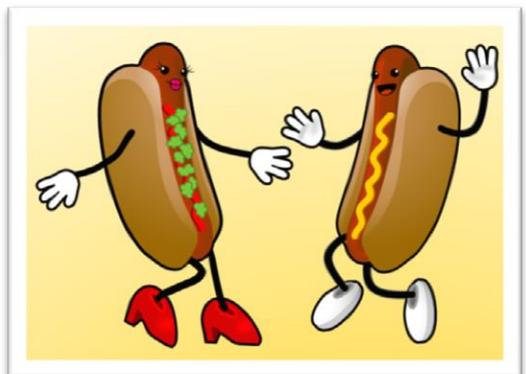
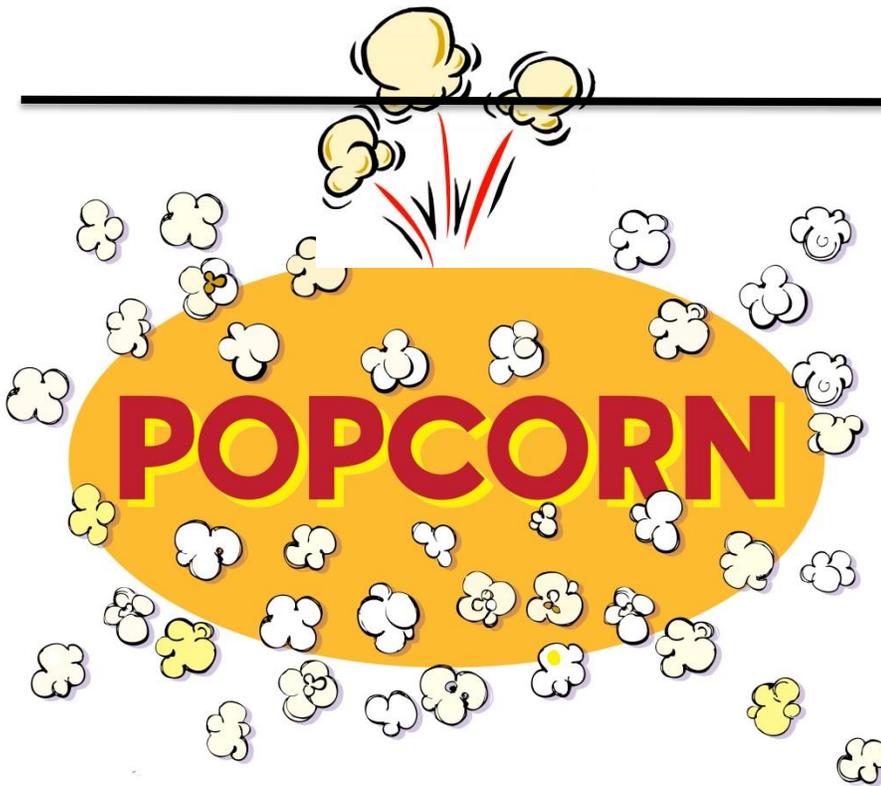


# Facility Operations Manual

## Cash Handling, POS, Concessions



*Live Life Better.*

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## **Introduction**

Welcome! As an employee of Eau Claire Parks, Recreation, and Forestry concession operations, there are many responsibilities required of staff for the safety and service of our customers. Among the most important responsibilities include making and selling concession products to customers and treating each customer with respect. Other responsibilities include: familiarity with sanitation policies and procedures, understanding and operating concession equipment, monitoring and following inventory control policies and procedures, helping to keep the facility cleaned and well-maintained, and keeping the concession stand clean and operational. Understanding cash handling procedures and policies is another important responsibility required of managers and cashiers.

## **Licensing**

### ***City of Eau Claire Restaurant License***

- Concession Facility License
- Health/Restaurant – A <100,000
- Renew annually and display at each site near the door, contained in a frame

### ***State of Wisconsin Food Manager Certification***

- Individual Certification
- Five year certification
- Display at each site near the door, contained in a frame

## **Signage**

### ***Hand Washing & Sink Basin Signs***

- Employee Hand Wash Signs - Located at each entry/exit door to concession stand and restroom facility, and above sink areas.
- Each sink basin must be labeled in this order: WASH, RINSE, SANITIZE. If there is a fourth basin sink, one bay on either end can be labeled HAND WASH.

### ***Food Preparation Critical Temperature Signs***

- Post in food preparation areas

## **Inspections by City County Health Department**

### ***Signage***

- Hand Washing, Food Preparation Critical Temperature, and Restrooms labeled with appropriate gender.

### ***Storage***

- Chemicals stored away from food, beverage, and paper products. May be stored on the floor in a designated area.
- Food, beverage, and paper products must be stored at least 6" off of the floor.
- Wood shelving must be painted.

### ***Thermometers***

- Thermometers must be located in each of the following areas: Meat/cooking preparation area, each cooler, and each freezer.

### ***Cleanliness***

- All sinks must be properly cleaned prior to closing
- Store chemicals in a designated shelf area, on the floor, or above the wash basin. Chemicals may not be stored above any “food”, “sanitized”, or “drying” area.
- Soiled cloths may not hang or lie in any sink basin. Designate an area for drying cloths.
- Clean under all machines prior to close.
- Clean pizza oven waste compartments.

### ***Food Preparation and Storage***

- Gloves must be worn by all employees/volunteers handling food.
- Gloves should be available at each food preparation station.
- When thawing meat products, meats should be stored in the following order lowest shelf to highest: Uncooked meats, Hamburger patties, brats. Pre-cooked meats, Hamburgers patties, Brats, Hotdogs. Uncooked meats should never be placed on a shelf above pre-cooked meats.
- Cover all foods.

## **Cash Handling Policies and Procedures**

Manager and start change will be kept in the designated safe for each facility. There will not be a safe located directly in the Hobbs Manager office.

All deposits should be verified when closing a cash drawer, then placed in a lockable bank bag if available.

***For Carson and Fairfax:*** All deposits should be verified when closing a cash drawer, then placed in a lockable bank bag with a white deposit slip. The manager on duty should then verify and process the deposit and take it directly to the bank and place it in the exterior bank drop box. If using a courier service, they will pick up the deposit at the specified facility and deliver it to the bank or City Treasurers office.

***For Hobbs:*** All Hobbs deposits should be verified when closing a cash drawer, then placed in a lockable bank bag with a white deposit slip, then placed in the Hobbs safe. Deposits will be verified and processed by the Parks and Recreation administrative office staff on the next regular business day.

***For Soccer Park:*** All deposits should be verified when closing, then placed in a bank bag with the sales record. The bank bag should be placed in the safe and the Concession Manager will pick it up and deposit it at the bank the next business day.

Active Net will be used for all transactions and payments.

***For Carson:*** Active Net will be used for all transactions and payments. Transactions and payments received at any satellite stand will be recorded on the "Product Sales Form". Satellite stands are a cash only operation. Checks cannot be accepted. At closing the satellite sales and money will be entered into Active Net at the main stand.

***For Hobbs:*** Active Net will be used for all transactions and payments. Transactions and payments occurring during regular business hours will be entered and processed by the Parks & Recreation administrative office staff. Checks cannot be accepted at POS registers at admissions and concessions. Transactions and payments received after regular business hours, on weekends and holidays will be handled as follows: Cash transactions and payments for rentals may not be accepted after regular business hours. Check and credit card transactions will be accepted after regular business hours and processed by administrative office staff on the next business day. A deposit must be created at the end of each calendar day if any currency or checks have been receipted. All deposits will be verified as indicated above.

***For Soccer Park:*** All transactions and payments will be recorded on the "Product Sales Form". This is a cash only operation. Checks cannot be accepted. Deposits will be verified by management.

All financial invoices and transactions will be entered into Active Net. Payment plans must be approved by the Superintendent of Recreation. User groups with rental agreements will be invoiced directly by the Finance Department. User groups without agreements will be invoiced by the Parks and Recreation Administrative staff if balances that are less than \$5000.

Every customer paying for scheduled ice time and facility/room rentals must be given a receipt at the time of payment. Notification of this policy will be communicated to all user groups by the Superintendent of Recreation.

The Parks & Recreation administrative office staff will enter and process all team and individual program registrations. Each facility will require staff to enter and process all admissions and concession transactions. Payment is required at the time of entry.

Designated staff, assigned by the Parks & Recreation Director or Finance Department, will audit the cash receipt books and reports each week. All system users will be included on these reports.

### ***Verifying Start Change & Cash Handling Procedures While Open***

Cashiers from the front desk and the concession stand will need to pick up a cash drawer and start change from the Manager on duty. Cashiers should be scheduled to check in 15 minutes prior to their shift. Each cashier should count their start change and initial the cash check out form verifying the amount.

Only one cashier is assigned to a register/computer. If two or more people are working at the front desk or in the concession stand, only the assigned cashier can work the cash register or computer. When on break, registers/computers should be locked and password protected. Windows should be closed and doors locked if other staff are not present.

If there is a safe on site, it must remain locked at all times. A manager will make additional change as requested.

### ***Additional Start Change***

The Managers will have additional start change located in the designated facility safe. The manager will verify the amount of cash on hand at the end of each shift. Managers will be responsible for ensuring the start change is accurate and the larger bills are cashed in for smaller cash/coin.

If the cashiers need additional change they will buy the change from the manager. For example, if they need a roll of quarters they need to give the manager \$10.00, which will be placed in the managers start change bag. Start change should always remain at the same amount for the manager and cashiers.

### ***Voiding an Error***

The cashiers **must** run a receipt of any errors they make. The manager will correct errors before a cash receipts report is generated. If there is no record that verifies an error, the void should not be corrected.

### ***Directions for voiding a computer POS error***

1. Choose Front Desk
2. Choose Receipts
3. Choose Look-Up Receipt
4. Enter Receipt Number
5. Choose Void Receipt
6. Print a copy of the voided receipt
7. Write description of correction on the voided receipt

## **Generating Reports**

Cash Receipts reports will be generated daily for all Facility Active Net system workstations (**Every facility workstation must be selected for this report**). Reports must run consecutively with no gaps in time or date. Cash distribution by account reports will be generated if there are any transactions on the cash receipts reports.

