



**PORTAGE
YOUTH
SOFTBALL**
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CONCESSION STAND VOLUNTEER MANUAL

Revision History

Current Version: 2023.1 (6/6/2023) - Revised publication for the 2023 season.

Old Versions: 2022.1 (6/4/2022) - Original publication.

**PORTAGE YOUTH SOFTBALL, INC.
PO BOX 854 - PORTAGE, WI 53901
EIN 86-1325202**

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WHEN IN DOUBT, PLEASE EMAIL THE PYS CONCESSIONS TEAM AT
CONCESSIONS@PORTAGEYOUTHSOFTBALL.ORG.

PLEASE INFORM US OF MISSING SUPPLIES, SECURITY ISSUES, MIS-ENTERED ORDERS, ETC.

YOU DO NOT NEED TO NOTIFY US WHEN WE ARE RUNNING LOW ON ITEMS OR ARE OUT OF STOCK EXCEPT FOR POPCORN PACKETS, CONDIMENTS, BUNS, AND OTHER SUPPLIES.

GENERAL INFORMATION

Welcome to the Portage Youth Softball Concession Stand! Thank you for volunteering your time to work in our concession stand. All proceeds directly benefit PYS, our families, and our facilities.

Please read through this Concession Stand Volunteer Manual prior to starting your shift.

This is the second year we are using parent/guardian/community volunteers to run our concession stand. We hope to have included most things you may need to know in this manual.

For general questions, please email concessions@portageyouthsoftball.org.

If you encounter any issues or have urgent questions during your shift, please find one of the following people in-person (preferred) or text/call for assistance:

- Jason Chilson, Concessions Coordinator - (715) 316-7817
- Haley Gilman, Volunteer Coordinator - (608) 697-1738
- Sarah Johnson, Treasurer - (608) 697-6838
- Jacob Witt, Technology Coordinator (POS/Internet/IT Only) - (608) 697-8731 (Please text if no answer.)

Our Point-of-Sale (POS) system allows us to:

- Easily change product offerings and prices.
- Ensure we are charging the correct prices.
- Make it easier for parent volunteers to help on an occasional basis.
- Track inventory to know when we need to restock while also being able to track any theft that occurs.
There is no need to text/email when we are getting low on items as we track our inventory through the POS. We appreciate a heads up on popcorn packets, condiments, and buns as we do not track those quantities specifically. We may choose to discontinue certain items when they run out.
- Accept credit/debit cards, non-contact payments, and Cash App Pay! **To reduce the amount of cash that is handled, we are going to try and recommend these payment methods as much as possible.**
There is a \$1.00 minimum to be able to pay with these payment methods.
- Accept gift cards. At this time, we will only be offering eGift cards due to the costs for physical plastic gift cards. eGift cards can be purchased at the concession stand and will be emailed to the customer. They can then provide their gift card code for you to enter when they are paying.
- And more! There are many features that we have disabled to try and keep it as simple as possible.






Prior to starting any shift, make sure you read through this manual and carefully follow the opening procedures shown later in the manual. Likewise, when ending any shift, make sure you carefully follow the closing procedures shown later in the manual.

**THANKS FOR YOUR HELP! IT IS GREATLY APPRECIATED!
PYS WOULD NOT BE POSSIBLE WITHOUT OUR VOLUNTEERS!**

HARDWARE INFORMATION

There are several pieces of hardware needed for the concession stand to run smoothly. They have all been set up and connected together. You should not have to alter any settings or need to connect them to the internet or each other. However, in case of any issues, the items are shown below to assist you in identifying items if you need to call for assistance.

