



# WUSA CONCESSIONS STAND INSTRUCTIONS

A complete guide to opening, closing and  
working in the concession stand!

## OPENING THE CONCESSION STAND:

The first shift is responsible for “opening” the concession stand. Your shift begins 30 before game time, so you can complete the following shared responsibilities:

Open the interior door, this door will remain open until it is time to leave.

The interior door code is: **0224**

1. In the back room, you will find a small top lock box (no combo needed) with your Daily Opening Cash
2. Count cash & confirm \$300 is there for opening (for Saturday games there should be \$450). **Please text 713-213-5905 if there are any shortages.** Move opening cash to (1) one of the taupe-colored cash boxes (already full of coins) and set it by the window.
3. Make sure there are some injury ice bags made and ready to go in the white freezer
4. Move popsicles from the back freezer and place them in the ice machine by the window
5. Begin preparing hot food

### **Popcorn:**

- Make sure bottom tray and all metal parts are put back on the machine. They would have been washed the night before and drying near the sink.
- Add package of kernels & butter into kettle
- Turn on all buttons, kettle, warmer and lights
- Once popped, dump kettle into bottom
- Pop 2-3 packages, then turn off all button except warmer

### **Hot Dogs:**

- Turn rollers onto High to start, place 10-12 dogs on grill
- Make sure bottom tray is covered in foil for easy clean up
- Warmer needs a small amount of water added to the bottom, place a large tinfoil tray in warmer to hold all foil-wrapped hotdogs
- Set out buns and foil sheets
- As hot dogs are ready, put in bun, wrap in foil and place in warmer

### **Nachos:**

- Place a removable crock pot bag into the crock pot
- Pour in queso (either delivered OR you'll find it in the pantry)

- Keep queso warm during shift
- Serve chips in tray, top with queso

When you are ready to open, unlock and open both windows and place menu, condiments, and napkins out on window.

## **WORKING THE CONCESSION STAND:**

In case of an emergency, call 911. The physical address is: **9821 Timberside Dr.**

### **Concession Stand Hours: (approx.)**

Weekday games 6:00pm – 9:00pm

Saturday games: 9:00am – 4:30pm

### **Food Deliveries:**

There may be food deliveries during the shift. For weeknights, tacos from Fajita Pete's and pizza from Candelari's Pizzeria are delivered around 5:30/5:45pm. For weekend games, it should be around 11:30am.

**If the food is not delivered within 30 minutes of these time windows, please call/text: 832-534-2630.**

- When food arrives, turn on warmers, slide pizza boxes and tacos into warmers for serving
- To keep the pizza warmer, you may individually wrap slices in foil and then keep them and the pizza boxes in the warmers. We also found the top of the warmer can keep a box or two warm.

### **Volunteers:**

There are 4 volunteers scheduled each shift. Children under 16 are not allowed to work in the concession stand. Please keep hair pulled back and use disposable gloves when handling food.

### **Cashier/Window (1-2 people)**

- Take orders – call out hot food orders
- Serve chips, candy, drinks
- Cannot handle hot food without gloves
- Take money and make change - price lists posted

### **Floater (1 person)**

- Serve popcorn & hot food (with gloves)
- Help with popsicle window, you will need to cut the tops off the popsicles before handing them out.
- Restock as needed - candy, snacks, drinks (move cold drinks forward and load hot drinks in the back)
- Check condiment table out front - restock as needed

- Supports the food prep person as needed.

### **Food Prep (1 person)**

- Wear gloves at all times (change as necessary)
- Prepare hot food items (Opening Shift has started all hot food)
- Make coffee & hot chocolates in the Keurig (make per cup as ordered)
- Food Prep instructions are posted

### **Safety & Security:**

You will NEVER take money into or out of the Concession stand. We use a system of safes located in the closet within the Concession stand - a large safe drop box that is bolted to the floor and a smaller lockbox that is bolted on top of the larger safe. The small lock box holds envelopes with daily money that we use to start the concession stand every day/night. If you are an Opener, you will find your money to open the concession in this lock box.

### **Additional Things to Know:**

- Customers may pay using cash, credit card, or Venmo. Instructions for Venmo are displayed.
- Umpires & Security both eat and drink for free
- Free popsicles to WUSA players after their games
- Keep restocking as necessary throughout shift
- Clean up as shift progresses
- Empty trash as needed- liners are in pantry. Trash goes outside the concession stand in the large blue trash cans.
- Lost & Found: Valuables go in bin in concession stand
- Lost & Found: Gear goes in equipment shed
- Mouthguards for sale if needed (\$3)

## **CLOSING THE CONCESSION STAND:**

The last shift is responsible for “closing” the concession stand. Your shift ends 30 mins after the last game end, so you can complete the following shared responsibilities:

1. Sell or get rid of leftover food
2. Bring in and put away the napkins & condiments
3. Move any popsicles from the ice machine back to the freezer
4. Close and lock both windows
5. Clean, sweep & take out trash
6. Close out cash boxes

### **Cash Box:**

You will never leave the concession stand with cash!

### **Prepare Deposit:**

- Count all bills and place in provided deposit envelope
- You will find a deposit bag in the top lock box. Write the deposit amount, the date, and your name on the deposit envelope (example near safe)
- Place the deposit in the large bottom safe, in the drop-down door of the safe, located between the freezer and shelves in the back closet
- Leave all coins in the cash box and return cash box to the shelves next to the safe

### **Clean Up:**

Fill sink with hot, soapy water for washing dishes. You can use the drying rack or lay fresh towels on the metal counter for air drying. \*Air drying is required by the health department\*

### **Clean Popcorn Maker – No chemicals, damp cloth only**

- Empty bottom tray
- Wipe down all glass
- Remove all metal pieces and wash in sink, leave out to air dry
- Turn off all buttons

### **Clean Hot Dog Roller & Warmer – No chemicals, damp cloth only**

- Remove bottom tray, remove foil and put in trash
- Wipe tray and replace clean foil
- Wipe rollers down with damp cloth
- Remove plastic cover, wash in sink and leave to air dry

- Dump water out of warmer bottom and put tinfoil tray in trash
- Turn both roller and warmer off

### **Clean Crock Pots:**

- Remove liners throw away
- Wash interior in sink and leave to air dry
- Unplug

### **Counters, Surfaces, Floors & Trash:**

- Wipe down all surfaces with spray cleaner
- Take out the trash and replace trash bags
- Sweep/Mop floor

### **Restock all Drinks, Water, Chips & Candy**

### **Lock-up & Leave Together:**

- Double check that all equipment is turned off
- Close and lock BOTH doors! Main door & Interior Storage Room door.
- Please check and make sure door is closed behind you.
- Always be aware of your surrounding when closing the concession and leaving WUSA. We will always have a cop that patrols the area. You are free to ask them to walk you to your car and/or all volunteers should all walk out together.

***Thank you so much for your help, support and dedication to WUSA!***

## **INVENTORY & SUPPLIES:**

Please help WUSA keep track of items we are low on. When you take the last box please let us know....

- serving items (gloves, foil, plates, etc.)
- cleaning items (paper towels, cleaner, etc.)
- any candy, snack, food or drink items

Please text the product name to 713-689-4130

Thank you for your help!