The following Active Net system workstations will be included on cash receipts and cash distribution reports:

**For Carson:** *Carson Concessions 1, 2, 3.*

**For Fairfax:** *Fairfax Managers (all), Fairfax Cashier 1 & 2, Fairfax Concessions 1 & 2.*

**For Hobbs:** *Hobbs Manager, Hobbs Assistant Manager, Hobbs PT Manager, Hobbs Cashier, Hobbs Concessions 1 & 2, Hobbs Admissions. Hobbs part-time office assistance will be included with the Parks and Recreation Administrative office staff reports.*

**For Administrative Office:** *Reports will be run by system user*

### **Directions for generating a POS report**

*Choose "Reports" tab at the top of the screen*

*Choose "Daily Close Reports" from the selections on the left side of the screen*

*First Report: Choose "Cash Receipts" (Example Attached)*

1. Select "Recall/Schedule" button, then the correct facility
2. Enter the date/time. **There should not be any gaps in date/time.** The manager will need to know when the previous report was run to get the correct date/time information.
3. Check that each "Workstation" is listed (should auto fill)
4. Check the "Summary Report" Box
5. Select Submit
6. Print Report (reference the cash and check amounts on the left hand side of the report)
7. Save and/or scan report as directed for each facility

*Second Report: Choose Cash Distribution by Account (Example Attached)*

1. Select "Recall/Schedule" button, then the correct facility
2. Enter the date/time. **There should not be any gaps in date/time.** The manager will need to know when the previous report was run to get the correct date/time information.
3. Check that each "Workstation" is listed (should auto fill)
4. Check the "Summary Report" Box
5. Select Submit
6. Print Report
7. Save and/or scan report as directed for each facility

### ***Balancing a Cash Drawer***

At the end of each shift, the manager should run a cash receipt report for each system workstation. The cashier will count out the start change as specified and place it in their start change bag. The remaining amount of cash, coin, and checks should be counted and recorded on the cash receipts report. Verify the credit card transactions. If the amount of currency and checks on hand do not match the amount on the cash receipt report, the cashier should record the amount that is over/short. The cashier will give all currency, checks, and reports to the manager. The manager will recount and verify all amounts prior to the cashier leaving.

- ***At the end of each shift, cashiers should remove the cash tray in the register drawer to verify that all money is removed. On occasion money is placed under the trays.***
- ***At closing, the cashier should leave the cash drawer open so it is easy to see that there isn't money in the drawer.***

### ***Creating a Deposit***

A deposit will be created at the end of every business day or when closing out a cash drawer. The manager should have all voided receipts and exception reports. Start change should be counted and placed in the start change bag. A manager will run a cash receipt report and cash distribution by account report. These reports will indicate all cash, check, and credit transactions that have been receipted.

The employee will count and record the cash, coin, and checks as indicated above. Once complete, the manager will verify the cash, coin, and check count. A deposit slip will be completed by the Manager.

***For Carson and Fairfax:*** The manager will place the cash, coin, checks, and deposit slip in a lockable bank deposit bag. The cash receipt report and cash distribution by account report are sent to the City Treasurers office and filed in a binder in the Fairfax Managers office (Fairfax) or the Parks and recreation Administrative office (Carson).

***For Hobbs:*** The manager will place the cash, coin, checks, deposit slip, cash receipt report, and cash distribution by account in a bank bag then place it in the Hobbs safe located in the Parks and Recreation administrative office. The Parks and Recreation Administrative office staff will verify and process the deposit on the next regular business day.

***For Soccer Park:*** The cashier/manager will place the cash, coin, checks, and sales record in a bank bag then bring it to the Parks and Recreation Administrative office.

### ***Directions for creating a Deposit***

1. At the top of the deposit slip, write in the name of the facility for that deposit (ie Carson Concessions, Fairfax Admissions, Fairfax Concessions, Hobbs Concessions, Hobbs Open Skate, Hobbs Operations)
2. Date the deposit slip.
3. Write in the exact amount of cash, coin, checks on the deposit slip.
4. Total the amount of the deposit.

5. **Carson** – place the white copy of the deposit slip in the bank bag the cash/coin/checks. The yellow copy is submitted to the Parks and Recreation Administrative Office.  
**Fairfax** - place the white copy of the deposit slip in the bank bag the cash/coin/checks. The yellow copy is stapled to the report and placed in the report binder in the Manager Office.  
**Hobbs** - Place both copies of the deposit slip in the bank bag with the cash/coin/checks and all reports.
6. **Carson/Fairfax** – Take the deposit to the bank.  
**Hobbs** - Place the bank bag in the Hobbs safe in the Parks and Recreation Administration Office
7. **Carson/Fairfax** – send copies of the cash receipt report and cash distribution by account report to the City Treasurers office (Fairfax) and Parks and Recreation Administrative office (Carson).  
**Hobbs** - Send an e-mail to the administrative office staff indicating they need to process a deposit.

***Administrative Office Staff – Directions for Verifying a Deposit***

1. Recount the cash/coin/checks in each bank bag.
2. Verify the deposit slip is labeled, dated and completed correctly.
3. Keep a copy of the yellow deposit slip and each report. Place in cash receipts binder.
4. Send the white deposit slip with the cash/coin/checks to the bank. Then send copy of all reports to treasury separately (not in the bank bag). **OR...**
5. Send the white deposit slip with the cash/coin/checks and reports directly to Treasury.

***Delivering a Bank Deposit***

All direct bank deposits will be made at the main US Bank Office, 131 S. Barstow Street in Eau Claire. Direct deposits made after business hours can be dropped in the bank drop box located on Gibson Street. This box requires a key to make the drop which is located in our key inventory in the Parks and Recreation Administrative Office. Deposits sent to Treasury will be handled by their staff.

**Returned bank bags will be sent to the Parks and Recreation Administrative Office. The Managers should collect them weekly.**

**Point Of Sale (POS) Registers**

All transactions will be entered into the computer using the ActiveNet Software program. The Manager on Duty at facility opening will have the cashiers turn on and log on to their assigned workstation. The cashier assigned to each computer will log on to the City network and Active Net software program. The web address may be bookmarked in “favorites”.

***Login Procedure***

From the Front Desk Menu choose **POS** (Point of Sale). This will take you to a computer screen that looks like a cash register lay-out. Every person using Activenet/POS must have their own login!

Username: last name first initial (example: John Smith = smithj), Password: 12345

The very first time you login, you **MUST** change your password. To do this, select the blue “account” dropdown in the upper right hand corner, and then select view/edit profile, change password.

Every time you login, you **MUST** go to the blue “account” dropdown to verify your workstation. **THIS IS EXTREMELY IMPORTANT.** The workstation MUST match the label on the computer that you are on. The person using the computer MUST be logged in to ActiveNet. If there is a shift change you must log out and the other person must log in.

### ***Procedures for POS Register Operators***

- Count the start change prior to your shift, verify amount on the sign-out sheet. If you need additional start change during your shift you will need to buy it from the manager.
- Close the drawer between each transaction, do not leave open.
- Personal checks are not accepted at admissions and concessions (check cards are accepted). Personal checks are accepted in the Administrative Office for the **amount of purchase only**. They must be local checks. (Chippewa Valley area- Altoona, Menomonie, Chippewa Falls, etc., o.k.). Checks should be made payable to: “Eau Claire City Treasurer”. If a driver's license # is not printed on the check ask to see the license and **write the license number on the front of the check**.
- No two-party checks cashed.
- Leave any cash the customer gives you turned sideways **on top of the drawer** until the transaction is complete. Then if the customer indicates that they gave you a \$20.00 bill when you gave them change for a \$10.00 you can double check the denomination.
- The employee assigned to the register/workstation for that shift is solely responsible for the money and all transactions. They are the **only** employee allowed to use that computer during their shift.
- We accept Master Card, VISA an American Express (credit card or check card). (NOT DISCOVER CARDS).

### ***Entering a sale***

- Select your product on the touch screen or use a mouse (candy, bottled beverage, goggles, etc...)
- The pre-set price will calculate as products are selected

### ***Entering multiple sales for one product***

- Select quantity by using the keypad. For example, if there are two kids paying for open skate, select 2 on the keypad. If there is just one patron, skip this step
- Select your product (youth open skate, daily admission, etc...)
- The pre-set price will calculate and be displayed in the bottom left corner
- Click OK
- Repeat this step for all sales. For example, if you have a dad with two kids paying for open skate and renting ice skates you will enter the following:
  1. 2 on the keypad, then click on open skate
  2. Click on adult open skate
  3. 3 on the keypad, then click on Skate Rental

## **Method of Payment**

**Cash Payment**—select payment cash, then clear “amount” box and type in amount customer gives you using the keypad and select OK.

The computer will indicate any change due to the customer. **Do not skip this step.** Without this step you will have to figure out change due the customer in your head. This will hap prevent calculation errors. Always have the computer calculate the amount for you.

**Check Payment**—checks are not accepted at admissions or concessions (check cards are accepted). Check numbers must be entered into ActiveNet for all checks accepted in the Administrative Office.

**Checks for amount of purchase only.** Checks should be made payable to “Eau Claire City Treasurer”. Local checks only (Chippewa Valley), no two-party checks. Stamp all checks with “deposit only” stamp.

**Check Card or Credit Card**—screen will “pop” up indicating you should swipe card now. Swipe card.

**Free Admissions**—Fairfax Pool and Hobbs Ice Center distribute some coupons good for a free daily admission. The facility managers will provide a sample copy of each coupon to cashiers. Take the coupon from the customer, click on “Free Admission”, then click ok, and finalize the transaction.

**City Pass** – The City Pass is a punch card for various open programs, skate rental, etc... This pass can also be accepted at Hobbs Ice Center. Use the “City Pass” admission button on POS to record these transactions. Managers will explain the card in more detail during orientation.

## **Finalizing a Transaction**

- Amount customer owes will show in the box labeled “Charges”
- Select method of payment (cash, check, charge)
- Select “Finalize Transaction” (*the cash drawer will pop open*)
- The computer will send you to a receipt screen. If the customer wants a receipt you can print one using the “print” prompt. Do not print a receipt unless one is requested

*It is very important that the sale is correct prior to finalizing a transaction. This process will prevent or reduce voids/errors. Wait for the customer to provide a method of payment before finalizing a transaction. If an error is discovered after a transaction has been finalized, run a copy of the receipt, write VOID on the receipt, give to the manager prior to closing out the register.*

## **Miscellaneous Keys**

NO SALE	This key will open the cash drawer
DELETE ITEM	This key will remove the last product selected
VOID RECEIPT	This key will remove all products. Note this will only work if you haven’t finalized the transaction.

## **CONCESSION POLICIES**

The City of Eau Claire Parks, Recreation, and Forestry Department will operate all facility Concession stands at Fairfax Pool, Hobbs Ice Center, Soccer Park (spring, summer, and fall), and Carson Park (football stadium, Gelein, and Hobbs softball stands only). The stands will be opened during hours of facility operation or when games are scheduled the Carson fields listed.

