



Kohl Center Concessions Office – (608) 265-4243

www.nationalwclub.com



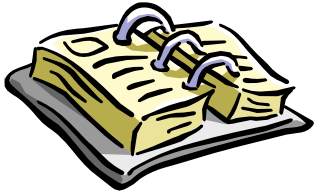
Pre-Event Preparedness:

General Information:



- The Service Group is responsible for providing an adequate number of stand workers for each event. This number will vary, depending upon the event, and the assigned stand. If uncertain, please contact the W Club prior to the event. Please be sure to arrange a worker schedule well in advance.

- The minimum age requirement for stand workers is **16 years of age**. At events where alcohol is served, the minimum age requirement shall be **21 years of age**. This requirement will be strictly enforced. Stand Managers should keep this in mind when scheduling workers.



- **Service Group Staff should enter through the Media/Staff Entrance gate at the Francis Street doors. No one under age 16 years of age will be allowed into the Kohl Center through the Media Entrance.** All those under 16 years of age must have a ticket for the event and will be required to enter at the appropriate gate when gates officially open to the public.

- **Only those members of the Service Group that are working the event will be allowed in the stand.**

- Be advised that parking is not provided at the Kohl Center. Workers should allow themselves ample time to find parking to ensure a timely arrival.

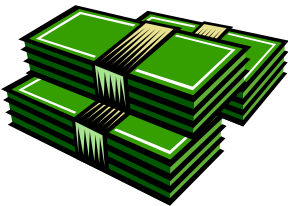
Problem Solving Responsibilities

- While the guest may not always be right, the guest is still always the guest. This simply means that solving the guests' problems are always more important than who is right or wrong.
- Checklist for Calming Upset Guests:
 - Remain calm yourself. Never take the anger personally.
 - **We have a “no questions asked” return policy on any food or beverage complaints. Therefore, if any customer has a complaint about any specific product we will replace it, or provide a cash refund upon request.**
 - Listen carefully. Pay attention to “unspoken” messages.
 - Apologize, even if it is not your fault. Avoid blaming.
 - Convey an attitude of genuine care and concern by using a positive tone of voice and a pleasant facial expression.
 - Any complaints received by the service group should be forwarded to the W Club supervisor.
 - **DO NOT** attempt to solve complaints on your own.



Arrival Times:

- **Service Group Manager** should arrive 2 1/2 hours prior to the start of the event. Managers should check in at the entrance gate at this time to pick up the stand binder and keys.
- **Service Group Workers** should arrive 2 hours prior to the start of the event. Workers should also check in at the entrance gate, where they will be asked to sign a check-in sheet, under their group name.
- The Manager should proceed to the Cashier's office to receive **and verify** the starting change. The W Club will not be held responsible for any mistakes in starting change after it has been verified by you in the cashier's lobby area, so be sure to take the needed time to verify the contents of the cash bag.
- All stands will open 1 hour prior to the event, or when gates open to the public. Make sure you are well prepared by this time.



DRESS CODES AND SANITARY RESPONSIBILITIES:

➤ Dress Code:



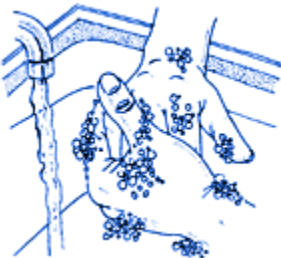
- *Service Groups not only represent their Service Group, they also represent the National W Club, the Kohl Center, and the U.W. Athletic Department as well. Proper dress codes shall therefore, be strictly adhered to by all service groups.*

- All stand workers must wear Team Bucky hats, or red or white Wisconsin hats at all times.
- All stand workers must wear the provided red aprons at all times.
- Shirts must be white, if a worker doesn't have a white shirt on they may purchase one from the W-Club for \$6. If the worker does not have enough money to cover the cost of the shirt he/she can charge it to the group, and we will deduct the cost from your commission check.
- Open toed shoes will not be allowed, be sure to choose comfortable footwear.

➤ Sanitary Responsibilities:

- *The Health Department and Kohl Center sanitation standards must be met at all times. Your guests' safety is dependent upon your performance in upholding these standards.*

- The number one cause of food-borne illness in the food industry is unwashed or improperly washed hands. Unwashed or poorly washed hands spread germs which cause:



- Diarrhea
- Fever
- Vomiting
- Cramps
- Nausea

- **Hand washing Tips:**

- **Use plenty of soap and warm, continuously running water.**
- **Use a vigorous scrubbing action for 30 seconds or more.**
- **Scrub all skin surfaces and fingernails**
- **Rinse thoroughly.**
- **Dry with clean roll towel or paper towel.**



- Stringently adhere to proper hand washing care when using the toilet facilities.
- Make sure the sink is well stocked with hand soap and paper towels before the event begins.

