

CONCESSIONS VOLUNTEER

6:15pm (1:15 pm) Arrival time

The combination to the lock for the concessions cabinet is with the board member on duty (BOD). The key to the fridge lock is in the concessions cabinet.

- Coffee Maker:** Fill the carafe with distilled water (in jugs on floor in closet) and pour it into the reservoir (without any coffee in the coffee tray). If the coffee maker isn't turned on (switch near bottom right), turn it on. Discard the first pot after it completes to discard the water that sits in the reservoir. If the coffee pot wasn't previously turned on, it may take up to 20 minutes for it to 'brew' the first pot of water.
- Coffee Maker:** Put a filter in the coffee maker and add two rounded scoops. Fill the carafe with distilled water and pour it into the reservoir. Note: there is no need to press a 'brew' button. The coffee maker will start to brew when water is added to the reservoir.
- Hot water pot:** Fill it about half full with distilled water and turn it on (press lever at the base down)
- Set out concessions:
 - Neatly arrange assorted candy on the wire rack. Start out with about 5 or 7 of each type & add more as it sells. The candy is stocked in the cabinet under the counter.
 - Put tea packets and hot chocolate packets on the wire rack.
 - Sit out coffee lids, stir sticks, sweetener and coffee creamer (note the creamer does NOT need to be refrigerated) next to the wire rack.
 - Sit out a supply of coffee cups by the coffee maker
 - Make sure concession signs are set up next to the wire rack & that they are visible to people as they walk in. These have the prices of all items for sale.
 - Make sure the donation jar & donation sign is set up near the concession area on the counter.
- Stock refrigerator with bottled water, Izzy juice, and sparkling water. Make sure room temperature beverages are put BEHIND what is already there (cold).

- Get the cash box from the Board Representative on Duty (BOD) and precount cash and sign the cash transfer form to indicate that you have received the amount of cash indicated on the form.
- Unplug the Square terminal from where it is charging & move it near to the concession stand. If you haven't used Square before, review its user interface. Read the instructions for how to use it.

6:45PM (1:45PM) Concessions Operations

- All concession transactions must be run through the Square terminal, even for cash transactions. This is because Square keeps track of our inventory.
- Be accurate in the items that you select on Square, again this is so we can use it to keep track of our inventory.
- If someone says 'keep the change', put that change in the donation jar and NOT the concessions cash box.
- Rebrew coffee and heat up more water as is needed
- Restock candy, cold beverages, & supplies as is needed

7:30 pm (2:30 pm)

- Concessions are not usually sold during a performance and it is OK to tell a patron that the concessions are closed until intermission.
- If there is an intermission, then:
 - Lock up the money box in the cabinet under the concessions.
 - Make a second pot of coffee if the first pot is almost empty
 - Make sure there is distilled water in the hot water dispenser (no more than half full)
 - Make sure refrigerator is restocked (putting room temp beverages behind the cold ones)
 - Restock candy & other supplies as needed (lids, cups, etc)
- Be ready to open up concessions immediately when intermission starts (money box set out, coffee already made, etc)

Closing down concessions

If there is no intermission, then this happens shortly after the show starts. If there is an intermission, then this happens shortly after the intermission is over.

- Return all candy, tea bags, and cocoa packets to the cabinet where you got them. Please keep them orderly so that it is easy to restock for the next show
- Coffee supplies (lids, stick stirrers, creamer, sweetener) may remain on the counter
- Empty coffee pot, throw filter and grinds into the trash. Rinse out the coffee pot and the coffee tray (where the filter and coffee grinds were).
- Empty hot water dispenser
- Wipe down the counter & clean up any messes
- Count money in the box, fill out the rest of the concessions cash form, sign it & then hand it to the board member on duty. They will count the money too and sign it.
- Plug the Square terminal back in so it is fully charged for the next show.
- Fully restock the refrigerator

Refrigerator Stocking Guide

At least 2 shelves should be plain water.

LaCroix fits best on the bottom of the main refrigerator. Stock upright, up to 3 rows.

Izze fits best on the bottom shelf of the door, upright, it can also be placed in the bottom shelf upright. Juice boxes or other beverages should be filled in on the door.