



BAND BOOSTERS

**TRAINING INFORMATION FOR
CONCESSIONS VOLUNTEERS
AT JIMMY JOHNS FIELD
FOR THE 2017 SEASON**

QUESTIONS OR CONCERNS CONTACT:

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REGISTER LOGIN: 14024

JIMMY JOHNS BOOTH OPERATION QUICK REFERENCE INFORMATION

1. **Register login: 14024**
2. **INVENTORY** must be counter at beginning of game AND after the game
 - a. Use inventory sheets in this manual for inventory
3. **CASH DRAW PICK UP** - Cash leads are to pick up money at the box office and at the end cash must be taken back to the box office.
4. No eating in the booth while working during your shift.
5. NO phone usage while working at the booth
6. New this year, the ballpark is supposed to be having “secret shoppers” around the ballpark. Which simply means, people who are paid to go around and see how service is. The only thing we need to do it make sure there is service with a smile and everyone is cordial to customers.
7. No smoking allowed for employees inside or outside the ballpark
8. **CLEANLINESS OF BOOTH** upon leaving for the night, please make sure all popcorn is swept up, everything is wiped down.
9. **CLEANLINESS OF THE BALLPARK** – if you see a napkin on the ground of garbage pick it up and throw it away. If there is an issue with cleanliness alert the appropriate manager so it can be address.
1. **SPOILAGE / BROKEN ITEMS** - Any items which cannot be sold because they are either broken, fell on the ground, returned, etc. must be recorded in the spoilage area of the inventory sheet
2. **UNSOLD PRETZELS AND POPCORN** - At the end of the night, all pretzels and unsold popcorn must be bagged up and taken to the kitchen.
3. **BOOTH LOCATION**
 - a. Booth 1 – Located on the upper level, once on the upper level from the main level, the booth is the second one on the right from the staircase. It is the Bavarian Pretzel booth.
 - b. Booth 2 – Located downstairs in Lancelot’s Caslte. When you enter the stadium through the employee entrance go straight until you get to the stairs to the upper level, turn left and go straight. Our Bavarian Pretzel booth is located across from the outdoor suites on the right.

PLEASE NOTE THESE PROCEDURES MAY CHANGE DEPENDING ON OUR CUSTOMERS REQUIREMENTS, IF THERE ARE ANY QUESTIONS AT ALL DURING YOUR TIME AT JIMMY JOHNS STADIUM, ASK YOUR FLOOR CONCESSIONS MANAGER.

JIMMY JOHNS FIELD VOLUNTEER INFO

UNIFORM

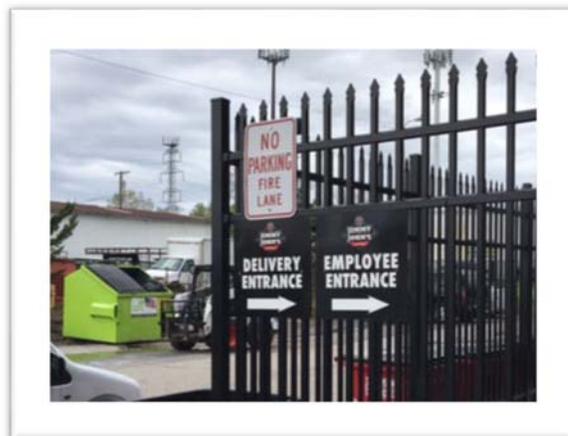
- Navy Shirt, khaki pants or shorts and CLEAN gym shoes, preferably black if not black then a darker color.

ARRIVAL TIMES

- Thursday through Saturday game by 6:00 pm
- Sunday game by 12:00 pm

WHERE DO I ENTER THE FIELD?

The Delivery / Employee Entrance if you are standing in front of the stadium it is the farthest entrance to the left. Here is a picture of the gate.