- **Rubber gloves must be worn at all times when preparing food.** Rubber gloves must also be worn when an open wound or bandage is present on the hand or fingers.

- Use disinfectants and soaps provided for your workstation.

- Be sure to keep cleaning supplies away from food products.

- Avoid contaminating food surfaces. A food surface is any surface where food or beverages are prepared or stored, or where containers or utensils are stored.



- **Never sit on or lean on counters or storage areas.**

- Wipe up spills when they happen.

- Never eat, drink, chew gum, lick your fingers, or taste the food products while on duty.

- The Wisconsin Food Code specifically requires that eating **not** be allowed in the concession stands. Service group workers may purchase food from the stand, but may only eat during breaks and away from the stand. Please remove hat and apron when doing so.

- Workers can drink as much soda as they wish, they just have to use the provided cup, accompanied with a lid and straw.

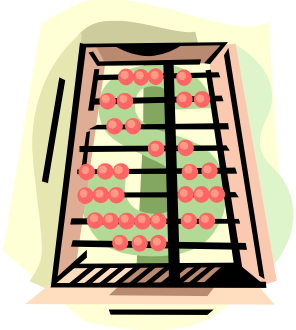
- Never allow coworkers to “sample” the concession products.

- Dispose of trash properly and keep counters, work areas, and floors clear of debris.

- **ABOVE ALL, KEEP YOUR AREA SPOTLESSLY CLEAN! *LOOK FOR DIRT –FIND WAYS TO MAINTAIN ORDER AND SANITATION.***

CONCESSION STAND OPENING PROCEDURES:

➤ Pre-Opening Procedures:

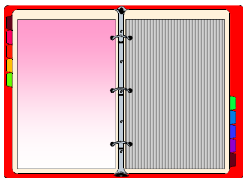


- The first and most important procedure is to carefully count and verify starting inventories. Inventories should be counted by at least 2 different people. This helps ensure accuracy.
 - **Please note that hot dog and brat inventories are taken by counting the buns, not the meat.**
 - **Nacho counts are taken by counting nacho trays, not the chips.**

- All inventories should be verified by the W Club Supervisor, and any discrepancies brought to the attention of that supervisor. Be aware that the W Club will not be responsible for any starting inventory mistakes after being verified by the W Club supervisor. Only a W Club supervisor can change a beginning inventory. The starting inventories are crucial to proper and correct reconciliation at the end of the event. In other words, **MISTAKES AT THE BEGINNING RESULT IN MISTAKES AT THE END.**

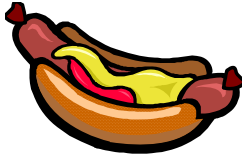


- Once starting inventories have been counted and verified, the Stand Manager should delegate workers to prepare product and distribute inventoried items to their proper locations. Be sure to prepare product well in advance, if uncertain of starting quantities, check with W Club supervisor, or past sales sheets for similar events.



- Notify W Club supervisor of any needed supplies at this time.
 - ✓ Turn on Combi ovens. Set the ovens on Combi mode and set temperature to 375 degrees.
 - ✓ Plug in and turn on warmers. Set at level 6.
 - ✓ Make sure onions are out to thaw.
 - ✓ Make sure nacho cheese is warming if applicable.
 - ✓ Turn on Pretzel warmer where applicable.

- ✓ Start cooking brats, hot dogs and pretzels immediately!



Pretzels are sprayed with water and pressed into provided pretzel salt. ***Pretzels do not need to be coated with salt.*** A light sprinkling is sufficient.

- ✓ Prepared pretzels are placed in warmers.

Brats are prepared 25 per tray for 12 minutes on Combi mode at 375 degrees.

Hot dogs are prepared 30 per tray for 8 minutes on Combi mode at 350 degrees.



- ***If you are unsure as to how much product to prepare, check with the W Club supervisor. The supervisor will know the projected attendance for that event. You may also check past sales charts in your binder, for similar event sales.***

- ✓ All ice bins should be filled with ice. Ice is found in the ice chest.
- ✓ Prepare 1 pot of coffee.
- ✓ Make sure cappuccino and cocoa bins contain an adequate amount of mix.
- ✓ Nacho chips should be added to trays. Start with 20 to 25 trays. Cheese is to be added only at time of sale.



