



## **FOOD & BEVERAGE NONPROFIT HANDBOOK**

### **NON-PROFIT STAND MANAGER/GROUP LEADER**

One of a stand manager's primary duties is to account for and track all items coming in or leaving the concession stand via transfers, sales, spoilage and gratis. Managers are also involved in volunteer training and the handling of customer service. The following is a guideline to be used for the step-by-step operation of your concession stand:

1. Park in the North parking lot of FARGODOME. Enter through the employee door next to the loading dock (north end) and come directly to the cash room to pick up and sign for your cash bag, also known as your bank. At that time you will verify your bank prior to leaving the concessions office.

2. Upon arriving at your concession stand, you will meet with your FARGODOME supervisor and verify opening inventory counts (sample of Stand Sheet attached) and receive any pertinent information for that day's event. When counting inventory, check all possible areas to make sure no items go unaccounted for (e.g. back room, all coolers, all cupboards, etc.). Make sure you and the supervisor agree on all counts. Any changes must be made by the FARGODOME supervisor prior to doors open and any sales.

3. As your workers arrive, make sure that they are dressed in complete uniform (closed-toed shoes, shirts, and black/khaki pants). Assign your volunteers to prepare items for sales in your stand, (e.g.: hot dogs, pop, chips, candy), setup and maintain the condiment stand and act as cashiers and/or servers as needed. If you need any supplies, let your FARGODOME supervisor know or call the warehouse. You will need to sign a transfer voucher (sample attached) when the warehouse brings the supplies.

4. We expect your stand to be completely ready for operation fifteen (15) minutes prior to the doors opening. Your FARGODOME supervisor will check to insure the proper amounts of food are prepared and at the required temperatures. They also will check to make sure that you have the red sanitizing buckets out and are using them properly.

5. Never allow your workers to eat or drink in the concession stand.

6. Always check to make sure that the condiment carts are fully stocked and cleaned throughout the event, this includes the napkin dispensers. Condiment stands should be checked periodically throughout the event, especially immediately before and after intermission, and several

times during any event.

7. **ABSOLUTELY NO RE-USE OF CUSTOMER CUPS IS ALLOWED.** Credit will be given for legitimate waste; any violation of this rule will be grounds for immediate dismissal of your organization.

8. It is your responsibility to ensure the cleanliness of your stand. Before you leave, make sure all the trash is put outside for collection, all lights are turned off and the stand is locked. You will be provided with a cleaning checklist for your stand; please be sure to thoroughly read this checklist for guidance on what to/how to clean at the end of an event. FARGODOME supervisors will be checking to make sure that all areas of your stand are clean before you are allowed to leave.

9. As soon as your stand closes, the group manager should immediately gather all money from the registers and run a credit card report (see attached) from one of the registers. When the off-duty sheriff arrives at your stand, you must have your cash ready to be escorted to the money room. **DO NOT** transport cash without the sheriff or a full time Food & Beverage employee. Make sure that any blue tickets, red tickets or other food vouchers are left in the stand and are NOT in the money bag.

10. As soon as your stand closes, you must do your final inventory count with your FARGODOME supervisor on the Stand Sheet. Please make sure all your closing numbers are accurate because these numbers will be the opening numbers for the next event.

## **CASH HANDLING INFORMATION**

Please follow these rules as they pertain to cash and cash pickups:

1. Manager should pick up the money bag and sign bag out on Event Control Log Sheet. Money should be verified before leaving the office. Once you leave the office the money is your responsibility.

2. There will be cash pickup slips in each money bag (sample attached). When you prepare your money for the money pull, please mark the cash slip "Pickup 1" and fill it out completely and accurately, double checking the amount. Each denomination (1's, 5's, 10's etc.) should be bundled separately with the rubber bands provided (**DO NOT** use paper clips on cash). The money pickup will be made by a money room teller and an armed sheriff; a receipt will be given to you by the teller for the amount of money turned in. **ALL MONEY MUST BE FACED AND IN NEAT ORDER.**

3. If second money pull is conducted during the event, and the above mentioned procedures should be followed, but the cash slip should be marked "Pickup 2"

4. At the end of the Event, your money bag will be returned to the money room and signed in on the Event Control Log Sheet by the money room teller. All money should be accounted for the Cash Long Slip (see attached) and signed before turning in your money bag.

Counting your money at the end of an Event and returning it to the money room is TOP PRIORITY. You must be escorted by a sheriff when returning cash to the money room.

5. **DO NOT ACCEPT CANADIAN CURRENCY.** If you do accept it, your group will be shorted the face amount and the currency will be returned to your group.

6. No payroll or personal checks are to be accepted. If you do, your group will be shorted the face amount. Traveler's checks are acceptable as long as they are in US currency, the guest has I.D. and signs the travelers check in front of you. Indicate I.D. presented on travelers check.

