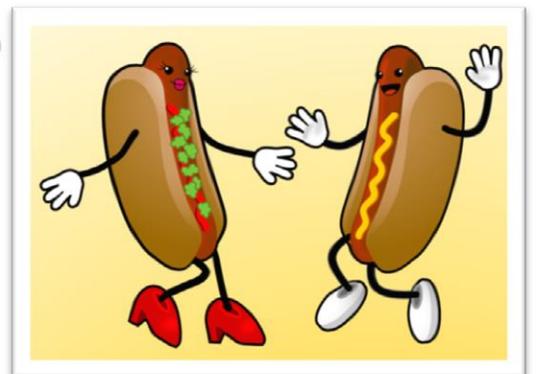
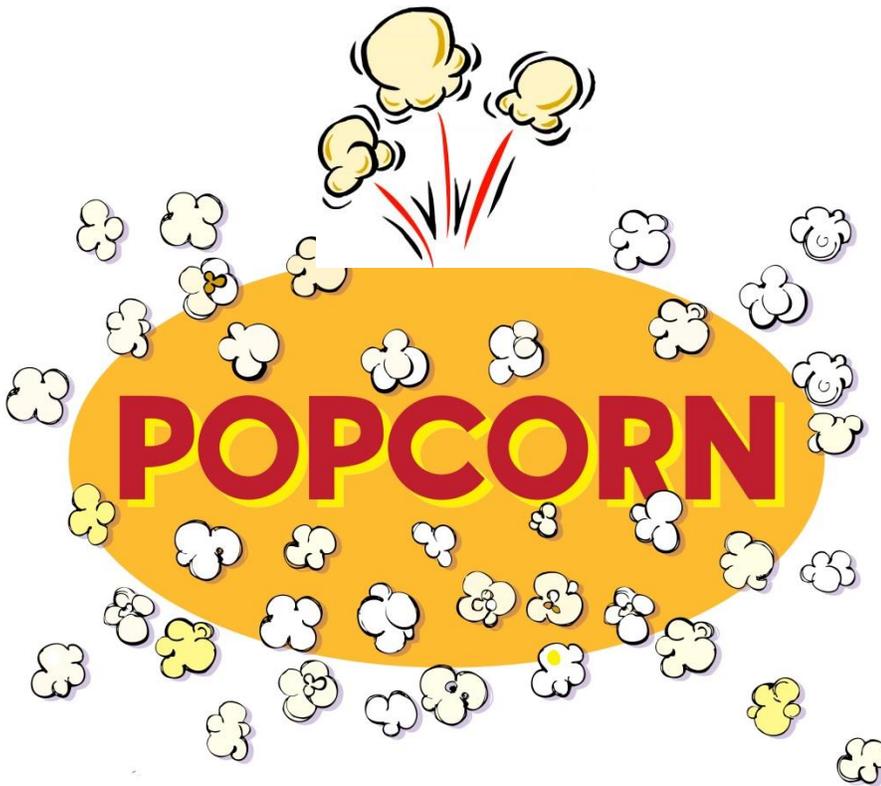


# Facility Operations Manual

## Cash Handling, POS, Concessions

---



**915 Menomonie Street Eau Claire, WI 54703**  
**Phone: (715) 839-5032**  
**Email: [pr@eauclairewi.gov](mailto:pr@eauclairewi.gov)**  
**[www.eauclairewi.gov/pr](http://www.eauclairewi.gov/pr)**

**Revised May 2019**

**Approved by: Recreation Manager**



# TABLE OF CONTENTS

<b>3.....Introduction</b>	<b>32.....Job Descriptions and Staff Responsibilities</b>
<b>3.....Licensing</b> City of Eau Claire Restaurant License State of Wisconsin Food manager Certification	<b>34.....Uniforms</b>
<b>3.....Signage</b> Hand washing Food Temperature	<b>34.....Volunteers</b>
<b>3.....Inspections</b> Eau Claire City County Health Department	<b>35.....Orientation</b>
<b>5.....Cash Handling Policies and Procedures</b>	<b>38.....Vendor List</b>
<b>11.....Point of Sale (POS) Registers</b>	<b>39.....Facility Operations</b> Hobbs Fairfax Soccer Park Carson
<b>14.....Concession Policies</b>	<b>Forms and Signage</b>
<b>18.....Vending Policy</b>	44.....Food Employee Reporting Agreement
<b>19.....Alcohol Operation and Sales Policy</b>	45.....Employee Illness Action Form
<b>25.....Food Handling and Safety</b>	46.....Employee Time Log
<b>26.....Opening and Closing Procedures</b>	47.....Cashier Log
<b>29.....Concession Mechanical Equipment</b>	48.....Food Preparation Critical Temperature Sign
<b>30.....Product and Merchandise</b>	49.....Temperature Guide
<b>31.....Inventory and Waste Procedures</b>	50.....Types of Thermometers
	51.....Hand Washing Sign
	52.....When to Wash Hands
	53.....Hand Washing Steps
	54.....Hand Washing Guidelines
	55.....Disposable Glove Guidelines
	56.....Mixing a Chlorine Sanitizing Solution
	57.....Voided Transaction Sheet
	58.....Receipt GL Distribution Report
	59.....Shift Summary Report
	60.....Waste and Inventory Form
	61.....Product Sales Form (Carson)
	62.....Product Sales Tally Sheet Sample (for use at satellite stands or stands without a working register)

## **Introduction**

Welcome! As an employee of Eau Claire Parks, Recreation, and Forestry concession operations, there are many responsibilities required of staff for the safety and service of our customers. Among the most important responsibilities include making and selling concession products to customers and treating each customer with respect. Other responsibilities include: familiarity with sanitation policies and procedures, understanding and operating concession equipment, monitoring and following inventory control policies and procedures, helping to keep the facility and concession stand clean and operational. Understanding cash handling procedures and policies is another important responsibility required of managers and cashiers.

## **Licensing**

### ***City of Eau Claire Restaurant License***

- Concession Facility License
- Health/Restaurant – A <100,000
- Renew annually and display at each site near the door, contained in a frame

### ***State of Wisconsin Food Manager Certification***

- Individual Certification
- Five year certification
- Display at each site near the door, contained in a frame

## **Signage**

### ***Hand Washing & Sink Basin Signs***

- Employee Hand Wash Signs - Located at each entry/exit door to concession stand and restroom facility, and above sink areas.
- Each sink basin must be labeled in this order: WASH, RINSE, SANITIZE. If there is a fourth basin sink, one bay on either end can be labeled HAND WASH.

### ***Food Preparation Critical Temperature Signs***

- Post in food preparation areas

## **Inspections by City County Health Department**

### ***Signage***

- Hand Washing, Food Preparation Critical Temperature, and Restrooms labeled with appropriate gender.

### ***Storage***

- Chemicals stored away from food, beverage, and paper products. May be stored on the floor in a designated area.
- Food, beverage, and paper products must be stored at least 6" off of the floor.
- Wood shelving must be painted.

## **Thermometers**

- Thermometers must be located in each of the following areas: Meat/cooking preparation area, each cooler, and each freezer.

### ***Cleanliness***

- All sinks must be properly cleaned prior to closing
- Store chemicals in a designated shelf area, on the floor, or above the wash basin. Chemicals may not be stored above any “food”, “sanitized”, or “drying” area.
- Soiled cloths may not hang or lie in any sink basin. Designate an area for drying cloths.
- Clean under all machines prior to close.
- Clean pizza oven waste compartments.

### ***Food Preparation and Storage***

- Gloves must be worn by all employees/volunteers handling food.
- Gloves should be available at each food preparation station.
- When thawing meat products, meats should be stored in the following order lowest shelf to highest: Uncooked meats, Hamburger patties, brats. Pre-cooked meats, Hamburgers patties, Brats, Hotdogs. Uncooked meats should never be placed on a shelf above pre-cooked meats.
- Cover all foods.

## **Cash Handling Policies and Procedures**

Manager and start change will be kept in the designated safe for each facility.

All deposits should be verified when closing a cash drawer, and then placed in a lockable bank bag if available.

**For Carson:** *All deposits should be verified when closing a cash drawer. If there is a manager on duty, they will verify each cashier's drawer and deposit, place all deposits in a lockable bank bag, and then put the entire deposit in the safe. The Concessions Operations Specialist will take to the Parks and Recreation Administrative office the next business day. Parks & Recreation Administrative front office will verify, create a deposit and deliver to the bank. If using a courier service, they will pick up the deposit at the specified facility and deliver it to the bank or City Treasurers office.*

**For Fairfax:** *All deposits should be verified when closing a cash drawer. The Specialist on duty will verify each cashier's drawer and deposit, place all deposits in a lockable bank bag with the white deposit slip, and then put the entire deposit in the safe. A Fairfax Specialist will take to the Parks and Recreation Administrative office the next day. Parks and Recreation Administrative front office will verify and process the next business day. If using a courier service, they will pick up the deposit at the specified facility and deliver it to the bank or City Treasurers office.*

**For Hobbs:** *All Hobbs deposits should be verified when closing a cash drawer, and then placed in a lockable bank bag with a white deposit slip. If there is manager on duty, they should verify the deposit and give to a Hobbs Building Supervisor to be placed in the Hobbs safe. If no manager on duty, Hobbs Building Supervisor should verify the deposit and place it in the Hobbs safe. Deposits will be verified and processed by the Parks & Recreation Administrative front office on the next regular business day.*

**For Soccer Park:** *All deposits should be verified when closing, then placed in a bank bag with the sales record. The bank bag should be placed in the safe. The Concessions Operations Specialist will pick it up, take to the Parks & Recreation Administrative office, and place in the Hobbs safe the following day. Parks & Recreation Administrative front office will verify, create a deposit and deliver to the bank.*

Recreation Management Software will be used for all transactions and payments.

**For Carson:** *Recreation Management Software will be used for all transactions and payments. Transactions and payments received at any satellite stand will be recorded on the "Product Sales Form", if a POS tablet is not available. Satellite stands are a cash only operation. Checks cannot be accepted. At closing, the satellite sales and money will be entered into Recreation Management Software at the main stand if a POS tablet was not used in the satellite stand.*

**For Hobbs:** *Recreation Management Software will be used for all transactions and payments. Transactions and payments occurring during regular business hours will be entered and processed by the Parks & Recreation administrative office staff. Checks cannot be accepted at POS registers at admissions and concessions. Transactions and payments received after regular business hours, weekends and holidays will be handled as follows: Cash transactions and payments for rentals may not be accepted after regular business hours. Check and credit card transactions will be accepted after regular business hours and processed by administrative office*

*staff on the next business day. A deposit must be created at the end of each calendar day if any currency or checks have been receipted. All deposits will be verified as indicated above.*

***For Soccer Park:*** *Recreation Management Software will be used for all transactions and payments. This is a cash only operation. Checks cannot be accepted. Deposits will be verified by Concessions Operations Specialist the following day. If a POS tablet is not available, all transactions and payments will be recorded on the "Product Sales Form". All sales and money will be entered into the Recreation Management Software by the Parks & Recreation Administrative office the next business day.*

All financial invoices and transactions will be entered into Recreation Management Software. Payment plans must be approved by the Recreation Manager. User groups with rental agreements will be invoiced directly by the Finance Department. User groups without agreements will be invoiced by the Parks and Recreation Administrative staff if balances that are less than \$5000.

Every customer paying for scheduled ice time and facility/room rentals must be given a receipt at the time of payment. Notification of this policy will be communicated to all user groups by the Recreation Manager.

The Parks & Recreation administrative office staff will enter and process all team and individual program registrations. Each facility will require staff to enter and process all admissions and concession transactions. Payment is required at the time of entry.

Designated staff, assigned by the Recreation Manager or Finance Department, will audit the cash receipt books and reports each week. All system users will be included on these reports.

### ***Verifying Start Change & Cash Handling Procedures While Open***

Admission desk and concession stand cashiers will need to pick up start change from the manager on duty at Carson, Fairfax, and Soccer Park. Hobbs admission desk and concession stand cashiers will get the start change from the Parks & Recreation Administrative office staff. Cashiers should be scheduled to check in 15 minutes prior to their shift. Each cashier should count their start change and initial the Cashier Log spreadsheet for their work station at each site.

Only one cashier is assigned to a register/computer. If two or more people are working at the admissions desk or in the concession stand, only the assigned cashier can work the cash register or computer. When on break, registers/computers should be locked and password protected. Windows should be closed and doors locked if other staff is not present.

If there is a safe on site, it must remain locked at all times. A manager will make additional change as requested.

### ***Additional Start Change***

The Managers will have additional start change located in the designated facility safe. The manager will verify the amount of cash on hand at the end of each shift. Managers will be responsible for ensuring the start change is accurate and the larger bills are cashed in for smaller cash/coin.

If the cashiers need additional change they will buy the change from the manager. For example, if they need a roll of quarters they need to give the manager \$10.00, which will be placed in the managers start change bag. Start change should always remain at the same amount for the manager and cashiers.

### ***Voiding an Error***

If a transaction error is made, cashiers must record the error on the Voided Transaction sheet. The manager on duty will correct errors before the cashier closes the shift. If there is no record that verifies an error, correction is not necessary.