- Note: Jalapeño peppers are only to be added upon customer request. ***DO NOT*** place peppers in containers on the condiment counter.

- ✓ Stock snack racks with several types of each candy variety.
- ✓ Place stacks of cups next to soda dispensers.
- ✓ Place water bottles on ice in provided bottled water tubs. Make sure bottled water, PowerAde and Lemonade are stocked in Coke coolers.
- ✓ **DO NOT THROW AWAY BOXES. YOU WILL NEED TO PLACE ITEMS BACK IN THEIR CORRECT BOXES AT THE END OF THE EVENT.**



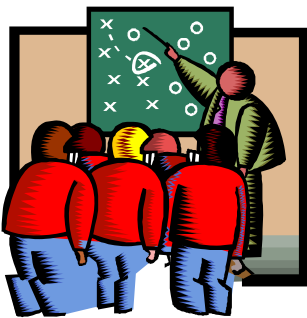
- ✓ Prepare condiment trays with relish, onions and sauerkraut. Only fill each container ½ full to avoid excessive waste. Place the tray or table outside the stand. Make sure ketchup and mustard containers are full and pumps are working correctly. Check to make sure napkin dispensers are adequately stocked.

- ✓ Fill cash boxes and set out at points of sale. Your W Club supervisor will tell you how many points of sale to have.



- ✓ Place price sheets at each selling point. This will facilitate sellers' responsibilities as well as help in preventing errors. These sheets will be provided by your W Club supervisor.

- ✓ The service group manager should delegate responsibilities to members of the service group before gates open. Make sure each person knows his/her task and ensure each person is comfortable with the given duties.



- ✓ *Make sure the stand is organized before opening the gate. Customers do not want to buy food from an unorganized / sloppy appearing stand. Again, look for dirt and finds ways to keep your area clean! This is of utmost importance!*

- ✓ Concession gates should be opened 5 minutes prior to Kohl Center gates opening. This occurs 1 hour prior to the event start. Work with your group to create an efficient work procedure. Always try to be ready early. **The earlier you are ready to go, the smoother things will run.**



- ✓ *As soon as you have opened your overhead door, walk to the outside of the stand and critically assess what you see. Are unneeded supplies put away? Are coats and purses out of sight? Is everything clean? Look at your stand from the guests' perspectives.*

DURING EVENT PROCEDURES:



- *Anticipate busy times and prepare for the! Be ready for breaks, intermissions, and halftimes. Prepare food in advance. Don't be caught unprepared! This will hurt your sales and anger Kohl Center patrons.*

- Refills are not allowed. This includes all beverages and cup types served in the concession stands.
- The service group is not allowed to offer complimentary water. If a patron does not want to purchase the bottled water available in the stand, direct them to the nearest bubbler. Exceptions should be made in cases of emergency.

- **Telephones**



- All stands contain telephones. These phones are to be used when the W Club supervisor is not present. You may use these phones to contact the W Club concessions office for re-supply or any general problems you may encounter. The W Club concession office number is posted.
- Before calling for one item, please check to see if anything else may be needed.
- These phones can also be used to contact the cashier's office when you need change. Please note that the W Club supervisor is not allowed to touch any money. The service group is therefore responsible for procuring their own change. The cashier's office number is posted.
- These phones are also to be used in case of emergency. The emergency number is posted.

- **Spoils**

- A spoiled product is simply any product which cannot be sold to customers. This may, for example, include broken pretzels, broken buns, or dropped product.