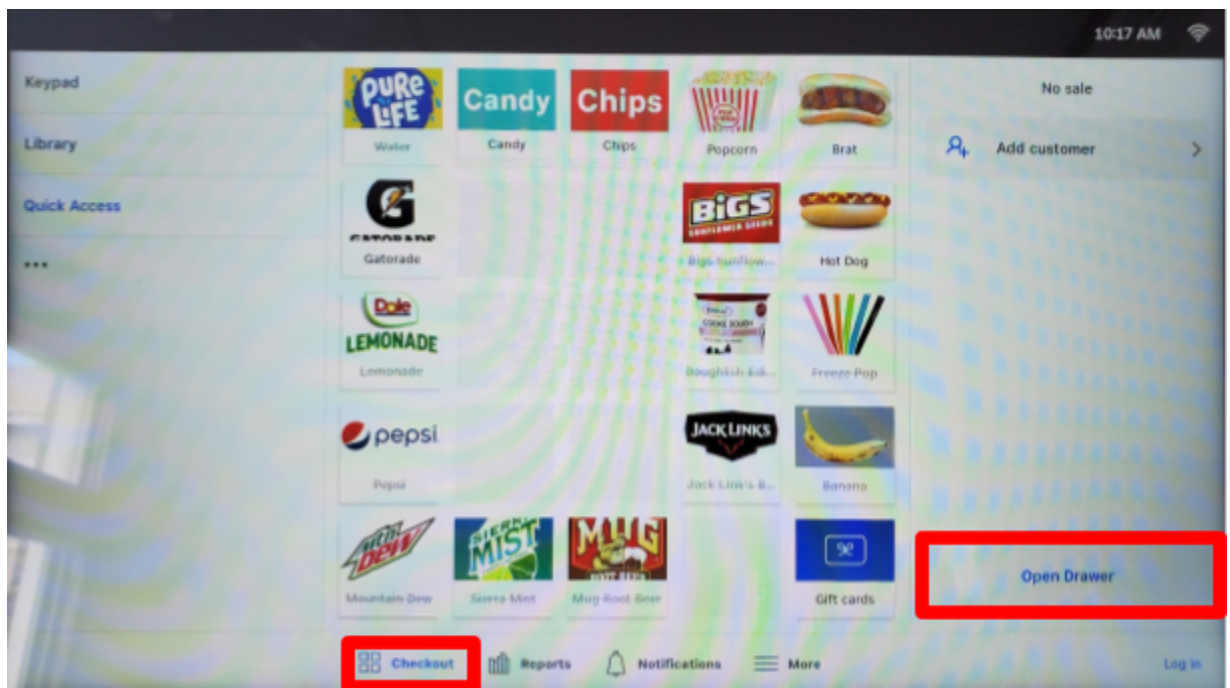
Hardware Items & Troubleshooting Hints:

<p style="text-align: center;">Square Register (POS)</p> 	<ul style="list-style-type: none"> • There is a power button located on the bottom edge of the main screen. • Most of the time, tapping the screen will wake it up. It should only have to be turned on by holding the power button if it had been turned off or unplugged. • There is no need to ever turn it off. • If a blank "Square Register" Configure Device Sign In screen ever appears, click "Sign In", click "Use a device code", enter 67FD TBSD D5B2, and click "Sign In."
<p style="text-align: center;">Cash Box</p> 	<ul style="list-style-type: none"> • There is no power button or cable. This plugs directly into the POS. • It will automatically open for a cash transaction. • It can also be opened by clicking "Open Drawer" on the POS.
<p style="text-align: center;">Receipt Printer</p> 	<ul style="list-style-type: none"> • This has a hidden power switch on the left side. It should remain on at all times unless it needs to be manually restarted. • It connects via USB to the POS. There should be a single solid blue light when connected. • This has a power cord plugged into a power strip. • Reload receipt paper as shown on the left as needed. • (During the tournament, we also have a wireless printer that connects to the Wi-Fi network.)
<p style="text-align: center;">Modem</p> 	<ul style="list-style-type: none"> • This creates our internet connection for the POS. It should remain on at all times. • When properly connected, there should be three green lights. It is OK if the lights are blinking. Orange or red lights indicate an issue.
<p style="text-align: center;">Router</p> 	<ul style="list-style-type: none"> • This takes the internet from the modem and creates the WiFi network that our POS system operates off of. • Wi-Fi Network is not available for personal use due to data caps. • There should be four green lights when connected properly.