### ***Directions for deleting a payment***

1. Manager must login with their Manager/Administration login username and password.
2. Select login location that matches the site of the error. Ex. Transaction error occurred during a shift at Carson, select "Carson Park".
3. Select "Financial" module.
4. Select "Delete Payment".
5. Enter Start Date and End Date of the specific shift with the payment to delete. Both dates should be the same.
6. Account Search: type "General" and click enter.
7. Select "General Account (DO NOT CHANGE) and OK.
8. Select "Cash" and "Credit Card" in the Included Payment Methods drop box.
9. Locate the transaction that needs to be deleted and highlight it.
10. Select "View Receipt" to ensure it is the correct transaction and matches the description from the Void Transaction sheet. If correct transaction, exit out of "View Receipt".
11. Action: Make sure "Do not create NSF Purchase" button is chosen
12. Select "Delete".
13. Manager on duty must initial Voided Transaction sheet verifying payment has been deleted.
14. Include Voided Transaction sheet with deposit

### ***Balancing a Cash Drawer***

At the end of each shift, the manager on duty should run a Receipt GL Distribution and Shift Summary reports. The cashier will count out the start change as specified and place it in their start change bag. The remaining amount of cash, coin, and checks should be counted and recorded on the cash receipts report. Verify the credit card transactions. If the amount of currency and checks on hand do not match the amount on the cash receipt report, the cashier should recount their start change and deposit again. If the amount is still incorrect, record the amount that is over/short. The cashier will give all currency, checks, and reports to the manager. The manager will recount and verify all amounts prior to the cashier leaving.

- ***At the end of each shift, cashiers should remove the cash tray in the register drawer to verify that all money is removed. On occasion money is placed under the trays.***
- ***At closing, the cashier should leave the cash drawer open so it is easy to see that there isn't money in the drawer.***

## **Shift Close**

### **Cashier**

1. When all transactions are complete, and a manager on duty has completed all Delete Payments, you may close your shift.
2. Select Close Shift in the bottom right corner of the POS screen.
3. It will ask if you are sure you want to close your shift, press OK.
  - The cash register drawer will automatically pop open
4. Shift Close Completed (Shift Totals Calculated), press OK.
5. Count out start change and put it in the start change bag.
6. Count remaining money in cash register drawer.
7. Complete a Cashier Reconciliation Form (yellow)
8. **Shift Details:** Verify cash and credit card amounts. Manager on duty needs to count out manager change, start change, and deposit in order to verify.
9. Payment Method:
  - Cash: After you count the cash, type that amount in the Cash row of the Cashier Total column
  - Credit Cards, Credit From Account, etc.
    - Copy the amount from the Total column of the correct row to the Cashier Total of the correct row
  - Checks: Add the checks together, type that amount in the Check row of the Cashier Total column (administrative office only)
10. Log out of Max Galaxy

### **Manager on Duty Shift Close** *(will be completed by Parks & Recreation Administrative Office Staff)* **Reconciling a Shift**

1. Log-in as Administration/Management
2. Select Point of Sale
3. Select Shift Management
4. Select the shift by highlighting it
5. Select Shift Details
6. Select your name from drop down and enter password
7. Verify cashier cash, credit, and check amounts.
  - If the amounts do not match, manager and cashier should recount amounts again.
8. Enter cash, credit card, and check (administrative office only) amounts in Manager Total columns.
9. Select Reconcile
10. Select Save

### **Closing an Unclosed Shift**

1. Log-in as Administration/Management
2. Select Point of Sale
3. Select Shift Management
4. Select the shift by highlighting it
5. Select Close Shift
6. Select name from drop down and enter password  
The shift is now closed and able to be reconciled.

## **Generating Reports**

Receipt GL Distribution and Shift Summary reports will be generated daily for all Recreation Software Management workstations (**Every facility workstation must be selected for this report**).

The following Recreation Management Software system workstations will be included on Receipt GL Distribution and Shift Summary reports:

**For Carson:** Carson Concessions 1, 2, 3, 4, 5(cash), 6 (satellite)

**For Fairfax:** Fairfax Admissions 1, 2, & 3, Fairfax Concessions 1 & 2.

**For Hobbs:** Hobbs Admissions 1, Hobbs Concessions 1, 2, 3.

**For Administrative Office:** Reports will be run by system user

### **Directions for generating a POS report**

Choose "Reports" on the bottom left of the screen.

*First Report: Choose "Receipt GL Distribution"*

1. Select Reports
2. Select Financial
3. Select Receipt GL Distribution
4. Select By: **Receipt Date**
5. Enter Start Date and End Date
6. Select location from "Included login locations" drop down. (i.e. Carson)
7. Select Report Type: PDF
  - Viewer at Carson Park
8. Select Preview
9. Print Report (reference the cash and check amounts on the left hand side of the report)
  - Carson & Soccer Park: Email report to [reccash@eauclairewi.gov](mailto:reccash@eauclairewi.gov)
10. Save and/or scan report as directed for each facility

*Second Report: Choose "Shift Summary"*

1. Select the Reports
2. Select Point of Sale
3. Select Shift Summary
4. Enter Start Date and End Date
5. Shift Status: Reconciled, Closed
  - *It is important to verify all shifts have been closed.*
6. Select all registers to include in report (i.e. Carson Concessions 1, Carson Concessions 2, etc.)
7. Select Report Type: PDF
  - Viewer at Carson Park
8. Select Preview
9. Print Report (reference the over/short amounts on the right hand side of the report)
  - Carson & Soccer Park: Email report to [reccash@eauclairewi.gov](mailto:reccash@eauclairewi.gov)
10. Save and/or scan report as directed for each facility

### ***Creating a Deposit***

A deposit will be created at the end of every business day or when closing out a cash drawer. The manager should have all voided transaction sheets and exception reports. Start change should be counted and placed in the start change bag. Parks & Recreation Administrative front office will run a Receipt GL Distribution and Shift Summary report the next regular business day. These reports will indicate all cash, check, and credit transactions that have been receipted.

The employee will count and record the cash, coin, and checks as indicated above. Once complete, the manager will verify the cash, coin, and check count.

***For Carson:*** The manager will place the cash, coin, and cashier reconciliation forms in a lockable bank deposit bag and place in the secured safe. The Concession Operations Specialist will take the deposit bag to the Parks and Recreation Administrative office, where the front office will verify and create a bank deposit.

***For Fairfax:*** The Specialist will place the cash, coin, and cashier reconciliation forms in a lockable bank deposit bag and place in the safe. The Concession Operations Specialist will take the deposit bag to the Parks and Recreation Administrative office, where the front office will verify and create a bank deposit.

***For Hobbs:*** The manager will place the cash, coin, and cashier reconciliation forms in a bank bag then place it in the Hobbs safe located in the Parks and Recreation administrative office. The Parks and Recreation Administrative front office will verify and process the deposit on the next regular business day.

***For Soccer Park:*** The cashier/manager will place the cash, coin, cashier reconciliation forms, and sales record in a bank bag, then drop into the safe. The Concession Operations Specialist will take the deposit bag to the Parks and Recreation Administrative office, where the front office will verify and create a bank deposit.

### ***Directions for creating a Deposit***

1. At the top of the deposit slip, write in the name of the facility for that deposit (ie Carson Concessions, Fairfax Admissions, Fairfax Concessions, Hobbs Concessions, Hobbs Open Skate, Hobbs Operations)
2. Date the deposit slip.
3. Write in the exact amount of cash, coin, checks on the deposit slip.
4. Total the amount of the deposit.
5. **Carson** – place the white copy of the deposit slip in the bank bag with the cash/coin. The yellow copy is scanned with the Receipt GL Distribution report.  
**Fairfax** - place the white copy of the deposit slip in the bank bag with the cash/coin. The yellow copy is scanned with the Receipt GL Distribution report..  
**Hobbs** - place the white copy of the deposit slip in the bank bag with the cash/coin. The yellow copy is scanned with the Receipt GL Distribution report.
6. **Carson-** Place the deposit bag in the safe or take directly to the bank.
7. **Fairfax** – Place the deposit in the safe or take directly to the bank.
8. **Hobbs** - Place the deposit in the safe or take directly to the bank.

### ***Administrative Office Staff – Directions for Verifying a Deposit***

1. Recount the cash/coin/checks in each bank bag.
2. Create a deposit slip and complete correctly.
3. Generate the Shift Summary and Receipt GL Distribution reports.
4. Scan yellow deposit slip and reports to Treasury and save electronically in designated file.
5. Send the white deposit slip with the cash/coin/checks to the bank.

### ***Delivering a Bank Deposit***

All direct bank deposits will be made at the main US Bank Office, 131 S. Barstow Street in Eau Claire. Direct deposits made after business hours can be dropped in the bank drop box located on Gibson Street. This box requires a key to make the drop which is located in our key inventory in the Parks and Recreation Administrative Office. Deposits sent to Treasury will be handled by their staff.

**Returned bank bags will be sent to the Parks and Recreation Administrative Office. Managers collect them and distribute to the correct site on a weekly basis.**

### **Point Of Sale (POS) Registers**

All transactions will be entered into the computer using the Recreation Management Software program. The Manager on Duty at facility opening will have the cashiers turn on and log on to their assigned workstation. The cashier assigned to each computer will log on to the City network and Recreation Management Software program. The web address may be bookmarked in “favorites”.

### ***Max Galaxy Login Procedure***

#### **Managers:**

1. Login with your Eau Claire Parks and Recreation e-mail and the password  
Example: User ID: John.Doe@eauclairewi.gov  
Password: Must include a capital letter, number, and character.
2. Select your work site (example: Carson, Hobbs, Fairfax, or Administration)
3. Select Point of Sale
4. Select Cash Register

#### **Cashiers:**

1. Login using the site name and password as seen below:  
NOTE: Username is your work location  
Username: Carson (or Hobbs, Fairfax)  
Password: EC12345\*
2. Select Point of Sale
3. Select Cash Register

### ***Cash Register Login Procedure***

1. Select the following options:
  - o **Register Name:** Assigned Workstation – Example: Carson Concessions 1 or Hobbs Admissions 1  
(Register # is located on the lower left corner of the computer screen)

- **Cashier Name:** Select your name from the drop down box
  - **Job Classification:** Cashiers
    - **Managers:** please select Administrator/Management
  - **Password:** Please enter your 5 digit employee number  
(*Don't have an employee number yet? Use 33333 as your password.*)
2. Open Shifts: If name appears next to Open Shifts, the register is already in use. Double check the register names of both computers to make sure both cashiers are logged in to the correct register.
  3. **NOTE:** If there is a shift change, the first cashier MUST logout (remembering to close the shift), and the next cashier MUST login under their cashier name.
  4. Select OK
  5. Shift Open
    - a. Count the start change to verify the starting cash balance is correct.
    - b. Place cash in cash register drawer.
    - c. Select "Begin Shift"

### ***Procedures for POS Register Operators***

- Count the start change prior to your shift, verify amount on the Concessions Employee Log sheet. If you need additional start change during your shift you will need to buy it from the manager.
- Close the drawer between each transaction, do not leave open.
- Personal checks are not accepted at admissions and concessions (check cards are accepted). Personal checks are accepted in the Administrative Office for the **amount of purchase only**. They must be local checks. (Chippewa Valley area- Altoona, Menomonie, Chippewa Falls, etc., o.k.). Checks should be made payable to: "Eau Claire City Treasurer". If a driver's license # is not printed on the check ask to see the license and **write the license number on the front of the check**.
- No two-party checks cashed.
- Leave any cash the customer gives you turned sideways **on top of the drawer** until the transaction is complete. Then if the customer indicates that they gave you a \$20.00 bill when you gave them change for a \$10.00 you can double check the denomination.
- The employee assigned to the register/workstation for that shift is solely responsible for the money and all transactions. They are the **only** employee allowed to use that computer during their shift.
- We accept Master Card, VISA, and Discover (credit card or check card). (NOT AMERICAN EXPRESS).

### ***Entering a sale***

- Select the product on the touch screen or use the mouse (candy, bottled beverage, goggles, etc....)
- The pre-set price will calculate as products are selected

### **Entering multiple sales for one product**

- Select the product on the touch screen or use the mouse candy, bottled beverage, googles, etc.)
- Select the quantity (Qty) column and enter the quantity.
- Select OK
- The pre-set price will calculate and be displayed in the bottom left corner
- Repeat this step for all sales. For example, if you have a dad with two kids paying for open skate and renting ice skates you will enter the following:
  1. Click on open skate, enter “2” on the keypad
  2. Click on adult open skate
  3. Click on skate rental, enter “3” on the keypad

### **Method of Payment**

#### **Cash Payment:**

1. Select payment cash.
2. Clear “amount” box and type in amount customer gives you using the keypad,
3. Select add payment, and select complete payment.
4. Finalize Payment: change due to customer will appear on screen (if applicable). Select OK  
Receipt: Carson/Hobbs/Fairfax, select skip  
Administrative office, select customer’s receipt preference.

**Check Payment**—checks are not accepted at admissions or concessions (check cards are accepted). Check numbers must be entered into Recreation Management Software for all checks accepted in the Administrative Office. **Checks for amount of purchase only.** Checks should be made payable to “Eau Claire City Treasurer”. Local checks only (Chippewa Valley), no two-party checks. Stamp all checks with “deposit only” stamp.

#### **Check Card or Credit Card:**

1. Select credit card payment
2. Swipe the credit card in the card reader.
3. Follow directions on card reader.
4. Receipt: Carson/Hobbs/Fairfax, select skip  
Administrative office, select customer’s receipt preference.

**Free Admissions**—Fairfax Pool and Hobbs Ice Center distribute some coupons good for a free daily admission. The facility managers will provide a sample copy of each coupon to cashiers. Take the coupon from the customer, select on appropriate “Free” (Skate Rental Free, Youth Skate Free, etc.), button on POS, and finalize transaction.