BOOTH LOCATION

Once you enter the stadium, our booths are the Snack Shack's, there is one located at across from Section 103 on the 2nd level (considered 203) and one at the picnic area which is considered section 103. To get to the picnic area go to the left when you enter and keep following the stadium all the way around the Snack Shack is located next to the black fence along the ballpark.

- **Upon arrival, everyone should meet at the Snack Shack located on the 2nd level of the stadium.**
- Once at the 2nd level, decide who will be working the upstairs booth and who will be working the main level booth near the picnic area.
- **Decide who is going to be the team leads, they must be adults because ONLY adults can do the cash registers and handle cash**
- If it is a hot day, be prepared to swap positions due to the heat in order to give people a break from the direct sun.
- Once it is decided who the cash leads are, you must go to the box office to get your cash. (See cash procedure section of manual)

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CASH PROCEDURE

1. Go to the box office to pick up the assigned cash for your station.
2. You **MUST** count the cash in front of the cash supervisor, record the currency breakdown in the ledger sheet under the “Starting Cash” column, then, both you and the cash supervisor will need to sign off on it. Also, make sure to write your name, date, and station location (name/floor) at the top of the ledger sheet.
3. Take the cash and the ledger sheet back to your station. Click on the “Open Register” button and record the same currency breakdown into the screen, click “Done” then load the money into the register and start using it as usual.
4. At the bottom of the 3rd inning, the cash supervisor will come to your station to take away any large bills and record the totals into both the screen as well as the ledger sheet under the “Bank Transfer” column, then both of you will need to sign off on it.
5. At the end of the evening click on the “Close Register” button, count the cash and record the currency breakdown into both the screen as well as the ledger sheet under the “Ending Cash” column. (Notice the “Expected Amount” and “Total” both generated at the bottom of the screen)

At the end of the night, a cash supervisor will come around to close out your register, with you. Then both of you will sign the ledger sheet under the “Ending Cash” column and discuss any over or under cash.

NEW THIS YEAR

- No eating while working during your shift.
- NO phone usage while working at the booth
- New this year, the ballpark is supposed to be having “secret shoppers” around the ballpark. Which simply means, people who are paid to go around and see how service is. The only thing we need to do it make sure there is service with a smile and everyone is cordial to customers.

SAME RULES APPLY FROM LAST YEAR

- No smoking allowed for employees inside or outside the ballpark
- Cleanliness of the ballpark – if you see a napkin on the ground of garbage pick it up and throw it away. If there is an issue with cleanliness alert the appropriate manager so it can be address.

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- Greet guests with enthusiastically and professionally, give them a “Disney Like” experience.
- Please note, when working at Jimmy Johns field, they are the customer as well as their customer. **Greet EVERYONE with a smile.**

BOOTH SET UP & INVENTORY:

This year the Snack Shacks are selling pop, water, popcorn, pretzels and cheese, cotton candy, various bagged candy, pickles and ice cream! This year prior to arrival everything will be set up and an inventory will be done.

Even though Jimmy Johns will be doing their own inventory, it will be our responsibility to double check their counts as we will be held responsible for any missing items.

Please make sure to count everything that is for sale:

Pretzels, pop, water, pickles, cotton candy, various individual candy bags and all Individual Ice Cream types.

The following must also be counted:

Popcorn boxes, cups for cheese and trays for pickles

What do you do if your counts do not match? Make sure to let the on-duty Concessions Manager know what the differences are and make sure to

PREGAME INVENTORY – REQUIRED THIS YEAR

- Each game, the assigned Concessions Manager will be doing inventory and stocking both Snack Shacks PRIOR to the game.
- Stevenson MUST RECOUNT everything to make sure the counts are accurate as we are responsible for any discrepancies.
- **Use the inventory sheet IN THIS BINDER**
- Count all items, if there is a discrepancy, the Concessions Manger assigned to the Snack Shack must be advised and a note needs to be written on the appropriate sheet in the Stevenson book located in the booth.

SPOILAGE / BROKEN ITEMS

- Any items which cannot be sold because they are either broken, fell on the ground, returned, etc. must be recorded in the spoilage area of the inventory sheet.

