



## **Stoney Creek Jr. Cougars: Concessions Help Guide**

As a concessions helper for the Stoney Creek Jr. Cougars, you will assist the outside food vendor contracted to manage the concessions stand. Your role is crucial in ensuring smooth operation and excellent service during the game. This guide outlines your responsibilities and provides key instructions for your role.

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### **Reporting and Preparation**

#### **1. Report Time:**

- Arrive at the concession stand before the game starts to ensure everything is ready for opening.

#### **2. Assisting the Vendor:**

- Check in with the outside food vendor upon arrival. Your primary role is to assist them with whatever tasks they need help with throughout the game.
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### **Duties and Responsibilities**

#### **1. Support the Vendor:**

- Follow the vendor's instructions and assist with tasks such as food preparation, serving customers, handling payments, and maintaining cleanliness.

#### **2. Customer Service:**

- Provide excellent customer service to all patrons. Be friendly, helpful, and efficient in serving food and beverages.

#### **3. Maintain Cleanliness:**

- Help keep the concession stand clean and organized. This includes regularly wiping down surfaces, managing trash, and ensuring that food handling standards are met.

#### **4. Stock Management:**

- Assist in managing inventory by helping to restock supplies as needed and notifying the vendor if any items are running low.

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## **End of the Game**

### **1. Wrap-Up:**

- Assist with closing tasks at the end of the game, including cleaning the concession stand, organizing leftover supplies, and ensuring all equipment is properly stored.

### **2. Feedback:**

- Provide any feedback to the vendor or the organization about the concessions operation to help improve future events.
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## **Final Notes**

### **1. Follow Instructions:**

- Your direction will come directly from the food vendor. Ensure you follow their instructions carefully and assist wherever needed.

### **2. Teamwork:**

- Work collaboratively with the vendor and any other volunteers to ensure the concessions stand runs smoothly and efficiently.

### **3. Professionalism:**

- Maintain a professional demeanor throughout your shift to contribute to a positive experience for all patrons.
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Thank you for your support as a concessions helper for the Stoney Creek Jr. Cougars. Your efforts are essential in ensuring that our concession operations run smoothly and contribute to the success of the game day experience!