**City Pass** – The City Pass is a punch card for various open programs, skate rental, etc... This pass can also be accepted at Hobbs Ice Center. Use the appropriate “City Pass” button on POS to record these transactions. Managers will explain the card in more detail during orientation.

### **Finalizing a Transaction**

- Amount customer owes will show in the box labeled “Total”
- Select method of payment (cash, check, credit card) (*the cash drawer will pop open*)
- The computer will send you to a receipt screen.

Carson/Hobbs/Fairfax, select skip

Administrative Office: If the customer wants a receipt you can print one using the “print” prompt. Do not print a receipt unless one is requested

It is very important the sale is correct prior to finalizing a transaction. This process will prevent or reduce voids/errors. Wait for the customer to provide a method of payment before finalizing a transaction. If an error is discovered after a transaction has been finalized, cashiers must record the error on the Voided Transaction sheet. The manager will correct errors before the cashier closes the shift. If there is no record that verifies an error, correction is not necessary.

### ***Miscellaneous Keys***

NO SALE	This key will open the cash drawer
REMOVE ITEM	This key will remove the highlighted product
REMOVE ALL ITEMS	This key will remove all products.

## **Concession Stand Shared Net Profit Policy**

August 2012 (reviewed November 15, 2018)

The City of Eau Claire owns and operates four concession stands including; Carson Football/Softball, Fairfax Pool, Hobbs Ice Center, and Soccer Park. The City may share net profits with user groups according to the following guidelines.

### City Responsibilities

- 1) Concession stand operations will be supervised by the Recreation Manager with assistance from Recreation Facility and Program Supervisors.
- 2) City will hire and pay one Concession Operations Specialist who is responsible for concession operations and safe food handling practices.
- 3) The City will retain 100% of net revenues for all new events. Approved users may provide volunteers to prepare food, clean, and restock for 100% net revenues. The City reserves the right to charge an administrative fee to recover costs to operate the stands.
- 4) Net revenues for all approved games and events will be paid directly to the user group as agreed upon. Net revenues are calculated as gross profit less product, staffing, and other expenses. If the user group does not provide volunteers at the requested level, and the City needs to staff the stand, the City will retain all revenues. There may be an additional 10-20% charge of total sales if volunteers are late.
- 5) City will open concessions and retain all revenues for all lower level games, and other events scheduled on the football field and softball fields. Lower level games and other events may have a limited menu and minimal staffing level.
- 6) City will provide all concessions equipment and product required to operate the stands.
- 7) City will determine menu items and set pricing.

- 8) The City of Eau Claire may have ~~has~~ an exclusive pouring rights contract with a beverage vendor. Only beverages included in the agreement may be sold at City of Eau Claire athletic facilities as noted above including Carson Baseball Stadium.
- 9) The City will provide an AED and spill kit for cleaning blood and infectious waste. The spill kit includes directions for clean-up and disposal of waste materials. Please ask facility staff where these items are located.
- 10) The Concession Operations Specialist will monitor the stand operations as described below.

#### Concession Operations Specialist Responsibilities

The Concession Operations Specialist is responsible for ordering product, hiring and training cash register operators, inventory, waste control, opening/closing, maintaining valid licensing, following safe food handling guidelines, working with school/organization event coordinators, cash handling procedures, validating register receipts at the end of each game, and payment to organizations.

- 1) The Concession Operations Specialist will monitor concession menu:
  - Pre-packaged goods, such as candy bars, chips, ice cream may be sold
  - Hot drinks such as coffee or cocoa will be sold
  - Food prepared on site can be sold, such as hot dogs, popcorn, nachos, pretzels
  - Meats such as hotdogs, brats and hamburgers can be cooked on an outdoor grill. Pre-cooked meats can be prepared using a roller grill. Hamburgers must be bought "grill ready" in hamburger patties.
  - Pizza may be sold. If sold by the slice food warmers at proper temperatures must be used to maintain food safety. Food warmers are not necessary if pizza is sold as a whole pie.
- Concession items cannot be made at home and brought to the stand for sale (such as chili, barbeque, etc.).
- 2) The Concession Operations Specialist will monitor safe food handling practices
  - Food items may not be handled directly unless it is a pre-packaged item like candy bars. Plastic gloves or tongs are required when serving items like hot dogs or nachos. Hands should not come in direct contact with any food product.
    - If the same person is doing food handling and money handling, they need to take gloves off before handling the money, or change gloves before handling food after handling money.
    - All concession volunteers and staff must follow hand washing policies including washing hands after returning from restroom breaks before handling food product.
- 3) Concession Operations Specialist will monitor clean-up
  - A) Volunteers and Staff should wash utensils as follows using three or four sinks
    - Clean and sanitize all sinks
    - Wash items in first sink using cleaning detergent solution at approximately 120° F
    - Rinse in the second sink, using clear water at approximately 120° F
    - Sanitize in the third sink by immersing items in a chemical sanitizing solution at a minimum of 75° for at least one minute
    - Air dry all dishes, do not wipe dry

- *Must use an approved sanitizer—chlorine, iodine, quaternary ammonium, or acid sanitizers. Common household bleach is a very good, inexpensive sanitizer, use 1 tablespoon bleach per gallon of water*

- B) Before securing the area the volunteers and staff must complete the following:
- All counters must be cleaned with both detergent and sanitizer spray bottle
  - Popcorn popper must be cleaned if it has been used
  - Clean Food Preparation Equipment and stove
  - Sweep floor
  - Mop floor
  - All product and inventory must be placed in assigned cabinets, coolers, and freezers
  - Garbage must be left outside in a cart/container (excess bags can be left inside)
  - Crush cardboard and put in “cardboard dumpster”
  - Stack empty bread and pop trays
- C) Concession Operations Specialist will lock and secure stand prior to leaving the facility.

#### User Group Responsibilities

- 1) Each User is responsible for naming an "on site" coordinator who will be the primary contact. The coordinator will be named by the school/league official or Athletic Director. The coordinator is responsible for scheduling and assigning volunteers, following safe food handling guidelines, and validating register receipts at the end of each game.\*
- 2) User groups will be charged for two register operators for each varsity/semi-pro level game including wages and personnel costs. Additional register operators may be scheduled for games with expected high attendance. Register operators will receive a paycheck from the City. The payroll charge will be deducted from the net revenues.
- 3) User groups provide volunteers as requested by the Concession Operations Specialist for each varsity/semi pro level game or approved event.
- 4) User groups may request one satellite concession stand within the stadium area with prior approval from the Concession Operations Specialist. Users are responsible for satellite stand staffing and set up/clean-up, and hand washing station.
- 5) Facilities, buildings, and storage spaces are not available for community use.
- 6) User groups may sell non-compete products with advance approval by the Recreation Manager. The sale of such items will be a separate operation and may not operate out of concession stand managed by the City. Groups are required to secure approvals, licensing, and follow all health and food safety guidelines.
- 7) Food sales outside of the stadium area are considered special events and are required to follow the special event process. All special events must be approved administratively by the Special Events Committee or by Eau Claire City Council. Allow approximately 60 days for the review and approval process.

- 8) The City will not accept donated product. Additional menu items may be added for special events, tournaments, etc... These additions must be approved at least four weeks prior to the event and approved by the Recreation Manager.
- 9) Complimentary items and product given free to anyone, including officials, must be recorded and will be charged to the user group.
- 10) Waste will be recorded at the end of the event and charged to the user group. The user group is responsible for monitoring the amount of product made and is encouraged to work with the manager on duty to determine prep amounts. After waste is recorded, the user group may take the unused product.

**\*University of Wisconsin – Eau Claire (UWEC)**

The UWEC contact will be the Athletic Director or appointed person named by the Athletic Director. The City is responsible for scheduling and assigning paid staff, following safe food handling guidelines, and validating register receipts at the end of each game.

**Volunteers and Employees**

- Grilling and Food Preparation will be directed by the Concession Operations Specialist
- All hair must be contained in a hairnet, hat or visor.
- Gloves must be worn when handling and preparing food.
- All Eating must take place outside of concessions stand.
- Stay at your designated station.
- Paid employees operate registers and handle cash/payments.
- Employees, volunteers, coaches, officials, and players do not receive free or discounted food unless recorded as waste and approved by the Concessions Operations Specialist or City designee.
- Appropriate, closed-toe shoes are required for anyone working in the stand
- City staff only in storage room at Carson.
- Alcohol is not permitted in the concessions stand.

**Parking**

All staff and volunteers should park in the facility parking lots. Parking is not available within any event area. At Carson, vehicles needed for loading/unloading may be brought into the stadium area for unloading, however they will be need to be moved to the main parking lot prior to the game start. Vehicles parked within the event area will be towed at the owners expense.

**Concealed Weapons**

Concealed weapons are not permitted inside any facility or Stadium area.

**Tobacco and Electronic Smoking Devices**

Smoking and tabacco use is not permitted inside any facility or Stadium areas. Persons interested insmoking are permitted to smoke outside of the fence in the designated area. Receptacles for waste will be provided by Parks and Recreation.

## Recycling

Both the City and the User are responsible for recycling at each facility.

## ECO Friendly Products

The City is committed to promoting a healthy environment and will purchase eco friendly “green” products in the concession stand when possible

## Vending & Concessions Policy

January 2012 *(reviewed and updated December 2018)*

### **POLICY**

Eau Claire Parks, Recreation, and Forestry (ECPRF) promotes healthy options for food and beverages at all city operated concession stands and facilities where vending is permitted. Healthy options will be set at affordable price points. Arcade vending is permitted and must operate as a clean, safe, and controlled family entertainment center.

### **GUIDELINES & PROCEDURES**

#### Authority

1. Issued by the Community Services Director
2. Policy review will be conducted annually by the Recreation Manager.

#### General

1. ECPRF will designate one centralized, lead contact for the concession operations and vending contracts
2. Vending and concession contracts are to be considered using the policies and guidelines set within this document as criteria throughout the selection process
3. All vending must have written and signed contracts or agreements on file with ECPRF

#### Healthy Concessions

1. Healthy choice items in similar product categories should be priced lower than a competitive unhealthy product
2. Water, 100% juices, and low fat milk may be priced lower than products with high sugar content such as soda, sports drinks, slushies, products with artificial sweetener, etc...
3. Fresh fruit and/or vegetables will be an option
4. A “healthy choices” menu may be posted at each facility viewable from each order window
5. Low calorie options are available at all times for our customers
6. Products will be offered that are low in sugar, sodium, and fat content at all concession locations.

#### Healthy Vending

1. A cash control and verification system must be established between the vendor and the facility supervisor
2. Advertising on vending machines may include advertising for the products within the machine only
3. Water and 100% juices will be priced lower than sodas and sport drinks
4. Snack items with no more than 250 calories per packaged item will be available
5. Products with no more than 10% of calories from saturated fat per packaged item will be available

6. Items with 2g or less of naturally occurring trans fats per packaged item (hydrogenated oils and partially hydrogenated oils) will be available

#### Arcade Vending

1. A cash control and verification system must be established between the vendor and the facility manager
2. All machines must comply with clean and controlled family entertainment standards
3. Advertising on arcade machines may include advertising for the specified game only

## **Alcohol Operation and Sales Policy (April 2019)**

### **Policy**

The City of Eau Claire is responsible for alcohol sales at Carson Football Stadium, Gelein and Hobbs softball fields. The City will manage the facility, operations, and sale of alcohol.

### **Procedures**

City Council approval is required before any user or vendor may sell food and/or beverages at city-owned athletic facilities.

The City is responsible for obtaining any and all licensing required for alcohol sales.

Bartender licenses must be displayed in a visual location for the licensing authority to view and verify compliance. Licenses and certifications will be kept in a reference binder on site.

Net profits from concession alcohol sales will be exclusively for the City of Eau Claire. Revenues will not be shared with other organizations, individuals, or events.

Only City employees may sell and serve alcohol under the supervision of a licensed and certified bartender. Employees must be 18 years or older to sell and serve alcohol. A minimum of two employees are required to provide alcohol service.

Employees working an event may not consume alcohol.

Knowingly selling to a minor will result in immediate termination of the employee. The employee will be subject to disciplinary action per City conduct policies for other employment violations.

Service to a minor is not permitted even if a parent/guardian is present and gives permission for the minor to drink.

Established sales hours will be posted at the alcohol sales area. Alcohol sales may begin 30 minutes prior to the start of the event and must conclude prior to the start of the fourth quarter of a football game or 30 minutes prior to the end of an event.

Signage will include product purchase limits, per person, per purchase and a list of products available. Signage indicating the legal drinking age and "identification is required" will be displayed at the alcohol sales area.

Identification is required prior to purchasing alcohol. At no time can an employee accept approval by another employee as a substitution for proper identification.

All valid forms of identification must be current, not expired, include a photo, and signature of the person presenting the ID. Accepted forms of identification include;

- Valid state issued Drivers License or ID containing a photo
- Valid temporary state issued paper Drivers License or ID containing a photo
- Valid United States military identification with photo
- Valid passport with a photo
- Valid tribal identification card including legal name, date of birth, signature, and photo
- Valid permanent United States resident card "green card" with photo

If presented with an altered or fake ID, it will be confiscated by the employee and given to their supervisor.

Employees have the right to and must refuse the sale of alcohol if the ID is in question, the customer is not of legal age, cannot produce a valid ID, obviously intoxicated, exhibits unstable behavior, and/or is attempting to purchase before or after the established selling hours.

Alcohol must be purchased from a licensed wholesaler. Only fermented malt beverages may be sold.

