



Concessions

Equipment/supplies at concessions

- Cash box
- Ipad + square
- Io Wolk (concessions coordinator) contact info: (703-415-6722)
- UNC Facilities contact info
 - Call Facility Maintenance for (1) restroom upkeep (2) trash pick up (3) environmental concerns or issues (i.e. ants in the gallery, large spills, etc.)
- Walkie Talkie
 - Use walkie talkie if (1) guests need to use the elevator to access the bathrooms downstairs or (2) security concerns or issues

Managing Concessions

- Plug in and turn on coffee maker
- Display food on counter (baskets of chips, crackers, bars, fruit, muffins, and candy)
- Display price list
- Add ice to the coolers, if/when necessary. Instructions on separate page.
- Restock as necessary
 - Extra inventory is under the counter
 - Extra inventory (drinks) are in dungeon (take stairs by the diving well/under the stands)
- Notify one of the coaches or Meet Director if cash box is running low on small bills for change

Making a sale

• Cash transactions

- Prices are listed on board
- Take cash and provide change (count twice)
- Use Square app to keep track of what is sold as cash purchase (instructions below)
- All cash should be organized in cashbox appropriately

• CC transactions

- Turn on ipad
- Find Square app 
- Click "library" at the top of the screen
- All inventory is listed
- Click on item, choose quantity
- Click "Add" (blue button) to add to cart
- Add all items customer wants to purchase; when finished click "review sale"
- If correct, click "charge \$XX" (blue button)
- Swipe card



- Ask customer if they would like an email or text or receipt and if YES, ask customer to insert email address or phone number; click “send receipt”
- Click “new sale” at the upper right corner to begin next transaction

****If credit card swipe is not working, select “manual credit card entry” to type in card number****

Notes

- Do not leave cashbox or ipad unattended.
- Do not leave before either passing cashbox and ipad off to next volunteers or returning them to the office/coaches. Before leaving, volunteers should wait for the next shift of volunteers to arrive to relay important information.
- If concessions must be left unattended (do not leave cashbox or ipad), put food under counter, and put up sign that concessions is closed and when it will reopen.
- Refreshments are available for concessions volunteers at the team/hospitality room downstairs off the pool deck; please do not eat/drink concession inventory.

Ice

- Use dolly to move coolers
- Use elevator located in basketball—ask Hunter for access
- Fill up coolers in utility room downstairs in back hallway
- Ice can stay in coolers overnight—add new ice as necessary

End of day clean up

- After final session move all items from the counter to either the long table in the Concession stand or under the counter.
- Give cashbox, ipad + square to a coach before leaving.
- Update whiteboard with approximate “opening time” for next day (this is usually when warm-ups begin)