### **City Responsibilities**

- 1) Concession stand operations will be supervised by the Superintendent of Recreation with assistance from Recreation Facility Managers.
- 2) City will hire and pay one Concession Operations Manager who is responsible for all concession operations and safe food handling practices. One lead manager will be hired per facility to oversee daily operations.
- 3) The City will retain 100% of net revenues for all new events. Existing events as of 2011, (Varsity level football events, City Slam, and Classic Softball Tournament), may provide volunteers to prepare food, clean, and restock for 100% net revenues. Existing events (UWEC and WEAU event w/ volunteers) may receive 50% of net revenues. The City reserves the right to charge an administrative fee to recover costs to operate the stands. Groups that charge product, but are not authorized to do so will be invoiced for full product price as indicated on the menu board.
- 4) Net revenues for all Varsity level games will be paid directly to the user group as agreed upon. Net revenues are calculated as gross profit less product, staffing, and other expenses. If the user group does not provide volunteers at the requested level, and the City needs to staff the stand, the City will retain all revenues. There may be an additional 10-20% charge of total sales if volunteers are late. Complimentary items and product given to officials must be recorded and will be charged to the user group.
- 5) City will open concessions and retain all revenues for all lower level games, and other events scheduled on the football field and softball fields. Lower level games and other events may have a limited menu and minimal staffing level. The City reserves first right to open for these games.
- 6) City will provide all concessions equipment and product required to operate the stands.
- 7) City will determine menu items and set pricing.
- 8) The City of Eau Claire has an exclusive contract with Coca-Cola Bottling Company. Only Coca-Cola soft drinks products may be sold. They must be purchased directly from the Distributor at the contracted pricing. Beverages not attainable from Coke can be purchased using another vendor.
- 9) The City will provide an AED and spill kit for cleaning blood and infectious waste. The spill kit includes directions for clean-up and disposal of waste materials. Please ask facility staff where these items are located.
- 10) The Concession Manager will monitor the stand operations as described below.

### Concession Manager/Lead Responsibilities

The Concession Manager is responsible for ordering product, hiring and training cash register operators, inventory, waste control, opening/closing, maintaining valid licensing, following safe food handling guidelines, working with school/organization event coordinators, cash handling procedures, validating register receipts at the end of each game, and payments to organizations.

- 1) The Concession Manager will monitor concession menu:
  - Pre-packaged goods, such as candy bars, chips, ice cream may be sold
  - Hot drinks such as coffee or cocoa will be sold
  - Food prepared on site can be sold, such as hot dogs, popcorn, nachos, pretzels
  - Meats such as hotdogs, brats and hamburgers can be cooked on an outdoor grill. Pre-cooked meats can be prepared using a roller grill. Hamburgers must be bought "grill ready" in hamburger patties.
  - Pizza may be sold. If sold by the slice, food warmers at proper temperatures must be used to maintain food safety. Food warmers are not necessary if pizza is sold as a whole pie.
  - Concession items cannot be made at home (other than popcorn) and brought to the stand for sale (such as chili, barbeque, etc.).
  
- 2) The Concession Manager will monitor safe food handling practices
  - Food items may not be handled directly unless it is a pre-packaged item like candy bars. Plastic gloves or tongs are required when serving items like hot dogs or nachos. **Hands should not come in direct contact with any food product.**
  - If the same person is doing food handling and money handling, they need to take gloves off before handling the money, or change gloves before handling food after handling money.
  - All concession volunteers and staff must wash hands after returning from restroom breaks before handling food product.
  
- 3) Concession Manager will monitor clean-up
  - A) Volunteers and Staff should wash utensils as follows using three or four sinks
    - Clean and sanitize all sinks
    - Wash items in first sink using cleaning detergent solution at approximately 120° F
    - Rinse in the second sink, using clear water at approximately 120° F
    - Sanitize in the third sink by immersing items in a chemical sanitizing solution at a minimum of 75° for at least one minute
    - Air dry all dishes, do not wipe dry
      - ***Must use an approved sanitizer—chlorine, iodine, quaternary ammonium, or acid sanitizers. Common household bleach is a very good, inexpensive sanitizer, use 1 tablespoon bleach per gallon of water***
  
  - B) Before securing the area the volunteers and staff must complete the following:
    - All counters must be cleaned with both detergent & sanitizer spray bottle
    - Popcorn Popper must be cleaned if it has been used
    - Clean Stove
    - Sweep floor
    - Mop floor
    - All product and inventory must be placed in assigned cabinets, coolers, and freezers
    - Garbage must be left outside in a cart/container (excess bags can be left inside)

- Crush Cardboard and put in “cardboard dumpster”
- Stack empty bread and pop trays

C) **Concession Manager** will lock and secure stand prior to leaving the park.

#### **User Group Responsibilities @ Carson Park**

- 1) Each User is responsible for naming an "on site" coordinator who will be the primary contact. The coordinator will be named by the school/league official or Athletic Director. The coordinator is responsible for scheduling and assigning volunteers, following safe food handling guidelines, and validating register receipts at the end of each game.\*
- 2) User groups will be charged for two register operators for each varsity/semi-pro level game (\$7.25/hour @ 5 hours each, plus personnel fee of 7.65% = approximately \$78.05/game). Additional register operators may be scheduled for games with expected high attendance. Register operators will receive a paycheck from the City. The payroll charge will be deducted from the net revenues.
- 3) User groups provide volunteers as requested by the Concession Manager for each varsity/semi pro level game.
- 4) User groups may set up one satellite concession stand within the stadium area with prior approval from the Concession Manager. Products that are not regularly sold in the concession stand may be sold in the satellite stand. Each User is responsible for obtaining food handling and/or temporary restaurant licensing. Users are responsible for satellite stand set up/clean-up, off-site storage, start cash, and hand washing station. Facilities, buildings, and storage spaces are not available. All satellite operations must be removed immediately following the scheduled game.
- 5) Food sales outside of the stadium area are considered special events and are required to follow the special event process. All special events must be approved by the Eau Claire City Council. Allow approximately 60 days for the review and approval process.
- 6) User groups may provide donated items with approval form the Superintendent of Recreation. A complete list of donated product and one week advance notice is required. Donated items will be credited to the user group.
- 7) Complimentary items and product given to officials must be recorded and will be charged to the user group.
- 8) Waste will be recorded at the end of the event and charged to the user group. The user group is responsible for monitoring the amount of product made and is encouraged to work with the manager on duty to determine prep amounts. After waste is recorded, the user group may take the unused product.

#### **\*University of Wisconsin – Eau Claire (UWEC)**

The UWEC contact will be the Athletic Director or appointed person named by the Athletic Director. The City is responsible for scheduling and assigning paid staff, following safe food handling guidelines, and validating register receipts at the end of each game.

### **Volunteers and Employees**

- Grilling and Food Preparation will be directed by the Concession Manager
- All Hair Must Be Contained in a Hairnet, Hat, Visor, or Hair Band/Tie.
- Gloves must be worn when handling and preparing food.
- All Eating Must Take Place Outside of Concessions Stand.
- Stay at Your Designated Station.
- Paid Employees Operate Registers and Handle Cash/Payments.
- Employees, Volunteers, Coaches, Officials, and Players Do NOT Receive Free or Discounted Food.
- Appropriate, Closed-Toe Shoes are Required for Anyone Working in the Stand
- Managers Only in Back Room at Carson.
- Alcohol is Not Permitted in the Concessions Stand.

### **Parking**

All staff and volunteers should park in the facility parking lots. Parking is not available within any event area. At Carson, vehicles needed for loading/unloading may be brought into the stadium area for unloading, however they will need to be moved to the main parking lot prior to the game start. Vehicles parked within the event area will be towed at the owners expense.

### **Concealed Weapons**

Concealed weapons are not permitted inside any facility or stadium area.

### **Tobacco Use**

Smoking is not permitted inside any facility or stadium areas. Persons interested in smoking are permitted to smoke outside of the fence in the designated area. Receptacles for waste will be provided by Parks and Recreation.

### **Recycling**

Recycling efforts are important to the community. Both the City and the User are responsible for recycling at each facility.

### **ECO Friendly Products**

The City is committed to promoting a healthy environment and will purchase eco friendly “green” products in the concession stand when possible.

# **Vending & Concessions Policy**

January 2012 *(reviewed and updated August 2012)*

## **POLICY**

Eau Claire Parks, Recreation, and Forestry Department (ECPRF) promotes healthy options for food and beverages at all city operated concession stands and facilities where vending is permitted. Healthy options will be set at affordable price points. Arcade vending is permitted and must operate as a clean, safe, and controlled family entertainment center.

## **GUIDELINES & PROCEDURES**

### **Authority**

1. Issued by the Parks, Recreation, and Forestry Director
2. Policy review will be conducted annually by the Superintendent of Recreation

### **General**

1. ECPRF will designate one centralized, lead contact for the concession operations and vending contracts
2. Vending and concession contracts are to be considered using the policies and guidelines set within this document as criteria throughout the selection process
3. All vending must have written and signed contracts or agreements on file with ECPRF

### **Healthy Concessions**

1. Healthy choice items in similar product categories should be priced lower than a competitive unhealthy product
2. Water, 100% juices, and low fat milk will be priced lower than products with high sugar content such as soda, sports drinks, slushies, products with artificial sweetener, etc...
3. Fresh fruit and/or vegetables will be an option
4. A "healthy choices" menu will be posted at each facility viewable from each order window.
5. Low calorie options are available at all times for our customers
6. Products will be offered that are low in sugar, sodium, and fat content at all concession locations.

### **Healthy Vending**

1. A cash control and verification system must be established between the vendor and the facility manager
2. Advertising on vending machines may include advertising for the products within the machine only
3. Water and 100% juices will be priced lower than sodas and sport drinks
4. Snack items with no more than 250 calories per packaged item will be available
5. Products with no more than 10% of calories from saturated fat per packaged item will be available
6. Items with 2g or less of naturally occurring trans fats per packaged item (hydrogenated oils and partially hydrogenated oils) will be available

### **Arcade Vending**

1. A cash control and verification system must be established between the vendor and the facility manager
2. All machines must comply with clean and controlled family entertainment standards
3. Advertising on arcade machines may include advertising for the specified game only

## Safe Food Handling

- Employees in the concession stand are required to wear head covering in the concession stand. Bandannas, baseball caps and/or visors are all acceptable. Additionally, head coverings should not advertise any product, political affiliation, etc. If you do not have a head covering, we will provide you with a hair net. Long hair should be in a ponytail, braid, or otherwise tied back.
- Employees in the concession stand must wear closed-toed shoes. Sandals are not permitted.
- Employees must wash their hands before beginning their shift, after using toilet facilities or tobacco products, and frequently throughout their shift.
- Employees are required to wear disposable gloves when handling food product.
- If only one employee is working the concession stand, the staff person should handle money first, then wash hands and put on gloves before coming in direct contact with any food (hot dogs, corn dogs, pretzels, etc.). You will need to do this for each customer. This is not necessary if you are handling pre-wrapped food like candy bars, soda bottles, etc.
- Meat products (e.g., hotdogs, hamburgers, brats) can be put in the refrigerator for thawing, but must go on the bottom shelf of the cooler. No food product may be below the meat products. Uncooked meat must be placed on the bottom, pre-cooked meats must be placed above uncooked meats. Uncooked and pre-cooked meats cannot be placed on the same shelf.
- Employees must date the box and label "THAW" when moving from the freezer to the refrigerator. Uncooked meats must be used within three days of the date/"THAW" label. Pre-cooked meats must be used within seven days of the date/"THAW" label. If not, they may not be sold.
- Pretzels thawing in the refrigerator should go on the next shelf up from the hot dogs. Pickle jars should go on the top shelves.
- Employees will write the date received on all frozen food products when checking in a delivery. This includes hot dogs, corn dogs, pretzels, pizza, pizza bread, etc.
- Employees will put the most recent delivery of frozen food products on the bottom of the freezer and move other product to the top. We will use the "First In—First Out" inventory method. This means that any product bought first will be sold first. Check inventory dates on boxes when rotating stock to make sure the product delivered first is most accessible to staff.
- Employees will use three/four sinks when washing dishes (primarily utensils) at the end of the workday. Sink basins must be labeled in this order.
  - Sink #1—Wash (hot water, 110°F for manual dishwashing). Use ample detergent
  - Sink #2—Rinse (hot water—no detergent)
  - Sink #3—Sanitize (warm water 75°F). Use test strips to check sanitizing strength per directions.
  - Sink #4 – Hand Washing. If using a four basin sink, this can be the first sink in the progression.