Alcohol product must be stored in a locked cooler, except when selling during events.

Staff must complete an inventory of product prior to selling and after the event.

All alcohol must be sold, not given away per Wisconsin State Statute 125.315.

All license holders must follow Wisconsin State Statute Chapter 125 and Eau Claire Ordinance 9.32.040 (carrying concealed weapons) and 9.59.060 (special events - alcohol sales)

The City will take reasonable steps to ensure that alcoholic beverages are consumed only by persons who are of legal drinking age. Reasonable steps will include: wristbands to indicate individuals of legal drinking age, clear cups to serve alcohol, prohibition of sales to anyone under 21 (even if accompanied by parents or guardian), and supervision of the area by security and staff personnel (per Chapter 9.59.060 of the City Code of Ordinances).

Alcohol must be opened if in a closed container and poured into a clear plastic cup. Limit 2 per person, per purchase. If a person already has a drink containing alcohol in their possession, they may only order one additional drink.

Alcohol specials and promotions are not permitted.

Alcohol consumption must remain in the fenced event areas.

## **Alcohol Servers Training**

### **Safe Serving**

Facts about Alcohol and why your responsibilities are important/serious

1. Every 30 minutes a person dies in an alcohol related accident
2. Alcohol abuse is #1 nations drug problem
3. Alcohol Abuse is a problem for every 1 -10 drinkers
4. More people killed in drunk driving accidents than firearms
5. Average drunk driver is .17-.20 BAC which is more than twice the legal limit (.10)
6. Alcohol accidents happened mostly between 8:00pm-8:00am

The license to sell and serve alcohol by the city is a privilege granted by the City of Eau Claire Common Council. To protect this privilege, our guests, and yourself, you must sell and serve alcohol in a responsible manner. Best practices will be included in this training.

Being proactive by checking a valid ID, observing your surroundings, and being consistent with all guests will prevent the opportunity of risk, your biggest responsibility as a server.

### **Signs of Intoxication**

1. Droopy Eyelids
  - a. Can't keep eyes open or eyelids seem droopy
  - b. Seems drowsy or glassy eyed
  - c. Unable to focus
2. Slurred Speech

- a. Speech does not seem normal
- b. Words are slurred
- 3. Poor coordination or slow reaction time
  - a. Stumbling or staggering when walking
  - b. Holding oneself up on the bar or other object
  - c. Can't hold drink/phone/money in hand easily or drops items easily
- 4. Relaxed inhibitions & Impaired judgment
  - a. Overly friendly
  - b. Loud or offensive/rude conduct
  - c. Careless with money
  - d. Drinking fast, or faster than earlier in the night

Always being aware of customers behaviors is key in preventing risk. Perform a **SCAB** check when carding customers.

**S**peech- Are customers able to speak clearly?

**C**oordination- Are customers able to maintain control of their body? (no staggering/stumbling)

**A**pppearance- Are the customers put together (no shirt-tail out, messy hair, zipper down, etc) or have clear eyes/nose (no red eyes/nose).

**B**ehavior- Is the customer displaying appropriate behavior and attitude? (not being aggressive, or looking for a fight)

**Do NOT serve any alcoholic beverages to an intoxicated person. This is illegal!** Once you have made this decision, stick to it. Some statements you could make are "I'm not able to serve you any more alcohol this evening" or "I just want to make sure you get home okay."

### Checking Identification

Identification is required prior to purchasing alcohol. At no time can an employee accept approval by another employee as a substitution for proper identification. You should check for valid identifications from anyone who looks under the age of 30 years old.

All valid forms of identification must be current, not expired, include a photo, and signature of the person presenting the ID. Accepted forms of identification include;

- Valid state issued Drivers License or ID containing a photo
- Valid temporary state issued paper Drivers License or ID containing a photo
- Valid United States military identification with photo
- Valid passport with a photo
- Valid tribal identification card including legal name, date of birth, signature, and photo
- Valid permanent United States resident card "green card" with photo

If presented with an altered or fake ID, it will be confiscated by the employee and given to their supervisor.

Employees have the right to and must refuse the sale of alcohol if the ID is in question, the customer is not of legal age, cannot produce a valid ID, obviously intoxicated, exhibits unstable behavior, and/or is attempting to purchase before or after the established selling hours.

On each form of identification always check for the following:

Birth Date: the person should be 21 years of age or older.

Expiration Date: the ID is not valid if it is expired.

Description of Person: Check the eye color, hair color, height and make sure the pictures matches the person's features. The nose is the most distinguishable feature on one's face.

If the person matches all of the above, you may serve them. It is good practice to say "please" and "thank you,(insert their name here)." If you question their valid ID, you may ask for another form of ID, another server's opinion, or ask some questions such as, what is your zip code? Or are you an organ donor? Those who have another person ID may not know these answers (underage drinkers typically memorize the address and birth date). If you still are unsure, you may request assistance. If you believe it is not them, politely say that this is not a valid ID and I cannot serve you. If you determine that the id is fake, confiscate the ID and give it to your supervisor.

Examples of ID's:

Next Page

Next Page





Birth Date

Name

Expiration



Expiration

Birth Date

Name



Birth Date

Name

Expiration



- AFFILIATION
- PAY GRADE/RANK
- EXPIRATION DATE
- DATE OF BIRTH
- DoD IDENTIFICATION NUMBER
- BLOOD TYPE
- GENEVA CONVENTION CATEGORY
- DATE OF ISSUE



- AFFILIATION
- PAY GRADE/RANK
- EXPIRATION DATE
- DoD IDENTIFICATION NUMBER

## **Procedures**

Only City employees may sell and serve alcohol under the supervision of a licensed and certified bartender. Employees must be 18 years or older to sell and serve alcohol. A minimum of two employees are required to provide alcohol service.

Employees working an event may not consume alcohol until they are off duty and of legal drinking age. Knowingly selling to a minor will result in immediate termination. The employee will be subject to disciplinary action per City conduct policies for other employment violations.

Established sales hours will be posted at the alcohol sales area. Alcohol sales may begin 30 minutes prior to the start of the event and must conclude prior to the start of the fourth quarter of a football game or 30 minutes prior to the end of an event.

Alcohol product must be stored in a locked cooler, except when selling during events.

Staff must complete an inventory of product prior to selling and after the event.

Reasonable steps will be taken to ensure that alcoholic beverages are consumed only by persons who are of legal drinking age. Reasonable steps will include: wristbands to indicate individuals of legal drinking age and clear cups to serve alcohol.

Alcohol must be opened if in a closed container and poured into a clear plastic cup. **Limit 2** per person, per purchase. If a person already has a drink containing alcohol in their possession, they may only order one additional drink.

Alcohol consumption must remain in the fenced event areas.

## Safe Food Handling

- Employees in the concession stand are required to wear head covering in the concession stand. Bandannas, baseball caps and/or visors are all acceptable. Additionally, head coverings should not advertise any product, political affiliation, etc. If you do not have a head covering, we will provide you with a hair net. Long hair should be in a ponytail, braid, or otherwise tied back.
- Employees in the concession stand must wear closed-toed shoes. Sandals are not permitted.
- Employees must wash their hands before beginning their shift, after using toilet facilities or tobacco products, and frequently throughout their shift.
- Employees are required to wear disposable gloves when handling food product.
- If only one employee is working the concession stand, the staff person should handle money first, then wash hands and put on gloves before coming in direct contact with any food (hot dogs, corn dogs, pretzels, etc.). You will need to do this for each customer. This is not necessary if you are handling pre-wrapped food like candy bars, soda bottles, etc.
- Meat products (e.g., hotdogs, hamburgers, brats) can be put in the refrigerator for thawing, but must go on the bottom shelf of the cooler. No food product may be below the meat products. Uncooked meat must be placed on the bottom, pre-cooked meats must be placed above uncooked meats. Uncooked and pre-cooked meats cannot be placed on the same shelf.
- Employees must date the box and label “THAW” when moving from the freezer to the refrigerator. Uncooked meats must be used within three days of the date/”THAW” label. Pre-cooked meats must be used within seven days of the date/”THAW” label. If not, they may not be sold.
- Pretzels thawing in the refrigerator should go on the next shelf up from the hot dogs. Pickle jars should go on the top shelves.
- Employees will write the date received on all frozen food products when checking in a delivery. This includes hot dogs, corn dogs, pretzels, pizza, pizza bread, etc.
- Employees will put the most recent delivery of frozen food products on the bottom of the freezer and move other product to the top. We will use the “First In—First Out” inventory method. This means that any product bough first will be sold first. Check inventory dates on boxes when rotating stock to make sure the product delivered first is most accessible to staff.
- Employees will use three/four sinks when washing dishes (primarily utensils) at the end of the workday. Sink basins must be labeled in this order.
  - Sink #1—Wash (hot water, 110°F for manual dishwashing). Use ample detergent
  - Sink #2—Rinse (hot water—no detergent)
  - Sink #3—Sanitize (warm water 75°F). Use test strips to check sanitizing strength per directions.
  - Sink #4 – Hand Washing. If using a four basin sink, this can be the first sink in the progression.

## **Opening and Closing Procedures**

### **Opening Procedures**

1. **Get start change bag** from the Concessions Operations Specialist or Assistant Manager. Count the start change and then verify that it is the correct amount (as specified by management) by filling out the start change out box on the Concessions Employee Log. Put start change in POS register drawer or cash box if register is not available. Login to Recreation Management Software.
2. **Check bathrooms.** Be sure they are open, clean, stocked, and ready for public use. If not, notify a manager that they are locked or need cleaning. At Hobbs/Fairfax staff may be asked to clean them. Please make sure any items on floors are placed in trash, counters are wiped down, and paper towel, toilet paper, and soap dispensers are well stocked.

3. **Check the refrigerator for hotdogs/meat.**

Meats need to be on the bottom shelf. No food may be below a thawing product. Be sure to write the date on the box and “thaw”.

**Carson** – Generally, hotdogs are pulled directly from the freezer prior to preparation. For “full service” events, all meats, except hamburgers should be placed in the refrigerated cooler one day in advance of use to thaw. Amounts vary based on the event. Follow safe food instructions when thawing cooked and pre-cooked meat product.

**Fairfax/Hobbs** - There should be approximately one box FFX (80) and one package Hobbs (30) thawed and ready to cook. If not, pull out one box from the freezer and put in the refrigerator.

4. **Check the refrigerator/freezer for buns.**

**Carson** – Amounts vary based on the event. At the end of an event, buns are generally stored in the freezer.

**Fairfax/Hobbs** - There should be approximately three packages of hamburger buns and three packages of hotdog buns thawed and ready to serve. If not, pull out as many packages as needed from the freezer and put in the refrigerator.

5. **Stock hotdog roller and turn it on** (Hobbs). **Prepare grilling station or cooking station** (Carson/Fairfax).

6. **Plug in and check cheese warmer.** Change the bag if necessary. Check the cheese warmer and adjust the temperature as needed.

7. **Turn on hot food humidity cabinet** (pretzel warmer at Fairfax/Hobbs/Carson).

8. **Cook pizza in the pizza oven**

- a. Turn heat on pizza warmer to 400°
- b. Place whole, frozen pizza in the pizza oven

- c. Cook pizza for 15 minutes
- d. Cut into 6 equal slices, place on paper plates, and put in hot food humidity cabinet

**9. For busy events, set up roaster Nesco to hold cooked pretzels.**

- a. Moisten pretzels with water spray bottle.
- b. Sprinkle salt on moistened pretzel or press face down unto pan of salt.
- c. Cook pretzel in microwave for 45-60 seconds.
- d. Place cooked pretzels in roaster Nesco
- e. For slow events, pretzels are made to order.

**10. Turn on popcorn machine.**

- a. For slow events, make one batch of popcorn to start. If needed, make more.
- b. For busy events, make as many batches of popcorn as needed for the event. Fill up popcorn bags to save time later.
- c. Turn on all 4 switches on the popcorn machine.
- d. The machine will beep once it is heated and ready to make popcorn.
- e. Pour one cup of popcorn seeds with one scoop of flavacol into the kettle.
- f. Pour ½ cup of popcorn oil into the kettle.
- g. Close the kettle.
- h. Once the popcorn is ready to be dumped out of the kettle, the machine will beep again.
- i. Turn off the last 2 switches on the popcorn machine once you are done making popcorn.

