

2026–27 VOLUNTEER TRAINING

SYHA Concessions Overview

Stoughton Youth Hockey Association

Thank you for volunteering.



Concessions overview

The concession stand supports SYHA, serves fans and families, and helps you fulfill volunteer hours.

We're open during: Learn to Skate, SYHA and Jr. Iceberg games and tournaments, SHS boys' and girls' games and tournaments, and other Mandt Center events.

Our season: November through early March. SYHA events usually fall on weekends, with high school games on weekday evenings.

Volunteer-hour questions: Contact the Director of Fundraising or your age level director.



Training requirements

Every concession volunteer must complete training before signing up for a shift.

Training checklist

Review this presentation. Take the safety quiz. Review and sign the health agreement. Attend in-person training or a refresher.

Before your first shift

Be ready to operate and clean equipment and follow food-safety rules. Instructions are posted in the stand.

Training and refreshers run throughout the season.

See the concessions page on the final slide to finish.



Emergency information

Mandt Center

400 Mandt Parkway
Stoughton, WI 53589
Office: 608-873-7528

Fire extinguishers: Lobby by the light switch, concession storage room by the hot dog machine, and next to the back door.

AED: Lobby under the TV.

First aid kits: Under the counter, lobby cleaning closet, referee room, and Zamboni room.

Ice packs: Under the counter. Ice is in the big freezer, with zip-top bags under the counter.



Food safety essentials

Temperature control

Cold food: 41°F or below. Hot food: 135°F or above. Keep frozen food frozen.

Use a clean food thermometer.

Outside limits? Stop serving that food and contact the manager.

Follow posted heating instructions and holding time limits.

Equipment: Wash, rinse, sanitize, and air-dry.

Food sources

Serve commercially prepared foods.

Volunteer health

Do not work when sick. See Health reporting rules.

Clean hands

Wash hands often. Avoid bare-hand contact with food.



Handwashing and gloves

When to wash

Before starting food work and before putting on or changing gloves.

After eating, using the restroom, coughing, sneezing, or touching your face or hair.

After touching phones, money, garbage, shared surfaces, or dirty equipment.

After treating wounds, caring for someone sick, or touching animals.

Wash when changing tasks.

Gloves and sanitizer

Use gloves for unpackaged food. Change when dirty, torn, or changing tasks. Wash before each new pair.

Hand sanitizer does not replace handwashing.



Health reporting rules

Report illness and exposure to the concessions manager immediately.

Report vomiting, diarrhea, jaundice, sore throat with fever, or infected sores. Report norovirus, hepatitis A, Shigella, E. coli, Salmonella (including typhoid), other foodborne diagnoses, and household or outbreak exposure.

SYHA policy: Do not work when sick, including persistent sneezing, coughing, or a runny nose. No exposed, uncovered sores with pus.

Cannot work? Life happens, especially with young kids! Notify the concessions manager and try to find someone to cover your shift. Never work sick. We'll do our best to find a solution!

[Health reporting agreement](#)



Signing up for shifts

Shift openings

Watch your Crossbar email for advance notice.

Shifts usually post 2–3 weeks ahead as the hockey schedule changes.

Cashiers - Adults only.

This role requires someone who can multi-task with accuracy.

[Watch the cashier video](#). Additional cashier instructions are under the cash register.

Everyone helps close and clean.



Shift changes and cancellations

Within 7 days of your shift

Email concessionmanager@stoughtonhockey.com to change or cancel. This allows time to include the opening in the next general communication. Please try to find a replacement.

Less than 48 hours or an emergency

Text Carrie at 608-445-1503 OR Liz at 608-212-6613. Reach out to other families for a replacement. We will do our best to help find a substitute or cover your shift. We realize that life happens and will problem solve with you.



Student workers

SYHA keeps a short list of trained students whom families can hire to complete concession hours.

Eligibility

Students must be at least 14 and complete special in-person training. Students cannot serve as cashiers. Families contact and pay students directly and remain responsible for shift completion.

If you have a family member between the ages of 14-17 they can work WITH YOU, under your supervision, to satisfy your volunteer hours.

[Sign up](#) by 6 p.m. on Saturday, November 7 to be considered. Student workers are required to go through additional in person training.



Opening the stand

If the stand is locked, ask a coach or board member for access, text Carrie at 608-445-1503 OR Liz at 608-212-6613.

No one under 14 may be in the stand—this is strictly enforced as the concession stand is not a child-friendly environment. PLEASE keep younger children outside the stand.

Sign in on the clipboard, confirm your skater(s), and acknowledge health reporting requirements.

Follow the opening checklist—it is posted and in the purple binder. Opening takes about 10 minutes with teamwork.

Read any shift notes on or in the notebook by the register. Copies of instruction sheets are in the purple binder near the register.



Preparing and serving food

Follow the preparation and serving instructions posted by each food or beverage item.

Wear gloves when serving hot dogs, pretzels, pizza, and other unpackaged foods.

Follow the posted instructions to operate, clean, and shut down equipment.

Contact the concessions manager if instructions are unclear or equipment seems to malfunction.

Menu updates: Price increases and availability may affect stocked items.
Tournaments may have special menus.



Cleaning and shift reminders

Clean counters, shelves, and machines during downtime. Supplies are in the lobby cleaning closet.

At shift end, scrape food off items. Use the three sinks: wash with warm water and detergent, rinse with clean water.

Sweep or wipe up large lobby spills. Find the broom and vacuum in the lobby cleaning closet.

Wash hands often, especially after touching your phone. Wear gloves for food handling, avoid bare-hand contact with food, and change gloves often.

One complimentary beverage per shift.



Closing the stand

SYHA: Stay open for players' postgame snacks.

SHS / Icebergs: Close at the start of the third period.

Work together: Allow 15–20 minutes. Complete the closing checklist. Wash, rinse, sanitize, and air-dry items.

Equipment: Turn off hot dog warmer dials and roller. Unplug the cheese warmer. Turn popcorn buttons OFF. Unplug pizza ovens and crockpots if used.

Trash and recycling: Empty bins and replace bags. Break down recycling. Use the cart. An adult takes trash to the dumpster behind the Mandt Center, especially at night.

Turn off the lights and lock the concession door.



Storage reference

Restocking: Check dates. Use first in, first out (FIFO) so the oldest items go first.

White cabinet in refrigerator room: Paper items, straws, coffee supplies, condiments, napkins, and extra gloves.

Two freezers: By the fridge and dishwashing sinks. Hot dogs, pretzels, pizzas, burritos, Uncrustables, toasted cheese sandwiches, and other frozen foods.

Drinks: Under counter and in storage by the popcorn machine. Storage also holds cappuccino mix, cups, lids, chips, and other supplies.

Lobby cleaning closet: Cleaning supplies and garbage bags.

Low stock: Write it on the whiteboard. Text the concessions manager when an item runs out.



Training completion

1. Take the safety quiz

The quiz verifies training completion.

2. Review the health reporting agreement

See Health reporting rules.

3. Complete the one-question survey

Confirm your agreement for the 2026–27 season.

4. Arrange in-person training or a refresher if needed

During November practices, throughout the season, or on request. Email to arrange: concessionmanager@stoughtonhockey.com

Thank you for supporting SYHA and the concession stand!

