

2018 Holy Apostles Kitchen Duty Set-up / Operations CHEATSHEET

This procedure was written in an effort to provide guidance to the volunteers who are preparing and selling concessions to our Holy Apostle guests attending sporting events in the gym. Our goal is to operate the kitchen in an efficient manner, deliver quality food to our guests, and limit waste. You will find detailed setup instructions on each of the appliances/warmers. Please take care to help setup and maintain this equipment with the HA Athletic Board members, and never be afraid to ask a question if you require assistance. If you have questions or suggestions please call:

- Dan Burke – HAAB FOOD Concessions Coordinator - 414-940-0797 – dpburke09@yahoo.com
- Brian Kosidowski – HAAB BEVERAGE Concessions Coordinator - 414-915-2260 - bkoz@wi.rr.com

Some general strategies to follow:

- There is a Holy Apostles Athletic Board member on duty at all sporting events in the gym. They are there for guidance and instruction if there are questions or concerns that you may have during your shift. If they do not know, they will find out. Please consult with the HAAB member if you have any questions about whether or not to cook more food.
- If certain items are selling fast, feel free to add a few more than indicated below. Our goal is to try to sell out versus giving away food at the end of the game, or worse throwing it away.
- When your shift is complete, please feel free to share with your replacement and the HAAB member how things are going, what is working well, and how you have been rotating food items.
- Near the end of the last game of the day, feel free to make some “deals” with guests and players in an attempt to sell the remaining perishable items. The HAAB member should assist with this also.

Hot Dogs:

- If opening before 10am place **2 - 3 hot dogs** in the warmer.
- From 10am - 2pm (lunch) and from 4pm - 7pm (dinner) try to keep **6 - 8 hot dogs** going and replace as needed. Please do not fill every slot in the warmer.
- Put cold hot dogs on the right to warmed aging on the left. Rotate accordingly in an attempt to sell all the hot dogs and avoid waste. First in should be first out.
- As the last games of the day approach, please do not add multiple hot dogs. Attempt to sell out if possible. If a customer needs a hot dog you can use the microwave oven to warm 1 single hot dog quickly.

Pretzels:

- If opening before 10am place **4 pretzels** in the warmer.
- From 10am - 2pm (lunch) and from 4pm- 7pm (dinner) try to keep **6 - 8 pretzels** going and replace as each gets ordered. Please do not fill every rung in the warmer.
- Put cold pretzels on the top hooks and warmed aging pretzels on the middle hooks – **don't use bottom hooks**. Rotate accordingly in an attempt to sell all the pretzels. First in, First out.
- As the last games of the day approach, please do not add multiple pretzels. Attempt to sell out if possible. If a customer needs a hot dog you can use the microwave oven to warm 1 single pretzel quickly.

Popcorn:

- If opening pop **1 bag** of popcorn.
- Try to keep the bottom of the warmer full but not overflowing.
- Push the popcorn to the back left to attempt to keep warm.

- Generally, do not pop multiple bags one after the other. Please ask the HAAB member if there has been a big rush between games, or if you have seen this earlier in the day, it may be a good idea to pop a couple bags of popcorn in preparation for the rush.
- As the last games of the day approach, do not pop more popcorn. Attempt to sell out and don't replace.

Cheese Dispenser:

- The machine will be set up for the day up by the HAAB member. Monitor the contents of the bag and as it gets to be approximately half full ask the HAAB member to have another bag of cheese readied by placing it on top of the bag already in the machine. This is artificial cheese so it does not go bad and can be used on multiple days.

Pizza (if available):

- Before 10am do not cook any pizzas. If you get a pre-10am request, or at around 10am, put 2 pizzas in the oven. When cooked place each on a plate in the pretzel warmer.
- If there is demand continue to cook pizzas.
- From 10am - 2pm (lunch) and from 4pm - 7pm (dinner) try to keep about 4 pizzas ready and in the pretzel warmer. Replace as needed.
- Keep a system of new and aging product and rotate accordingly - use front and back for new versus aging and rotate to attempt to sell all the pizzas and avoid waste.
- As the last games of the day approach, please do not continue to cook pizzas. Attempt to sell out and don't replace. If a guest would like a pizza, please let them know the timing and they will let you know if they would like to wait for a fresh pizza.

Taquitos (if available):

- Before 10am do not cook any taquitos.
- If you gain a pre-10am request, or at around 10am, put 2 batches (4 taquitos in each batch) in the oven. When cooked place each batch on a plate in the pretzel warmer.
- If there is demand, continue to cook taquitos.
- From 10am - 2pm (lunch) and from 4pm - 7pm (dinner) try to keep about 3 to 4 batches of taquitos ready and in the pretzel warmer. Replace as each gets ordered.
- Keep a system of new and aging product and rotate accordingly - use front and back for new versus aging and rotate to attempt to sell all of the taquitos and avoid waste.
- As the last games of the day approach, please do not continue to cook taquitos. Try to sell out and don't replace. If a customer would like a taquito, please let them know of the timing and they will let you know if they would like to wait for a fresh taquito.

Most Important: Have fun, enjoy your child's event when you can, meet some new people, and sell some concessions to raise money for Holy Apostles athletics programs. Thank you for your time spent volunteering.