

CCHA Concessions Handbook

Putting It All Together

On behalf of the CCHA hockey association, thanks for choosing to work behind the counter in the Concessions area this year. This handbook covers the following areas. Details for each area are listed below. Please review before working this season. Knowing what is expected and how to perform each task will eliminate frustration and hassle. An effectively run concession area = more sales; more sales = higher ice credit off your assessment next season

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I are looking forward to a GREAT season! If you have any suggestions, questions, or concerns, please let me know. I can be reached at 952-906-9953 or by email at concessions@chaskahockey.org

Susie Blake

Roles & Responsibilities

Concession Coordinator

- Responsible for Concession Operation
- Insure product is available to sell
- Report Results
- Coordinate schedule with team managers

Parents Working Concessions

- Be on time
- Record each sale
- Insure no children under the age of 16 are behind the counter
- Display good customer service
- Keep concession area clean during your shift
- Complete the checklists
- Contact Concession Coordinator with questions and/or concerns

Ice Credit Hours

Logging Your Hours - A clipboard is posted next to the bulletin board in the concession area. After completing your shift record your name, start time, stop time, and child's name you want the hours credited against on the log form.

Crediting Your Account - Ice Credits for hours worked will be credited to your accounts each month. At the end of the season, you can choose to apply the balance to next year's assessment or have it refunded to you in the form of a check. If you have any questions regarding your hours, please contact Susie Blake

Hours

Our operating hours are Monday through Friday from 5:30 pm - 9:00 pm, Saturday from 6:30 am - 9:00 pm, and Sunday from 6:30 am - 9:00 pm. Most shifts are scheduled in 4 hours blocks. A recap of shifts is outlined below. *If a game runs over, please stay open until the game is completed.*

This time represents the time the stand is open. *If opening, please arrive 15-30 minutes before the start of your shift to set up. If you are closing, plan on an additional 30 minutes following the end of your shift for clean up.* You will earn ice hours for actual time worked. A log-in sheet is located on the clipboard to record your hours.

A master schedule for what is happening on each rink is in the top folder by the bulletin board.

Day of Week	Shift	Number of People
Monday	5:30 - 9:00 pm	2
Tuesday	5:30 - 9:00 pm	2
Wednesday	5:30 - 9:00 pm	2
Thursday	5:30 - 9:00 pm	2
Friday	5:30 - 9:00 pm	2
Saturday	6:30 am - 10:30 am	1
	8:00 am - 12:00 pm	1
	10:30 am - 2:30 pm	2
	2:30 pm - 6:30 pm	2
	6:30 pm - 9:00 pm	2
Sunday	7:30 am - 10:30 am	1
	10:30 am - 2:30 pm	2
	2:30 pm - 6:30 pm	2
	6:30 pm - 9:00 pm	2

High School Games - The shift will last until the end of the game.

4 people are scheduled for these shifts -- two to work the counter, one to float the back counter, and one in the back room. Game times will be clearly marked on the schedule. If you have a particular interest in working a high school game, please let me know.

Tournaments - During tournaments, we will schedule 4-5 people to work each shift – two to work the counter, two to float the back counter, and one in the back room . All concession hours during tournaments are “volunteer” and count toward your volunteer obligation.

Scheduling

First choice each month will be given to those individuals still working off his/her original six hours. Any remaining hours will be made available for additional ice credits. Details are outlined below.

Scheduling Your Hours – The schedule is located on our website www.chaskahockey.org. To make the allocation of open hours fair, we will allow two weeks for you to sign up for one or two 4 hour shifts using the online volunteer/concession signup on the website. After the 15th, you will have an opportunity to sign up for any remaining hours on a first come first serve basis. A table outlining these dates is listed below.

A team has been assigned each week to cover any shortages of volunteers. This information will be relayed to the team managers.

Cancellations – Shifts outside of 7 days can be cancelled on the website. If the time frame is less than 7 days, you will be responsible for finding a replacement and notifying Susie of the change.

Month	Initial Sign Up	Open Sign Up
Oct	Sep 1-15	Sep 16-31
Nov	Oct 1-15	Oct 16-31
Dec	Nov 1-15	Nov 16-30
Jan	Dec 1-15	Dec 24-31
Feb	Jan 1-15	Jan 16 -25
Mar	Feb 1-15	Feb 16 - 25
Apr	Mar 1-15	Mar 16 -25

Here's An Example:

On January 1, the February schedule is available begin booking time slots.

- 1) You can visit the website anytime between January 1-15 and sign up for 1 or 2 4-hour shift in February.
- 2) After January 15, three 4-hr shifts remain open, you can visit site again and sign up for as many of the remaining hours These will be available on a first come first serve basis.

Procedures

The following job aids are available to help you successfully perform your tasks.

- Procedures Manual – please familiarize yourself with the new equipment
- Concession Handbook
- Opening and Closing Checklists
- Daily Activity Report

A procedure book outlining how to open, operate, and clean each piece of equipment is located in the 3-level file located by the bulletin board. In addition, a laminated copy of each procedure has been posted by each piece of equipment

Cleaning the Popcorn Machine - If you are closing, make sure you scrub the inside of the kettle using a squirt of Dawn detergent and the green scrubby. We need to remove the black film each night if we expect to keep the kettle in good working condition.

Stocking Supplies - The night shift is responsible for stocking supplies. It is critical the beverage cooler is stocked the night before to insure cold product for the next day.

Use the Opening & Closing Checklists! An opening and closing checklist should be completed each day. Following the checklist will insure each item has been properly completed. Also, please note anything I need to know. Yes, I do review the checklists.

Cash Registers – Please check the cash register at the beginning of your shift to make sure there is enough cash register tape in the machine to record the sales.

What to Expect

Opening - If you are working the opening shift, plan to arrange 15-30 minutes early to insure the gate is up at the start of your shift.

1. Door Entry code will be emailed to you by Concessions Coordinator prior to your shift.
2. Beginning cash will be locked in the register. You will responsible for counting the beginning cash for each register.
3. Complete the yellow opening checklist

Middle Shift - If you are working a middle shift on Saturday or Sunday, plan to arrange 5-10 minutes before the start of your shift to familiarize yourself with the setup. You can leave at the end of your shift provided your replacement has arrived

Closing - If you are working the closing shift, plan to arrive 5-10 minutes before the start of your shift and plan to stay 30 minutes after your shift to close.

1. Complete the closing checklist
2. You will be responsible for counting the ending cash

Note: When you are working, the following items are free: popcorn, coffee, and fountain pop. All other items would be for purchase

Training

I have made a 10- minute video tape walking you through the opening and closing procedure, including how to operate all the equipment and close out the cash registers just as if I was there to show you myself.

I am working on getting this tape transferred to video file that can be accessed through the website. I'll keep you posted.

If you have any questions when you working, please do not hesitate to give me a call. I can be reached at the numbers listed below:

Home = 952-906-9953 Work = 952-742-6463
Cell = 952-200-8820