TO HANDLE A CASH SALE:

- A. Ring up a sale on the register and tell the guest the total amount of the sale.
- B. Accept the guest's money, calling out the amount given to you.
- C. Place bill on counter, in view of the guest.
- D. Count back change to the guest, say, "Thank You", and then place the bill into the register.
- E. If a guest claims to have given you a larger bill than the one that you have given them change for, get their name and phone number and tell them that we will contact them the next day if your register is over at the end of the night.

## **UNIFORMS**

Volunteers are required to wear khaki or black pants and closed-toes, nonslip shoes. Pants must be clean and without rips or tears. Nonprofit groups are encouraged to wear t-shirts reflecting their organization. Group t-shirts must be uniform in appearance. Tank tops, sweatshirts or shirts with drawstring or pockets are not allowed.

As a volunteer for FARGODOME, your ability to serve guests with a pleasant attitude and in an efficient manner is very important. If it is felt that you do not measure up to our standards, termination of your group will be recommended. The more guests your group serves, the more commissions your group will make.

Below is a list of offenses, which if violated, may result in immediate dismissal of your organization:

**UNREPORTED ABSENCE**

**EXCESSIVE TARDINESS**

**USE OF ALCOHOL ON DUTY**

**USE OF DRUGS**

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## **REPORTING TO WORK UNDER THE INFLUENCE OF ALCOHOL/DRUGS**

### **INSUBORDINATION**

**FAILURE TO COMPLY WITH MANAGEMENT**

**FIGHTING OR IMPROPER CONDUCT**

**LEAVING WITHOUT NOTIFYING SUPERVISOR**

**DESTRUCTION OF COMPANY PROPERTY**

**GIVING AWAY PRODUCT/REFILLING CUPS**

**SELLING ALCOHOLIC BEVERAGES TO MINORS**

**SELLING ALCOHOLIC BEVERAGES TO INTOXICATED PERSONS**

**WILLFUL DESTRUCTION OF EQUIPMENT OR DELIBERATE WASTE OF PRODUCT**

**EXCESSIVE CASH SHORTAGES AND/OR OVERAGES**

If you do not understand any of the above offenses please ask for clarification.

### **STAND CLEANLINESS**

Every person who works in a stand is expected to help clean all work areas. No one is exempt from this duty. One should "clean as you go" to prevent buildup and excessive clutter. Please refer to the stand cleaning list for the cleaning duties to be performed in each stand.

Floors, walls, counters and all equipment have to be cleaned regularly during the course of an event. A person should not have to be told that his/her station is dirty or needs organization. Remember, this is a team effort! Help keep your location in a condition that will make you proud of your work place. You must fill out the cleaning checklist at the end of an event to make sure all areas are cleaned before your supervisor approves your group to leave.

### **SUGGESTIVE SELLING & UPSELLING**

Suggestive selling is the technique of encouraging a guest to buy an item by offering it to them. We use suggestive selling techniques to provide better service to our guests and increase company sales as well as group commissions.

Always remember to suggest something to go along with the guest's initial order. A beverage would be a good suggestion for anyone who orders a tub of popcorn.

You should always be enthusiastic when making suggestions to guests. People see you as an expert and can tell that you believe that an item is worth buying.

**REMEMBER:** NEVER POUR A DRINK WITHOUT ASKING, "Would that be a Large"?  
NEVER MAKE CHANGE WITHOUT ASKING, "Can I get you anything else today"?

## **GUEST RELATIONS**

Always greet guests with a smile and say "May I help you?" or something similar to open a transaction. Remember to say, "Thank You" at the end of each sale.

Even though we always try to provide our guests with the best service possible, some guests have problems from time to time. When this happens, handle the complaint tactfully. Never argue with a guest. Direct the problem to your supervisor, if necessary.

Because of the nature of our business, it is impossible to wait on everyone at once. When there is a line, greet every new guest by saying, "Thank You for Waiting; How May I Help You?" Remember, we are serving several thousand guests during each event. We MUST serve them quickly and as efficiently as possible. Each group will be monitored from time to time for efficiency. Slow service may affect future scheduling for some events.

## **SERVING THE GUEST**

There are six simple steps to proper guest service. Remember, the guest is the most important person in our company. Because of the guest your group has the opportunity to earn commissions.

1. Greet the Guest: Proper greetings are "May I help you?" or "May I take your order?" Never say, "What do you want?"
2. Take the Order: At the time you are taking the order, you should suggestively sell to the guest. "Will that be a large?"
3. Assembling the Order: Make sure to handle all food with the proper utensils. When serving a drink, fill the proper size cup using an ice scoop to 2/3 full of ice. All carbonated drinks are served with ice. If a guest asks for no ice or little ice, prepare the drink as they request.
4. Presenting the Order: At the time you are presenting the order to the guest, repeat the order for the benefit of the guest.

