

# Wilderness Game Concession Information

These shifts are very busy! The concession stand is small and gets very warm so it's a good idea to dress accordingly.

It is helpful to assign each of the 4 volunteers a task before opening. I suggest the following breakdown, but ultimately your group can operate as you see works best:

1. One person takes orders/payment (cashier)
2. One person retrieves and serves drinks - restock as needed
3. One person retrieves and serves hot food - restock as needed
4. One person cooks (pretzels, popcorn, pizza, hot dogs, etc.) - keep up on the hot items. Remember they go fast and take time to cook. Use the warmers for holding during down times.

Preparation is a huge component to the successful operation of the night. There are 2 volunteers scheduled to prep and get everything set up before the windows open 1 hour prior to puck drop. As long as you are prepped with plenty of hot food ready to serve at opening time and keep cooking as the night goes on, you will keep the lines short and the stress down.

It seems to work best to take orders/payments and serve drinks and candy on one side and have hot food picked up on the other side.

**DO NOT LET A LULL IN THE ACTION DURING PERIODS CATCH YOU OFF GUARD. IT WILL BE BUSY DURING INTERMISSION.**

I suggest opening and going into each intermission with at least the following cooked and ready to be served:

- Hot Dogs : 25 cooked on a bun, wrapped and in the warmer – have more on the cooker
- Pizza: 2 fully cooked and one almost done in the pizza oven. There should never be a time where a pizza is not in the oven prior to the 3<sup>rd</sup> period.
- Pretzels: 25 cooked and in the roaster – keep cooking and adding to the roaster
- Popcorn: 25 bags filled and more popping

Once the 3<sup>rd</sup> period starts, you can greatly reduce prepping the hot food. I suggest having a few hot dogs, a couple of pretzels, a pizza or 2 and a couple batches of popcorn ready...but the 3<sup>rd</sup> period slows down. We don't want a ton of leftover waste.

The 2 volunteers who worked the prep shift will be done during the 3<sup>rd</sup> period. Please help restock beverages/cups, etc. prior to leaving.

The closing shift is expected to stay until the end of the game at which time the windows should be closed and the closing duties completed. Start cleaning up during the 3<sup>rd</sup> period slow down so you are close to done when the game ends.

Below are instructions for Canteen Opening and Closing and Cooking Instructions. These are also posted in the Concession Stand for reference throughout the night but I thought it might be helpful to review before the night begins.

If you have any questions during the night, please feel free to call/text anytime 218-410-3160.

Thank you again for volunteering! - Carol Stavnes, RRYHA Canteen Manager

# Canteen Opening

## Hot Dog Roller

- Preheat on high/10 for 10 minutes
- Reduce Heat to medium/7 for cooking

## Coffee

- Premeasured bags and filters are under cappuccino machine – make 2 carafes

## Pizza Warmer

- Turn on
- Add a cup of water to the bottom

## Turn on Cash Register

- Password 111111 (6 ones)

## Put the following on the windowsill

- Lollipops
- Napkins
- Condiments – ketchup, mustard, relish
- Sugar, creamer, stir sticks

## Prepare hot food (see cooking instructions)

- Hot dogs
  - Start with 20 - 25 and keep adding - I suggest adding an additional 15 - 20 right before you open the doors
- Pizzas
  - Start with 2 cooked and in the warmer and a 3rd in the oven at open. We must keep cooking pizzas one after the other to keep up.
- Pretzels
  - Use the roaster for multiple.
    - Add water to the bottom of the roaster
    - Place the cooling rack on the bottom
    - Layer pretzels with foil between layers
- Popcorn
  - Pop LOTS and often.

Open windows as soon as you are ready to begin serving – no later than 1 hour prior to puck drop

# Cooking Instructions

## Hot Dogs

- Thawed hot dogs are in the small refrigerator
- If you take the last of the defrosted hot dogs out of the refrigerator, take a frozen package out of the freezer and put it in the fridge to thaw.
- Cook hotdogs on the roller grill, **medium heat for about 15 minutes**
- Rotate hotdogs on the roller grill

## Pizza

- Cook pizza for about **12 minutes or until cheese is lightly browned**
- Keep cardboard base to place pizza on when done cooking
- Cut into fourths for serving
- Place into pizza warmer
- Serve on a paper plate

## Popcorn

- Turn on:
  1. vent
  2. warmer
  3. kettle
  4. stirrer
- Pour:
  1. oil (1/4 cup)
  2. popcorn (1 cup)
  3. salt (1/2 TBSP)
- Once done popping, pour popcorn out immediately or it will burn.
- Turn off the motor on the kettle

## Pretzels

- Put pretzel on a paper plate
- Microwave for **90 seconds**
- Mist with water bottle
- Dip in salt or cinnamon and sugar
- Serve with cheese or frosting cup

## Ramen

- Use hot water from coffee maker to fill cup to fill line

## Pickles

- Serve in a hotdog tray

# Canteen Closing

Re-stock Items (The key to the downstairs storage room is hanging on the side of the freezer)

- Cold Beverages – fully restock
- Chips/Candy
- Cups/Lids/Plates, etc.
- Freezer
  - Pizzas
  - Hot Dogs (there should be at least 1 package thawing in the small fridge)
  - Pretzels
- Coffee machines
  - Turn off the machine
  - Empty grounds into the garbage
  - Empty all pots, wash and rinse well
- Cappuccino Machine
  - Leave machine on
  - Wash the tray
- Slushie Machine
  - Leave machine on
  - Wash the tray
- Popcorn machine
  - Turn off the machine
  - Empty the kernels in the bottom tray
  - Clean the popcorn machine with a damp paper towel
  - Wash the scoop and measuring cups
- Hot Dog Roller
  - Wipe down roller with a damp paper towel
  - Turn roller off
- Pizza Warmer
  - Turn warmer off
  - Wipe down with a damp paper towel
- Place ketchup, mustard, relish, pickles in the fridge
- Wash all utensils and roaster/warmers
- Wipe out the microwave and small fridge if needed
- Wipe down counters
- Sweep floor – wipe up any spills
- Empty garbage and put the bag outside the canteen door
- Close and lock windows and doors

# Closing Till

- Leave \$300 cash in the main till – It can be split if a second cash drawer is needed the next day
- Leave as many Ones (\$1), Fives (\$5) and tens (\$10) as possible
- \$10 in quarters is enough
- Count the rest of the cash
- Write total on the envelope
- Two people sign and date the envelope to verify the deposit
- Place cash in the envelope and seal
- Put envelope in the safe under the coffee pots

**Carol Stavnes**

Canteen Manager

Rock Ridge Youth Hockey

218-410-3160