POST GAME INVENTORY

- Inventory can usually be started by mid to end of the 8th inning depending on how busy it is.

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- If it is really busy then inventory must wait until the end of the game, but if it is slow, inventory can be started.
- Use the inventory sheet started at the beginning
- Count all remaining items in the book
- **ABSOLUTELY NO FOOD CAN BE GIVEN AWAY, ALL REMAINING FOOD ITEMS ARE TO BE TAKEN TO THE KITCHEN**
- **Once the inventory is completed, please make sure to give a copy to your Concession Manager, if you do not know who that is, then ask the Floor Manager.**

PLEASE NOTE NOTHING IS TO BE GIVEN OUT FOR FREE TO ANYONE UNLESS A FLOOR MANAGER OR ANDY APPLEBY APPROVES IT.

BE PREPARED FOR HOT WEATHER AT JIMMY JOHN'S

For everyone working at Jimmy Johns Field this summer, please note as the summer heats up, the temperature at the field can be quite hot. Especially at the lower level booth as it is in the direct sunlight.

Here are some suggestions to help beat the heat:

1. Make sure to bring a large container of water, keep hydrated
2. Carry a bag with you with a "kit" for the hot weather in it, sunscreen, sunglasses, a hat to cover ears if necessary as well as either one of those cooling cloths or put a wet wash cloth in a Ziploc bag with ice cubes to keep it cool. Put around the back of your neck if it gets too hot.
3. Make sure to STAY HYDRATED, refill water bottles when they are empty.
4. Groups will have to rotate so not only one team is in the heat.
5. Moving forward there is always going to be at least two adults working at Jimmy Johns Field to make sure our students are safe.

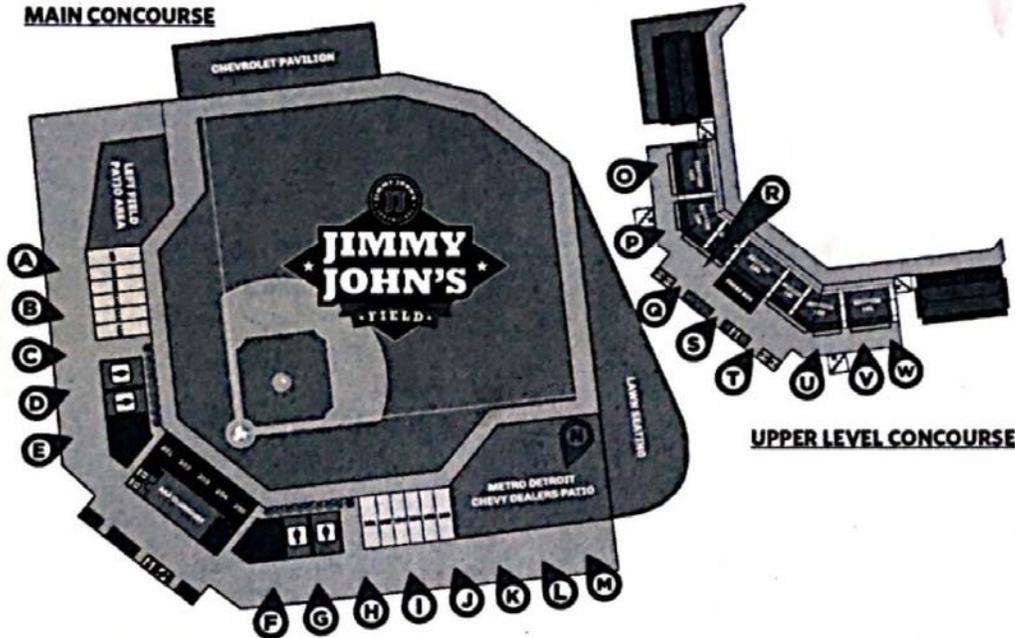
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WHERE IS EVERYTHING LOCATED? Below is a map to show where things are located.

