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Crimson Band Booster Club

Concession Stand Procedures

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# Welcome to the Concessions Committee

The Crimson Band Booster Club operates the concession stand during home football games. Operating the concession stand provides an opportunity to earn money to support the band program Operated properly the concession stand is one of the band programs largest fundraisers.

It takes thirty-eight (38) volunteers to run our concession stand during home games. It could certainly be run by fewer, and if you look at everything closely, not all thirty-eight people are needed at the same time, but it becomes more work for fewer people. There is a concession team leader who is assisted by a front of the house leader and a back of the house leader. There is also the support of the ‘Cooking Dads’ who do most of the ‘out back’ cooking. Our concession volunteers set-up, grill burgers and hot dogs, fry French fries and other items, cook Jambalaya, assemble, and sell food, clean up and help with inventory control.

Thank you for signing up for this committee. I believe you will find it a rewarding experience.

**CBBC President**

# pre-Event Planning

Pre-event planning is the most important aspect of running our concession stand. You could run out of items to sell. You could overbuy items leading to spoilage or decrease profits. Careful consideration should be given to this step. Some things to keep in mind.

* Items like Jambalaya, burgers, hot dogs, and French fries will spoil and not be safe to serve by the next event.
* Candy items, chocolates specifically, will tend to melt if not refrigerated between events.

We could go on about this issue, but you get the point.

**Inventories**

So, on Monday, or no later than Tuesday prior to the event, the concessions team leader, assisted by the front and back of the house leaders should check the closing inventory from the previous event and see what must be ordered and place those orders.

In ANNEX 4, Inventories, there is a Before / After Event Inventory for your use. Once completed ensure it is placed in the document protector provided in the Concession Stand Operations Guide located in the concession stand.

**Purchasing**

Once you have verified your inventory it will be time to place your orders. We use several vendors and they each have their own procedures, deadlines, and minimal quantities for delivery. These are the vendors we do business with. ANNEX 3, Purchasing Requirements and Procedures explains the steps to take when purchasing.

Sam’s

S&W Wholesale Supplier

Rouse’s

Winn Dixie

Walmart

Coca Cola

# Pre-Event Preparations

This identifies Front of House (FoH) and Back of House (BoH) teams who divide responsibilities. You cannot do one without doing the other, so plan your work accordingly.

**Morning Set-up.**

The morning set-up involves being onsite to accept deliveries, or running to some of our suppliers (i.e., Sam’s Walmart, Winn Dixie, etc…). These requirements could change from event to event depending on what needs to be ordered and picked up.

**Afternoon Prep (FoH).**

NOTE: Afternoon prep should start between Noon and 1PM. There is a lot to be accomplished and there is no sense in killing yourself because you started too late.

1. Pull out all big stuff from stand. Drink bins, fryers, griddles, Jambalaya pot, and watering crew ice chests
2. Clean and sanitize counters. Clorox Cleaner and / or Clorox Wipes works perfectly for this.

**NOTE:** Clorox Cleaners contains bleach. This is an excellent cleaning as well as sanitizing agent. Please be careful of your clothing. You may want to have an apron.

