adult to handle fresh/cooked food, and the other to handle money, packaged items, and kettle, Keurig ... etc.*

<i>Note pads, pens, etc. are provided for your convenience.</i>

CONCESSION PROCEDURES: *see following pages for specific instructions*

- *Keys & Locks*
- *Washroom*
- *Opening service window*
- *Garbage & REFUNDABLES*
- *Cash drawer*
- *Hotdog machine & serving*
- *Keurig & Kettle*
- *Setting up service counter*
- *Frozen treats - as available*
- *Extra stock*

OPENING PROCEDURES

KEYS & LOCKS

- **COACH master keys unlock the gate and door of the concession.**
- *Please help coach / manager to ensure all deadbolts and padlocks on the building are locked at the end of your game if no one is immediately after you!*
- **During your shift, ensure that the LOCK** for the concession door gate is either locked onto the latch, or hooked up high on the inside of the gate - this prevents the lock from being misplaced or taken.
 - End of shift - don't lock the gate shut if the deadbolt has not been secured.

WASHROOM

- **COACH master keys unlock the gate and door of washroom.**
 - **PLEASE** - check for general cleanliness.
 - **Tidy as needed** - cleaning supplies are under the sink.
 - If needing significant cleaning or repairs, please text or call 250-510-0390.
 - **LOCK the LOCK** onto the latch attached to the outside wall.

OPENING SERVICE WINDOW

- This job should be done by two adults.
- **Do not attempt** if you are not comfortable lifting heavy or awkward things, or reaching over your head. Recruit another adult who can do this safely.
- Lift the lumber from the metal brackets and place it on the floor directly below the window.

OPENING SERVICE WINDOW ... cont'd.

- Locate the metal hooks hanging from the ceiling near the light fixture.
 - With two adults, lift the plywood up to the ceiling.
 - The left latch hooks onto a round eyelet on the flat side of the board when elevated, pointing to the ceiling.
 - The right latch hooks onto a nail that is on the bottom edge of the board that is facing the back wall when elevated.

GARBAGE & REFUNDABLES

- **WHITE Home Hardware bucket**
 - Stays inside the concession for kitchen garbage.
 - When full, and always after the last game of the day, tie the bag and drop into the big garbage bin beside the HOME dugout.
 - Put a new WHITE KITCHEN BAG in the bucket after emptying.
- **Big round garbage can**
 - Place just to the left of the corner of the concession building, between the service counter and door.
 - If no game right after yours, take it back inside after your shift.
 - If you're the last game of the day, tie the bag and drop into the big garbage bin beside the HOME dugout.
 - Put a new heavy-duty Husky bag into the can.
- **Blue refundables bin** - place to the right of the garbage bin so people approaching the concession can easily see it.
 - *We donate refundables to local charities, so please encourage deposit of empty containers into the blue bin!*

GARBAGE & REFUNDABLES ... cont'd.

- *After last game of the day, dump the refundable containers into the black recycle bin with a lid, under the hot dog machine.*

CASH DRAWER / RECEIPT BOOK (OPENING PROCEDURE)

- Kept on the shelf in the back room.
- Place it on the back counter.
- **Count the float - should be \$100.00 or very close to that.**
 - Sometimes might be a little more or less, depending on what was needed for making change or leaving small denominations in float.
- **Write the date, team name, and volunteer names** on the top of a new set of receipt pages (cardboard under the duplicate).
- **Write in the receipt book what your opening float amount is.**
 - You may set aside the money for items sold during your shift, in a little container, so you won't have to re-count everything at the end.
 - This may not be doable if you require change early in your shift.

HOTDOG MACHINE & SERVING

- After you have set up the things listed above ...
- Spray the hotdog roller machine with vinegar/water solution provided.
- Wipe with paper towels as best as you can.
- **ONLY** use vinegar/water solution provided and paper towel.
 - **NO OTHER** cleaning products!
- **IF YOU KNOW HOW** to remove and replace the roller tray to clean underneath, please do so.

HOTDOG MACHINE & SERVING ... cont'd.

- **IF YOU DO NOT KNOW HOW** to remove and replace the roller tray, please just do your best to clean the rollers and the entire grill surface as thoroughly as possible.
- **Roller tray should be flat against the guides.** If the rollers are not all even with the grill surface and dogs fall through, it's not installed correctly. Call for help! :)
- **TURN THE GRILL ON RIGHT AFTER CLEANING.**
 - Two orange buttons at the back left corner. Turn both on.
 - It takes about 15 minutes to warm up.
- Hotdogs are kept in the fridge.
 - Look for any already opened packages and use those first.
- If buns are in the fridge, pull them out to warm up. Otherwise check the freezer or bin in the back room.
- **Cook only 6 hotdogs at a time**, unless you know they'll sell easily, depending on weather, time of day and amount of spectators.
- Be prepared that players will probably want hotdogs after the game.
- After hotdogs look tasty, turn off the "cook" button, and just keep on "warm". It's tricky, though - you may need to put more hotdogs on, so you'll need the "cook" button on. Use your judgment. :)
- Do not keep any leftover hot dogs. Give away to coaches or adults helping clean up the field.
- **SERVING HOTDOGS - NEXT PAGE**

- **SERVING HOTDOGS**

- Buns are either in the fridge or in a bin in the back room.
- After hands are washed and dried, and you're wearing clean gloves - put bun in a paper hotdog tray. Some people warm it up for no more than 10 seconds in the microwave right before serving.
- Use tongs (provided) to put hotdog on the bun.
- Customer can prepare their own condiments, but if it's a child or other person who appears to be struggling - please have the person who is not handling food help with the condiments.

