

## **WMHA Concession Booth**

### **Exec Responsibilities:**

- To annually recruit new booth managers usually in March for the following season so training can take place during year ending cleaning and shut down.
- To annually review the performance of returning booth managers taking into account how they handled their responsibilities.
- Have control of any requests for booth duty exemptions through Booth Liaison.
- Handle all complaints about booth managers and from the booth managers about parents and/or volunteers.
- Ensure that current booth manager responsibilities are being fulfilled.

### **Booth Managers Responsibilities and duties**

#### **General –**

2 couples/individuals manage the booth; Preference to be given to someone with kids in minor hockey. Duties can be mutually agreed upon, but the following responsibilities and duties must be followed.

- One couple/individual is in charge of scheduling and all related issues
    - scheduling of booth duty for all minor hockey games, tournaments, practice times, figure skating, shinny, GVC games, Flyers games, and any other events that come up during the year.
    - ensure volunteers are in place and that everyone works unless they've paid the fee to opt out of booth duty. If a person does not work his/her shift and they have been contacted and refuse to make up that shift, it is the booth manager's responsibility to contact the Booth Liaison with the complaint.
  - The other managing couple/individual is in charge of all inventory and equipment
    - Order product weekly (or as needed) for delivery
    - Shop for all inventory. Preference should be given to local companies/suppliers, but shopping outside of the local area is accepted especially when products are not available locally or the price difference is substantial, and/or local service is poor.
    - Monthly ordering from certain companies (slushie, nachos, fryer)
    - ensure all equipment is in working order
    - send in for repair or order parts as needed
    - Purchase and upkeep of all items needed to run booth properly (cleaning materials, utensils, packaging etc)
- Both managing couples/individuals are to split the time spent in booth equally (e.g. – every other week, every 2 weeks-whatever is agreed upon between the parties)

#### **Daily Responsibilities**

- Open booth at start of first shift
- Stock shelves
- ensure float is in place

- All equipment is functioning and filled with product for that shift
- make sure volunteers are trained in necessary aspects of their shift
- ensure food is available and ready to be prepared
- Volunteer should be trained to close at the end of the last shift (if first time closing, manager should come in at closing to go over details)

### **Weekly Responsibilities**

- fill vending machine
- make list of supplies needed
- put up new schedule (as needed)
- Clean cappuccino machines
- make bank deposit (as needed)

### **Monthly Responsibilities**

- make list and order inventory of monthly suppliers (Harlan Fairbanks)

### **Tournament Responsibilities**

- Host team(s) is/are responsible for working the booth
- contact the tournament organizer and give them the schedule that they need to fill with parents from the host team(s).
- shifts should overlap and 2-3 parents should be in booth at all times
- purchase and/order extra inventory for tournament weekends
- shop as required throughout weekend as items run low
- all food to be prepared and ready for use (i.e. cook taco meat in advance)
- volunteers to be instructed on how much food (hot dogs, chicken fingers, etc) to prepare throughout the day
- volunteers to be shown proper use of the equipment
- booth manager on duty to be at the rink when needed (not necessarily from 7 am till 11 pm every day!)
- booth manager to be available by phone when not at the rink
- check in periodically, make sure volunteers are there, make more food if required, go shopping for supplies, fill machines and help out where needed
- remove money from till periodically and either lock up in safe or take home for deposit
- ensure proper cleanup

### **Flyers Games –**

- 6 people plus the booth manager couple on duty to be at every Flyers game (except playoffs when both couples work the game as well as extra parents where required)
- start preparing for the game by 5:30 at the latest
- prepare food and coffee (large urn on by 6:00) for pre-game sales
- make popcorn
- fill all machines (hot chocolate, fryer, slushie, vending, coke cooler, nachos) at beginning of game and after each intermission
- prepare 3 floats
- prepare condiments for the island outside
- be prepared for rush prior to the game (about half an hour)

- have things prepared in advance for intermission (hot dogs, fries, etc)
- intermission runs the most effectively when each window has 2 workers, one manager organizing and running the front and his/her partner running the kitchen
- after intermission, remove excess money from tills, restock and prepare for the second intermission
- at game end, clean up (including washing floors and taking out garbage), restock, and lock up
- booth managers work whole game to ensure things run smoothly but are free to go out and watch the game until 5 minutes before each intermission.
- stay half hour to 45 minutes after the game to serve customers and/or players (or until the crowd has dispersed)

### **High School Games –**

- like Flyers with less volunteers (usually 2-4 depending on business of game) and less food required
- be there 45 minutes to an hour before game time to prepare
- Stay for whole game unless it is very slow
- if volunteers are left to run the booth, ensure they are trained in all aspects of serving, including hot food. Assign someone to be in charge of the back.

### **Special Events –**

(Carnival, Big exhibition games, provincials etc)

- Scheduling can be tricky – judge by ticket sales or history (sometimes you just have to guess!)
- prepare food according to attendance
- if it's a busy event, be present for the whole thing to ensure everything runs smoothly

Stay in contact with ice schedulers, rec dept, minor hockey exec, etc. to ensure that expectations are being met at all levels

Co-operate with arena staff and they will be very helpful

Be open to suggestions for change

Have list available for who people should call if they have questions or concerns. This list to be made up for each new season as people in charge change.