

CONCESSIONS VOLUNTEER

6:15pm (1:15 pm) Arrival time

- ☐ Get the cash box from the Board Representative on Duty (BOD) and count the cash. If the amount matches what is on the form, then initial the form. If it doesn't, let the BOD know.
- ☐ Familiarize yourself with the concessions area & the Square terminal (if you've never used it). The snack racks should already be filled. But if not, load them both up with candy & snacks. Extra concessions are in the cabinet below the concessions counter. More concessions & supplies are in the basement. The beverage refrigerator is in the closet behind the concessions area.
- ☐ The BOD will explain if we have any special offerings for the show.

6:30PM (1:30PM) Concessions Opens

Some Tips & Reminders

- **Only volunteers working at the bar can take orders and payments for our alcoholic items.** If someone approaches you and places, e.g., a wine & popcorn order, please send them over to the bar. The bar can provide all items that we sell. There is no need for them to stand in 2 different lines.
- **The concessions counter is open 1 hr before the show** is scheduled to start and during intermission. It closes after intermission is over. Intermission is usually around 15 min.
- Because we have a limited amount of time selling concessions, **we try to move people through as quickly as possible.** If the line is long, the BOD often will step in and help take orders. Typically we will do \$1000 or more in concessions on any given night. It gets quite hectic. We sometimes have 3 or 4 people taking orders during a full house.
- **DO NOT accept any orders or payment for wine, beer, hard cider. Only our licensed servers are allowed to take orders and payment for alcohol.**
- **ALL concessions transactions (both cash and credit card), need to be run through the Square machine.** We use Square to track our inventory which is why we must run both cash & credit cards through it.

- Be accurate in the items that you select on Square; again this is so we can use it to keep track of our inventory.
- If someone says 'keep the change', **put that change in the donation jar and NOT the concessions cash box.** If someone wants to make a donation on their credit card, there is an item on the Square terminal to do that.
- Instructions for how to use the coffee machine & hot water dispenser are at the end of this document. We also have a hot water dispenser for tea and cocoa.

7:30 pm (2:30 pm)

- ☐ Please restock snacks and cold beverages so we are ready for intermission.
- ☐ Put the money box in the cabinet below the concessions counter.
- ☐ The BOD will let you know where our volunteer seats are for you to watch the show.
- ☐ Go enjoy the show! Or if you don't want to watch it, find out from the BOD when we expect intermission to start. Please be back 5 min before start time.
- ☐ If you're watching the show, please head back as quickly as possible once it starts.

Closing down concessions

If there is no intermission, then this happens shortly after the show starts. If there is an intermission, then this happens when intermission is over.

- ☐ Count money in the box, fill out the rest of the concessions cash form, sign it & then hand it to the board member on duty. They will count the money too and sign it.
- ☐ Fully restock the refrigerator

Making Coffee

1. Turn on the left-most switch to begin warming up the heating element (this is per mfgr's instructions).
2. Get a filter from under the cabinet (left side of sink) and put it into the filter holder.
3. Put 2 scoops of coffee into the filter.
4. Fill up the coffee pot with water.
5. Pour water through the top well. Replace the coffee pot under the drip hole.
6. It takes about 10 minutes to brew a pot of coffee. If coffee is a popular choice, then we will make 2 pots and put the 2nd pot on top of the coffee maker. If you do this, be sure to turn do

Hot Water Dispenser

1. Fill up the hot water dispenser to the fill line.
2. Push down the start button to begin the heating.
3. It takes about 4 minutes to heat up water to boiling.

Typical Concessions Menu

The menu varies from show to show, but these are the basics:

Sold at Concessions Counter	
Assortment of candy, savory snacks	\$3
Izze Sparkling Juice & bottled water	\$3
Hot coffee, tea & cocoa	\$3
Optional specialty items for show (e.g. locally made, fresh, theme-based cookies)	Price varies based on item
Sold at Bar	
All items sold at concessions counter	\$3
Red & white wine	\$9
Beer	\$9
Hard cider	\$9