5. Receiving Payment: Only the cashier will total and receive payment for the order while the server is assembling the order.

6. Thank the Guest: The return visit to our concession stands by the guest is essential. Remember to always thank the guest for his/her business.

## **PERSONAL HYGIENE**

Emphasis on personal hygiene is a fundamental responsibility of the food service worker. He/she should not have to be told to maintain clean hands or shower daily. The following list exemplifies casual occurrences which may lead to food contamination:

- A. Rubbing the nose or ear.
- B. Scratching the scalp or running hands through hair.
- C. Fingering a pimple or infected area.
- D. Coughing or sneezing.
- E. Use of a handkerchief.
- F. Handling money, smoking a cigarette.
- G. Hand contact with unclean equipment, rags, soiled Clothing.
- H. Handling raw food, particularly meat and poultry.

Most dangerous acts can be overcome by **thorough and frequent hand washing**. More serious situations are to be brought to the attention of your supervisor immediately.

- A. Respiratory illness -- coughing -- sneezing.
- B. Infected cuts and sores.
- C. Burns
- D. Gastrointestinal ailments.
- E. Fever

The guest's health is literally in your hands. Ornate rings, dangling bracelets, or other easily soiled personal decorations attract and transmit bacteria and are not to be worn. Fingernails are to be kept short and clean.

**REMEMBER, HANDS THAT HAVE TOUCHED CONTAMINATIONS MUST NEVER TOUCH FOOD!**

## **SECURITY**

No FARGODOME merchandise of any type, including food and drink, is to be removed from a

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stand without a signed transfer slip. When a person you do not know 1) Requests company information or 2) Requests to take company property out of a stand, call your supervisor to check verification before offering any of the above cooperation.

All food items prepared and served must be paid for at full retail price by the guest; no matter what his/her relationship is to the server. VIP Tickets and Red Food Tickets (presented by FARGODOME employees) should be honored. However, DO NOT give change when the purchase is for less than the value of the food ticket.

Removing any property belonging to FARGODOME (e.g. food, money or supplies) from the premises is grounds for termination of your group.

Only FARGODOME employees, health department officials and repairmen are allowed in the stands.

## **NONPROFIT WORKER BREAKS**

During the course of the event, your stand supervisor will direct you when to take your break. The employee lounge is located next to the concession office. It is imperative not to drink any beverages or eat in the front of the stand. FARGODOME employees and volunteers are not allowed in the seating area or hallways leading to seats. **THIS REQUEST COMES DIRECTLY FROM FARGODOME.**

## **DEPENDABILITY**

Being dependable is of the utmost importance. Your managers have confidence in you, they feel that you will be at work on time for each event you are scheduled. If you cannot attend work, or if you will be late, you must call your stand manager/group leader.

**IT IS A FARGODOME FOOD & BEVERAGE POLICY THAT IF A GROUP DOES NOT SHOW UP FOR WORK AND DOES NOT CALL IN ADVANCE, THAT GROUP MAY BE TERMINATED.**

## **TRAINING**

1. The group leader is responsible for making sure that all volunteers read and understand this handbook.
2. A training session may be scheduled for any new volunteers you may have joining your group. Before any new volunteer works in a stand it is preferred they go through a training session to help us better serve our guests. At the very least, new workers should be informed of our policies and general operations prior to working.

## **ALCOHOL BEVERAGE SALES**

The following rules must be followed regarding the serving of alcohol beverages at FARGODOME.

1. All workers 18 years of age and older are **REQUIRED** to attend a Server Training class administered by Fargo Cass Public Health.
2. You as the server/cashier are the one that will be held, by law, responsible for those you allow to purchase alcohol beverages.
3. It is against the law to serve an intoxicated person. The server can be held liable if you serve anyone that is intoxicated. We must make sure we do not serve anyone that appears to be intoxicated.
4. Legal age to consume alcohol is 21. Anyone who appears to be under the age of 35 must show ID. Date of birth must be on or before event day, 21 years prior.
5. Check for proof of age boldly. Acceptable IDs would be a valid state driver's license, learner's permit or other state issued ID. Unacceptable IDs include, but are not limited to, the following: Military IDs, college IDs and Passports (depending on your comfort level accepting or not accepting them). Always require the customer to remove the ID from their wallet so that you can "feel" the ID.
6. Only workers 21 years of age and older are allowed to pour beer/wine or open bottles/cans. Workers 18 years of age and older are allowed to check IDs, ring up alcohol beverages, accept payment and serve the alcoholic beverage to the customer. Workers under 18 years of age may **NOT** have anything to do with any alcohol sale, including taking an order from a customer.
7. If you request an ID and the guest can not furnish it, **REFUSE ALCOHOL SERVICE**. If you have any doubt about the validity of the ID, **REFUSE ALCOHOL SERVICE**.
8. **REFUSE ALCOHOL SERVICE**, even if the guest is of legal age, if he or she appears intoxicated or unruly. Offer alternatives to alcohol; suggest a soda and a food item.
9. **LOOK FOR LEGAL AGE GUESTS BUYING FOR MINORS AND REFUSE ALCOHOL SERVICE** to anyone buying for a minor. Contact your supervisor of security.
10. The alcohol beverage limit is two (2) per person per purchase; **NO EXCEPTIONS**.
11. Anyone who is caught drinking alcoholic beverages before or during their work shift at FARGODOME will be terminated.
12. ID checking guides are in each stand; please take a few minutes to look them over. If you have any questions, please talk with your supervisor, or contact the Food and Beverage Management team.