- All spoils must be accurately accounted for on the sales chart. Any discrepancies will lead to mistakes at the end.
 - ***It is a good idea to mark down spoils as they occur. This will help ensure against mistakes later.***
 - Be sure to set all spoils aside. You will be asked to account for these spoils in the end. **The W Club supervisor must verify all spoilage. Any and all spoilage not verified by the supervisor will not be accepted.**
 - **All spoilage is to be brought back to the office at the end of the day!**
- **Re-supply**
- Product should be re-supplied before it runs out. Be aware at all times how much product remains. While it is the W Club's responsibility to re-supply the stand, it is the service group's responsibility to alert the W Club supervisor of its needs. If a W Club supervisor is not present, please use the telephone in the stand to contact the concessions office.
 - All inventoried re-supply for your stand will be accompanied by a transfer sheet. This sheet will include product information relating to what the product is and the quantity there is. The service group manager will be asked to sign this sheet upon delivery. Please keep a copy of all transfer sheets with your sales chart. The W Club will not be held responsible for any discrepancies on transfer sheets that the service group has signed.
- Keep your stand clean! Have wet rags handy to wipe up any spilled soda or food on the serving counter. Be sure to keep cleaning supplies away from food products.
- Keep the condiment counter clean and well supplied. **The Service Group manager should appoint one worker to cover this duty.**
- Keep floors clear of trash and cardboard.
- Service Group Managers should ensure that cash boxes are emptied of excess bills and large denominations.
- ***All grease should be dumped into supplied grease buckets. DO NOT DUMP GREASE INTO HAND SINKS OR MOP SINKS.***

HALFTIME/INTERMISSION PROCEDURES:

- Always be aware of event proceedings. It is of utmost importance that you know when an intermission period is approaching.
- Once the intermission period has commenced, you will not be able to be re-supplied! Make sure you have what you will need in advance!



- ***This will be your busiest time. You will probably find that you will not be able to prepare food during an intermission. Be prepared!***
 - Make sure warmers are well stocked with hot dogs, brats, and pretzels.
 - Pre-pour sodas. Coke, Diet Coke, and Sprite will be your biggest sellers.
- In order for your Service Group to be effective during intermission periods, efficiency must overcome confusion. The Service Group Manager should appoint workers to specific duties and make sure those workers know what they are doing before the stand gets busy.
 - Appoint an adequate number of workers to cover front counter sales. Make sure these workers can be trusted to calculate totals and make correct change. This will have to be done mentally and quite quickly. Also make sure that these workers employ positive customer service. It is their actions which will reflect upon you entire Service Group. **Always say “thank you” at the end of a sale.**
 - Appoint all other workers to specific duties inside the stand. This will include soda pourers, dog/brat wrappers, pretzel maker, hot drinks and other various responsibilities. The W Club Stand Supervisor will have a good understanding of what needs to be done so consult him/her with any questions.

ALCOHOL SALES PROCEDURES:

Alcohol sales shall, at all times, be in accordance with the National W Club Policy for the Sale and Consumption of Alcoholic Beverages at the University of Wisconsin. All members of the National W Club have a stake in ensuring that alcohol is used only in a responsible manner. This policy focuses on alcohol use in moderation by persons twenty-one and over and addresses the sale of alcohol at pre and post game functions of athletics events, catered events, concerts, and other entertainment events on campus. Alcohol abuse, including binge drinking and drunk driving, by anyone will not be tolerated. The alcohol policy is intended to provide clear and consistent guidelines for the application of standards and expectations for the serving and consumption of alcoholic beverages on campus in University of Wisconsin facilities.

The goal of this policy is to ensure that alcohol use at events meets the following criteria:

- Alcohol use is not the primary focus of the activity, and the success of the event is not dependent upon the serving of alcohol.
- Members of the campus community and our guests are expected to make informed decisions and to act responsibly regarding the use of alcoholic beverages.
- Individuals using alcohol in campus facilities are subject to campus policy and federal and state laws.
- Choosing not to drink alcohol is as socially acceptable as choosing to drink alcohol.
- Excessive drinking or drunkenness is not condoned.
- Intoxication is no excuse for misconduct or infringing upon the rights of others.

During Events:

- All National W Club employees serving alcohol are required to know the University of Wisconsin policies in addition to effects of alcohol, and methods of intervention.
- All patrons will be required to show valid proof of age. Individuals wishing to purchase alcoholic beverages must show proper identification at either the identification booths or concession stands. Individuals who show proof of age will receive a green wristband.
- Each service group will provide one person to check patrons' identifications. This person will work in cooperation with the W Club supervisor to check identifications and wristband patrons.
- There will be at least two identification booths at each event.
- Any alcohol which was not purchased through the concessionaire will be confiscated.
- Intoxicated individuals shall be denied sale of alcoholic beverages and asked to leave the sales stand. Any intoxicated individual who refuses to leave on his/her own accord shall be removed according to the following procedure:
 - A Service Group member shall contact the W Club supervisor who will inform appropriate security. Security will then escort the person from the event. An assigned security representative will be assigned to each stand. Please use them if you experience problems with unruly guests.
- Food will be available throughout the time alcohol is served.
- Non-alcoholic beverages will be as readily available as alcoholic beverages.
- All service group members present in a stand selling alcohol must be 21 years of age. Please keep this in mind when scheduling workers for your stand.
- Alcohol inventories will be taken by the can or bottle and by the glass. Count full cans, bottles and cups at the beginning and remaining full cans, full or partial bottles and cups at the end. Empty cans may be discarded.

