

**Metrobon Kiwanis
Homearama 2006
July 15-30, 2006
Concession Stand Operations**

- 1) Volunteers
 - i) Parking for Kiwanians and Volunteers
- 2) Scheduling
 - a) Shift changes should overlap by 30 minutes in order to allow a smooth transition and time for policing the site, re-stocking, and re-organizing
 - b)
- 3) Will there be a “remote” concession stand?
 - a) If so, provision has to be made for staffing and supplying
 - b)
- 4) Equipment Service
 - a) How do we get someone to respond ASAP?
 - b)
- 5) Food/Snacks, Drinks, Equipment/Supplies/Tools – setup and operation
 - a) Food/Snacks
 - i) Hamburgers, Cheeseburgers
 - ii) Brats, Hot Dogs
 - iii) Hot Soft Pretzels
 - iv) Chips
 - v) Cookies
 - vi) Candy
 - b) Drinks
 - i) Beer
 - ii) Soft drinks
 - iii) Water
 - iv) Lemonade
 - v) Tea
 - vi) Methods of dispensing
 - (1) Tanks/Cold plates?
 - (a) How do we keep soda tanks cool?
 - (2) Ice & Cups?
 - c) Supplies/Equipment/Tools, (including Inventory, Ordering, Re-stocking)
 - i) Refrigerators, Freezers, Coolers
 - ii) Microwave
 - iii) Sink
 - (1) Working?
 - (2) Proper drainage?
 - (3)
 - iv) Pretzel Machine
 - v) Ice
 - vi) Cups
 - vii) Napkins

- viii) Grill
 - ix) Condiments
 - x) Maintenance of equipment – who is the contact?
 - (1) Gail Schell?
 - (2) Others?
 - xi)
- d) Service line(s) organization and layout
 - i) Hand sanitizer behind the food line
 - ii)
- e)
- 6) Money
 - a) Cashier/Startup Change/Tickets/Cash Register
 - b) Accounting/Reconciliation
 - i) Opening
 - (1) Recording of starting ticket(s) number(s)
 - (2) Reconciliation of startup change voucher with cash drawer
 - ii) Cash Deposits
 - (1) Use a deposit ticket
 - (2) Checked/Verified by cashier and pickup person
 - iii) Shift change
 - (1) Recording of stop/start ticket(s) number(s)
 - (2) Verification of cash in drawer
 - (3) Retiring cashier and new cashier both signoff
 - iv) Closing – follow same procedures as shift change
 - c) Reporting
 - i) One sheet per day summarizing one-sheet-per-shift (that are attached to daily summary)
 - (1) Starting ticket(s) number(s)
 - (2) Deposits
 - (3) Ending ticket(s) number(s)
 - d) Pickups/Deposits
 - i) HBAL staff authorized to make pickups
 - (1) Identify and post names of authorized HBAL staff
 - (2) Cashier verify identity
 - (3) Use envelopes provided
- 7) Process/Procedure
 - a) Checklists
 - i) Posted on the inside of supply barn doors, at cashier, at serving areas
 - (1) Laminated in plastic
 - (a) Signup sheets/schedule
 - (b) Key contact information
 - (c) Checklists
 - (i) Openings
 - (ii) Operating
 - (iii) Cleaning/Servicing
 - (iv) Shift changes

- (v) Closings
- (vi) Re-stocking/Re-organize
- (vii) Emergency procedures
- b) First Day Opening
 - i) As many Kiwanis members as possible to help Nina 8:00-10:00A July 15 for initial setup
 - (1) The Homearama opening party is the night before and the operating configuration has to be set up, stocked, and prepared for opening day concessions
- c) Opening
 - i) Set out hot dogs/brats – frozen overnight
 - ii) Load ice into coolers
 - iii) Ice down bottled water/beer
 - iv) Tickets and cash register out of barn
 - v) Burn off grill if needed
 - vi)
- d) Operating
 - i) Wipe down tables every hour
 - ii) Pickup trash on grounds around tables and service area(s)
- e) Cleaning/Servicing
 - i) Tables/Grounds/Garbage/Re-cycling (?)
 - ii) Service area(s)
 - iii) Restrooms
 - (1) Checking
 - (2) Servicing? (extra \$?)
- f) Shift change
- g) Closing
 - i) Clean or brush off grill
 - ii) Lock ice chests
 - iii) Put everything away in barn including tickets and cash register
 - iv) Wipe down tables
 - v) Inventory products for replacement
 - vi) Clean up and organize the barn for the next day
 - vii)
- h) Re-stocking/Re-organize
 - i) Emergencies
- 8) Contacts
 - a) Kiwanis
 - b) Volunteers
 - c) Shift Leaders
 - d) Homearama
 - e) Equipment Service
 - f) Supplies
 - g) Porto lets/Toilets
- 9) What to do in an emergency
 - a) First Aid Kit(s)

- b) Need some answers from Homearama
 - i) Who calls first responders?
 - ii) Weather emergency
 - iii) Violence
 - iv) Someone's hurt or sick
 - (1) Choking
 - (2) Heatstroke/Exhaustion
 - (3) Heart attack
 - (4) Minor injury
 - (5) Major injury
 - (6)
 - v) Someone's lost
- c)
- 10) Budget/Final Report
 - a)
- 11) Changes to consider for 2007
 - a) Get rid of the "throne" and go to cashier(s) sitting at a table
 - b) Hang the "Order Here" sign higher to increase visibility
 - c) Post signs announcing volunteer help is provided by Metrobon Kiwanis and Wayside Mission
 - d) Get media attention for a portion of the proceeds going to Kiwanis and Wayside Mission
 - e) Cool drinks – cans, bottles, and pre-mix tanks in the ice boxes before stocking the serving line
 - f) A complete layout should be created for the entire service area for all shifts and personnel to follow
 - g) Servers should take tickets when items are served – not at one station; therefore there will have to be more ticket receptacles
 - h) Rope off the ticket line and the serving lines to:
 - i) Direct people to ticket purchase first
 - ii) Direct flow of people at the service counters
 - i) List the product brand and brands of drinks on the menu signs (soft drinks, beer)
 - j) Do not remove any tickets from rolls until sale
 - k) Include furniture sale day planning in pre-planning
 - i) Identify houses which will be open
 - ii) Hand out the rules
 - iii) Coordinate with Homebuilders Association and Security to avoid miscommunication
 - l) Two (2) cash drawers and cashiers for busy times versus a separate drink-only line
 - m) Make sure the HBA cell phone is fully charged at the start of the shift
 - n) Suspend all electrical cords off the ground, above working/operating levels
 - o) Consider having a Kiwanis volunteer "bar" area – recognizing the sensitive nature of its presence for the Wayside volunteers.