**11. Stock chips, pizza, and any other product needed.**

**12. Open windows to start serving customers.**

**Closing Procedures**

1. **Restock** all pre-packaged product, coolers, paper products, cups, etc.
2. **Turn off all concession equipment:** pizza oven, pizza warmer, hot food humidity cabinet, hot dog roller, bun warmer (Hobbs), popcorn machine, gas and knobs on grill, coffee machine/urns (Hobbs-leave on coffee machine), unplug cheese machine (Carson only).
3. **Record all food “waste”** on the waste inventory sheet at closing prior to throwing it away. Employees are not allowed to eat or give away “extra” food. The goal is to not have any “extra” food at closing; “waste” should be kept to a minimum and recorded throughout the shifts.
4. **Clean the Hotdog Roller Grill (Hobbs):**
  - Take out silver tray at the bottom of hotdog roller grill and set in basin to wash.
  - Cleaning the Roller Grill: Remove all hot dogs. Turn control to HIGH and allow rollers to get hot. Clean rollers with clean, wet, cold cloth. Wipe from the outside ends towards the center of the rollers. Do not force grease into the roller and bearings.
  - Do not use steel wool or abrasive cleaners to clean rollers

5. **Clean the popcorn machine:** Clean inside and outside of the popcorn kettle. Wipe down inside and outside of all the walls, doors, and the bottom of the popcorn machine. Remove the bottom tray, empty out any popcorn kernels inside, and take to the sink to wash. Remove the splash guard and take to the sink to wash. Bring all cups and utensils to the sink to wash.
6. **Clean pizza ovens:** Take both trays of any pizza ovens used to the sink to wash. Take all pizza utensils to the sink to wash.
7. **Clean the Bun Warmer (Hobbs):** To remove the drawer for cleaning, first pull the drawer out until it stops. Second, remove the interior pan. Third, grasp the drawer assembly with both hands. Fourth, lift the drawer in an upward direction, while slowly pulling out. This will disengage the drawer from the drawer stops. To re-install the drawer, reverse the procedure. For retaining the high luster on the stainless steel, use a non-abrasive standard stainless steel cleaner.
8. **Wash Dishes:** Employees will use three sinks when washing dishes (primarily utensils) at the end of the work day.
  - Sink # 1---Wash (hot water--110° for manual dishwashing)—use ample detergent
  - Sink # 2—Rinse (hot water—no detergent)
  - Sink # 3—Sanitize (75°)
  - Air dry all dishes
  - Use test strip to check sanitizing strength per directions.
9. **Wipe down all machine fronts** with sanitizer. The exteriors of all machines should be kept bright and attractive by using a mild detergent or non-abrasive cleaner.
10. **Wipe down all counters** with quatstat and sanitizer spray bottle.
11. **Remove all garbage, recyclables, and crush cardboard.** Take outside and place in the appropriate containers provided.
12. **Stack all empty beverage crates and bun trays**
13. **Add water to bun warmer and hot humidity cabinet if needed**
14. **Sweep floor.**
15. **Mop floor**, using 1/4 cup of detergent and fill the rest with water. Discard dirty water after you are finished. Do not save the detergent.
16. **Close and Lock Safe.** Ensure that all money is placed in the designated safe and the safe lock is secure prior to closing and locking the doors. Hobbs will always use the administrative office safe at closing.

17. **Lockup.** Check to make sure concession roll windows and doors are locked (including storage doors), and all equipment and lights are turned off.

### **Concession Mechanical Equipment**

There are many pieces of equipment that staff will need to become comfortable using. In this section, there is detailed information on the more complicated pieces of equipment. If any piece of equipment breaks down or malfunctions, the concession and facility manager should be notified as soon as possible.

#### ***Slush Puppy Machine & Making Slush***

Slush puppy flavors used to make a slush puppy will stain. If you get the flavors on your hands while you are working, wash them as soon as possible with soap and water. The stains are not permanent on skin, but tend to be permanent on clothing. The Slush machine is on a timer that is set to reflect our hours of operation. **Staff should not adjust or turn timer knobs for any reason.**

Carson - Fill slush to the first mark on the white container (A). Water should be added until it reaches the line marked (B). Slush will take about 20 minutes to freeze. Pre-mix additional containers of slush and put in the cooler. There should always be at least one flavor ready to sell.

Fairfax/Hobbs – the slush machine is an automatic filling system. Check flavor bags prior to opening the stand, they will need to be replaced periodically.

#### ***Hotdog Chrome Roller Grill: Making Hotdogs (Hobbs)***

When making hot dogs, be aware of the events/schedule for the day. If it is a varsity game or tournament weekend at Hobbs, fill the hotdog roller with 24 hot dogs. If the daily schedule is light, start with a low amount of hotdogs and adjust accordingly. Also be sure to watch the time of day that you are re-filling the hotdog roller. If it is later in the day, do not put many hotdogs on. For example, if it is past 7 pm and there are only 20 people in the facility do not put on any more hotdogs.

The roller grill is divided into two independently controlled heat sections. The right control knob controls the rear cooking section and the left control knob controls the front cooking section. A signal light is provided next to each control knob to give a visual check if one or both sections are turned on. Cooking time will vary depending on starting temperature and quality of the product. The proper final temperature for the hotdogs is 140 degrees F. Temperature may be tested by inserting the hotdog thermometer into the hotdog about half way and waiting approximately 30 seconds or until the thermometer stabilizes. Then read the temperature. If it is too low or high, turn the dial up or down accordingly.

#### ***Bun Warmer (Hobbs)***

Using the power switch, turn the unit on. The pilot light on the front of the unit will indicate when the power is on. Select a setting on the thermostat for warming or holding rolls. To keep the hamburger and hotdog buns soft and fresh, turn the control knob to a low position. Higher settings should be used only for short periods or preheating the warmer. Put the buns in the warmer **inside an open bag**. If the buns dry out, reduce temperature. Make sure that there is always a small layer of water inside each section of the bun warmer. Do not fill the sections too high with water, or water will get into the bun bags.

### ***Bag in the Box Cheese Dispenser:***

The Bag in the Box Cheese Dispense must be left on when closing down for the day at Hobbs and Fairfax as the cheese must stay at the proper temperature. At Carson and Fairfax, the Bag in the Box Cheese Dispenser should be unplugged at the end of the day. Note that the Bag in the Box Cheese Dispenser must be left on when closing down for the day as the cheese must stay at the proper temperature. Bags have a four-day shelf life once opened. Unopened bags (seal not broken) can be safely stored for 12 months. Unopened bags do not need temperature control.

*Important: Please Note: Cheese bags must be marked with the time and date when the product seal is broken.*

### ***Pizza Oven/Hot Food Humidity Cabinet:***

Pizza ovens should be pre-heated prior to cooking pizzas. Allow 10-15 minutes to pre-heat and then place pizza in the oven for 15 minutes. Hot food humidity cabinet should be turned on and set to 135 degrees, cut pizza into six equal slices, place each slice on a paper plate, and place pizza slices inside the hot food humidity cabinet. The water reservoir in the hot food humidity cabinet must be filled at all times.

### ***Hot Food Humidity Cabinet: Making Pretzels (Fairfax/Hobbs)***

Turn power switch on. Temperature settings are already programmed. Allow approximately 20 minutes for the machine to reach proper temperature. Fill the water reservoir. We must use distilled water. We cannot use regular “tap” water for this machine. Place as many frozen pretzels in the machine as needed. It is important to check the “water fill” and “water level indicator” on a regular basis and add water as needed.

### ***Popcorn Machines:***

Popcorn machines should not be moved or shared between facilities. Staff is required to clean the machines thoroughly after use or at closing. Trays should be emptied and cleaned with detergent. Internal and external walls should be cleaned with hot water and detergent to remove grease build-up. Filters and kettles need to be removed and cleaned weekly. Kettles should be cleaned with a stainless steel cleaning product.

### ***Hot Beverage Machines:***

Fill all hot beverage containers up to the fill line with the appropriate powder. All internal pieces and trays must be cleaned at the end of each night. Return all pieces and trays to their appropriate places after they are cleaned.

## **Product and Merchandise**

### ***Pricing***

Product pricing and menus are established prior to each season. The Recreation Manager, Professional Facility Managers, and Concession Operations Specialist schedule a meeting to discuss, product cost, pricing, menu selections, vendors, vendor agreements, and review policies.

Pricing is determined by the cost of product and driven by an expected profit margin. Considerations include affordability and charging a lower cost for healthy options.

### ***Item Selection***

Review and selection of menu items varies between each operation. Standard menu items are sold at each facility. Considerations include healthy options, seasonal items, and the nature of the facility. Busy stands should have a reduced number of choices to keep lines moving quickly.

### **Inventory and Waste Procedures**

Inventory will be taken by counting cases and pieces of product in the concession stand. This includes food, beverages, cups, lids, trays, detergent, etc. Inventory will be taken before opening and after closing on determined days.

All waste will be recorded daily on the waste inventory sheets. After the stand has closed, submit the waste report to the manager.

### **Job Descriptions and Staff Responsibilities**

#### **CONCESSION OPERATIONS SPECIALIST**

##### General Function

The Concession Operations Specialist will oversee all Eau Claire Parks, Recreation and Forestry concession operations including Carson Football Stadium, Hobbs Ice Center, Soccer Park, Fairfax Swimming Pool and Carson Park Softball. Responsibilities include scheduling hours and supervising concession workers, balancing daily cash receipts, ordering products, and inventory of supplies. The Specialist must also have the ability to communicate and work with many user groups and volunteers in conjunction with the Carson football operation. Additional responsibilities include; tracking all sales and purchases, and preparing payments to vendors.

##### Position Scope

This position reports to the Recreation Manager, Hobbs Ice Center Facility Supervisor and Fairfax Pool Facility Supervisor, and Recreation Program Supervisor. The role of the Concession Operations Specialist is to supervise the concession operations at ECPR concession facilities including Carson Football/Softball, Fairfax Park Municipal Pool, Hobbs Ice Center, and Soccer Park.

##### Essential Functions

- Plans and organizes concession sales and stand operation.
- Meets with vendors to discuss orders and billing.
- Orders and stocks product inventory and approves invoices for payment.
- Maintains concession menu and prepares concession product for sale.
- Works with Recreation Manager and Professional Supervisors to set pricing.
- Manages cash handling, deposits, and daily accounting receipts.
- Prepares and markets weekly specials.
- Organizes staff incentives to promote higher sales.
- Maintains ServSafe food handling practices and sanitary conditions in the stand.
- Supervises, trains, and schedules staff.
- Work with volunteers and user groups (Carson Park only)

#### OTHER JOB FUNCTIONS

- Keeps accurate records of product ordered, receipts of product purchased and delivered, accident reports, etc.
- Performs and supervises maintenance and general housekeeping of concession stand according to Health Department Standards.
- Performs accounting duties including balancing the cash drawer, performing daily deposits, and preparing deposit bags.
- Has positive communications with the customers to encourage business.
- Holds in season staff trainings on customer service, equipment operations, suggestive selling and ServSafe food handling procedures.
- Works with the staff, motivating them to provide great customer service.
- Uses marketing tools (i.e. signage, website, Facebook, and others to promote the operations and product).
- Designs appropriate signs for product advertisement and pricing.
- Makes recommendations of product purchases to the Recreation Manager and Professional Supervisors.
- Attends annual Tri-Mart Concessions Show.
- Completes paperwork as required (i.e. timesheet, accident reports, payment requests, etc).
- Shall wear ECPR staff uniform per the City of Eau Claire dress code.
- 

#### REQUIREMENTS OF WORK

- ServSafe Food Manager Certification required, or willing to get within 3 months of hire.
- Knowledge of basic accounting practices.
- Ability to effectively supervise staff and have positive working relationships.
- Ability to make general arithmetic computations accurately.
- Strong oral and written communication skills.
- Needs to demonstrate sound decision making, judgment and needs to adapt quickly to unforeseen situations.
- Ability to operate basic concession equipment and Microsoft Office software (Word & Excel)
- Possess strong customer service skills.
- Ability to move 50 lbs. or less of concession product.
- Possess valid driver's license and reliable vehicle.
- 2 years of restaurant management experience preferred

### **CONCESSION ASSISTANT MANAGER/LEAD**

#### General Function

The Concession Assistant manager will be a working manager in the Carson Park (100%), Fairfax Pool (80%), or Hobbs Ice Center (20%) concession stands. Responsibilities include scheduling hours and supervising concession workers, balancing daily cash receipts, ordering products, and inventory of supplies.

The Carson Assistant Manager must also have the ability to communicate and work with many user groups and volunteers. Additional responsibilities include; tracking all sales and purchases, and preparing payments to user groups.

### Position Scope

This position reports to the Concession Operations Specialist, Facility & Program Supervisor and Recreation Program Supervisor. The role of the concession assistant manager is to supervise the concession operation at Carson Football/Softball, Fairfax Park Municipal Pool, or Hobbs Ice Center.

### Essential Functions

- Plans and organizes concession sales and stand operation.
- Meets with vendors to discuss orders and billing.
- Orders and stocks product inventory and approves invoices for payment.
- Maintains concession menu and prepares concession product for sale.
- Manages cash handling, deposits, and daily accounting receipts.
- Prepares and markets weekly specials.
- Maintains ServSafe food handling practices and sanitary conditions in the stand.
- Sells concessions at stand and operates cash register as needed.
- Supervises, trains, and schedules staff.
- Work with volunteers and user groups (Carson Park only)

### OTHER JOB FUNCTIONS

- Keeps accurate records of product ordered, receipts of product purchased and delivered, accident reports, etc.
- Performs and supervises maintenance and general housekeeping of concession stand according to Health Department Standards.
- Performs accounting duties including balancing the cash drawer, performing daily deposits, and preparing deposit bags.
- Brings prepared deposit bags to the bank drop-off at the end of the night (Carson only).
- Has positive communications with the customers to encourage business.
- Works with the Concessionaires, motivating them to provide great customer service.
- Uses marketing tools (i.e. signage, website, Facebook, and others to promote the stand).
- Designs appropriate signs for product advertisement and pricing.
- Makes recommendations of product purchases to the Program Supervisor.
- Completes paperwork as required (i.e. timesheet, accident reports, etc).
- Shall wear ECPR staff uniform per the City of Eau Claire dress code.

### REQUIREMENTS OF WORK

- ServSafe Food Protection Manager Certification preferred
- Knowledge of basic accounting practices.
- Ability to effectively supervise staff and have positive working relationships.
- Ability to make general arithmetic computations accurately.
- Strong oral and written communication skills.
- Ability to operate basic concession equipment and Microsoft Office software (Word & Excel)
- Possess strong customer service skills.
- Ability to move 50 lbs. or less of concession product.
- Possess valid driver's license and reliable vehicle.

