**Stand Lead Checklist (Long Version/Food Stands)**

**Before the Game**

* Bring stand name/number with you, which will be sent to you in advance.

**Arrival at Camden Yards**

* Sign in/pick up binder: Match stand number to binder number; check for cash register cards; check for meal tickets inside a zippered pencil case
* Pick up bin
	+ Get additional rags as you can never have enough
	+ Count shirts/aprons; match count to sheet. Sign if it matches; adjust then sign if not. Missing items are charged back to us.
* Designate another volunteer to bring binder/bin to stand; you pick up cash

**Get Cash**

* Must wear full uniform, including hat/badge/shirt
* Go to Cash Room area/grab one small (bills) and one large bag (coins)
* Sign in (*know your stand number*). You will receive 1) an ATM like card, 2) a small form to record gift certificates, etc., and 3) a numbered card that matches a number on a money machine.
	+ Guard the ATM card! *You use this card each time you receive/deposit money.* You can receive from only one machine; deposit to any machine. Cash Room employees will help you.
	+ Remember to grab the receipt!!
* Return the card with the machine number to the table
* Go to your assigned stand; once you have the money at your stand, stay, unless money is locked in register or you have another person

**Opening Huddle** (can delegate)

Conduct an opening huddle covering these suggested items:

* Introduce yourselves
* Check that everyone is in proper uniform; badges on right side
* Distribute meal tickets
* If you are serving beer
	+ Identify birth year for 21 year olds (1996); and remind to check for month/date (e.g., customer who has a 21st birthday on same day)
	+ Remind everyone of beer cutoff: immediately after the last out of the eighth inning or 3-1/2 hours after scheduled first pitch (whichever comes first) *You need to know the time of game start!*
	+ All alcoholic beverages must be opened before handing to guests.
* Remind everyone:
	+ A credit card receipt is need for $50 and over
	+ Remove hat and stop serving with National Anthem
* Tour the stand to make sure everyone knows where everything is kept
* Identify/assign opening stand jobs; and jobs during the game

**Opening Stand**

* Count inventory: Inventory sheet is in binder. If any discrepancies, recount. If numbers still do not match, then do a third count. When two counts match and there is still a discrepancy, then fill out the inventory adjustment form found in binder in pen/sign. **Complete inventory sheet in pencil!**
* Inventory non-cash items to determine if need to call commissary; *call commissary before gates open if you need items*
* Ensure cooking/prep surfaces were cleaned from night before
* Prepare food as needed for that particular stand
* Setup non-food items, e.g., cups, food boats, ice bins, etc.
	+ Where it makes sense, put one of each food/beverage type on stand for visibility for fans, other than chips, peanuts, etc. They have their own stand. Look for that stand.
* Checking pouring function of beverages; call down for help
* Cash
	+ Count opening cash, ensure all registers are operational, add cash to registers; enter start bank into register - directions are in binder; fill in stand log sheet with all known information
	+ Identify where the change banks are; they are not obvious – check for doors without signs where the people who sell in the stands walk in/out. If you cannot find it, ask the supervisor. You need to know this should you run low on one’s, fives, or quarters.
	+ Supervisor will sign stand log, shortage report, and inventory sheet; and take a copy of the shortage report
* Setup separate boxes for spoilage and tips behind the stand and out of customer site
* Check that all trash that is small is placed in trash cans and larger trash, such as boxes are flattened and stored out of site
* You are ready to go!!! You should be ready no later than 15 min before gates open or we can be fined.

**Gates Open**

* Greet the fans and sell, sell, sell! The more we sell, the more money we make for Atholton Music!
* Replenish food/supplies as necessary; call commissary *before* you run out
* Check for cleanliness
* Keep hydrated! It’s a long day and can be very busy depending on the game. Take care of yourself.