UNITED SHORE PROFESSIONAL BASEBALL LEAGUE

CONCESSIONS & MERCHANDISE MAP

MAIN CONCOURSE



MAIN CONCOURSE

A - Dippin' Dots GFO

B - Big Bone BBQ - Pulled Pork, Beef Brisket, BBQ Chicken Sandwiches, Smoked Chicken Wings, Pulled Pork Nachos, Mac n' Cheese, Coleslaw, Potato Salad, Cornbread, Stadium Pickle, Better Made Potato Chips, Kar's Peanuts, Soft Drinks, Water and Beer Selection GFO

C - MVP Cheesesteak - Philly Cheesesteaks, Philly Cheese Nachos, Better Made Potato Chips, Kar's Peanuts, Soft Drinks, Water, and Beer Selection

D - Sherwood Brewing - Local craft beer featuring Disco Lemonade and Lawnmower IPA, seasonal selections

E - Patron Bar - Full service bar featuring Patron Frozen Margaritas

F - Tito's Vodka & Lemonade - Tito's Vodka and Lemonade specialty cocktail stand featuring Souvenir Mason Jar Mug

G - Dugout Dogs - Dearborn All Beef Hot Dogs, Foot Long Hot Dogs, Polish Sausage, Italian Sausage, Jalapeno Cheddar Sausage, Foot Long Sausage, Soft Drinks, Water and Beer Selection VO

H - Brooks Brewing - Local craft beer featuring seasonal selections

I - Snack Shack - Bavarian Pretzels, Popcorn, Cotton Candy, Ice Cream, Frozen Lemonade & More Grab and Go Items GFO VO

J - Dearborn Grill - Dearborn All Beef Hot Dogs, Foot Long Hot Dogs, Polish Sausage, Italian Sausage, Jalapeno Cheddar Sausage, Foot Long Sausage, Hamburgers, Cheeseburgers, Garlic Fries, Stadium Pickle, Better Made Potato Chips, Kar's Peanuts, Soft Drinks, Water and Beer Selection

K - Dippin' Dots GFO

L - Hungry Howie's Pizza - Cheese Pizza, Cheese & Pepperoni Pizza

M - USPBL Team Merchandise

N - Curveball Kitchen - Chick-fil-A Chicken Sandwiches every Thursday (except for Thursday, August 10); Lou & Harry's Regular & Chicken Gyros every Friday; National Coney Island Coney Dogs on all Monday games (May 29, July 3, September 4); Ethnic foods on Heritage Nights; Other Daily Specials

UPPER LEVEL CONCOURSE

O - Imported Beers & Dogs - Corona, Modelo, Heineken, Strongbow Hard Cider, Dearborn All Beef Hot Dogs

P - Founders Brewing - Michigan craft beer featuring PC Pils, All Day IPA, Centennial IPA, Rubaeus

Q - Grand Slam Grill - Dearborn All Beef Hot Dogs, Footlong Hot Dogs, Hamburgers, Cheeseburgers, Mushroom Swiss Burgers, Bacon Cheddar Burgers, Aloha Burgers, Soft Drinks, Water and Beer Selection VO

R - USPBL Team Merchandise

S - Press Box Bar - Full service bar featuring Michigan craft beers from Griffin Claw

T - Triple Play Nachos - Nachos with Cheese, Super Nachos (Beef or Chicken), Tacos, Stadium Pickle, Soft Drinks, Water and Beer Selection VO

U - Vinca & Joe's Gelato - Choice of 6 different flavors daily

V - New Belgium Brewing - Craft beer featuring Fat Tire

W - Snack Shack - Bavarian Pretzels, Popcorn, Cotton Candy, Stadium Pickle, Kar's Nuts, Candy, Ice Cream, Frozen Lemonade GFO VO

* GFO - GLUTEN FREE OPTION // * VO - VEGETARIAN OPTION

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CLOSING PROCEDURE – Start at the top of the 9th inning, unless floor concession supervisor says otherwise.