## **Concession Cashier**

### General Function

- Records inventory of deliveries and sales.
- Has positive communications with the customers, encouraging their business at the stand.
- Communicates with the Concessions Operations Specialist and Concessions Assistant Managers.
- Promotes new products and daily specials.
- Makes recommendation of product purchases to the Concession Operations Specialist.
- Completes paperwork as required (i.e. time sheet, accident reports, etc.)
- Shall wear ECPR staff uniform per the City of Eau Claire dress code.

### Position Scope

This position reports to the Concessions Operations Specialist and Concessions Assistant Manager. The role of the Concession Stand Cashier is to follow approved sanitation policies and procedures.

### Essential Functions

- Sells concession and operates cash register.
- Prepares concession product for sale.
- Maintains safe-serve food handling practices and sanitary conditions in the stand.
- Performs maintenance and general housekeeping of concession stand according to Health Department Standards.
- Provides high quality customer service.
- Maintains safe operation and cleaning of all concession equipment.

### Non-Essential Functions

- Ability to make general arithmetic computations accurately and with reasonable speed.
- Possess strong oral and written communication skills.
- Ability to operate basic concession equipment.
- Possess strong customer service skills.
- Ability to move 50 lbs. or less of concession product.

## **Uniforms**

All uniforms must be purchased by the employee.

Managers are required to wear a navy blue polo with the department logo. The cashiers' uniform is a blue t-shirt with the department logo and "Live, Life, Better"

## **Volunteers**

Reference the Concession Policies section for detailed information regarding volunteers. Volunteers may be used at the Carson concession stand per the 2008 proposal written and agreed upon by the major user groups. User groups include; City of Eau Claire, University of Wisconsin – Eau Claire, Memorial High School, North High School, Regis High School, Predators Football and some special events or tournaments as approved by Recreation administrative staff.

## **Orientation**

### ***Informational Orientation***

#### Introductions

- Assistant Managers & cashiers
- Tour facilities (bathrooms, rinks, mop room, AED, pool house)
- Where all items are stored

#### Opening Duties

- Prepare registers
- Prepare food stations
- Hotdogs/meat and buns
- Popping popcorn
- Plug in nacho cheese (Carson only)
- Set out pretzels, salt, nacho chips, candy
- How to open windows

#### POS, Cash-Handling Procedures, & Customer Service

- Logins
- Large bills
- Customer service
- Handling lines

#### Closing Duties

- Restocking
- Counting waste
- Cleaning machines
- Sweeping & mopping
- Washing dishes

#### Scheduling & Hours

- Personnel paperwork
- Timesheets
- W2W (When to Work) preferences
- Requests for time off (plan ahead)
- Responsible for the shifts you are scheduled for

#### (Carson/Fairfax) July 4<sup>th</sup>

- We will be open and we need help!
- 6 people needed for 6pm – 10pm shift
- Sign-up sheet for willing workers

#### Uniforms & Safe Food Handling Requirements

- ALWAYS wear city issued uniform
- Closed toed shoes
- Hat, visor, hair net, or bandana
- No rips in jeans

- No sweats
- ALWAYS WEAR GLOVES WHEN HANDLING FOOD!

## Q & A Session

### ***Interactive Orientation (How to)***

#### POS Registers

- Login
- Using POS

#### Cash Handling

- Cash Handling Policies
- Verification of Start Change
- Signing out your start change—getting additional change as needed
  - No checks
  - No bills large than \$20
  - Leaving cash on top of drawer until transaction is finalized
  - Explain counting back change
  - Counting back cash to customer
  - Keeping money straight (“heads going in one direction”)
  - Credit Cards now ACCEPTED
- Errors & Voids (Fill out deleted payments sheet and report to Concession Operations Specialist or Assistant Manager)
- End of shift, count down drawer
- Securing money at closing

#### Safe Food Handling Procedures

- Wash hands
- Thawing frozen product (written dates)
- Rotating stock in freezer (thermometers)
- Using gloves—washing hands
- Using sinks, washing dishes
- Health Dept. reporting sheet

#### How to Make

- Pretzels (pretzels come with cheese. It’s the same price with or without cheese)
- Slushies
- Coffee / hot chocolate / cappuccino
- Tea—ask what size and fill cup with water
- Pizza
- Hotdogs & brats
- Grilled food (hamburgers, brats, and hotdogs)
- Pulled Pork
- Popcorn (½ cup of oil, 1 cup seeds, 1tsp of salt)

### Using Mechanical Equipment

- Hog dog roller –what temperature to put it on and bun warmer. Remember to fill the bun warmer with water.
- Pizza- cook pizza for 15 minutes. Remember to check on it. Cut into 6 slices. Place each slice on a paper plate and place in the hot food humidity cabinet
- Popcorn- Turn on all four switches. Turn kettle heat and motor off after making popcorn.
- How to change a cheese bag on cheese machine
- Microwaving
  - Pretzels – 45 seconds if thawed or 1 minute if frozen
  - Hot dog – 20-30 seconds if thawed \*\*check them with the thermometer, should be 140 degrees
  - Corn dog- 1 minute and 30 seconds
  - Pulled pork- 1 minute and 30 seconds

### Cleaning

- Sweep
- Mop – show how to fill mop bucket
- Counters- wipe down with sanitizer- do throughout the night to keep things looking nice
- Sanitizer- show how to fill the bottle
- Show where the dumpster is located
- Show where to find extra garbage bags for at the end of the night
- Cleaning hot beverage machines at the end of the night, remove inner nozzles
- Refill pop and **remember to rotate**. Old comes to the front
- Restock candy, chips, cups, lids, and popcorn bags at the end of the shift
- Pizza trays and utensils
- Popcorn machine, trays, and utensils
- Slushie machine drip trays
- Hotdog roller

## **Vendor List**

### **Canteen Vending**

3172 Berlin Drive  
La Crosse, WI 54601  
Brigitte Hatfield  
715-833-8363  
Brigitte.Hatfield@compass-usa.com

### **Festival Foods**

3007 Mall Drive  
Eau Claire, WI 54701  
(715) 838-1000  
www.festfoods.com

### **IFD**

Chris Lang  
313 North Hastings Place  
Eau Claire, WI 54703  
clang@callifd.com  
715-834-4800

### **Sam's Club**

4001 Gateway Drive  
Eau Claire, WI 54701  
715-836-9585  
www.samsclub.com  
[dawn.comte@eauclairewi.gov](mailto:dawn.comte@eauclairewi.gov)  
dlc989

### **Dairy Queen**

Marie Johnson  
marie@ecdq.com  
715-271-2317

### **Riffs Smokehouse**

Kevin W. McElvain  
3134 California Street NE #1066  
Minneapolis, MN 55418  
615-270-7251 or 612-208-1623  
service@riffssmokehouse.com

### **Target**

shaun.rao@target.com  
Shaun Rao 715-838-0196

### **Red Cedar Cookie Company**

Lisa Buhr  
715-309-8706

3375 Kothlow Avenue , STE 20  
Menomonie, WI 54751  
tankgoodnesscv@gmail.com

### **Cousins Subs**

Becky  
2605 Golf Road  
Eau Claire, WI 54701  
715-552-5400

### **Tri-Mart Corporation**

4603 Domain Drive  
P.O. Box 308  
Menomonie, WI 54751  
Steve Sundby  
715-497-9645  
ssundby@trimart.com

Joy Harmer  
jharmer@trimart.com

### **Castle Rock Dairy**

Carla Kostka 715-597-0085

### **Schilling Supply Company**

P.O. Box 369  
La Crosse, WI 54602  
Paula Bourget  
715-379-7845 or 715-835-0834  
info@schillingsupply.com

### **Bernatellos Foods**

N1719 745th Street  
Eau Claire, WI 54701  
michellej@bernatellos.com  
chads@bernatellos.com  
715-875-4151

**Orders: Randy 612-875-2433**

### **Riverside Bike and Skate (Hobbs)**

937 Water Street  
Eau Claire, WI 54703  
riversidebikeandskate@yahoo.com  
(715) 835-0088

**Adolf Kiefer & Associates (Fairfax)**

[info@kiefer.com](mailto:info@kiefer.com)

1-800-323-4071

1700 Kiefer Drive, Zion, IL 60099

[www.kiefer.com](http://www.kiefer.com)

[info@foesupplyco.com](mailto:info@foesupplyco.com)

1-800-543-5430

1205 Capitol Drive, Addison, IL 60101

[www.foesupplyco.com](http://www.foesupplyco.com)

Nacho Cheese Nozzles 1-800-521-2873

**Fore Supply (Fairfax)**

**Facility Operations**

***Hobbs Operations***

The Hobbs concession stand uses the two main center windows as well as the lobby window for operation. There will be two/three cash registers open during peak times and a “cashier” and “runner” assigned to each register. A fifth “prep” person will also be assigned, to make product and keep the concession stand stocked.

Patrons should be ready to order by the time they reach the window. If a customer is not ready, you may want to politely ask them to step aside until they are ready to order and take the next customer’s order if she or he is ready.

The “runner” assigned to each register will take & get each order. Orders will be placed next to the register and entered in by the cashier. Runners will get their own beverages, slushies, candy, and chips. Every attempt should be made to move the line as quickly and efficiently as possible. During rush times, all staff must work as a team to ensure efficient operation.

***Fairfax Operations***

The pool concession stand uses the two main center windows for operation. There will be two cash registers open during peak times and a “cashier” and “runner” assigned to each register. A fifth “prep” person will also be assigned, to make product and keep the concession stand stocked.

Patrons should be ready to order by the time they reach the window. If a customer is not ready, you may want to politely ask them to step aside until they are ready to order and take the next customer’s order if she or he is ready.

The “runner” assigned to each register will take & get each order. Orders will be placed next to the register and entered in by the cashier. Runners will get their own beverages, slushies, candy, ice cream, and chips. Every attempt should be made to move the line as quickly and efficiently as possible. During rush times, all staff must work as a team to ensure efficient operation.

***Soccer Park Operations***

Limited selection menu (bottled beverages, pre-packaged foods, hot dogs, slush puppies)

One or two cashiers scheduled for each event.

### ***Carson Operations***

The Carson concession stand uses the two main center windows for operation. There will be up to four cash registers open during peak times and a “cashier” and “runner” assigned to each register. Volunteers are scheduled for major events to make product, and keep the concession stand stocked. On slower sales days, a manager and one cashier are scheduled. It is common for the manager to open, leave, and return at the end of the shift.

Patrons should be ready to order by the time they reach the window. If a customer is not ready, you may want to politely ask them to step aside until they are ready to order and take the next customer’s order if she or he is ready.

The “runner” assigned to each register will take & get each order. Orders will be placed next to the register and entered in by the cashier. Runners will get their own beverages, slushies, candy, ice cream, and chips. Every attempt should be made to move the line as quickly and efficiently as possible. During rush times, all staff must work as a team to ensure efficient operation.

### ***Carson Satellite Stand***

- Acquire two(2) cash boxes from the Concessions Operations Specialist or Assistant Manager
- Ask the Concessions Operations Specialist or Assistant Manager to give you start change
- Take a roaster NESCO for hotdogs (fill partially with water for cooking)
- Make 100 Hotdogs
- 3 packs of buns (30 count – 90 total)
- Hot Chocolate supplies if needed
- Popcorn supplies

IMPORTANT: Restock beverages as needed from the Express cooler. We do not want warm product sold to customers. Concessions Operations Specialist or Assistant Manager can let you in. You may use cell phones to communicate.

### **END OF GAME**

- Restock all coolers FULL
- Remove all extra food (Concessions Operations Specialist or Assistant Manager will tell you what to do with it, do not leave food in coolers, freezers, or on the counter)
- Clean machine and counters
- Total all tallies and \$ (less the start change)
- Take tally sheet and cash to Concessions Operations Specialist or Assistant Manager (help them count it)

## **Full Service Opening Checklist @ Carson**

Make coffee

the cashiers to reach. 100+ bags to start a varsity football game

Make hot chocolate for busy events

Make sure all items are fully stocked

Set up caramel apple station

- Bring out of the cooler, 2-3 portioned caramel cups and 2-3 unsliced apples
- Place apple slicer by this station

Pizzas

- Cook pizzas in pizza ovens for 15 minutes at 400°
- Place pizza on metal pan, discard cardboard
- Cut into 6 equal slices and place on paper plates
- Place in hot food humidity cabinet at around 140°F

Bring out pickle jar, ketchup, mustard, relish, and candy from cooler

- Ketchup, mustard, and relish sit in the window for customers to take from

Wheel grill to designated area

- Set up tent if raining
- Turn on grill
- Grill brats, burgers, and hotdogs
- Turn on roaster ovens
- Place cooked meat in roasters in water
- Set up meat preparation area with buns, gloves, cheese slices and aluminum foil

Pretzels

- Fill water spray bottle
- Place salt on clean paper plate
- Spray pretzels with water
- Place pretzel on salt plate (Leave one or two unsalted)
- On paper plate, microwave pretzel for 45-60 seconds

Popcorn

- Make popcorn following the instructions on the machine
- Bag up 20-40 bags of popcorn, place bags in soda crates, and place the crates on top of the coolers for

## ***Full Service Closing Duties***

Return Grill to concession stand

- Turn off all knobs and gas tanks
- Clean with soap and water

Wash all utensils

- Clean out coffee / hot chocolate pots
- Grilling tools
- Pizza pans and utensils
- Popcorn trays and utensils
- Apple cutter
- Drain and rinse out all sinks