1. Nachos.
   1. Prepare nacho trays with four (4) boxes of tortilla chips.
   2. Hold tray sideways to fill with chips, leaving small hole empty for the cheese.
   3. Stack filled trays in empty tortilla boxes and put box inside a large trash bag and tie.
   4. Place these boxes on the shelf under each nacho cheese crock pot at each station.
   5. Open cans of condensed cheese and put into plastic containers. Add fifty-four (54) ounces of water and one-half (1/2) cup jalapeno juice to each container. Use hand mixer to blend until smooth.
   6. Cover and put in fridge till the start of the game,
   7. No later than 4PM, get out nacho cheese warmers and start warming the cheese. You may want to warn in Microwave first. Make sure they are warm 10 minutes after plugging them in.
   8. Stir every 30 min or so.
2. Jalapenos.
   1. Open one (1) can of jalapeno peppers.
   2. Use juice to make nacho cheese.
   3. Divide peppers into three (3) containers.
   4. Jalapenos need to go in glass container for serving. Put covered containers in cooler.
3. Make four (4) trays of assorted candy. Place trays under counters at each cashier station.
4. Pretzels.
   1. Wipe down warmer.
   2. Line warmer with parchment paper.
   3. Wipe out toaster oven.
   4. Set out two (2) one-half (1/2) size aluminum pans, one for salt, one for cinnamon, fill shakers with salt and cinnamon.
   5. Set out small crock pot with butter.
   6. Put out small crock pot and pastry brush and longest pair of tongs.
   7. Set out plastic container with salt/sugar bags.
   8. Place one (1) box of pretzels from freezer on dominos box to defrost 
5. Set up displays of candy, peanuts, sunflower seeds on hanging racks. Divide peanuts and sunflower seeds and put under counter at each station.
6. Clip bagged pickles to hanging rack. We will use the pickles from band camp until they depleted.
7. Put out hamburger and hot dog buns. Organize wrappers, French fry trays near wrapping station.
8. French Fries, Burgers and Hot Dogs.
   1. Clean French fry warming station and line with wax paper.
   2. Put buns above station on shelf.
   3. Setup warmers one for cheeseburger and one for hamburger with water under the black tray.
   4. Put out foil wrappers (12")
   5. Put out French fry/ Oreo trays by the warmer.
   6. Put out powder sugar by the warmer with a spoon.
9. Jambalaya bowls, and spoons and forks. Place these items on back counter by sink.
10. No later than 4PM, line crockpot with crockpot liner and pour in chili. You may want to pre-warm in microwave first.
11. Put out two (2) roasters, two food warmers, the warming lamps, and two (2) sets of crockpots at each station. Line each crockpot w/ crockpot liner & secure with large rubber band. Set out serving utensils.
12. Fill condiment containers with ketchup, mayo, mustard, salt/pepper, and place at windows until it is time to place on outside condiment table.
13. Fill drink display with one of each drink and place one per window.
14. Tape menus so that each window has two (2) facing the customer and one facing the cashier (unless there are enough for two (2) by the cashiers) place a clean towel and two pens per window.
15. No later than 4PM put five (5) bags of ice on top of drinks in each rolling tubs.

**NOTE: MAKE SURE PLUG IS IN!!! DO NOT ADD WATER**

1. Wash, dry and put away all items used in morning preparations (knives, cutting boards, etc.)

**Afternoon Prep (BoH).**

1. Set up canopy for grilling station.
2. Set up canopy for ticket sales
3. Setup three (3) tables by fryers, griddles and Jambalaya pot.
4. Bring out bin labeled Grilling dads and several large and small warming trays.
5. Beverages (Concession Stand)
   1. Remove all beverages from band shed and stack next to ice machine outside of concession stand. This includes beverages remaining from previous event.
   2. Place four (4) cases of each, Coke and Dr. pepper in designated rolling tubs.
   3. Place three (3) cases of each, Root Beer, Sprite and Diet Coke in designated rolling tubs.
   4. Place six (6) cases of Dasani in large rolling red tub and two (2) cases of each Powerade in designated rolling red tub.
   5. Place four (4) cases of Dasani and two (2) cases of each Powerade in individual crawfish sacks and place in designated chiller bins (large gray garbage cans lined with trash bags).
   6. Place three (3) cases of each, Coke and Dr. Pepper in individual crawfish bags and place in designated chiller bins.
   7. Place three (3) cases of Root Beer and two (2) cases of each, Diet Coke and Sprite in individual crawfish bags and place in designated chiller bins.
6. Beverages (Watering Crew)
   1. The watering crew uses one large white ice chests and three smaller gray ice chests stored in the band shed. They also use the green four (4) wheeled cart.
   2. The large white ice chest is for bottled water.
   3. The three (3) smaller ice chests are for a variety of other beverages (Sprite, Dr. Pepper, and Coke).
   4. The beverages used for watering the band (variety) is not the beverages purchased from Coke. It will be the thirty-five (35) packs purchased from Sam’s.
7. No later than 4PM put five (5) bags of ice on top of drinks in each chilling bin. Add water at 5PM.
8. Cut Manda's sausage into six (6) inches pieces and store in Ziploc bag (About 40 pieces). Cut the leftover curved pieces into Jambalaya sausage by cutting the lengths in half, then in half again making four (4) lengths of sausage. Stack these together and cut into one-half (1/2)" pieces. Store in four (4) Ziploc bags (approx. three (3) pounds per bag) and put in cooler.
9. Prepare diced chicken thighs (approx. twelve (12) pounds) by seasoning with Tony C’s, Granulated Garlic and Black Pepper. Divide equally into four (4) Ziplock bags and put in cooler.
10. Jambalaya.
    1. Get boxes of Zaterans and put on the table outside for cook.
    2. Set up Jambalaya Pot with propane bottle (large).
    3. Set out paddle and lid for pot.
    4. Set out measuring cup.
    5. Set up wind break.
    6. Set out Jambalaya bin.
11. Oreos. Set out Oreo’s bin.
12. Set out supplies for fried Oreos and funnel cakes
13. Set out stanchions.
14. Clean up all prep items / dishes.