OPENING PROCEDURES

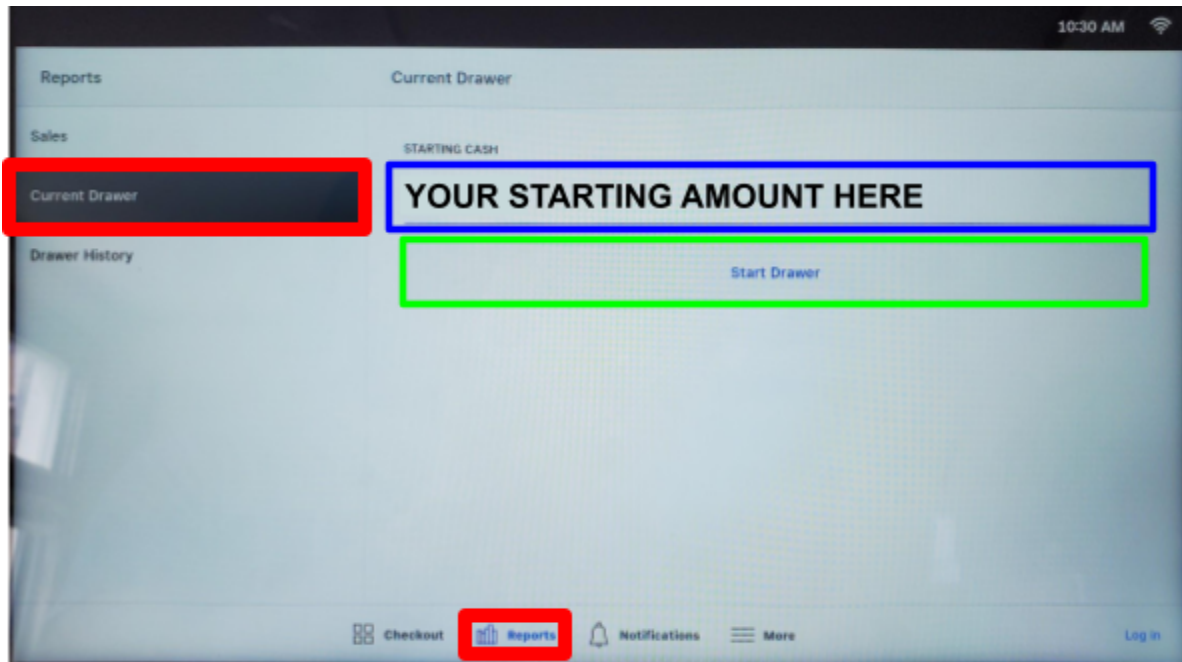
**Prior to opening the concession stand windows,
the following must be completed for the first shift of the day:**

1. Move the POS cart to its preferred location. Make sure it is turned on. Tap the screen to wake it from sleep.
 - a. If a prompt to start a cash drawer appears, click Dismiss with the amount being \$0.00.
 - b. If it appears to be turned off, hold down the power button (located on the bottom edge of the main screen) until it turns on. Verify it is connected to the internet (you should get an error if this is not the case).
 - c. Verify the receipt printer is connected to the POS (solid blue light). If blue light is flashing, turn the printer off and then back on.
2. **VERY IMPORTANT:** Our POS system tracks how much cash is supposed to be in the cash drawer at all times. We rely on this to make sure there is no theft occurring and to know when cash needs to be taken to the bank. We are putting a lot of trust in our parent volunteers to follow this process to keep our money safe and our finances accurate. At the start of each day, a cash drawer must be “started”.
 - a. Make sure you are on the “Checkout” tab at the bottom of the screen. If you get a prompt to start a cash drawer, click Dismiss with the amount being \$0.00.
 - b. Click “Open Drawer”. Click “Confirm Open Drawer”.



- c. Once the drawer opens, count all cash and change in the cash drawer, including any cash/change below the plastic cash/coin holder. Do not count any checks or other receipts in the amount. If there are full rolls of coins, those must be counted as well, but do not need to be opened (the value of the coin roll is on the roll). Write this number down on a sticky note if not on your calculator so you don't forget the amount. **VERIFY THIS AMOUNT IS CORRECT!!!**

- d. Reload all the cash and change back into the cash drawer and close the cash drawer.
- e. Go to the “Reports” tab at the bottom of the screen and make sure the “Current Drawer” tab is selected on the left side of the screen.



- f. Then enter your starting amount of cash and coins you just counted where the blue box is shown above. Then click “Start Drawer” (shown in green above). Then click “Confirm Start Drawer”.
- g. You can then go back to the “Checkout” tab at the bottom of the screen. Make sure you are using the “Quick Access” tab on the left side of the screen. You can now officially open the concession stand.