## **Opening and Closing Procedures**

### **Opening Procedures**

1. **Get start change bag** from the manager. Count the start change and then verify that it is the correct amount (as specified by management) by signing the cash check out form. Put start change in POS register drawer or cash box if register is not available. Log into ActiveNet.
2. **Check bathrooms.** Be sure they are open, clean, stocked and ready for public use. If not, notify a manager that they are locked or need cleaning. At Hobbs/Fairfax staff may be asked to clean them. Please make sure any items on floors are placed in trash, counters are wiped down, and paper towel, toilet paper, and soap dispensers are well stocked.
3. **Check the refrigerator for hotdogs/meat.**  
Meats need to be on the bottom shelf. No food may be below a thawing product. Be sure to write the date on the box and “thaw”.

**Carson** – Generally, hotdogs are pulled directly from the freezer prior to preparation. For “full service” events, all meats, except hamburgers should be placed in the refrigerated cooler one day in advance of use to thaw. Amounts vary based on the event. Follow safe food instructions when thawing cooked and pre-cooked meat product.

**Fairfax/Hobbs** - There should be approximately one box FFX (80) and one package Hobbs (30) thawed and ready to cook. If not, pull out one box from the freezer and put in the refrigerator.

4. **Check the refrigerator/freezer for buns.**  
**Carson** – Amounts vary based on the event. At the end of an event, buns are generally stored in the freezer.  
**Fairfax/Hobbs** - There should be approximately three packages thawed and ready to serve. If not, pull out as many packages as needed from the freezer and put in the refrigerator.
5. **Stock hot dog machine and turn it on** (Fairfax/Hobbs). **Prepare grilling station or cooking station** (Carson).
6. **Check cheese warmer.** Change the bag if necessary. Check the cheese warmer and adjust the temperature as needed.
7. **Turn on food humidity cabinet** (pretzel warmer @ Fairfax/Hobbs).
8. **Stock pretzel/pizza warmer as soon as it has reached the proper temperature.**  
**Fairfax/Hobbs**
  - a. Moisten pretzels with spray bottle.
  - b. Sprinkle salt on moistened pretzel or press face down unto pan of salt.
  - c. Place frozen pretzels into heated display case for thawing.
  - d. If it is a warm day, completely fill the pretzel machine.
  - e. Pretzels will be ready in about 20 minutes.

### **Carson**

- a. Pre-heat roasters to 325° or set up microwaving station.
- b. Prepare pizza station (if serving pizza)
- c. Moisten pretzel with spray bottle, then sprinkle salt on moistened pretzel or press face down unto pan of salt.
- d. If it is a busy event, completely fill the pretzel machine.
- e. Pretzels will be ready in about 45 seconds when using the microwave for individual orders.

### **9. Stock chips, pizza, and any other product needed.**

#### **Closing Procedures**

1. **Restock** all pre-packaged product, coolers, paper products, cups, etc...
2. **Turn off all concession equipment:** pizza warmer, hot dog roller, bun warmer, popcorn machine, gas and knobs on grill, stove, coffee machine/urns.
3. **Record all food “waste”** at closing prior to throwing it away. Employees are not allowed to eat or give away “extra” food. The goal is to not have any “extra” food at closing, “waste” should be kept to a minimum and recorded throughout the shifts.
4. **Clean the Hotdog Roller Grill (Fairfax/Hobbs):**
  - Take out silver tray at the bottom of hotdog roller grill and set in basin to wash. Wipe inside and outside of machine with detergent, hot water and sanitizer.
  - Cleaning the Roller Grill: Remove all hot dogs. Turn control to HIGH and allow rollers to get hot. Clean rollers with clean wet cloth. Wipe from the outside ends towards the center of the rollers. Do not force grease into the roller and bearings.
  - Do not use steel wool or abrasive cleaners to clean rollers
5. **Clean the Bun Warmer(Fairfax/Hobbs) :** To remove the drawer for cleaning, first pull the drawer out until it stops. Second, remove the interior pan. Third, grasp the drawer assembly with both hands. Fourth, lift the drawer in an upward direction, while slowly pulling out. This will disengage the drawer from the drawer stops. To re-install the drawer, reverse the procedure. For retaining the high luster on the stainless steel, use a non-abrasive standard stainless steel cleaner.
6. **Wash Dishes:** Employees will use three sinks when washing dishes (primarily utensils) at the end of the work day.
  - Sink # 1---Wash (hot water--110° for manual dishwashing)—use ample detergent
  - Sink # 2—Rinse (hot water—no detergent)
  - Sink # 3—Sanitize (75°)
  - Air dry all dishes
  - Use test strip to check sanitizing strength per directions.

7. **Wipe down all machine fronts** with detergent/sanitizer/water. The exteriors of all machines should be kept bright and attractive by using a mild detergent or non-abrasive cleaner.
8. **Wipe down all counters** with quatstat and sanitizer spray bottle.
9. **Remove all garbage, recyclables, and crush cardboard.** Take outside and place in the appropriate containers provided.
10. **Stack all empty beverage crates and bun trays**
11. **Sweep floor.**
12. **Mop floor**, using using 1/4 cup of detergent and fill the rest with water. Throw out the water after you are finished. Do not save the detergent.
13. **Close and Lock Safe.** Ensure that all money is placed in the designated safe and the safe lock is secure prior to closing and locking the doors. Hobbs will always use the administrative office safe at closing.
14. **Lockup.** Check to make sure concession roll windows and doors are locked (including storage doors), and all equipment and lights are turned off.

### **Concession Mechanical Equipment**

There are many pieces of equipment that staff will need to become comfortable using. In this section, there is detailed information on the more complicated pieces of equipment. If any piece of equipment breaks down or malfunctions, the concession and facility manager should be notified as soon as possible.

#### ***Slush Puppy Machine & Making Slush***

Slush puppy flavors used to make a slush puppy will stain. If you get the flavors on your hands while you are working, wash them as soon as possible with soap and water. The stains are not permanent on skin, but tend to be permanent on clothing. The Slush machine is on a timer that is set to reflect our hours of operation. **Staff should not adjust or turn timer knobs for any reason.**

Carson - Fill Slush to the first mark on the white container (A). Water should be added until it reaches the line marked (B). Slush will take about 20 minutes to freeze. Pre-mix additional containers of slush and put in the cooler. Take only one bowl down at a time to make more slush. There should always have at least one flavor ready to sell.

Fairfax/Hobbs – the slush machine is an automatic filling system. Check flavor bags prior to opening the stand, they will need to be replaced periodically.

#### ***Hotdog Chrome Roller Grill: Making Hotdogs (Fairfax/Hobbs)***

When making hot dogs, be aware of the events/schedule for the day. If it is a varsity game or tournament weekend at Hobbs, or very nice day at Fairfax, fill the hotdog roller up to 24 hot dogs. If the

daily schedule is light start with a low amount of hotdogs and adjust accordingly. Also be sure to watch the time of day that you are re-filling the hotdog roller. If it is later in the day, do not put many hotdogs on. For example, if it is past 7 pm and there are only 20 people in the facility do not put on any more hotdogs.

The roller grill is divided into two independently controlled heat sections. The right control knob controls the rear cooking section and the left control knob controls the front cooking section. A signal light is provided next to each control knob to give a visual check if one or both sections are turned on. Cooking time will vary depending on starting temperature and quality of the product. The proper final temperature for the hotdogs is 140 degrees F. Temperature may be tested by inserting the hotdog thermometer into the hotdog about half way and waiting approximately 30 seconds or until the thermometer stabilizes. Then read the temperature. If it is too low or high, turn the dial up or down accordingly.

#### ***Bun Warmer (Fairfax/Hobbs)***

Using the power switch, turn the unit on. The pilot light on the front of the unit will indicate when the power is on. Select a setting on the thermostat for warming or holding rolls. To keep the rolls soft and fresh, turn the control knob to a low position. Higher settings should be used only for short periods or preheating the warmer. Put the buns in the warmer **inside an open bag**. If the rolls dry out, reduce temperature.

#### ***Bag in the Box Cheese Dispenser:***

Note that the Bag in the Box Cheese Dispenser must be left "on" when closing down for the day as the cheese must stay at the proper temperature. Bags have a four-day shelf life once opened. Unopened bags (seal not broken) can be safely stored for 12 months. Unopened bags do not need temperature control.

*Important: Please Note: Cheese bags must be marked with the time and date when the product seal is broken.*

#### ***Pizza Oven/Warmer:***

Pizza ovens should be pre-heated prior to cooking pizzas. Allow 10-15 minutes to pre-heat and then place pizza in the oven for the proper time. Pizza warmer should be set to 135 degrees, cut pizza in ¼ slices and place in warmer.

#### ***Hot Food Humidity Cabinet: Making Pretzels (Fairfax/Hobbs)***

Turn power switch on. Temperature settings are already programmed. Allow approximately 20 minutes for the machine to reach proper temperature. Fill the water reservoir. We must use distilled water. We cannot use regular "tap" water for this machine. Place as many frozen pretzels in the machine as needed. It is important to check the "water fill" and "water level indicator" on a regular basis and add water as needed.

#### ***Popcorn Machines:***

Popcorn machines should not be moved or shared between facilities. Staff are required to clean the machines thoroughly after use or at closing. Trays should be emptied and cleaned with detergent. Internal walls should be cleaned with hot water and detergent to remove grease build-up. Filters and

kettles need to be removed and cleaned weekly. Kettles should be cleaned with a stainless steel cleaning product.

## **Product and Merchandise**

### ***Pricing***

Product pricing and menus are established prior to each season. The Superintendent of Recreation, Professional Facility Managers, and Concession Managers schedule a meeting to discuss, product cost, pricing, menu selections, vendors, vendor agreements, and review policies.

Pricing is determined by the cost of product and driven by an expected profit margin. Considerations include affordability and charging a lower cost for healthy options.