**ALL STAND MANAGERS/GROUP LEADERS HAVE THE RESPONSIBILITY TO INFORM NON-PROFIT VOLUNTEERS OF THESE POLICIES. ANY NON PROFIT VOLUNTEER WHO VIOLATES THESE RULES WILL NO LONGER BE PERMITTED TO WORK IN THE STAND. IN ADDITION, THE PARTICIPATING NON PROFIT GROUP WILL BE TERMINATED.**

## **FOOD PREPARER DUTIES**

1. Food handler's gloves and utensils must always be used when handling food items.



2. Hands should be washed often with soap.
3. When preparing hot dogs, first preheat the steamer. After preheating, place meat in steamer and close the door. Meat is fully warmed when it reaches an internal temperature of 165 degrees. Meat should then be placed on a fresh bun, wrapped in proper bag and placed in a warmer drawer for easy access to servers. Warmer drawers will be preset to the correct temperature to maintain quality products.
4. Popcorn should be replenished throughout the evening. Make sure that popcorn warmers stay full at all times.
5. Condiment stands in the front should be kept clean and fully stocked at all times. Keep condiment and napkin dispensers full. Restock and clean before intermission and then recheck throughout intermission and promptly after intermission.
6. Maintain cleanliness and neatness -- keep your work area clean and free of debris. You are responsible for cleaning your own utensils and kitchen equipment.
7. Do not place any food (boxes, racks, etc.) on top of trash cans.
8. In periods when production is slow there is always cleaning to be done. When in doubt, see your supervisor for details.
9. At the end of your shift, all equipment should be cleaned thoroughly. Make sure all items in the refrigerator are tightly covered to ensure freshness. All leftover cooked product is to stay in the stand for proper credit, you **MAY NOT** eat or take home this product. Never throw away any left over product such as nacho cheese or nacho chips. At the end of the shift seal them and store properly.
10. Food preparers will also perform various other duties as management directs.

## **CASHIER/SERVER DUTIES**

A concession stand server's ultimate duty is to serve quality food and beverage in a timely, courteous manner to each guest. To accomplish this goal, the following guidelines should be followed:

1. You are responsible for stocking cups, napkin holders, filling popcorn warmers and ice bins prior to opening. You will also set up the condiment stands.
2. Greet each guest with a smile and ask, "How may I help you?"
3. When the guest gives you his/her order, place each item in front of him/her so that the cashier can ring the order into the register.
4. Sodas should always be served with 2/3 cup full of ice. An ice scoop should always be used.
5. Beer should be served with 1/2" (as a rule of thumb) head. Ask your stand manager to show you how to properly serve beer.
6. All food products should be kept fresh. When in doubt, inform your FARGODOME stand manager.
7. Always use utensils and food handlers' gloves when preparing food to be served.
8. If you are not serving a guest, you should be wiping down counters and equipment.
9. When a guest is purchasing an alcoholic beverage, be sure to check identification to assure that person is of legal age. A good rule of thumb is to check anyone whom you believe to be less than 35 years of age. Persons purchasing alcohol must be 21 years of age or older. Also observe and enforce our 2 beer limit.
10. Do not refill any cups. Refilling of cups will result in immediate termination of your group.

When a guest brings his/her cup up to the counter to order another drink, throw the used cup away and fill a new cup.

11. At the end of the shift, all equipment should be cleaned thoroughly. All food warmers should be clean and empty. All soda taps must be removed and washed in hot water (no soap) and replaced. All equipment and utensils used by food servers must be cleaned. All counters will be wiped down and then the floors must be swept and mopped. All chargeable items must be gathered then condensed in stacks to their original sleeve counts. You must be checked out by your supervisor before you leave for the day.

12. Servers will also perform various other duties as management directs.