

Concession Stand Procedures

We are using the Square terminal for both credit card AND cash sales so that it can track our inventory. Please use it even if a patron pays you cash!!

Items that we currently sell

All items are \$2.

Beverages	Snacks
<ul style="list-style-type: none"> ● Bottled water ● Variety of sparkling water (La Croix) ● Variety of sparkling Juice (Izze) ● Hot coffee ● Hot cocoa ● Hot Tea - herbal & caffeinated 	<ul style="list-style-type: none"> ● Kit Kat ● Reece's Peanut Butter Cup ● Sour Patch Kids ● Twix ● Snickers ● Red Vines ● Peanut M&M's ● Beef sticks

Pre-Show Set Up

1. The BOD will unlock the concessions cabinet. The key to the fridge is in the concessions cabinet.
2. Stock the concessions rack with a variety of snacks (about 5-8 items each)
3. Ensure that the refrigerator has bottled water, Izze, and La Croix in it. Stock if necessary
4. Count the cash that the treasurer gives you for the cash box. Usually we start with \$50 in 1's and 5's.
5. The Square credit card reader does NOT need to be plugged in for use (it's plugged in only for charging). Move it near to the Concessions area & turn it on.
6. Set out the coffee/tea sweeteners, creamer, and stirring sticks. Set out the selection of Teas and hot cocoa.

Coffee Maker Set-up

The coffee maker is tricky to use. Follow these instructions closely. When you first arrive, turn on the coffee maker by flipping the bottom right switch (you should see the red area on the button). This causes the water reservoir to begin to heat up. Make sure the coffee pot is in place.

DO NOT put coffee in the filter area just yet!!!

Wait for about 30 minutes and confirm that the reservoir has warmed up (it should be warm to the touch and you should be able to hear the water boiling).

Sometimes, the coffee maker will try to brew a pot before the water has heated. This is why it is important to not put coffee in just yet until you've waited for the reservoir to completely heat up.

After about 30 minutes, discard any water that may have dripped through into the pot. Put a paper filter and two scoops of coffee in.

Add distilled water through the top (the top lid rotates out of the way). This is what triggers the next pot to be brewed. Do not use tap water! The closet should have plastic bottles of distilled water.

DO NOT USE TAP WATER.

Hot Water Set-up

Add distilled water to the hot water pot. You probably won't need more than $\frac{1}{2}$ or $\frac{3}{4}$ full. Turn it on by pressing the lever at the base. It takes about 15 minutes to heat the water.

Processing a Sale

All items are processed through the Square terminal, even for cash sales! This is so that we can use Square to track our inventory.

The Square terminal is easy to use. All items that we sell are listed on it with a picture of them. Just press the item(s) that the patron is purchasing. If they purchase two KitKat's, just press that button twice.

When you have selected all the items they are purchasing, press xxx.

Accepting Payment - Credit Card or Phone Payments

If their card has an RFID, the quickest way to pay is to have them tap it on the machine. Otherwise, you'll need to insert it into the front of the machine (chip facing up and inserted into the machine).

If they have Apple Pay or Google Pay, they can just hold their phone over the machine.

After the payment is accepted, you'll be prompted about receipt. In general, we don't ask them if they want a receipt. We just say 'no receipt' on Square to expedite the completion of the transaction.

Accepting Payment - Cash

When you are prompted to insert or tap to pay by credit card, click on the back button and then select cash transaction (refer to the training video).

Donations

If someone tells you to 'keep the change as a donation', PLEASE do not put the change/donation in the concessions box. Instead, put it in our Donations jar. This will allow us to track donations

separately from concessions and also help when we reconcile the concessions cash box at the end of the performance.

Non-Concession Item Transactions

The Square is set up to accept donations and membership fees. These appear as items under 'Misc' category. A membership is a flat \$20 amount. However, for donation, you have to enter the amount of donation being made.

Concession Tear Down & Cleanup

If the performance has an intermission, we sell concessions during the intermission. We tear down after intermission is over, or until about 30 minutes into the show if it doesn't have an intermission.

1. Empty coffee pot & used coffee grounds. Wash both.
2. Empty hot water pot and dry out.
3. Make sure coffee pot and hot water pots are TURNED OFF.
4. Move all snacks, tea, cocoa from the snack rack into the concessions cabinet.
5. Move sweeteners, creamer, etc into the concessions cabinet.
6. Do a light cleaning/wipe down around the sink, coffee maker, etc.
7. Restock cold beverages in the refrigerator.
8. Count the cash in the cash box and record it on the paper provided.
9. Give the cash box to the board member on duty.
10. Lock concessions cabinet.