**Layout Pics.**

TO BE PUBLISHED

# During the Event

**Selling.**

1. Sellers: Take orders, handles tickets.
2. Runners: Take order from cashier, fill the orders and hand order to customers.
3. Servers
   1. Hamburgers, Hot Dogs, French Fries, Oreos: Prepare ordered items and hand to runners.
   2. Jambalaya, Red Beans, Sausage on a Stick: Prepare ordered items and hand to runners.
   3. Pretzels: Prepare ordered item and hand to runners.
   4. Nachos: Prepare ordered item and hand to runners.
   5. Drink Dispensers: Pull ordered items and hand to runners.
   6. Drink Replenishers: Ensures beverage caddies have beverages. They will retrieve refills for caddies from chiller bins located out back.
   7. Everyone should try to work as clean as possible. Post-event cleanup will be a lot easier if you clean as you go.

**Cooking.**

The ‘Cooking Dad’s are responsible for all of the cooking at the concession stand.

1. No Jambalaya will be cooked after one half (1/2) way through the third (3rd) quarter.
2. No fries will be fried after the beginning of the fourth (4th) quarter.
3. No burgers or hot dogs will be grilled after the beginning of the fourth (4th) quarter.
4. No Oreos / funnel cakes will be fried after the beginning of the fourth (4th) quarter.
5. Remember when you are cooking your last batches to prepare enough to last through the game.
6. Grilling: Should begin grilling no later than 5PM. The hamburgers and hot dogs are cooked on the griddle and brought to the concession stand for prep to be sold. The hamburgers will be placed in a broth to be kept juicy and warm.
7. Frying: The following items will be fried.
   1. French Fries
   2. Sausage
   3. Chicken Tenders
   4. Oreos
   5. Funnel Cakes

The French fries, sausages and chicken tenders are cooked in one fryer and the Oreos and funnel cakes are cooked in the second fryer. Every effort should be made to not cross fry because of taste transfer.

1. Cooking Jambalaya: Should begin cooking first pot of Jambalaya no later than 4PM. Be prepared to cook at least four (4) pots if.

# Post Event Clean up

**Front of House (FoH).**

1. Pull down candy displays. Inventory candy and place all unsold candy items in boxes they came in and place in cooler. Ensure they are labelled with FHS Band.
2. Pull down chip displays. Inventory chips and place all unsold chips in boxes they came in and place on center counter. Ensure they are labelled with FHS Band.
3. Break down drinks displays and put drinks with others. Put displays high on shelf.
4. Break down pretzel station. Clean everything.
5. Clean nacho cheese dispenser. Put leftover cheese in cooler in back, after it has cooled.
6. Remove all leftover nachos from trays. Toss nachos (or give away). Save trays (put in Ziploc bag).
7. Store leftover chili, leave in bag, securely seal bag, and store in cooler in back, after it has cooled.
8. Lean and put away roasters, warmers, and crock pots.
9. Put supplies away in their appropriate places.
10. Clean everything
11. Wash dishes.
12. Pull menus off counter and store in back. Ditch tape
13. Put away beverages.

**NOTE:** All beverages that are cold need to be place in the beverage cooler in the concession stand (except for bottled water). Bottled water can be placed back in its original containers and placed in the shed.)

1. Anything else you can think of or see needs to be done.
2. We have a game in one week or so. Place anything, that can be saved for a week in the fridge or freezer. The team leaders will check it and decide if it can be reused.