Turn off machines (EXCEPT Slush Puppy machine)

- Pizza ovens
- Roaster NESCOs (unplug)
- Hot food humidity cabinet
- Nacho Cheese (unplug at Carson/Fairfax)
- Hot dog roller and bun warmer
- Popcorn machine
- Coffee machine (turn off at Carson only)

Discard used, disposable plates and gloves

Restock all items

- Slush Puppy Ready-To-Use mix
- Candy, chips, condiments
- Cups / Straws / Lids / Napkins
- Soda

Return cold items to refrigerator

- Apples, caramel, cheese slices, pickles, candy, condiments
- Buns (to freezer)
- All meat to freezer with dates

Wipe down all counters and machines with sanitizer

Record and discard all wasted product on the waste inventory sheets

Sweep all floors, mop if necessary

Take out garbage bags

- Break down cardboard and put in cardboard dumpster
- Replace garbage can liners

Stack all empty beverage and bun crates

Count all start change and deposit money

- Enter cash and credit total into Recreation Management Software
- Have a supervisor count all money and run reports
- Place all money in appropriate bags
- Fill out deposit slip

# Food Employee Reporting Agreement (Form 1-B)

<b>FORM 1-B</b>	<b>Food Employee Reporting Agreement</b> Preventing Transmission of Diseases through Food by Infected Food Employees with Emphasis on illness due to <i>Salmonella Typhi</i> , <i>Shigella</i> spp., Shiga toxin-producing <i>Escherichia coli</i> , and Hepatitis A Virus
---------------------	---

*The purpose of this agreement is to ensure that Food Employees notify the Person in Charge when they experience any of the conditions listed so that the Person in Charge can take appropriate steps to preclude the transmission of foodborne illness.*

I AGREE TO REPORT TO THE PERSON IN CHARGE:

**FUTURE SYMPTOMS and PUSTULAR LESIONS:**

1. Diarrhea
2. Fever
3. Vomiting
4. Jaundice
5. Sore throat with fever
6. Lesions containing pus on the hand, wrist, or an exposed body part  
*(such as boils and infected wounds, however small)*

**FUTURE MEDICAL DIAGNOSIS:**

Whenever diagnosed as being ill with typhoid fever (*Salmonella Typhi*), shigellosis (*Shigella* spp.), Shiga toxin-producing *Escherichia coli* infection (*Escherichia coli* O157:H7), or hepatitis A (hepatitis A virus)

**FUTURE HIGH-RISK CONDITIONS:**

1. Exposure to or suspicion of causing any confirmed outbreak of typhoid fever, shigellosis, Shiga toxin-producing *Escherichia coli* infection, or hepatitis A
2. A household member diagnosed with typhoid fever, shigellosis, illness due to Shiga toxin-producing *Escherichia coli*, or hepatitis A
3. A household member attending or working in a setting experiencing a confirmed outbreak of typhoid fever, shigellosis, Shiga toxin-producing *Escherichia coli* infection, or hepatitis A

I have read (or had explained to me) and understand the requirements concerning my responsibilities under the **Food Code** and this agreement to comply with:

1. Reporting requirements specified above involving symptoms, diagnoses, and high-risk conditions specified;
2. Work restrictions or exclusions that are imposed upon me; and
3. Good hygienic practices.

I understand that failure to comply with the terms of this agreement could lead to action by the food establishment or the food regulatory authority that may jeopardize my employment and may involve legal action against me.

Applicant or Food Employee Name (please print) \_\_\_\_\_

Signature of Applicant or Food Employee \_\_\_\_\_ Date \_\_\_\_\_

Signature of Permit Holder's Representative \_\_\_\_\_ Date \_\_\_\_\_

# Food Employee Illness Action Guide

Has symptoms of:	Management Action	Return to Work Criteria for Employee
<b>Vomiting</b>	Exclude from food establishment	Symptom free for at least 48 hours or provide medical documentation that states the symptom is from a noninfectious condition
<b>Diarrhea</b>	Exclude from food establishment	Symptom free for at least 48 hours or provide medical documentation that states the symptom is from a noninfectious condition
<b>Jaundice</b>	Exclude from food establishment	Provide medical documentation to the Health Department that states the food employee is free of the Hepatitis A virus
<b>Sore Throat with Fever</b>	With approval from Health Department restrict from food area of establishment	Provide medical documentation to the Health Department that states employee does not have strep throat
<b>Infected Wound or Boil</b>	Restrict from food any food handling	After the skin, infected wound, cut or boil is properly covered. When on hand, double barrier (finger cot and glove). When on arm, single barrier (impermeable bandage)
<b>Has been exposed to:</b>	<b>Management Action</b>	
<b><u>The Big 5 Organisms</u></b>	<p>Educate food employee on symptoms to watch for (vomiting, diarrhea, sore throat with fever and jaundice)                      Ensure employee has good handwashing                      Verify employee has no bare hand contact with ready-to-eat foods</p> <p>Employee exposure is defined as:</p> <ul style="list-style-type: none"> <li>• Being suspected of causing a confirmed disease outbreak of the big 5 organisms</li> <li>• Working where there is a confirmed disease outbreak of the big 5 organisms</li> <li>• Has eaten food that is the source of a confirmed disease outbreak of the big 5 organisms</li> <li>• Has eaten food prepared by a person who is will with one of the big 5 organisms</li> <li>• Lives with a household member that is diagnosed with one of the big 5 organisms</li> <li>• Lives with a household member that attended or works where there is confirmed disease outbreak of the big 5 organisms</li> </ul>	

If an employee has been diagnosed with a gastrointestinal illness, consult immediately with the Eau Claire City County Health Department at 715-839-4718.



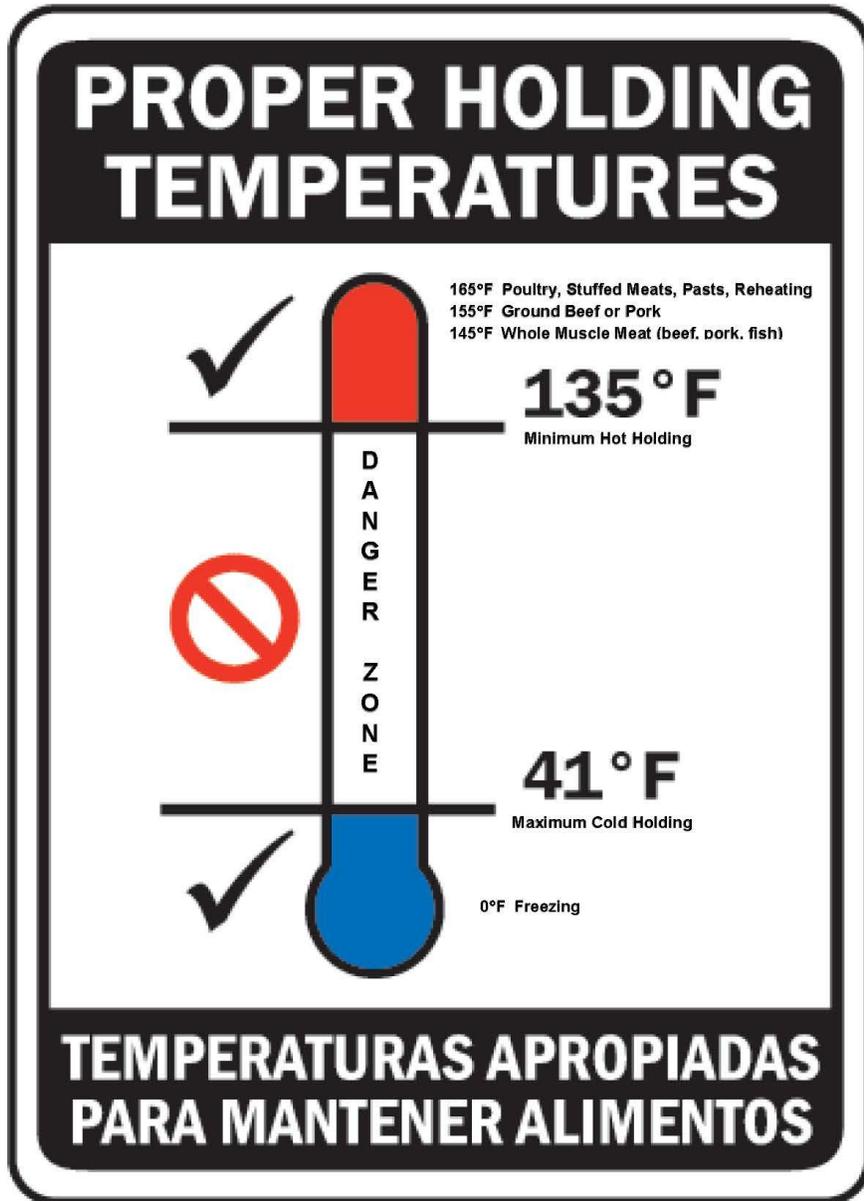
Eau Claire City-County  
 Health Department  
 720 Second Ave  
 Eau Claire, WI 54703

<http://www.ci.eau-claire.wi.us/departments/health-department>





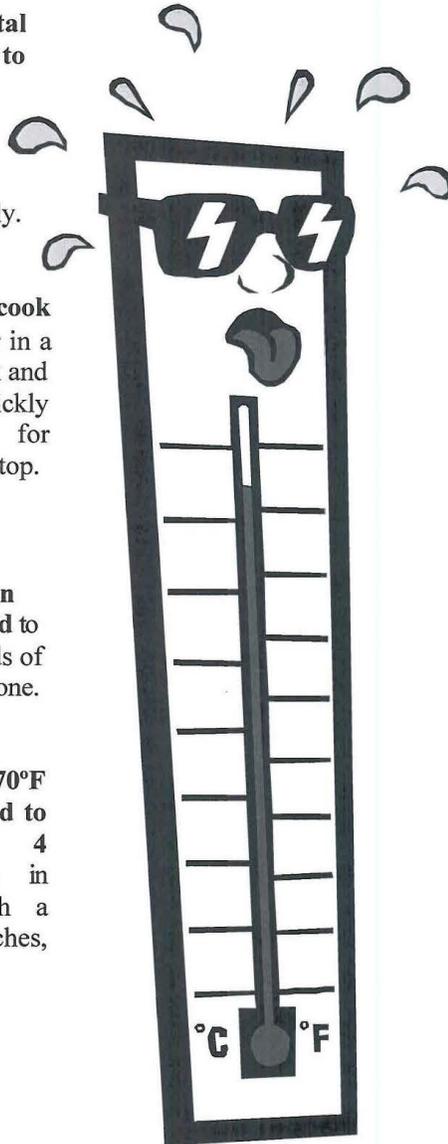
Food Preparation Critical Temperature Sign - Post On Site



## Temperature Guide

Wisconsin Food Code Fact Sheet #12

- **Always use a metal stem thermometer to monitor food temperatures.** Remember to calibrate your thermometer monthly.
- **Never re-heat or cook on a steam table or in a food warmer.** Cook and re-heat food as quickly as possible; for example, on a stovetop.
- **Pre-chill all ingredients when making a cold salad** to prevent long periods of time in the danger zone.
- **Cool hot foods to 70°F within 2 hours; and to 41°F within 4 additional hours** in shallow pans with a food depth of 2 inches, or ice water bath.



**165° F** -- Reheat all left-over foods; Cook poultry, stuffed meats, stuffing containing meat; food cooked in the microwave

**155° F** -- Cook ground raw beef, ground raw pork, injected meat, etc.

**145° F** -- Cook whole roasts and whole fish fillets

**140° F** -- Cooking commercially processed and packaged foods and vegetables; hot food holding

**Danger Zone**

**41° F** -- Cold food holding

**0° F** -- Frozen foods

dfs-3012-0401 April 2001

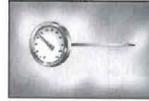


Fact Sheet:

## TYPES OF THERMOMETERS

### DIAL INSTANT-READ:

- Reads in 15-20 seconds
- Place 2 to 3" deep in thickest part of the food
- Temperature is averaged along the probe, from tip to 2 to 3" up the stem
- Insert sideways for thin foods
- Some models can be calibrated; check manufacturer's instructions
- Not designed to be left in the food while it is cooking



### DIGITAL INSTANT-READ:

- Reads in 10 seconds
- Place at least 1/2" deep
- Can measure thick and thin foods
- Some models can be calibrated; check manufacturer's instructions
- Not designed to be left in the food while it is cooking



### THERMOCOUPLE:

- Reads in 2-5 seconds - fastest reading of all thermometers
- Place 1/4" or deeper
- Can measure thick and thin foods
- Can be calibrated; check manufacturer's instructions
- Not designed to be left in the food while it is cooking
- More expensive than instant-read thermometers



### OVEN-SAFE:

- Reads in 1-2 minutes
- Place 2 to 2-1/2" deep in the thickest part of the food
- Best for roasts, soups, or casseroles
- Can remain in the food while it is cooking in the oven
- Heat conduction of metal stem can cause false high readings
- Some models can be calibrated; check manufacturer's instructions



### INDICATING THERMOMETERS:

- Can be kept in the refrigerator and freezer
- Can be used to check the accuracy of built-in thermometers



### INFRARED:

- Fast read out
- Can read the temperature of the food without touching it
- Only measures surface temperature, not for internal food temperatures



Information and Graphics Courtesy of USDA Food Safety and Inspection Service

Public Health – Madison and Dane County (06/04)

**EMPLOYEES MUST  
WASH HANDS  
BEFORE RETURNING  
TO WORK**



Eau Claire City-County Health Dept., 720 2nd Ave., Eau Claire, WI 54703 715-839-4718

Help prevent the spread of disease

# WASH YOUR HANDS

1. When you begin work.
2. After using the bathroom
3. After smoking or eating
4. After touching any part of your body (including hair).
5. After touching any raw foods
6. After doing any cleaning chores.
7. After touching soiled utensils and/or dishes.