### ***Item Selection***

Review and selection of menu items varies between each operation. Standard menu items are sold at each facility. Considerations include healthy options, seasonal items, and the nature of the facility. Busy stands should have a reduced number of choices to keep lines moving quickly.

## **Inventory and Waste Procedures**

Inventory will be taken by counting cases and pieces of product in the concession stand. This includes food, beverages, cups, lids, trays, detergent, etc. Inventory will be taken before opening and after closing on determined days.

All waste will be recorded daily. Use the waste and inventory form to record items wasted prior to throwing or giving them away. After the stand has closed, submit the waste report to the manager.

## **Job Descriptions and Staff Responsibilities**

### **CONCESSION OPERATIONS COORDINATOR**

#### General Function

The Concession Coordinator will oversee all Eau Claire Parks, Recreation and Forestry concession operations including Carson Football Stadium, Hobbs Ice Center, Soccer Park, Fairfax Swimming Pool and Carson Park Softball. Responsibilities include scheduling hours and supervising concession workers, balancing daily cash receipts, ordering products, and inventory of supplies.

The Coordinator must also have the ability to communicate and work with many user groups and volunteers in conjunction with the Carson football operation. Additional responsibilities include; tracking all sales and purchases, and preparing payments to user groups.

#### Position Scope

This position reports to the Recreation Superintendent, Hobbs Ice Center Facility Manager and Fairfax Pool Facility Manager. The role of the Concession Operations Coordinator is to supervise the concession operations at ECPR concession facilities including Carson Football/Softball, Fairfax Park Municipal Pool, Hobbs Ice Center and Soccer Park.

#### Essential Functions

- Plans and organizes concession sales and stand operation.
- Meets with vendors to discuss orders and billing.
- Orders and stocks product inventory and approves invoices for payment.
- Maintains concession menu and prepares concession product for sale.
- Works with Superintendent and Facility Managers to set pricing.
- Manages cash handling, deposits, and daily accounting receipts.
- Prepares and markets weekly specials.
- Organizes staff incentives to promote higher sales.
- Maintains Serv-Safe food handling practices and sanitary conditions in the stand.
- Supervises, trains, and schedules staff.
- Work with volunteers and user groups (Carson Park only)
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#### **OTHER JOB FUNCTIONS**

- Keeps accurate records of product ordered, receipts of product purchased and delivered, accident reports, etc.
- Performs and supervises maintenance and general housekeeping of concession stand according to Health Department Standards.
- Performs accounting duties including balancing the cash drawer, performing daily deposits, and preparing deposit bags.
- Has positive communications with the customers to encourage business.
- Holds in season staff trainings on customer service, equipment operations, suggestive selling and Serv-Safe food handling procedures.
- Works with the staff, motivating them to provide great customer service.
- Uses marketing tools (i.e. signage, website, Facebook, and others to promote the operations and product).
- Designs appropriate signs for product advertisement and pricing.
- Makes recommendations of product purchases to the Recreation Superintendent and Facility Managers.

- Attends annual Tri-Mart Concessions Show.
- Completes paperwork as required (i.e. timesheet, accident reports, payment requests, etc).
- Shall wear ECPR staff uniform per the City of Eau Claire dress code.
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#### REQUIREMENTS OF WORK

- Serv-Safe Food Manager Certification required, or willing to get within 3 months of hire.
- Knowledge of basic accounting practices.
- Ability to effectively supervise staff and have positive working relationships.
- Ability to make general arithmetic computations accurately.
- Strong oral and written communication skills.
- Needs to demonstrate sound decision making, judgment and needs to adapt quickly to unforeseen situations.
- Ability to operate basic concession equipment and Microsoft Office software (Word & Excel)
- Possess strong customer service skills.
- Ability to move 50 lbs. or less of concession product.
- Possess valid driver's license and reliable vehicle.
- 2 years of restaurant management experience preferred

### **CONCESSION MANAGER/LEAD**

#### General Function

The concession manager will be a working manager in the Carson Park (100%), Fairfax Pool (80%), or Hobbs Ice Center (20%) concession stands. Responsibilities include scheduling hours and supervising concession workers, balancing daily cash receipts, ordering products, and inventory of supplies.

The Carson manager must also have the ability to communicate and work with many user groups and volunteers. Additional responsibilities include; tracking all sales and purchases, and preparing payments to user groups.

#### Position Scope

This position reports to the Recreation Program Supervisor. The role of the Concession Stand Manager is to supervise the concession operation at either Carson Football/Softball, Fairfax Park Municipal Pool, or Hobbs Ice Center.

#### Essential Functions

- Plans and organizes concession sales and stand operation.
- Meets with vendors to discuss orders and billing.
- Orders and stocks product inventory and approves invoices for payment.
- Maintains concession menu and prepares concession product for sale.
- Manages cash handling, deposits, and daily accounting receipts.
- Prepares and markets weekly specials.\
- Maintains safe-serve food handling practices and sanitary conditions in the stand.
- Sells concessions at stand operates cash register as needed.
- Supervises, trains, and schedules staff.
- Work with volunteers and user groups (Carson Park only)

#### OTHER JOB FUNCTIONS

- Keeps accurate records of product ordered, receipts of product purchased and delivered, accident reports, etc.
- Performs and supervises maintenance and general housekeeping of concession stand according to Health Department Standards.
- Performs accounting duties including balancing the cash drawer, performing daily deposits, and preparing deposit bags.
- Has positive communications with the customers to encourage business.
- Works with the Concessionaires, motivating them to provide great customer service.
- Uses marketing tools (i.e. signage, website, Facebook, and others to promote the stand).
- Designs appropriate signs for product advertisement and pricing.
- Makes recommendations of product purchases to the Program Supervisor.
- Completes paperwork as required (i.e. timesheet, accident reports, etc).
- Shall wear ECPR staff uniform per the City of Eau Claire dress code.

#### REQUIREMENTS OF WORK

- Serv-Safe Food Protection Manager Certification preferred
- Knowledge of basic accounting practices.
- Ability to effectively supervise staff and have positive working relationships.
- Ability to make general arithmetic computations accurately.
- Strong oral and written communication skills.
- Ability to operate basic concession equipment and Microsoft Office software (Word & Excel)
- Possess strong customer service skills.
- Ability to move 50 lbs. or less of concession product.
- Possess valid driver's license and reliable vehicle.

### **CONCESSION CASHIER**

#### General Function

- Records inventory of deliveries and sales.
- Has positive communications with the customers, encouraging their business at the stand.
- Communicates with the Concession Manager
- Promotes new products and daily specials.
- Makes recommendation of product purchases to the Concession Coordinator.
- Completes paperwork as required ( i.e. time sheet, accident reports, etc.)
- Shall wear ECPR staff uniform per the City of Eau Claire dress code.

#### Position Scope

This position reports to the Concession Stand Manager. The role of the Concession Stand Cashier is to follow approved sanitation policies and procedures.

#### Essential Functions

- Sells concession and operates cash register.
- Prepares concession product for sale.
- Maintains safe-serve food handling practices and sanitary conditions in the stand.

- Performs maintenance and general housekeeping of concession stand according to Health Department Standards.
- Provides high quality customer service.
- Maintains safe operation and cleaning of all concession equipment.

#### Non-Essential Functions

- Ability to make general arithmetic computations accurately and with reasonable speed.
- Possess strong oral and written communication skills.
- Ability to operate basic concession equipment.
- Possess strong customer service skills.
- Ability to move 50 lbs. or less of concession product.

#### **Uniforms**

All uniforms must be purchased by the employee.

Managers are required to wear a navy blue polo with the department logo. The cashiers uniform is a blue t-shirt with the department logo and “Live, Life, Better”

#### **Volunteers**

Reference the Concession Policies section for detailed information regarding volunteers. Volunteers may be used at the Carson concession stand per the 2008 proposal written and agreed upon by the major user groups. User groups include; City of Eau Claire, University of Wisconsin – Eau Claire, Memorial High School, North High School, Regis High School, Predators Football and some special events or tournaments as approved by the Department administrative staff.

## **Orientation**

### ***Informational Orientation***

#### Introductions

- Head Cashier & Cashiers
- tour Facilities (bathrooms, rinks, mop room, AED)
- where items are stored

#### Opening Duties

- prepare registers
- prepare food stations
- hotdogs/meat and buns
- popping popcorn
- plug in nacho cheese
- set out pretzels, salt, nacho chips, candy
- how to open windows

#### POS, Cash-Handling Procedures, & Customer Service

- logins
- large bills
- customer service
- handling lines

#### Closing Duties

- restocking
- counting waste
- cleaning machines
- sweeping & mopping
- washing dishes

#### Scheduling & Hours

- personnel paperwork
- timesheets
- W2W (when to work) preferences
- requests for time off (plan ahead)
- responsible for the shifts you are scheduled for

#### (Carson/Fairfax) July 4<sup>th</sup>

- we will be open and we need help!
- 6 people needed for 6pm – 10pm shift
- sign-up sheet for willing workers

#### Uniforms & Safe Food Handling Requirements

- ALWAYS wear city issued uniform
- Closed toed shoes
- Hat, Visor, hair net, and bandana
- No rips in jeans

- No sweats
- ALWAYS WEAR GLOVES WHEN HANDLING FOOD!