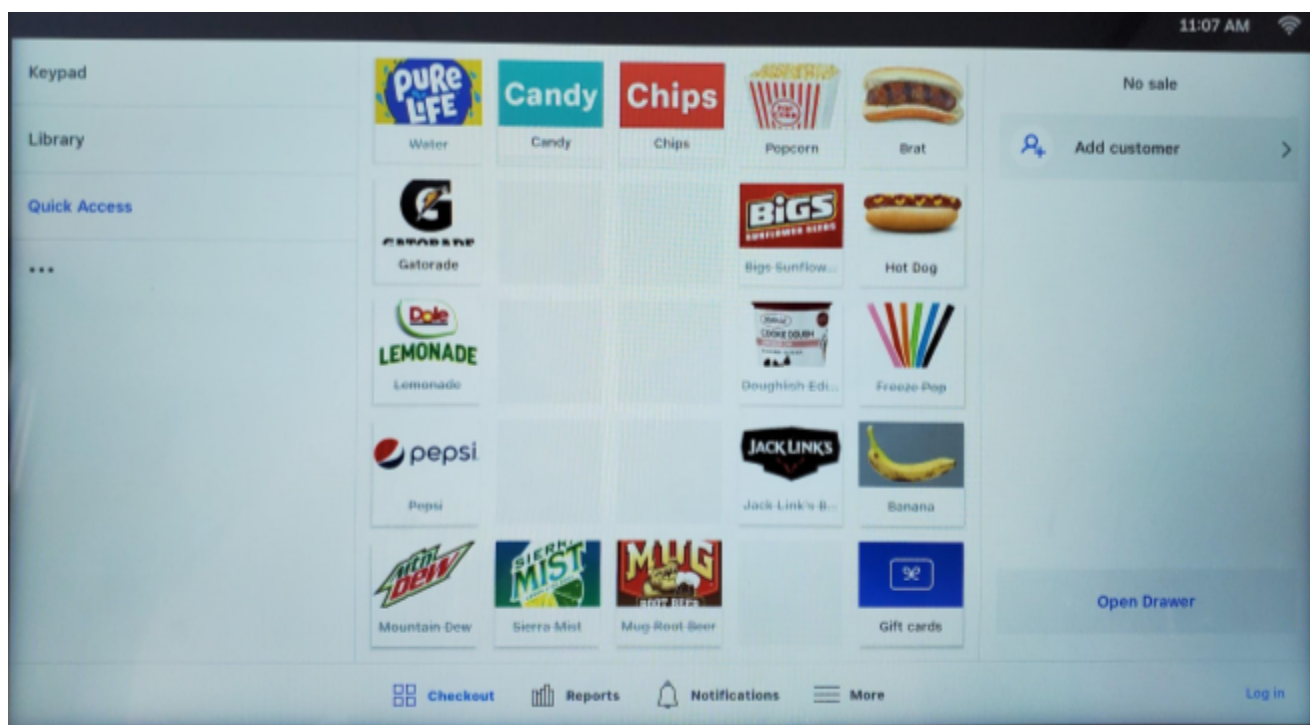
NOTE: If, when you get to the Current Drawer tab, there is already an Open Drawer and you have the option to End Drawer instead of the directions listed above, please do the following first and then follow the directions above:

- i. If the value of Starting Cash and Expected in Drawer are both \$0.00, click “End Drawer”. The cash drawer will open and a pop-up will appear. Then, enter \$0.00 under Actual in Drawer, click “End Drawer” and then “Confirm End Drawer”. A cash drawer report should be printed. Please put this in the cash box below the cash/coin holder. You can slide in the slots on the front of the cash box. Then close the cash drawer. Go back to step “f” and proceed from there. (Drawers can sometimes be accidentally started. If the value is \$0.00, just end the drawer so you can start a new one.)
 - ii. If the value of either Starting Cash or Expected in Drawer is not \$0.00, please follow the steps above and enter the amount you previously counted instead of \$0.00. After ending the current drawer, be sure to start a new one for your shift/day.
3. Open the concession stand windows. To do so, loosen the C-clamps holding the door in place and then roll up the coiling doors. The C-clamps can be placed on the bottom of the POS cart while the concession stand is open. You are now ready to sell items!

MAKING SALES AND TRANSACTIONS

All sales and transactions need to be made through the POS system - even for cash sales. Additionally, any wasted items (i.e. extra popcorn, hot dogs, brats, etc.) that are either thrown away, given away, or otherwise not sold for any reason need to be accounted for so we can determine how much waste we have on average.

All sales are made via the “Checkout” tab at the bottom of the screen. The “Quick Access” tab on the left is the recommended and most convenient way to find items. We may adjust the layout of this screen or which items are visible from time to time.