Eau Claire City-County Health Department



**Fact Sheet:**

# **HANDWASHING**

Thorough and frequent handwashing prevents the spread of disease. Employees must wash hands before handling, preparing, or serving food.

## **5 STEPS FOR CLEAN HANDS**

1. Wet hands with warm water
2. Apply soap and lather
3. Vigorously rub hands together for 10-15 seconds
4. Rinse thoroughly
5. Dry hands using a single use towel

## **WASH HANDS AFTER:**

Smoking, Eating  
or Drinking



Handling  
Raw Food



Cleaning or  
Handling Garbage



Using a  
Tissue



Going to the  
Restroom



Graphics Courtesy of Kansas Department of Health and Environment

Public Health – Madison and Dane County (06/04)

# Hand-washing

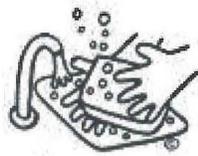
## Wisconsin Food Code Fact Sheet #1

**Hand washing is the single most effective means of preventing the spread of bacteria and viruses, that can cause infections and food borne illness.**

Employees can be a significant source of harmful microorganisms. Proper hand-washing can be the most effective action workers can take to control direct and indirect contamination of food, utensils, and equipment.

### When To Wash Hands

- Before starting to work with food, utensils or equipment.
- During food preparation, as needed.
- When switching between raw foods and ready-to-eat foods.
- After handling soiled utensils and equipment.
- After coughing, sneezing, using a tissue, or using tobacco products.
- After eating and drinking.
- After touching your skin.
- After handling animals.



- After using the toilet, wash hands at a hand-wash sink in the restroom and again when returning to work.

### Always Follow These Six Steps When You Wash Your Hands

Before washing your hands, remove any jewelry and only wash your hands in sinks designated for hand-washing. Do not wash your hands in utensil, food preparation, or service sinks.

1. Roll up sleeves and wet hands with warm water.
2. Using soap, not a hand sanitizer solution, work up a soapy lather that covers hands and forearms.
3. Rub hands together for at least 20 seconds: make sure to wash palms, back of hands, between fingers, and forearms.
4. Use a fingernail brush to clean under fingernails and between fingers.
5. Rinse hands and forearms in warm water.
6. Dry hands with single-use paper towels or cloth roller towel. Turn off the faucet with paper towels to prevent re-contamination of hands.

## Using Disposable Gloves

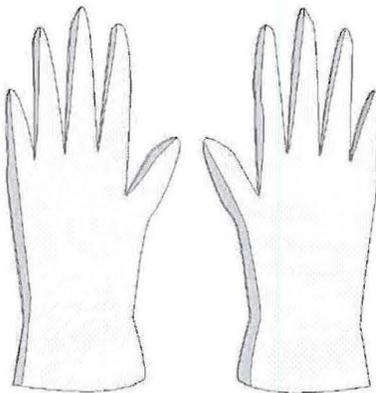
Wisconsin Food Code Fact Sheet #5

Disposable glove use in food processing operations is becoming popular. Many operators feel that wearing gloves prevents the transmission of foodborne related pathogens. However, wearing gloves is not a substitute for appropriate, effective, thorough and frequent hand-washing.

**Allergies:** Natural rubber latex gloves have been reported to cause allergic reactions in some individuals. Consider this when deciding whether single-use latex gloves will be used during food preparation.

Hands must be carefully washed with soap and warm water, then dried before and after gloves are worn.

Gloves are suitable for mixing, deli sandwich assembly, prep work, vegetable handling, covering non-infected hand abrasions, etc.



**Warning:** Individuals with infected (red, swollen, warm or pus-forming) wounds on their hand(s) must cover

the infected area with an impermeable cover and wear a single-use glove.

### Rules of Glove Use

- Do not reuse gloves.
- Use only single-use gloves, stored and dispensed to prevent contamination.
- Ensure gloves are intact, without tears or imperfections.
- Provide gloves that fit properly.
- Gloves must be changed whenever an activity or workstation change occurs, or whenever they become contaminated.
- Hands are to be washed and dried before putting on new gloves.
- Management must provide education and enforcement of proper glove use.
- Gloves must be replaced after sneezing, coughing, or touching of the hair or face.

dfs-3005-0401 April 2001

Fact Sheet:



## Sanitizing Instructions



Wiping cloth container

200 ppm 1-tablespoon sanitizer in 1-gallon water
---



Sink compartment

200 ppm 3-tablespoons sanitizer in 3-gallons water
---

Tips: Be sure to verify the volume of your own buckets, spray bottles, or sink compartments.



# Receipt GL Distribution Report

## Eau Claire Parks, Recreation and Forestry Department

### Receipt Distribution

Shift Date 10/4/2016 - 10/4/2016 / Carson Park



GL Account	GL Account Name	Cash	Credit Card	Totals
10001.4417-2709	Carson Concession Sales (taxable)	\$372.50	\$93.25	\$465.75
10001.4417-2708	Carson Concession Sales (non-taxable)	\$24.00		\$24.00
		<b>\$396.50</b>	<b>\$93.25</b>	<b>\$489.75</b>

*Depart \$396.50*

*\$0.00 short/over*

*\$489.75 total*

*General- EOPR programs*

# Shift Summary Report

## Eau Claire Parks, Recreation and Forestry Department

### Shift Summary

10/4/2016 - 10/4/2016 / Status: Open, Closed, Reconciled



Shift ID	Shift Start/End	Cashier Start/End	Starting Cash	Sales Total	Refund Total	Round	Tip Total	Calc Total	Cashier Total	Manager Total	Over/Short
Carson Concessions 1			\$200.00	\$489.75	\$0.00	\$0.00	\$0.00	\$489.75	\$489.75	\$489.75	\$0.00
178 (Reconciled)	10/4/2016 4:54 PM	Buchholz, Michelle	\$200.00	\$489.75	\$0.00	\$0.00	\$0.00	\$489.75	\$489.75	\$489.75	\$0.00
	10/4/2016 8:55 PM	Buchholz, Michelle									
<b>Totals:</b>			<b>\$200.00</b>	<b>\$489.75</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$489.75</b>	<b>\$489.75</b>	<b>\$489.75</b>	<b>\$0.00</b>



# Product Sales Form (Carson)

## Carson Concessions

9/3/2016

Weather = sunny, warm  
Attendance = ?

Cash Drawer Operator: Eau Claire Parks & Recreation Concession Team

Event: UWEC Football Game

ITEM SOLD	PRICE	NUMBER SOLD	NOTES	TOTAL SALES	PPP price per piece	TOTAL PROFIT	Free & Waste	Waste \$
<b>MEALS &amp; MORE</b>								
Brat	\$3.25	103		\$334.75	\$1.37	\$193.64	0	\$0.00
Cheeseburger	\$3.75	95		\$356.25	\$1.97	\$169.10	0	\$0.00
Corn dog	\$2.25	30		\$67.50	\$1.53	\$21.60	0	\$0.00
Hamburger	\$3.25	30		\$97.50	\$1.82	\$42.90	20	\$36.40
Hotdog	\$2.25	265		\$596.25	\$1.17	\$286.20	0	\$0.00
Pizza Slice	\$2.75	64		\$176.00	\$1.45	\$83.20	1	\$1.45
Whole Pizza	\$14.00	0		\$0.00	\$8.80	\$0.00	2	\$17.60
Pulled Pork	\$4.25	12		\$51.00	\$2.75	\$18.00	0	\$0.00

<b>BEVERAGES</b>								
20 OZ Coke Products	\$2.25	565		\$1,271.25	\$1.34	\$514.15	0	\$0.00
Dasani Water	\$2.00	403		\$806.00	\$1.16	\$338.52	0	\$0.00
Apple Juice	\$1.50	4		\$6.00	\$1.00	\$2.00	0	\$0.00
12oz Hot Beverages	\$1.50	30		\$45.00	\$0.65	\$25.50	0	\$0.00
16oz Slush Puppies	\$1.75	49		\$85.75	\$0.40	\$66.15	0	\$0.00

<b>SALTY SNACKS</b>								
Beef Jerky	\$1.50	12		\$18.00	\$0.90	\$7.20	0	\$0.00
Extra Cheese	\$0.50	1		\$0.50	\$0.35	\$0.15	5	\$1.75
Chips	\$1.00	51		\$51.00	\$0.42	\$29.58	0	\$0.00
Nachos	\$2.75	60		\$165.00	\$0.90	\$111.00	0	\$0.00
Nuts/Trail Mix	\$1.00	14		\$14.00	\$0.84	\$2.24	0	\$0.00
Pickle	\$1.00	3		\$3.00	\$0.45	\$1.65	0	\$0.00
Popcorn	\$1.50	290		\$435.00	\$0.40	\$319.00	0	\$0.00
Pretzel (w/cheese)	\$2.75	177		\$486.75	\$1.58	\$207.09	3	\$4.74
Slim Jims	\$0.25	5		\$1.25	\$0.20	\$0.25	0	\$0.00
Sunflower Seeds	\$2.00	1		\$2.00	\$1.25	\$0.75	0	\$0.00

<b>SWEET TREATS</b>								
Apple w/ Caramel	\$1.75	8		\$14.00	\$0.98	\$6.16	0	\$0.00
Candy (airheads & lollies)	\$0.25	23		\$5.75	\$0.17	\$1.84	0	\$0.00
Candy (ring pop, taffy rope)	\$0.50	14		\$7.00	\$0.39	\$1.54	0	\$0.00
Candy	\$0.75	23		\$17.25	\$0.33	\$9.66	0	\$0.00
Candy	\$1.00	17		\$17.00	\$0.65	\$5.95	0	\$0.00
Candy	\$1.50	165		\$247.50	\$0.66	\$138.60	0	\$0.00
Cliff Bar	\$1.50	0		\$0.00	\$0.98	\$0.00	0	\$0.00
Cotton Candy	\$2.00	9		\$18.00	\$0.98	\$9.18	0	\$0.00
Fruit Snacks	\$1.00	9		\$9.00	\$0.65	\$3.15	0	\$0.00
Banana	\$0.50	0		\$0.00	\$0.29	\$0.00	0	\$0.00
Apple/Orange	\$1.00	0		\$0.00	\$1.00	\$0.00	0	\$0.00
Muffin	\$1.00	0		\$0.00	\$0.50	\$0.00	0	\$0.00

<b>FROZEN TREATS</b>								
DQ Dilly Bar	\$2.25	12		\$27.00	\$0.90	\$16.20	0	\$0.00
Giant Freezie	\$1.00	6		\$6.00	\$0.25	\$4.50	0	\$0.00
Frozen Gogurt	\$1.00	2		\$2.00	\$0.52	\$0.96	0	\$0.00
Ice Cream Cookie	\$2.75	20		\$55.00	\$1.75	\$20.00	0	\$0.00
Ice Cream Drumstick	\$1.75	4		\$7.00	\$1.05	\$2.80	0	\$0.00
Frozen Yogurt Cup	\$2.25	0		\$0.00	\$1.17	\$0.00	0	\$0.00
Miscellaneous Sale				\$0.00	\$0.00	\$0.00	0	\$0.00

**GRAND SALES TOTAL**

**\$5,502.25**

Deposit  
Credit Card Sales  
(over/short)

\$4,999.00

\$642.50

\$139.25

Charge Code #2709

**\$2,466.77** Sales

\$61.94 Free & Waste  
\$316.00 Volunteer Payout  
\$371.76 Paid Staff  
\$286.85 Sales Tax  
\$61.27 Short paid @ 44%  
\$22.00 LP Tank

**\$1,469.49** Amount Paid  
27% % of Total Sales

**\$734.75** Amount Paid  
50% of net Sales

# Product Sales Tally Sheet

## Soccer Park Concessions Tally

<u>Date</u>
-------------

Cash Drawer Operator: \_\_\_\_\_  
*print name*

Event: Soccer Park Leagues  
*print event*

ITEM SOLD	PRICE	NUMBER SOLD (TALLIED)	TOTAL #	TOTAL \$
<b>BEVERAGES</b>				
Bottled Beverages	\$2.50			
Hot Beverages 12oz	\$1.50			
Monster Energy Drinks	\$3.00			
Powerade	\$2.25			
Slush Puppies 16oz	\$2.00			
Water	\$2.25			

<b>SNACKS</b>				
Apples	\$1.25			
Beef jerky	\$1.75			
Chips/Nuts	\$1.25			
Fruit Snacks	\$1.25			
Hotdog	\$2.50			
Kind Bars	\$2.00			
Muffins	\$1.50			
Popcorn	\$1.50			
Apple	\$1.25			

<b>TREATS</b>				
Air Heads	\$0.50			
Candy Bars & Licorice	\$1.75			
DQ Dilly Bars	\$2.25			
Lollies	\$0.25			
Ring Pops & Laffy Taffy	\$0.75			
Water Bottle	\$2.50			

<b>GRAND SALES TOTAL</b>	<input type="text"/>
Deposit	<input type="text"/>
(over/short)	<input type="text"/>

Waste	Units

Low Inventory	Left in Stock

*Please include this tally sheet with funds in "Soccer Park Deposit" envelope.  
 Place back in safe for manager pick-up.*