- Wine will ordinarily be available only by the glass. Beer will ordinarily be available only by the glass.
- Patrons will be allowed to purchase up to two alcoholic beverages at each visit to the concession stand.
- Ending alcohol sales times will vary by event, and will usually end well before food sales. Ending alcohol sales times shall be strictly observed and adhered to. Only those patrons who are already in line may still purchase alcohol. There will be absolutely no exceptions. Check with the W Club supervisor for ending times.
- Shortly after alcohol sales end, W Club representatives will come around to pick up all remaining alcohol and cups. Please take ending alcohol inventories immediately after sales end.
- There will be absolutely no consumption of alcohol by Service Group members.

STAND CLOSING PROCEDURES:

- Closing times are usually as follows:
 - Basketball.....10 minutes left in 2nd half
 - Hockey.....5 minutes into 3rd period
 - Special events and concerts.....vary by eventThe above times are only approximations. The concessions stands will remain open if customers are still in line.
- When all customers have been served, close the concession stand gate. This will tell patrons that your stand is closed.
- The Service Group Manager should designate Service Group members to either clean, count money, or count inventory. *You have the workers, so be sure to use them!*
- All products should be returned to their proper locations before counting. This will aid the Service Group in accurately counting ending inventory, as well as making opening procedures run more smoothly for the next event.

ENDING INVENTORIES:

- At least 2 different people should count ending inventories and never together. This will help pinpoint discrepancies.
- Money should be counted and taken to the Cash Office right away. They will be able to count the money and give you the final count if there is a discrepancy with the sales report. Proper ending inventory procedures are crucial to ensure full Service Group commission payments.



- *If ending discrepancies do occur, start by recounting the cups. This is usually where most mistakes are found.*
- **The W Club Supervisor must verify the ending inventory for Popcorn, Pretzels, Hot Dog and Brat buns, Hamburger buns, and all spoilage.**

Clean up Duties and Responsibilities:



- Cleaning the concession stand after an event is the responsibility of the Service Group. Service Group Managers should appoint workers to cover specific duties to ensure that this is completed thoroughly and properly. *Remember, you will find the stand the next game the way you left it the game before.*
- Floors are to be swept and mopped.
 - Empty mop buckets in the drain.
 - **Do Not Leave the Mop Buckets Full!**
- Wipe down all equipment, counter, walls, and shelves.
- Wipe down condiment counters.
- Clean condiment trays.
 - Empty relish, onions, and kraut into trash.
 - Wash trays and holders in soapy water.
 - Rinse in clean water.
 - Place all items in a white bin for your W Club Supervisor to take so they can get sanitized.
- Clean ketchup and mustard pumps.
 - Take pumps completely apart.
 - Wash all parts in soapy water.
 - Rinse in clean water.
 - Place all items in a white bin for your W Club Supervisor to take so they can get sanitized.
- Clean soda dispensers.
 - Wipe down entire machine. Remove spill grate and wash the spill tray and grate.
 - Pour hot water down each drain.
- All empty bread and popcorn trays are to be set outside the stand near the door.
- All garbage cans should be emptied, the bags set out in front of the concession stand, and new liners placed in the garbage cans.

- All cardboard should be broken down and placed out in front of the concession stand.
- **Failure to adequately clean your stand will result in cleaning charges being assessed to your group.**

FINAL RESPONSIBILITIES:

- It is the Service Group Manager's responsibility to ensure that all closing tasks are done correctly and completely. **It is only after all these tasks are completed that any Service Group worker should be allowed to leave.** If all these tasks are properly completed, preparation at the next event will be much easier for your group.
- The Service Group Manager should notify the W Club Supervisor of any supplies needed for the next event. W Club Supervisors will have supply inventory sheets to fill out at the end of the event and it is to the Service Group's advantage to make sure that any needed items are indicated.
- The Service Group Manager shall bring the moneybag back to the cashier's office.
- The Service Group Manager shall give the binder to their W Club Supervisor before leaving.
- Finally, and most importantly, **HAVE FUN!**