KEURIG & KETTLE

- Keurig - makes 6 oz. / 8 oz. / 10 oz. * Our cups are 12 oz. *
 - Make sure there is fresh water in the reservoir.
 - Turn the machine on when you arrive and watch for it to pre-heat.
 - Put the coffee or hot chocolate pod in the top, press down on the handle, 3 blue lights should flash - press the far right button (unless your customer asks for smaller). If the lights don't flash, lift the handle, close the handle and try again.
 - For hot chocolate, you may want to run it once with no pod before putting the HC pod in to reduce the chance of coffee flavour infusion.
 - Remove pods to garbage after serving.
 - Carefully remove the drip tray at the end of your shift to check for overflow, rinse if necessary.
- Kettle is to be used for hot water, soup cups, and hot apple cider.
 - At the start of your shift, dump out any old water and refill.
 - At the end of your shift, dump all water out of the kettle.

SETTING UP SERVICE COUNTER

- Condiments go on the right side closest to the hotdog machine.
- Creamer, sugar, stir sticks, napkins on the left side closest to the fridge.
 - Might need to hide the sugar out of reach of littles.
- **Chips & Popcorn** - Keep the display rack full, and take from the bin in the back room to give to customers.
- **Shelf items** - **keep topped up with extra stock from the back room.**
Send a text to 250-510-0390 if you sell out of something or have any concerns.
- **IF IT'S A HOT DAY** - keep chocolate in the fridge or back room.

SOUP CUPS - for safety and cleanliness, do not put them in the microwave!

- Peel back lid half-way, fill with boiling water.
 - Offer a spoon or fork or both, and a napkin.
 - Don't give to unsupervised little kids!
 - Make sure your customer can transport it safely, offer to help if needed.

CLOSING PROCEDURES

- **Cash drawer / Receipt book (END OF SHIFT)**
 - If you have the sales from your shift set aside, and didn't dip into the float for change -
 - Add up the total earned and write on the receipt.
 - Put the cash from sales in a ziploc bag (provided) with the WHITE copy of the receipt.
 - Drop the bag into the LOCKBOX attached to the cement wall on the left (S. Shore) side of the back room.
 - **Return the cash drawer to the shelf in the back room.**

- **Cash drawer / Receipt book (END OF SHIFT) ... cont'd**
 - If you put earnings into the cash drawer during shift and used the float for change -
 - Add up the total in the drawer.
 - **Leave \$100.00 (ish) in the drawer** - 10s, 5s, 2s, 1s, quarters!
 - Count the amount exceeding \$100.00.
 - This is your total sales amount.
 - **Write total sales on the receipt** and put that amount into a ziploc bag (provided) with the WHITE copy of the receipt.
 - Drop the bag into the **LOCKBOX** attached to the cement wall on the left (S. Shore) side of the back room.
 - **Return the cash drawer to the shelf in the back room.**
 - If smaller bills &/or coins are needed for the float, send a text to 250-510-0390.

Lock up ... or leave it for the next group?

If there is another game immediately after yours - parent/adult volunteers should be arriving about 45 minutes before their game starts.

- Check-in with incoming volunteers to see if they have any questions.
- Offer to let them familiarize themselves if needed while you are still there.
- ***After you count, write-up and deposit your team's sales, you are free to go. Thank you!***

IF THERE IS NO GAME IMMEDIATELY AFTER YOURS:

- Count, write-up and deposit your team's sales into the **LOCKBOX**.
- Remove any leftover hotdogs from the machine and disperse at your discretion.

CLOSING PROCEDURES ... cont'd.

- Turn the hotdog machine off and allow it to cool before cleaning - same procedure as you did at the start of your shift.
- ONLY use vinegar/water solution provided and paper towel.
 - NO OTHER cleaning products!
- **ALL FRESH FOOD ITEMS** must be put into the fridge or sealed bins.
 - Leftover buns in the fridge.
 - Creamer and condiments in the fridge.
 - Make sure all lids are closed on containers with food.
 - Chips can be left on the display rack, but everything else should be in the sealed bin, or still sealed in its wrapped box.
 - If it's hot - make sure chocolate bars are in the fridge or back room.
- **Close service window**
 - Use caution, ask for help if needed.
 - Unlatch from the ceiling.
 - Carefully place the lumber into the black metal brackets.
- **Washroom**
 - **Check for general tidiness.**
 - **Restock TP / paper towel as needed.**
 - Call or text 250-510-0390 with any questions about washroom issues.
 - Check with COACH / Manager about locking the washroom.
- **Garbage & REFUNDABLES**
 - Take garbage bag out and deposit in large bin beside HOME dugout.
 - Put new LARGE black bag in the concession garbage can.

- Dump refundables (no garbage!) from blue box into the recycling can inside the concession and make sure lid is secure.
- Rinse blue recycling box if needed (hot water from kettle).
- Store garbage and recycling bins inside recycling.
- **Wipe counters, hang cloth to dry over the sink faucet.**
- **Sweep the floor, wiping any messes or spills with paper towel.**
- **Confirm with your coach or manager that they will lock up the concession and washroom .**

~ THANK YOU!