Items that are out of stock (based on our quantities and what has been sold already) will appear grayed out. When clicking on an item, it may tell you **Sold Out**. However, if you happen to find one of those items in stock, you can still select the item and sell the item. All that means is that someone incorrectly entered something on a previous sale and our quantities were incorrect. Most of the time, if an item says **Sold Out**, it is really not available at that time. **For this reason, please make sure you select what is actually being sold.**

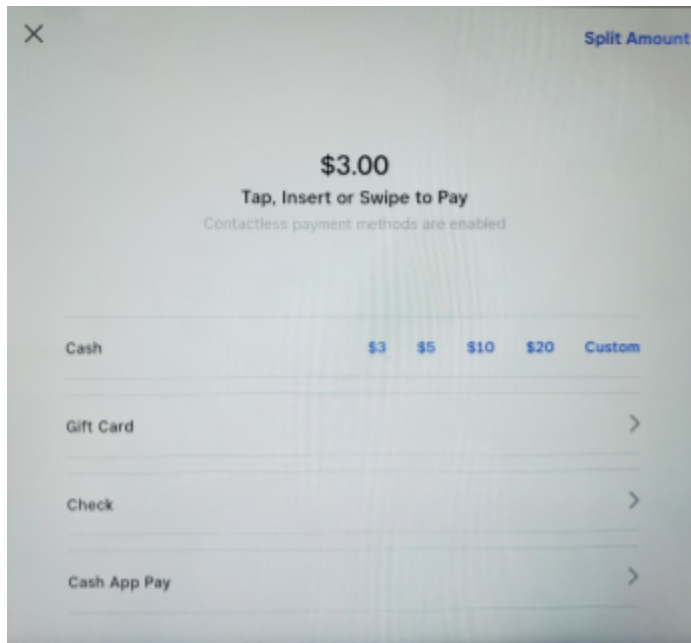
To add items to a sale, click on each item. Many drinks, snacks, and hot food items are visible on the Quick Access Screen. For other items such as candy or chips, click on the candy/chips/category button to bring up the full list of those items.

To adjust the quantity of a particular item being sold, you can either change the quantity on the pop-up window if it appears (not available for all items). Or click on the item again from the Quick Access page.

If you need to remove an item from a sale, click on the item on the right side of the screen where it lists all items on the current sale. You can then click “Remove Item” and then “Confirm Remove Item”. You can also adjust quantities and item options this way.

Once all items are added, it is time to collect payment. To do so, tap “Charge” below the list of items added to the current sale.

You will see the following screen with your sale amount:



The customer will see the following screen with their sale amount:



**CASH BACK IS NOT AVAILABLE LIKE YOU CAN DO AT GAS STATIONS OR OTHER STORES.
CASH CAN ONLY BE GIVEN BACK TO THE CUSTOMER IF THEY ARE PAYING IN CASH.**

CARD: Customers can insert (chip), tap (NFC), or swipe (magstripe) their credit/debit card.

CASH APP PAY: Customers can scan the QR code on the customer screen to complete that process.

CASH: You need to enter the amount of cash (& coins) that the customer gave to you. There will be common amounts you can tap or you can enter a custom amount. After selecting a cash amount, the cash drawer will open and you will be told how much change to make (so make sure you enter the amount the customer gives you correctly). **WE DO NOT ACCEPT ANY BILLS LARGER THAN \$50.**

GIFT CARD: We are offering eGift cards. If a customer wishes to pay using an eGift card, they will provide you with the eGift card code. Click “Gift Card” and enter their code.

CHECK: We do not accept personal checks. We will accept business/organization checks (i.e. checks from Portage Youth Softball or another community organization). However, we cannot accept checks from a coach or any individual. Request they use a card if they are short on cash.

If a customer opts for a printed receipt, that will print to the receipt printer and you can hand it to them. If the printer is not working and the customer would like a receipt, please have them contact

concessions@portageyouthsoftball.org explaining the date, approximate time, and items on the order so we can email them a receipt.

SELLING E-GIFT CARDS

We are offering eGift cards as a way for people to reduce the amount of cash transactions and also cut down on our credit card processing fees. Physical plastic gift cards are not available at this time due to the cost.

To sell an eGift Card, click on the “Gift Cards” button on the Quick Access page. Then click “Sell eGift Card”. The customer will then select a card design, select a gift card amount, and enter their email address. The gift card value will then be added to the order and it can be purchased like any other item. It will be emailed to them at the email address they entered. They can contact PYS if they have any issues and we can look into it for them.