**Money Matters**

* Check cash to identify whether you need change
* Anytime after the third inning, get a drop ready. Pull big bills (50’s, 100’s) and an even amount of 20’s to get to a multiple of $100. Tip: Wait until the 5th or even the 6th inning to do a drop. The later you drop, the less money you will have to count at the end of the night. REMEMBER TO BRING THE ATM CARD and take the receipt from cash machine! Enter the drop into register (*Cash Pickup* key) and the stand log.
* Print/keep any cashier corrects/write a reason on the receipt; keep notes of any issues to discuss with supervisor at the end of the night.
* Around middle of the 7th, start counting inventory.

**Closing**

* Beer stands: Bottom of the 8th, close stand! Any question of timing, check with supervisor or other employee to ensure it is the bottom of the 8th.
* Food stands: Close when game ends
* Clean up:
	+ Restock refrigerators; clean soda nozzles (prevents ants); wipe counters, clean all cooking areas (grills, etc.); straighten up stock area, and SWEEP the floor; wrap/refrigerate leftovers (e.g., salsa)
	+ Trash goes out only when supervisor advises/drain water if a portable stand that has ice coolers
* Tips – collect/put in bag to bring home. Please remember to bring tips home; you worked hard for them!
* Cash
	+ Bring cash/vouchers to Cash Room
		- Complete the small form if you have any certificates. Go to Cash Room area – sign out. Give any certificates with small form. Get a copy of the small form and bring back with you. Deposit money. Get receipt to bring back. Return the ATM card. Consider texting cash amount to stand to them to continue working #s
		- Return to stand; enter end bank into register/Stand Log
* Supervisor
	+ They are responsible for several stands so make the most of them when they are with you.
	+ *Have supervisor print register report and sign all forms* – need this to complete forms
* Inventory – Complete counts/fill in ending amounts on inventory sheet; do math in pencil. Count spoilage/complete form.
* Complete forms – delegate where can
	+ Pre-Event Stand Sheet – this is your inventory sheet. Complete the remaining columns to identify ending inventory, multiply by price to get total sales; include meal ticket items if selling that food
	+ Stand adjustment form – completed with opening inventory; adjustments were recorded on inventory sheet if any
	+ Spoilage Log – record any spoilage as you go along
	+ Gratis Sheet – list items given as gratis with explanation
	+ Stand Log – this is the money sheet; *do not include start bank in math!*
	+ Maintenance form – list any items requiring maintenance
	+ Employee log – sign in/sign out
* If you have a cash register(s), enter your Stand Log sheet (“commit” the numbers) once your numbers are good using *Start Stand Sheet* key; use *Edit Stand Sheet* key when needed
* Call check out: Go to a larger stand/find phone. Call down – there is a telephone listing. They will ask you for your “store value”. Give it to them. If you are close enough, they will say *good to go*. Otherwise, you may be asked to recount.
* **Thank the volunteers – show true appreciation.**
* Return bin: Count that you have all uniforms and that the count matches the uniform sheet. Bring bin down with shirts, aprons, and rags. Hand in to laundry.
* Return binder: Go to main “window” and turn in binder. The attendant will review the binder for proper paperwork and will release you only when all paperwork is viewed as fully completed. Remember: this person is your ticket out the door!
* If you finish within 2 hours of game ending time, you get to take the bus back to the lot; otherwise, you can walk if it is still light out. Stay together.

**Other Information**

* If you are serving food
	+ Keep hot food at 135˚F (57˚C) or higher
	+ Keep cold food at 41˚F (5˚C) or lower
* Alcohol: You  MUST ask for identification from any guest who appears to be 40 years of age or younger
	+ Limit 2 drinks per person/per time
	+ Acceptable forms of ID for serving alcohol
		- State photo driver’s license
		- State photo MVA identification card
		- Military ID
		- Passport; Passport Card; Immigration Card
	+ Discontinuing service
		- Calmly say; “*I am no longer legally allowed to serve you alcohol*.”
		- If guest resists, contact stand lead/supervisor
* Service recover: LAST
	+ Listen, Apologize, Solve, Thank
* Associate meals: Remember to circle item on meal ticket for proper inventorying; include meal tickets in final paperwork