## Q & A Session

### ***Interactive Orientation (How to)***

#### POS Registers

- Login
- Using POS

#### Cash Handling

- Cash Handling Policies
- Verification of Start Change
- Signing out your start change—getting additional change as needed
  - No Checks
  - Leaving cash on top of drawer until transaction is finalized
  - Explain counting back change
  - Counting back cash to customer
  - Keeping money straight (“heads going in one direction”)
  - Credit Cards now ACCEPTED
- Errors & Voids (report to manager)
- End of shift, count down drawer
- Securing money at closing

#### Safe Food Handling Procedures

- Wash hands
- Thawing frozen product (writtern dates)
- Rotating stock in freezer (thermometers)
- Using gloves—washing hands
- Using sinks, washing dishes
- Health Dept. reporting sheet

#### How to Make

- pretzels (pretzels come with cheese. It’s the same price with or without cheese)
- slushies
- coffee / hot chocolate / cappuccino
- Tea-ask what size and fill cup with water
- pizza
- hotdogs
- grilled food

#### Using Mechanical Equipment

- Hogdog –what temp to put it on and bun warmer. Remember to fill the tray with water
- Pizza- cook pizza for 10-12 min. Remember to check on it. Cut into 6 slices
- Popcorn- ½ cup of oil, 1 cup seeds 1tsp of salt Turn Kettle motor and Kettle heat on and remember to shut off after dumping the popcorn
- How to change a cheese bag

- Microwaving
  - Pretzels – 45 seconds if thawed or 1 minute if frozen
  - Hot dog – 20-30 seconds if thawed \*\*check them with the thermometer, should be 140 degrees
  - Corn dog- 1 minute and 30 seconds

#### Cleaning

- Sweep
- Mop – show how to fill mop bucket
- Counters- wipe down with sanitizer- do throughout the night to keep things looking nice
- Sanitizer- show how to fill the bottle
- Show where the dumpster is located
- Show where to find extra garbage bags for at the end of the night
- Cleaning hot beverage machines at the end of the night, remove inner nozzles
- Refill pop and **remember to rotate**. Old comes to the front
- Restock candy, chips, cups, lids, and popcorn bags at the end of the shift

## **Vendor List**

### **Coke**

Jason Johnson  
715-456-6671  
[Jjohnson21@coca-cola.com](mailto:Jjohnson21@coca-cola.com)

### **Coffee Express Inc.**

525 Park Ridge Court  
Eau Claire, WI 54703  
Geoff Goodland  
715-835-0800 or 715-579-8971  
[geoff@coffeexpressinc.com](mailto:geoff@coffeexpressinc.com)  
[orders@coffeexpress.com](mailto:orders@coffeexpress.com)

### **Gordy's County Market**

1031 W. Clairemont Avenue  
Eau Claire, WI 54701  
[www.gordyscountymarket.net](http://www.gordyscountymarket.net)

Matthew Kohlwey (store mgr)  
[matthewk@gordysinc.com](mailto:matthewk@gordysinc.com)  
715-839-0220 (Clairemont)  
715-834-3993 (Hamilton)

Matt Selvig (gordys guru)  
[gordysguru@gordysinc.com](mailto:gordysguru@gordysinc.com)  
715-379-6588

### **Sam's Club**

4001 Gateway Drive  
Eau Claire, WI 54701  
715-836-9585  
[www.samsclub.com](http://www.samsclub.com)  
[dawn.comte@eauclairewi.gov](mailto:dawn.comte@eauclairewi.gov)  
dlc989

### **Red Cedar Cookie Company**

Lisa Buhr  
715-309-8706  
3375 Kothlow Avenue , STE 20  
Menomonie, WI 54751  
[tankgoodnesscv@gmail.com](mailto:tankgoodnesscv@gmail.com)

### **Cousins Subs**

Becky  
2605 Golf Road  
Eau Claire, WI 54701  
715-552-5400

### **Tri-Mart Corporation**

4603 Domain Drive  
P.O. Box 308  
Menomonie, WI 54751  
Steve Sundby  
715-497-9645  
[ssundby@trimart.com](mailto:ssundby@trimart.com)

Joy Harmer  
[jharmer@trimart.com](mailto:jharmer@trimart.com)

### **Castle Rock Dairy**

Carla Kostka 715-597-0085

### **Schilling Supply Company**

P.O. Box 369  
La Crosse, WI 54602  
Paula Bourget  
715-379-7845 or 715-835-0834  
[info@schillingsupply.com](mailto:info@schillingsupply.com)

### **Bernatellos Foods**

N1719 745th Street  
Eau Claire, WI 54701  
[michellej@bernatellos.com](mailto:michellej@bernatellos.com)  
[chads@bernatellos.com](mailto:chads@bernatellos.com)  
715-875-4151  
**Orders: Randy 612-875-2433**

### **Riverside Bike ad Skate (Hobbs)**

937 Water Street  
Eau Claire, WI 54703  
[riversidebikeandskate@yahoo.com](mailto:riversidebikeandskate@yahoo.com)  
(715) 835-0088

### **Adolf Kiefer & Associates (Fairfax)**

[info@kiefer.com](mailto:info@kiefer.com)  
1-800-323-4071  
1700 Kiefer Drive, Zion, IL 60099  
[www.kiefer.com](http://www.kiefer.com)

### **Fore Supply (Fairfax)**

[info@foresupplyco.com](mailto:info@foresupplyco.com)  
1-800-543-5430  
1205 Capitol Drive, Addison, IL 60101  
[www.foresupplyco.com](http://www.foresupplyco.com)

Nacho Cheese Nozzles 1-800-521-2873

## **Facility Operations**

### ***Hobbs Operations***

The Hobbs concession stand uses the two main center windows as well as the lobby window for operation. There will be two/three cash registers open during peak times and a “cashier” and “runner” assigned to each register. A fifth “prep” person will also be assigned, to make product and keep the concession stand stocked.

Patrons should be ready to order by the time they reach the window. If a customer is not ready, you may want to politely ask them to step aside until they are ready to order and take the next customer’s order if she or he is ready.

The “runner” assigned to each register will take & get each order. Orders will be placed next to the register and entered in by the cashier. Runners will get their own beverages, slushies, candy, and chips. Every attempt should be made to move the line as quickly and efficiently as possible. During rush times, all staff must work as a team to ensure efficient operation.

### ***Fairfax Operations***

The pool concession stand uses the two main center windows for operation. There will be two cash registers open during peak times and a “cashier” and “runner” assigned to each register. A fifth “prep” person will also be assigned, to make product and keep the concession stand stocked.

Patrons should be ready to order by the time they reach the window. If a customer is not ready, you may want to politely ask them to step aside until they are ready to order and take the next customer’s order if she or he is ready.

The “runner” assigned to each register will take & get each order. Orders will be placed next to the register and entered in by the cashier. Runners will get their own beverages, slushies, candy, ice cream, and chips. Every attempt should be made to move the line as quickly and efficiently as possible. During rush times, all staff must work as a team to ensure efficient operation.

### ***Soccer Park Operations***

Limited selection menu (bottled beverages, pre-packaged foods, hot dogs, slush puppies)  
One or two cashiers scheduled for each event.

### ***Carson Operations***

The Carson concession stand uses the two main center windows for operation. There will be up to four cash registers open during peak times and a “cashier” and “runner” assigned to each register. Volunteers are scheduled for major events to make product, and keep the concession stand stocked. On slower sales days, a manager and one cashier are scheduled. It is common for the manager to open, leave, and return at the end of the shift.

Patrons should be ready to order by the time they reach the window. If a customer is not ready, you may want to politely ask them to step aside until they are ready to order and take the next customer’s order if she or he is ready.

The “runner” assigned to each register will take & get each order. Orders will be placed next to the register and entered in by the cashier. Runners will get their own beverages, slushies, candy, ice cream, and chips. Every attempt should be made to move the line as quickly and efficiently as possible. During rush times, all staff must work as a team to ensure efficient operation.

### ***Carson Satellite Stand***

- Acquire two(2) cash boxes from Manager
- Ask the Manager to give you start change
- Take a roaster for hotdogs (fill partially with water for cooking)
- Make 100 Hotdogs
- 3 packs of buns (30 count – 90 total)
- Get size 4# popcorn bags from Manager (make sure they are the small ones)
- Hot Chocolate supplies if needed

IMPORTANT: Restock beverages as needed from the Express cooler. We do not want warm product sold to customers. Manager can let you in. You may use cell phones to communicate.

### **END OF GAME**

- Restock all coolers FULL
- Remove all extra food (Manager will tell you what to do with it, do not leave food in coolers, freezers, or on the counter)
- Clean popcorn popper and counters
- Total all tallies and \$ (less the start change)
- Take tally sheet and cash to Manager (help them count it)

## **Full Service Opening Checklist @ Carson**

Make coffee

Make hot chocolate

Make sure all items are fully stocked

Fill sanitizer sink

Pizzas

- Cook pizzas in pizza ovens for 10-12 minutes
- Place pizza on metal pan, discard cardboard
- Cut into 6 equal slices
- Place in warmer at around 140°F

Wheel grill to designated area

- Set up tent if raining
- Turn on grill
- Grill brats, burgers, and hotdogs
- Turn on roaster ovens
- Place cooked meat in roasters in water
- Set up meat preparation area with buns, gloves, cheese slices and aluminum foil

Pretzels

- Fill water spray bottle
- Place salt on clean paper plate
- Turn roaster oven on 'warm'
- Spray pretzels with water
- Place pretzel on salt plate (Leave one or two unsalted)
- On paper plate, microwave pretzel for 1 minute
- Place cooked pretzels into roaster, alternating layers of aluminum foil and pretzels

Popcorn

- Make popcorn following the instructions on the machine
- Bag up 20-40 bags of popcorn, place bags in soda crates, and place the crates on top of the coolers for the cashiers to reach. 100+ bags to start a varsity football game

Set up caramel apple station

- Bring out of the cooler, 2-3 portioned caramel cups and 2-3 unsliced apples
- Place apple slicer by this station

Bring out pickle jar, ketchup, mustard, relish, and candy from cooler

## ***Full Service Closing Duties***

Return Grill to concession stand

- Turn off gas
- Clean

Wash all utensils

- Clean out coffee / hot chocolate pots
- Empty pretzel spray bottle
- Grilling tools
- Pizza pans
- Drain and rinse out all sinks

Turn off machines (EXCEPT Slush Puppy machine)

- Pizza makers
- Roaster ovens (unplug)
- Pizza warmer
- Nacho Cheese (unplug)
- Oven

Discard used, disposable plates and gloves

Restock all items

- Slush Puppy Ready-To-Use mix
- Candy, chips, condiments
- Cups / Straws / Lids / Napkins
- Soda

Return cold items to refrigerator

- Apples, caramel, cheese slices, pickles, candy, condiments
- Buns (to freezer)
- All meat to freezer with dates

Wipe down all counters and machines with hot, soapy water

Record and discard all wasted product

Sweep all floors, mop if necessary

Take out garbage bags

- Break down cardboard and put in cardboard dumpster
- Replace garbage can liners

Stack all empty beverage and bun crates

Wisconsin Food Code Fact Sheet #19 Supplement

**Food Employee Reporting Agreement**

Preventing Transmission of Diseases through Food  
by  
Infected Food Employees

*It is recommended that this document be used as an agreement between employees and management to help ensure that Food Employees notify the Person in Charge when they experience any of the symptoms listed below. The Person in Charge will then take appropriate steps to prevent the transmission of foodborne illness. The use of this document should help demonstrate to the regulatory authority that there is an Employee Health Program in place.*

I AGREE TO IMMEDIATELY REPORT TO THE PERSON IN CHARGE:

SYMPTOMS and PUSTULAR LESIONS:

1. Diarrhea
2. Fever
3. Vomiting
4. Jaundice
5. Sore throat with fever
6. Lesions containing pus on the hand, wrist, or an exposed body part  
(such as boils and infected wounds, however small)

MEDICAL DIAGNOSIS:

Whenever diagnosed as being ill with Salmonellosis (*Salmonella* spp.), Shigellosis (*Shigella* spp.), Shiga toxin-producing *E. coli*, Hepatitis A (hepatitis A virus) or any other pathogen that can be transmitted through food such as: *Entamoeba histolytica*, *Campylobacter* spp.; Norovirus; *Cryptosporidium* spp.; *Giardia* spp.; *Yersinia enterocolitica*; *Staphylococcus aureus*; or *Listeria monocytogenes*.