MEAL DEAL COMBOS

We offer a meal deal combo as an option to customers. Meal deal combos include one item from each of the following categories:

- Hot Food: Brat, Hot Dog, (& other options like Hamburgers, Pizza, etc. during special events)
- Beverage: Water, Gatorade, Lemonade, Soda
- Chips & Popcorn: Variety of chips including fresh popcorn and Texas Roadhouse peanuts

If a customer orders a meal deal combo, you need to be sure to enter the order correctly to prevent them from being overcharged. Additionally, the customer may not request a meal deal combo, but if they order one of each item shown above, they have a meal deal and you should give them the discount.

To add a meal deal to an order, add the hot food item and beverage item as normal. When adding the chips, popcorn, or peanuts to the order, you will be prompted to select either “A La Carte” or “Meal Deal”. By default, “A La Carte” is selected and it includes an additional \$0.50 fee that matches what our menus show for prices. If the item is part of a meal deal combo, be sure to select “Meal Deal” instead to give the customer a \$0.50 discount on their combo.

Please note that it is possible for a customer to order multiple bags of chips/popcorn/peanuts and have only one of them be a Meal Deal item. Each meal deal must have one item from each item group shown above.

If the customer adds the beverage or hot food item after you have already added the chips/popcorn/peanuts as “A La Carte”, select the chips/popcorn/peanuts from the list of items added to the sale, and change it from “A La Carte” to “Meal Deal”. Likewise, if they remove an item that removes their meal deal combo, go back in and switch the chips/popcorn/peanuts to “A La Carte”.

UMPIRE DISCOUNTS

Umpires get free drinks when they are working PYS softball games. Umpires working the baseball games do not get free drinks. To give an umpire a free drink, add the beverage to a sale, click on the beverage in the list of items added to the sale, and tap “Comp Item”. Then select “Umpire” and tap the red “Comp” button. To finish the sale, tap Charge. If it is for \$0.00, you can run it as a cash sale.

FOOD, DRINK, AND INVENTORY INSTRUCTIONS

Please only use items marked as PYS or located in PYS areas. We will attempt to remove non-PYS items, but baseball does store some items in the concession stand. During the regular season, the right side of the cooler is PYS. The left side of the cooler is baseball. During the tournament, we will have the entire cooler.

When handling food, please use gloves (available in concession stand). Hot food can be served on cardboard boats, paper plates, and/or bags for popcorn.

Hot Dogs & Brats

1. Plug in the hot plate/grill and turn on (325 degrees).
2. Start with (3) brats and (3) hot dogs (found in bag in the cooler, additional are in the freezer) and warm them up on the hot plate/grill. PYS purchases pre-cooked items so you just need to warm them up. Turn every few minutes until warmed and then turn down the heat.
3. Buns are stored in the cooler or on the counter. Serve hot dogs and brats into buns as items are ordered.
4. Condiments are located in the fridge. They can be placed on the counter along with napkins so customers can self-serve condiments.
5. You can place more hot dogs/brats on the hot plate/grill as needed. However, we want to limit waste at the end of each day. As you start approaching the last hour of the day, only add more to the hot plate grill as items are ordered.

Popcorn

1. Turn the popcorn machine on - including kettle heat, kettle stir/mixing, and warmer.
2. Put one packet of the popcorn kernels and butter/seasoning in the kettle.
3. Once the popcorn has almost stopped popping, dump the popcorn and then turn off the kettle heat and kettle stir/mixing. Warmer should remain on.
4. Place popcorn into bags for sale. You can leave filled bags in the popcorn maker.
5. Turn on kettle heat and stir/mixing as needed to pop additional packets.
6. At the end of the night, make sure all switches are turned off.

Additional Items

- Items that may melt (candy, cookie dough, etc.) are usually located in the cooler. These can be set out on the counters at the start of a shift if it is not too hot out. If you think they will melt, leave them in the cooler.
- Put jerky, sunflower seeds, non-meltable candy, etc. on the back counter for easy access.
- Fill the chip holder with a variety of chips and peanuts. Restock as needed.
- Freeze pops and/or ice cream products are located in the freezer. Scissors for freeze pops can be found in a drawer or on the POS cart.
- Drinks should be stocked in the fridge. Additional stock may be located in the PYS storage room. There should be a key in the cabinet above the sink that you can use to access the storage room. **The storage room must remain locked.** (Find a head coach/board contact if you need help accessing the room.)