1. Start closing the booth during the 9th inning by getting inventory ready for counting.
2. The Concession Manager will come to collect money and inventory sheets.
3. Make sure the POS system is covered with a plastic garbage bag before leaving so it is protected.
4. Start counting inventory
5. Make sure to put counts on the outside of the boxes and fill out the inventory list
6. Once the inventory is complete, give the inventory sheet to the floor Concession Manager.
7. Make sure the booth is as clean as possible by wiping down the pretzel machine, have one person get water/cleaner for the red buckets in the booth, they are all located in the janitor's closet located on the first level by the bathrooms by the staircase.
8. **The following items are what needs to be cleaned/wiped down:**
 - a. Popcorn machine – wipe out the bottom of the machine, pull the kernel drawer and empty and wipe out the kettle once it is cool to get all of the old stuff out.
 - b. Pretzel machine – this one is easy just wipe out the bottom of the machine.
 - c. Cart – just wipe down the stainless-steel portions of the cart.
 - d. Table – make sure the table cloth is clean if it is not then the table cloth must be taken to the laundry, it will be washed and replaced by the next game.
 - e. **Booth MUST look CLEAN when you leave**

LEAVING THE GAME:

- Adults working with students who are dropped off by their parents, please make sure all students are picked up prior to leaving.
- Parents dropping off students please make sure to be prompt in picking up your students so everyone can get home in a timely fashion. If you are running late, please contact your student to advise when you will arrive.
- We do not want any students waiting around for parents by themselves.
- If students are old enough to drive and have driven themselves to the Ballpark, that is different.
- Try to walk together as much as possible to cars for safety.

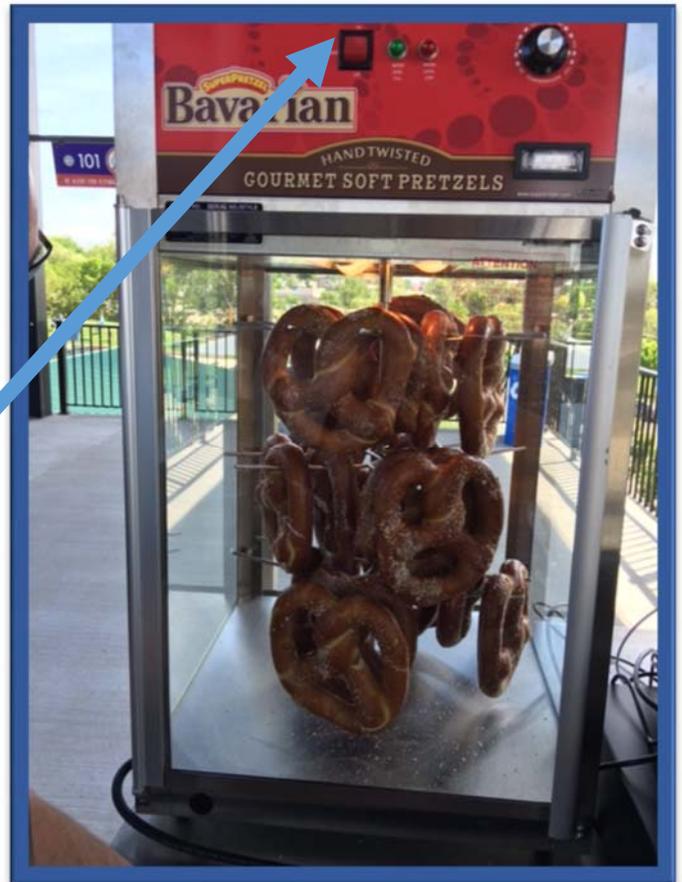
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PRETZEL PREPARATION AT BOOTH:

The Jimmy Johns kitchen will supply most of the pretzels, put them in the pretzel machine as shown to the right.

Pretzels are the biggest seller on the stand, the pretzels will have to be made at the stand as well.