I have read (or had explained to me) and understand the requirements concerning my responsibilities under the Wisconsin Food Code and this agreement to comply with:

1. Reporting requirements specified above involving symptoms, diagnoses, and high-risk conditions specified;
2. Work restrictions or exclusions that are imposed upon me; and
3. Good hygienic practices.

I understand that failure to comply with the terms of this agreement could lead to action by this food establishment or the food regulatory authority that may jeopardize my employment and may involve legal action against me.

Applicant or Food Employee Name (please print) \_\_\_\_\_

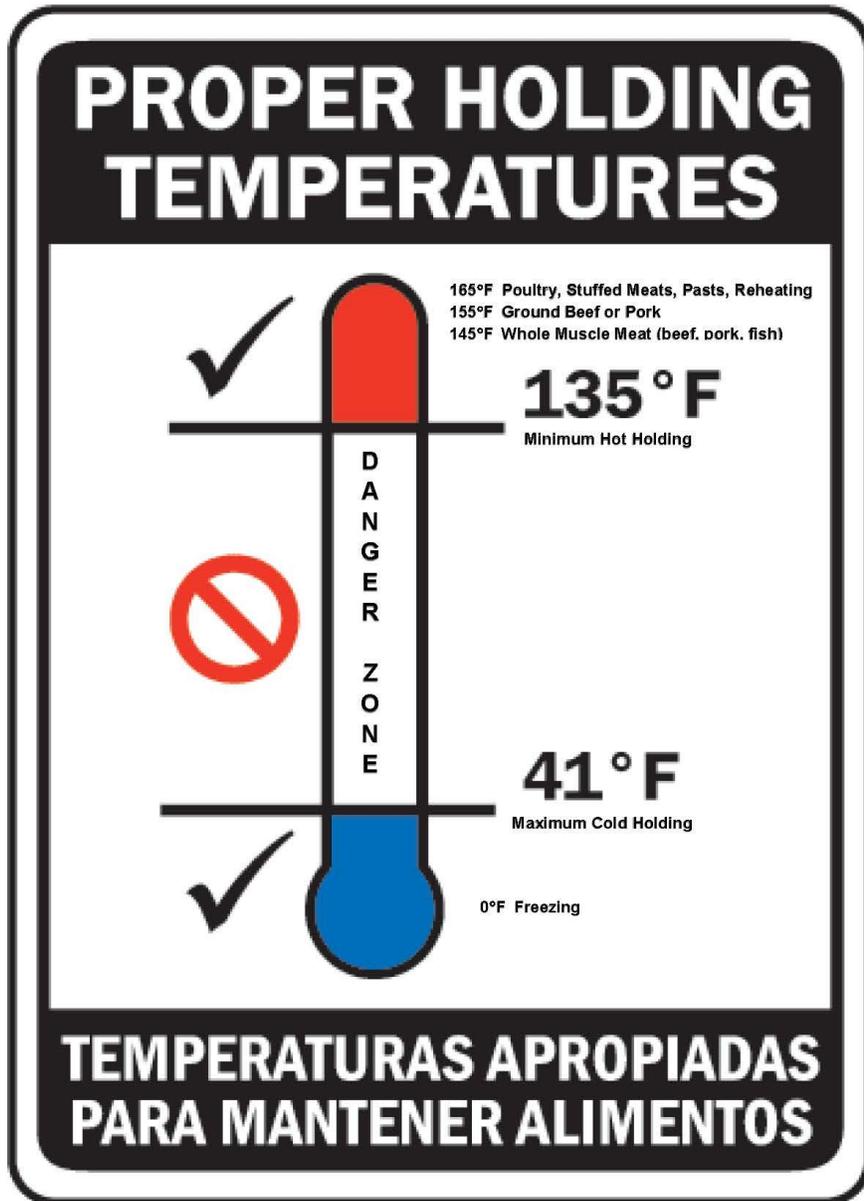
Signature of Applicant or Food Employee \_\_\_\_\_ Date \_\_\_\_\_

Signature of Permit Holder's Representative \_\_\_\_\_ Date \_\_\_\_\_

dfs-3023-0802 March 2006



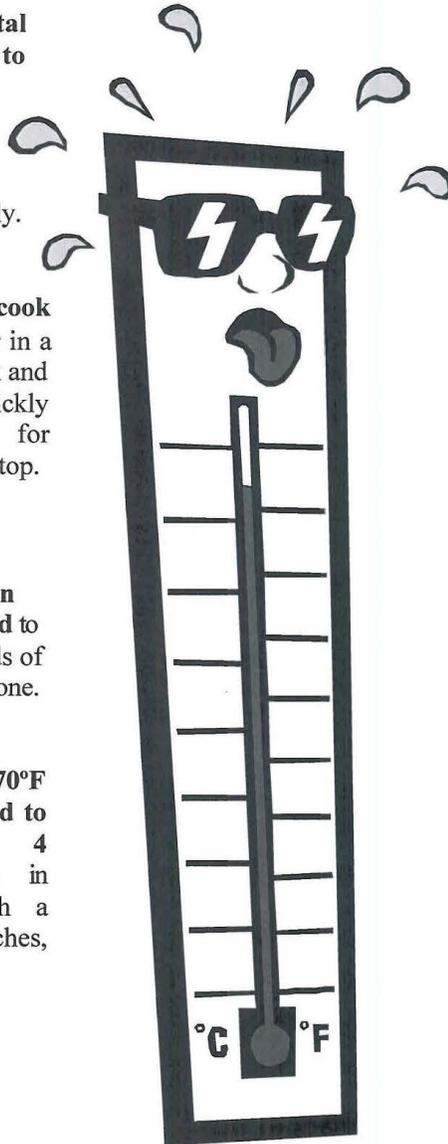
Food Preparation Critical Temperature Sign - Post On Site



## Temperature Guide

Wisconsin Food Code Fact Sheet #12

- **Always use a metal stem thermometer to monitor food temperatures.** Remember to calibrate your thermometer monthly.
- **Never re-heat or cook on a steam table or in a food warmer.** Cook and re-heat food as quickly as possible; for example, on a stovetop.
- **Pre-chill all ingredients when making a cold salad** to prevent long periods of time in the danger zone.
- **Cool hot foods to 70°F within 2 hours; and to 41°F within 4 additional hours** in shallow pans with a food depth of 2 inches, or ice water bath.



**165° F** -- Reheat all left-over foods; Cook poultry, stuffed meats, stuffing containing meat; food cooked in the microwave

**155° F** -- Cook ground raw beef, ground raw pork, injected meat, etc.

**145° F** -- Cook whole roasts and whole fish fillets

**140° F** -- Cooking commercially processed and packaged foods and vegetables; hot food holding

**Danger Zone**

**41° F** -- Cold food holding

**0° F** -- Frozen foods

dfs-3012-0401 April 2001



Fact Sheet:

## TYPES OF THERMOMETERS

### DIAL INSTANT-READ:

- Reads in 15-20 seconds
- Place 2 to 3" deep in thickest part of the food
- Temperature is averaged along the probe, from tip to 2 to 3" up the stem
- Insert sideways for thin foods
- Some models can be calibrated; check manufacturer's instructions
- Not designed to be left in the food while it is cooking



### DIGITAL INSTANT-READ:

- Reads in 10 seconds
- Place at least 1/2" deep
- Can measure thick and thin foods
- Some models can be calibrated; check manufacturer's instructions
- Not designed to be left in the food while it is cooking



### THERMOCOUPLE:

- Reads in 2-5 seconds - fastest reading of all thermometers
- Place 1/4" or deeper
- Can measure thick and thin foods
- Can be calibrated; check manufacturer's instructions
- Not designed to be left in the food while it is cooking
- More expensive than instant-read thermometers



### OVEN-SAFE:

- Reads in 1-2 minutes
- Place 2 to 2-1/2" deep in the thickest part of the food
- Best for roasts, soups, or casseroles
- Can remain in the food while it is cooking in the oven
- Heat conduction of metal stem can cause false high readings
- Some models can be calibrated; check manufacturer's instructions



### INDICATING THERMOMETERS:

- Can be kept in the refrigerator and freezer
- Can be used to check the accuracy of built-in thermometers



### INFRARED:

- Fast read out
- Can read the temperature of the food without touching it
- Only measures surface temperature, not for internal food temperatures



Information and Graphics Courtesy of USDA Food Safety and Inspection Service

Public Health – Madison and Dane County (06/04)

**EMPLOYEES MUST  
WASH HANDS  
BEFORE RETURNING  
TO WORK**



Eau Claire City-County Health Dept., 720 2nd Ave., Eau Claire, WI 54703 715-839-4718

Help prevent the spread of disease

# WASH YOUR HANDS

1. When you begin work.
2. After using the bathroom
3. After smoking or eating
4. After touching any part of your body (including hair).
5. After touching any raw foods
6. After doing any cleaning chores.
7. After touching soiled utensils and/or dishes.

Eau Claire City-County Health Department



Fact Sheet:

## **HANDWASHING**

Thorough and frequent handwashing prevents the spread of disease. Employees must wash hands before handling, preparing, or serving food.

### **5 STEPS FOR CLEAN HANDS**

1. Wet hands with warm water
2. Apply soap and lather
3. Vigorously rub hands together for 10-15 seconds
4. Rinse thoroughly
5. Dry hands using a single use towel

### **WASH HANDS AFTER:**

Smoking, Eating  
or Drinking



Handling  
Raw Food



Cleaning or  
Handling Garbage



Using a  
Tissue



Going to the  
Restroom



Graphics Courtesy of Kansas Department of Health and Environment

Public Health – Madison and Dane County (06/04)

# Hand-washing

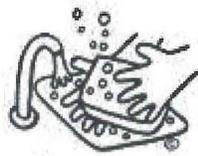
## Wisconsin Food Code Fact Sheet #1

**Hand washing is the single most effective means of preventing the spread of bacteria and viruses, that can cause infections and food borne illness.**

Employees can be a significant source of harmful microorganisms. Proper hand-washing can be the most effective action workers can take to control direct and indirect contamination of food, utensils, and equipment.

### When To Wash Hands

- Before starting to work with food, utensils or equipment.
- During food preparation, as needed.
- When switching between raw foods and ready-to-eat foods.
- After handling soiled utensils and equipment.
- After coughing, sneezing, using a tissue, or using tobacco products.
- After eating and drinking.
- After touching your skin.
- After handling animals.



- After using the toilet, wash hands at a hand-wash sink in the restroom and again when returning to work.

### Always Follow These Six Steps When You Wash Your Hands

Before washing your hands, remove any jewelry and only wash your hands in sinks designated for hand-washing. Do not wash your hands in utensil, food preparation, or service sinks.