END OF SHIFT WASTE ITEMS

While we want to minimize waste as much as possible, if at the end of the day, there are extra items that were prepared that are not going to be sold, we want to mark that down in the system.

This applies to items like popcorn, hot dogs, and brats which will not be saved for future days. This never applies to prepackaged items like candy, drinks, or other snacks.

When you are about ready to close up the concession stand, count how many items you have that will be going to waste (i.e. not purchased - it is considered waste to PYS whether it is thrown in the garbage or given out for free as people are leaving.)

Create a new sale on the POS. Add all those waste items in (even if you are going to give them away for free or eat them yourself). Similar to an umpire discount, go into each item added to the sale and “Comp Item”. However, select “End-of-Shift Waste” as the reason and then tap the red “Comp” button. Once all waste items are comped, the sale total should be \$0.00. Tap charge and run a cash transaction for \$0.00. This helps us track waste and quantities on these items.

OTHER COMPS

Similar to Umpire comps and End-of Shift Waste comps, there may be other times you feel the need to comp an item.

Examples and the correct comp reason include:

- While preparing popcorn, it was burned. Estimate the number of bags it would have been (Reason = Defective/Damaged)
- While preparing brats or hot dogs, one dropped on the floor (Reason = Defective/Damaged)
- While serving snacks or candy, you notice an item is expired (Reason = Expired). **EXPIRED ITEMS MUST BE THROWN AWAY AND CANNOT BE GIVEN AWAY FOR FREE.**
- Customer complaints and replacement items should be rarely used, if ever. If for example, you served a brat or hot dog that was cold on the inside, ring up a new one and use one of these reasons.

CLEAN-UP REMINDERS

At the end of the day (last shift), please complete the following:

- Wipe down counters.
- Wash the hot plate/grill insert, lid, tongs, scissors, etc.
- Put items back in the cooler (meltable candy/snacks, condiments, buns, etc.)
- If buns are low, remove some from the freezer and place in the cooler to defrost.
- Throw away any garbage. If the bag is full, please tie it up and leave it in the concession stand.

CLOSING PROCEDURES

Prior to the last volunteers leaving the concession stand, the following must be completed for the last shift of the day:

1. Close all concession stand windows and use the C-clamps to hold the coiling door down to the window ledges.
2. **VERY IMPORTANT:** After the concession stand is locked up and all sales have been made, complete the drawer ending procedure below.
 - a. Select the “Reports” tab at the bottom of the main screen. Make sure the “Current Drawer” tab is selected on the left side of the screen.
 - b. Tap “End Drawer”.
 - c. The cash drawer will open and a pop-up window will appear on the screen.
 - d. Once the drawer opens, count all cash and change in the cash drawer, including any cash/change below the plastic cash/coin holder. Do not count any checks or other receipts in the amount. If there are full rolls of coins, those must be counted as well, but do not need to be opened (the value of the coin roll is on the roll). Write this number down on a sticky note if not on your calculator so you don’t forget the amount. **VERIFY THIS AMOUNT IS CORRECT!!!**
 - e. Reload all the cash and change back into the cash drawer and close the cash drawer.
 - f. Enter this amount under “Actual in Drawer” on the screen.
 - g. Then tap “End Drawer” and “Confirm End Drawer”.
 - h. A cash drawer report should be printed. Please put this in the cash box below the cash/coin holder. You can slide it in the slots on the front of the cash box. Then close the cash drawer.
 - i. As soon as you End the cash drawer, we will be notified of the amount in the cash drawer. PYS will remove cash occasionally if we feel the amount gets too high.
3. You can now finish cleaning up and putting items away in the concession stand. **THANK YOU!**

MAKE SURE THE CONCESSION STAND AND RESTROOMS ARE FULLY LOCKED PRIOR TO LEAVING. IF OTHERS MAY NEED RESTROOM ACCESS AFTER YOU LEAVE, TRY TO FIND ANOTHER COACH OR BOARD MEMBER THAT CAN LOCK THEM UP INSTEAD. WHEN IT DOUBT, LOCK THE BATHROOMS AFTER YOU VERIFY THEY ARE EMPTY.

QUESTIONS & SUGGESTIONS

If you have any questions, comments, or suggestions, please contact us at concessions@portageyouthsoftball.org.

If you need to report suspicions of theft or inappropriate behavior regarding concession stand volunteers or customers, please contact us immediately. If you have any issues with starting/ending cash drawers or if you had incorrect transactions you want us to update, please contact us.