

# ABC - Volunteer Standard Operating Procedures

## May 2014

### Concessions- High School Gym:

#### Cash Handling:

- **Who do I contact to obtain the cash box?**  
*The cash box will be provided to you at the beginning of your shift by Sports Director*
- **Do I need to balance the cash box or is that handled by an individual from the school or the athletic boosters?**  
*Nothing needs to be balanced at the end of the shift*
- **To whom do I give the cash box once my shift is complete?**  
*Sports Director will take the cash at the end of the event/close of stand*

#### Food Handling:

- **All volunteers must practice safe food preparation and handling procedures including washing hands frequently during shift.** *Proper supplies will be provided to you such as; soap, plastic gloves, cleaning wipes*
- **How many minutes prior to my shift do I need to arrive to receive instructions?**  
*You should arrive at least 5 minutes prior to the beginning of your shift. This will allow for any set up or transition tasks to occur if you are taking over for a previous shift*
- **What are the requirements to replenish food products if we run out during the shift?**  
*Check the replenishment inventory and replace missing items if inventory is available. If replenishment inventory is unavailable, be sure to inform all other individuals working so they can inform customers. Also, let Sports Director know so they can communicate with Concession Director*
- **Where is the replenishment inventory kept?**  
*Inventory is located within storage in concession stand*
- **May my son/daughter assist me in the concession area while I work my shift? If yes, what is the minimum age they must be to do so?**  
*Children ages 12+ may be located in the concession area but are not allowed handling cash transactions. No small children*
- **What clean-up requirements are there for equipment (i.e. popcorn machine)?**  
*Wipe down all equipment and unplug nacho cheese and popcorn machines. Make sure to clean out lower tray of popcorn machine.*
- **What clean-up requirements are there for facilities (i.e. mopping floor)?**  
*Wash countertops, hot dog roller, sweep, mop, and clean any other messes*
- **If the need arises to leave the concession area unattended, what actions need to be taken?**  
*The concession area should not be left unattended. If a need arises that cannot be avoided, lock the cash box and take it with you if possible*
- **Who do I contact if I am unable to work the volunteer shift I agreed to?**  
*You should attempt to contact other adults to cover your shift. If no other person can work the shift, contact the Sports Director*

# ABC - Volunteer Standard Operating Procedures May 2014

## Concessions- High School Track/Practice Field:

*Same as above unless distinct differences*

## Concessions- Fruth Field:

### **Varsity Football**

- Startup money for both concessions and admissions is provided by SMSA HS Treasurer at the start of each game.
- Stand is shared by both FDLHS Music Booster parents and SMSA and each have their own stock. This should be respected.
- Concession and/or Sports Director will transport supplies to Fruth.
- Varsity Football schedule is done by a group and will be distributed via mail.
- Concession and/or Sports Director will have concession stand open 1 hour prior to game. Volunteers should be there at that time.
- Inside concession stand:
  - Grey cabinets on West side of window are SMSA
  - NOTHING can be left on the floor after game
  - Coolers are shared please follow the directions listed on cooler.
  - All SMSA supplies should be cleaned and returned to the storage closet on East side of building. Grey Rubbermaid locked cabinet is SMSA and all items should be put back and placed in that area. Nothing should be used that is NOT labeled SMSA. Director will have the key.
  - Garbage is to be tied and placed outside concession door when locking up
  - If a problem arises talk to Director to find FDLHS staff
  - Procedures will vary year to year, please make sure to read posted directions

Sports Director will take the cash at the end of the event/close of stand