1. Kitchen has been delivering pretzels to the booth, however if pretzels have not arrived, ask the Concession Supervisor if someone should go to the kitchen.
2. **Make sure to turn the pretzel warmer machine ON Water must be added to the top of the machine**, this helps keep the pretzels warm and moist. **DO NOT FILL IT TOO MUCH OR IT WILL OVERFILL INTO THE MACHINE ITSELF.**
3. Spray the pretzels with water
4. Use the plastic bins in the booth and sprinkle salt on the pretzel.
5. Once done, put the pretzels either in the warmer OR give to the customer if they are waiting.
6. When the game is done, turn off the machine, wipe it down with napkins to get the salt out.
7. The salt containers need to be wiped down as well and the excess salt thrown in the garbage.



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POPCORN MACHINE:

First make sure all of the buttons for the popcorn machine are in the on positions.

The popcorn packs with the kernels and popcorn oil have been replaced with a bin of loose popcorn, a bin of oil, and a box of Flavacol salt.

TO MAKE THE POPCORN:

¼ cup of oil,
¾ cup of popcorn
and a healthy dash of the flavacol (the recipe said 1 teaspoon but we didn't have a measuring device

Please note dipping into the oil bin proved to be messy. Our volunteers have been scooping ¾ cup of oil and then adding ¼ of it each time a new batch was started. This helped cut down on the amount of dipping into the bin and creating more of a mess.

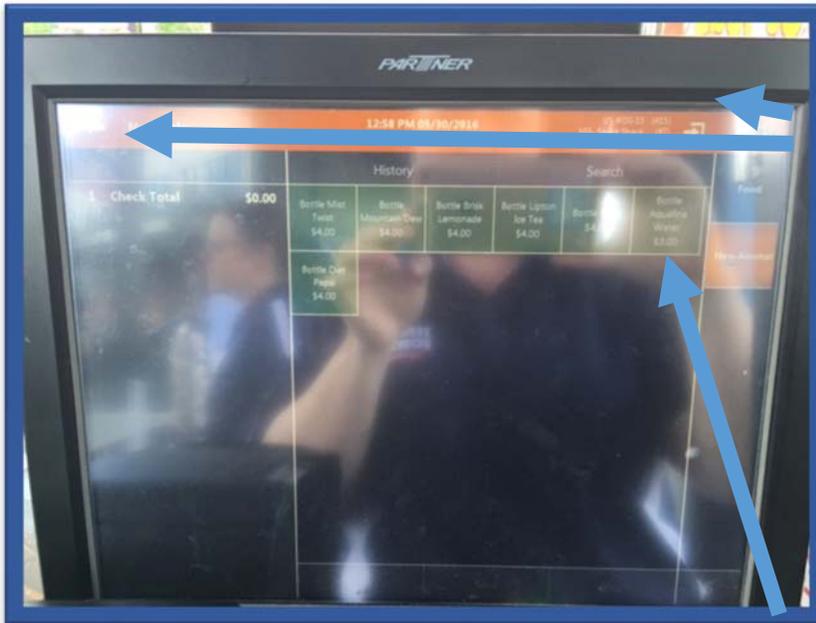
Put all of the ingredients into the popcorn machine kettle.

The popcorn should be made before and during the game just like the pretzels. The following are steps to make popcorn:

1. Turn on all of the buttons for the popcorn machine, wait until the kettle gets warm, you can start to see if smoking slightly, usually about 2-3 minutes.
2. Put in all of the ingredients into the kettle.
3. In about 3-4 minutes popcorn will start popping.
4. At this point it is really important to watch the kettle because if the kernels are in the kettle too long, the popcorn will start to burn. You can tell when to dump the kettle because the popping will be less and less, just like making popcorn at home.
5. If more popcorn is going to be made, then add more ingredients, repeating the above steps every time a new batch is made.
6. **TURN OFF THE KETTLE MOTOR** when done popping popcorn, if this is not done, it will burn everything in it.
7. Dump the kettle by using the handle.
8. Scoop the popcorn into the boxes and put them to the side or put them on the table to sell.
9. When popcorn boxes get low, usually down to ½ dozen, start popping again, people love the smell and when they smell it they usually come to buy it.
10. Once popping popcorn is done, clean out the popcorn machine and then using paper towel wipe out the bottom of the machine as best as you can.
11. Empty the kernel drawer, which is located at the bottom of the machine on the left, there is a handle, just pull on it, it slides out and dump it into the trash.