**Back of House (BoH)**

1. No Jambalaya will be cooked after one half (1/2) way through the third (3rd) quarter.
2. No fries will be fried after the beginning of the fourth (4th) quarter.
3. No burgers or hot dogs will be grilled after the beginning of the fourth (4th) quarter.
4. No Oreos / funnel cakes will be fried after the beginning of the fourth (4th) quarter.
5. Remember when you are cooking your last batches to prepare enough to last through the game.
6. The grilling station will be cleaned prior to putting away.
   1. Ensure ‘Grilling Dad’s’ container is cleaned out.
   2. If any additional supplies are needed before the next event, you should inform the BoH team leader. This includes propane.
   3. Ensure grill is cleaned and greased before putting away.
   4. Ensure propane is turned off.
7. Ensure Jambalaya pot is cleaned prior to putting away.
   1. Wash out pot with clean water, then burn out excess water.
   2. Oil pot then place lid on it.
   3. If any additional supplies are needed before the next event, you should inform the BoH team leader. This includes propane.
8. Ensure fryers are wiped down prior to putting away.
9. If any additional supplies are needed before the next event, you should inform the BoH team leader. This includes propane.
10. The fryer baskets must be cleaned. They become quite messy. Especially the Oreos.
11. All leftover beverages need to be placed back in their designated area in the shed.
12. All tables and chairs need to be placed back their designated area in the shed.
13. All propane tanks need to be placed back in their designated area in the shed.
14. All utensils and containers used need to clean before storing away. Aluminum food trays that have been used will be disposed of and NOT saved.
15. All beverage chiller bins need to be emptied and stored upside down in the shed.

# Annex 1 - Menu

Jambalaya $6

Chicken Tenders (4 ea) $5

Chicken Tender Combo $8

(Tenders, Fries, Soft drink)

Hamburger $5

Combo (Burger, fries & soft drink) $8

cheeseburger $6

Combo (Burger, Fries & Soft drink) $9

Hot dog $3

Combo (Hot Dog, fries & soft drink) $6

Chili cheese dog $4

combo (C/C Dog, fries & soft drink) $7

Alligator Sausage on a Stick $5

Smoked Sausage on A Stick $5

French Fries $3

Chili Cheese Fries $5

Nachos $3

pickles $2

chips $1

Pretzels $3

w/ Cheese Sauce $4

Candy $2

Fried Double Stuffed Oreos (4 ea.) $4

Funnel Cakes $4

Soft drink $2

Powerade $2

Hot Chocolate (SEASONAL) $2

bottled Spring water $2

# ANnex 2 – volunteer requirements

The concession stand Leadership Team shall be responsible for the Pre-event Planning as well as supervising the concessions operations during events. This shall include insuring that all supplies needing pick up and all deliveries being made have a Booster’s representative overseeing them.

Concessions Team Leader

Front of the House Leader

Back of the House Leader

**The TEAM: Front of the House (FoH)**

Afternoon Prep – FOH

Afternoon Prep – FOH

Afternoon Prep – BOH

NOTE: The afternoon prep team will be hard pressed to be ready for the evening crew if there are any less than three people working the set up.

Window 1A Sellers, Window 1A Runner

Window 1B Sellers, Window 1B Runner

Window 2A Sellers, Window 2A Runner

Window 2B Sellers, Window 2B Runner

Window 3A Sellers, Window 3A Runner

Window 3B Sellers, Window 3B Runner

Pretzels

Popcorn

French Fry, Oreo, Hamburger / Hot Dog Wrapper

French Fry, Oreo, Hamburger / Hot Dog Wrapper

Jambalaya / Red Beans Server

Jambalaya / Red Beans Server

Sausage Server

Nacho Cheese, Pickles, Condiments and Napkins Replenisher

Nacho Cheese, Pickles, Condiments and Napkins Replenisher

Drink Dispenser

Drink Dispenser

**The TEAM: Back of the House (BoH)**

Fryer \*\*

Fryer \*\*

Grill \*\*

Grill \*\*

Jambalaya Cooker \*\*

Drink Replenisher

Drink Replenisher

Cash Box (Treasury)

Cash Box (Treasury)

NOTE - \*\* - Represents ‘Cooking Dads’

NOTE: The above represent a perfect world. Thirty-eight people in total. This represents two teams working at each window, and all the backup needed. It can be done with fewer, but again, it will lead to a long night.