1. Roll up sleeves and wet hands with warm water.
2. Using soap, not a hand sanitizer solution, work up a soapy lather that covers hands and forearms.
3. Rub hands together for at least 20 seconds: make sure to wash palms, back of hands, between fingers, and forearms.
4. Use a fingernail brush to clean under fingernails and between fingers.
5. Rinse hands and forearms in warm water.
6. Dry hands with single-use paper towels or cloth roller towel. Turn off the faucet with paper towels to prevent re-contamination of hands.

## Using Disposable Gloves

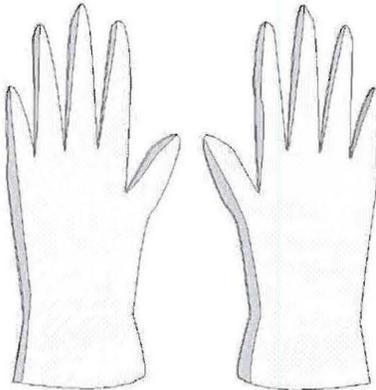
Wisconsin Food Code Fact Sheet #5

Disposable glove use in food processing operations is becoming popular. Many operators feel that wearing gloves prevents the transmission of foodborne related pathogens. However, wearing gloves is not a substitute for appropriate, effective, thorough and frequent hand-washing.

**Allergies:** Natural rubber latex gloves have been reported to cause allergic reactions in some individuals. Consider this when deciding whether single-use latex gloves will be used during food preparation.

Hands must be carefully washed with soap and warm water, then dried before and after gloves are worn.

Gloves are suitable for mixing, deli sandwich assembly, prep work, vegetable handling, covering non-infected hand abrasions, etc.



**Warning:** Individuals with infected (red, swollen, warm or pus-forming) wounds on their hand(s) must cover

the infected area with an impermeable cover and wear a single-use glove.

### Rules of Glove Use

- Do not reuse gloves.
- Use only single-use gloves, stored and dispensed to prevent contamination.
- Ensure gloves are intact, without tears or imperfections.
- Provide gloves that fit properly.
- Gloves must be changed whenever an activity or workstation change occurs, or whenever they become contaminated.
- Hands are to be washed and dried before putting on new gloves.
- Management must provide education and enforcement of proper glove use.
- Gloves must be replaced after sneezing, coughing, or touching of the hair or face.

dfs-3005-0401 April 2001

Fact Sheet:



## Sanitizing Instructions



Wiping cloth container

200 ppm 1-tablespoon sanitizer in 1-gallon water
---



Sink compartment

200 ppm 3-tablespoons sanitizer in 3-gallons water
---

Tips: Be sure to verify the volume of your own buckets, spray bottles, or sink compartments.

# Cash Receipts Report

Page: 1 of 1

## Cash Receipts Report (Summary)

Nov 10, 2012  
4:11 PM

Receipt Date/Time: From Nov 10, 2012 12:00 AM through Nov 10, 2012 11:59 PM  
System User: Carson Concessions 1, Carson Concessions 2, Carson Concessions 3

### Cash Drawer Totals

Cash: +	\$1,796.50
Cash Refunds: -	\$0.00
<b>Sub-Total Cash: =</b>	<b>\$1,796.50</b>
Check: +	\$0.00
<b>Sub-Total Cash/Check: =</b>	<b>\$1,796.50</b>
Gift Certificates: +	\$0.00
<b>Sub-Total Cash/Check/GC: =</b>	<b>\$1,796.50</b>
Memo: +	\$0.00
<b>Sub-Total Cash/Check/GC/Memo: =</b>	<b>\$1,796.50</b>
Credit Card: +	\$111.25
Credit Card Refunds: -	\$0.00
<b>Total Cash Drawer: =</b>	<b>\$1,907.75</b>

### Credit Card Totals

Visa:	\$98.75
MasterCard:	\$12.50
American Express:	\$0.00
<b>Sub-Totals Credit Cards:</b>	<b>\$111.25</b>

### Grand Totals

<b>Total Cash Drawer: +</b>	<b>\$1,907.75</b>
<b>Sub-Total Manual Deduct: +</b>	<b>\$0.00</b>
<b>Grand Total: =</b>	<b>\$1,907.75</b>
<b>Sub-Total From Account: +</b>	<b>\$0.00</b>
<b>Grand Total With From Account: =</b>	<b>\$1,907.75</b>
<b>Sub-Total From ECP: +</b>	<b>\$ 0.00</b>
<b>Grand Total With ECP: =</b>	<b>\$ 1,907.75</b>
<b>Sub-Total From Journal Entries: +</b>	<b>\$ 0.00</b>
<b>Grand Total With Journal Entries: =</b>	<b>\$ 1,907.75</b>

UWEC 50122  
Deposit: \$1798.25  
Over: \$1.75

# Cash Distribution by Account Report

Page : 1 of 1

Nov 10, 2012  
4:14 PM

## Cash Distribution By Account (Summary)

System User: Carson Concessions 1, Carson Concessions 2, Carson Concessions 3  
Transaction Date/Time: From Nov 10, 2012 12:00 AM through Nov 10, 2012 11:59 PM

Account Name	Account Number	Total Cash Payment	Total Check Payment	Total Card Payment	Total Cash, Check, Card, Certificate	Total Memo / Check, Card, Man. Deduct Payment	Total Payments	Total ECP and Journal Payments	Total Payments + ECP/Journal Payments
Carson Concession Sales	10001.4417.2709	\$1,796.50	\$0.00	\$111.25	\$1,907.75	\$0.00	\$1,907.75	\$0.00	\$1,907.75
<b>Totals:</b>		\$1,796.50	\$0.00	\$111.25	\$1,907.75	\$0.00	\$1,907.75	\$0.00	\$1,907.75

RS 11-VZ



# Product Sales Form (Carson)

## Carson Concessions

9/1/2012

Weather = Warm, Sunny, 85 degrees  
Attendance = 4500

Cash Drawer Operator: Eau Claire Parks & Recreation Concession Team

Event: UWEC Football Game

ITEM SOLD	PRICE	NUMBER SOLD	TOTAL SALES	PPP	TOTAL PROFIT	Free & Waste	Waste \$
<i>MEALS &amp; MORE</i>		Regiser #1 & #2		price per piece			
Brat	\$3.00	30	\$90.00	\$0.88	\$63.60	49	\$43.12
Cheeseburger	\$3.50	56	\$196.00	\$1.45	\$114.80	12	\$17.40
Hamburger	\$3.00	23	\$69.00	\$1.38	\$37.26	45	\$62.10
Hotdog	\$2.00	176	\$352.00	\$0.79	\$212.96	45	\$35.55
Pizza 1/4 Slice	\$2.50	23	\$57.50	\$1.45	\$24.15	4	\$5.80
Whole Pizza	\$9.00	0	\$0.00	\$5.75	\$0.00		

<i>BEVERAGES</i>							
20 OZ Coke Products	\$2.00	1447	\$2,894.00	\$1.00	\$1,447.00		
Dasani Water	\$1.75	749	\$1,310.75	\$1.00	\$561.75		\$0.00
Apple Juice	\$1.25	8	\$10.00	\$0.80	\$3.60		
12oz Hot Beverages	\$1.25	1	\$1.25	\$0.62	\$0.63		
16oz Slush Puppies	\$1.50	99	\$148.50	\$0.35	\$113.85		\$0.00

<i>SALTY SNACKS</i>							
Beef Jerky	\$1.50	7	\$10.50	\$0.81	\$4.83		
Chips	\$0.75	15	\$11.25	\$0.39	\$5.40		
Extra Cheese	\$0.50	1	\$0.50	\$0.30	\$0.20		
Nachos	\$2.75	15	\$41.25	\$0.64	\$31.65		
Nuts/Seeds/Trail Mix	\$0.75	1	\$0.75	\$0.42	\$0.33		
Pickle	\$0.75	9	\$6.75	\$0.25	\$4.50		
Popcorn	\$1.50	204	\$306.00	\$0.20	\$265.20	50	\$10.00
Popcorn - Satellite	\$1.00	82	\$82.00	\$0.20	\$65.60		
Pretzel (w/cheese)	\$2.75	40	\$110.00	\$0.74	\$80.40	5	\$3.70
Slim Jims	\$0.25	16	\$4.00	\$0.15	\$1.60		

<i>SWEET TREATS</i>							
Apple w/ Caramel	\$1.50	7	\$10.50	\$0.85	\$4.55		
Candy (airheads & lollies)	\$0.25	25	\$6.25	\$0.15	\$2.50		
Candy (ring pop, taffy rope)	\$0.50	21	\$10.50	\$0.37	\$2.73		
Candy/Fruit Snacks	\$0.75	1	\$0.75	\$0.31	\$0.44		
Candy	\$1.00	103	\$103.00	\$0.60	\$41.20		
Cotton Candy	\$2.00	4	\$8.00	\$0.90	\$4.40		
Protien Bar	\$1.00	2	\$2.00	\$0.49	\$1.02		

<i>FROZEN TREATS</i>							
Frozen Gogurt	\$0.50	25	\$12.50	\$0.32	\$4.50		
Giant Freezie	\$0.75	114	\$85.50	\$0.20	\$62.70		
Ice Cream Treat	\$1.25	31	\$38.75	\$0.62	\$19.53		
Miscellaneous Sale			\$0.05	\$0.00	\$0.05		

### GRAND SALES TOTAL

**\$5,979.80**

Deposit  
Credit Card Sales  
(over/short)

\$5,883.30

\$196.50

\$100.00

Charge Code #2709

**\$3,182.93** Sales

\$177.67 Free & Waste  
\$250.00 Volunteer Payout  
\$621.01 Paid Staff  
\$311.74 Sales Tax  
\$44.00 Over paid @ 44%  
\$18.80 LP Tank

**\$1,847.71** Net Sales

31% % of Total Sales

**\$923.85** Amount Paid

50% of net Sales

# Product Sales Tally Sheet

## Soccer Park Concessions Tally

Date
------

Cash Drawer Operator: \_\_\_\_\_  
*print name*

Event: Soccer Park Leagues  
*print event*

ITEM SOLD	PRICE	NUMBER SOLD (TALLIED)	TOTAL #	TOTAL \$
<b>BEVERAGES</b>				
Bottled Beverages	\$2.25			
Powerade	\$2.25			
Water	\$2.00			
16oz Slush Puppies	\$1.75			
12oz Hot Beverages	\$1.50			

<b>SNACKS</b>				
Hotdog	\$2.25			
Beef jerky	\$1.50			
Popcorn	\$1.50			
Chips/Nuts/Seeds	\$1.00			
Candy	\$1.50			
Candy	\$0.75			
Candy	\$0.25			
Fruit Snacks	\$1.00			
Protein Bar	\$1.00			
Water Bottle	\$5.00			
DQ Dilly Bars	\$2.25			
Cheese Sticks	\$1.00			

**GRAND SALES TOTAL**

Deposit

(over/short)

Waste	Units

Low Inventory	Left in Stock

**Please include this tally sheet with funds in "Soccer Park Deposit" envelope.  
 Place back in safe for manager pick-up.**