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POS SYSTEM

The POS system is really user friendly.

ALL TRANSACTIONS START WITH NEW SALE, TOUCH THAT.

1. For food/snack items, TOUCH the box on the right FOOD

2. Touch the item the customer wants, you must touch the button for the number of items you want. For example, if a customer wants 2 pretzels, touch the Bavarian pretzel button twice and so forth.

3. For drinks, click NON-ALCOHOLIC then touch the squares for the items the customers would like to purchase.

4. When done with choosing items, click PAY button located bottom right corner of screen.

5. Currently the only ways to pay for items is CASH or CREDIT CARD, choose which type of payment by touching the screen.



- a. Please note if a customer is paying with a credit card, you must touch the box with REM in it. Then swipe the credit card or if the credit card has a chip in it, put the card into the chip reader. Sometimes the chip reader will not work, if that is the case, then click on F1 and then follow the prompts to enter the credit card number, expiration date and CCV code. If the credit card is DECLINED, let the customer know and see how they wish to complete the sale.

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6. **Touch SUBMIT ORDER and then for a credit card, touch PRINT RECEIPT**, give receipt to customer and put a copy in the register.



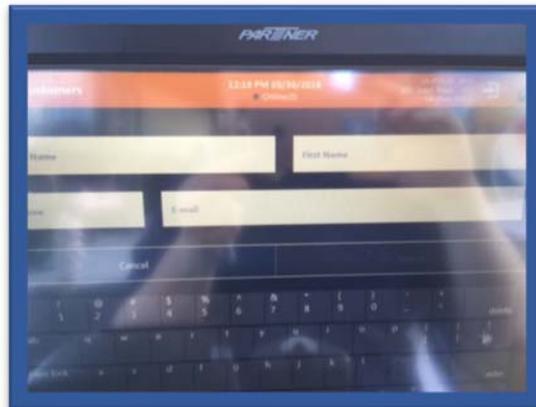
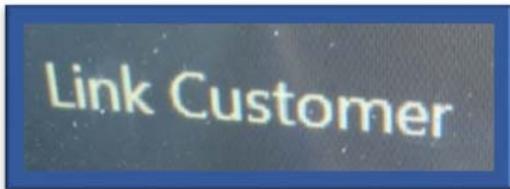
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EMPLOYEE PURCHASES WITH POS SYSTEM

If an employee wishes to purchase snacks/drinks, they are allowed to but you have to give them their 20% discount.

The process for entering the order is the same as a NON-EMPLOYEE, the only difference in the process is when it comes to payment.

1. Enter the order for everything purchased.
2. Click PAY



3. Click LINK CUSTOMER then type employees last name, touch search
4. Then choose individual
5. Discount will be applied
6. Please note the only change given to us is quarters you have to round and give the employee their change. For example, if the sale is \$1.80, then you give them a quarter. This will stay the same until KOSCH gives us nickels and dimes.

SPECIAL GAME TICKETS WITH PREPAID FOOD

- Fans can purchase many different type of tickets, including seats with food
- If you are given a ticket and the guest says they are supposed to get a drink and a hot dog with their ticket, you are to direct them to the picnic area concessions.
- They are not allowed to get the drink separate from the hot dog and that type of a ticket must be redeemed at that picnic concession area.
- If the guest becomes irritated, advise the guest you are a volunteer worker and direct them to Guest Services where they can help them.

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