# Annex 3 – Purchasing Requirements and Procedures

to be published

# Annex 4 – Inventories (Equipment)

**Item: QTY Condition**

**Concession Stand:**

Ice Machine

Beverage Cooler

Refrigerator, Upright

Freezer, Upright

Roasters

Microwave

Toaster Oven

Crock Pot

Rice Cooker

Coffee Urns

Mixing Bowls

Popcorn Machine

Utensils

* Spoons
* Forks
* Tongs
* Scraping Spatulas
* Wisk
* Cash Drawers

**Item: QTY Condition**

**Band Shed:**

Fryer (2) (Stored in conc stand)

* Propane Bottle (Sm)
* Regulator w/ Hose

Griddles (2) (Stored in conc stand)

Jambalaya Pot (Stored in conc stand)

* Stand
* Lid
* Paddle
* Propane Bottle (Lg)
* Regulator w/ Hose

Cooking Dad’s Container (Stored in conc stand)

* Tongs
* Gloves
* Spices
  + Tony Cs
  + Chicken Bouillon
  + Beef Bouillon
  + Gran Garlic
  + Crab Boil
  + Salt
  + Pepper

Ice Chests (Watering Crew) (Stored in conc stand)

Tough Guy Trash Cans (Stored in shed)

(32 Gal)

(For icing beverages)

Chairs

Tables

Light Stands

Toolbox

# Annex 4 – Inventories (items to be purchased)

**Paper Products:**

Forks

Spoons

Napkins

Hamburger Foils

Hot Dog Foils

12 oz. Squat Cups (Jambalaya)

16 oz. Styro Cups (Hot Chocolate)

Wax Paper (Sausage on a Stick, food liners, pretzels, etc…)

Pickle bags

Skewers (Sausage on a Stick)

Lg Boats (Combos)

Med Boats (French Fries, etc…)

Nacho Boats

Foil Pans (full / half size) w/ lids

Paper Towels

Ice Bags

Trash Bags (55 Gal, Contractor)

Crock Pot Liners

**Beverages:**

Coca Cola

Diet Coke

Dr. Pepper

Root Beer

Sprite

Dasani Water

Hot Chocolate (Powdered Mix

w/ Marshmallows)

Powerade

* Blue
* Red
* Purple

**Meats:**

¼ # Burgers

Bun Length Hot Dogs

Smoked Sausage, Cubed (Jambalaya)

Smoked Sausage (Sausage on a Stick)

Chicken Thigh Meat, Cubed (Jambalaya)

Chicken Tenders

**Sides:**

French Fries

Pretzels

Pickles

Chips (Variety Packs)

Candy Bars (Variety Packs)

Double Stuffed Oreos

Bagged Popcorn

**Dry Goods:**

Jambalaya Mix

Pancake Mix

Nacho Cheese

Jalapenos

Pickles (Individual Pkg)

**Bread:**

Hamburger Buns

Hot Dog Buns

**Seasonings:**

Tony Cs

Chicken Bouillon Cubes

Beef Bouillon Cubes

Granulated Garlic

Crab Boil

Salt

Pepper

Powdered Sugar

**Condiments:**

Mayo

Mustard

Ketchup

Relish

Butter

Ranch

Honey Mustard

BBQ

**Cleaning / Sanitation Supplies:**

Dawn

Lysol Wipes

Bleach

Clorox Cleaner

Hand Sanitizer

Serving Gloves

Sponge / Scrub Pads

Mr. Clean (Floors)

# Annex 4 – Inventories (before / after Event inventory)

1. This inventory shall be used prior to the start of the event and post event. It is the responsibility of both FoH and BoH Team Leaders to complete this form
2. Once completed at the end of the eve4nt if will be turned over to the concessions team leader for review and appropriate actions (i.e., preparing the next events order, dropping items, etc…).

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Item Description** | **PAR** | **Closing Inventory Previous Event** | **Opening Inventory This Event** | **Variance** | **To be Ordered for This Event** | **Cost Per Unit** | **On Hand for Event** | **Closing Inventory This Event** | **QTY Sold** | **Notes** | |
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