



Concessions Quiz

Name: _____

Date: _____

1. Centerplate sells concessions at: _____ (insert letter)
a. Permanent stands. b. Kiosks. c. Portable Stands.
d. Vendors. e. All of the above.
2. Head cashiers serve as "the banker" during the event/shift, delivering opening cash tills, making change, preparing paperwork and turning in the cash till at the end of the event.
True _____ False _____ (check one)
3. A visible security/identification badge is part of a complete Centerplate uniform.
True _____ False _____ (check one)
4. During the pre-shift meeting, the area supervisor or stand manager will review various topics with you, such as: _____ (insert letter)
a. Assignments, menu changes and alcohol service times.
b. Weather forecast and team statistics.
c. Goals for next month's event.
5. Opening tasks include taking inventory, cleaning the stand, filling condiment displays and checking the overall presentation of the stand. True _____ False _____ (check one)
6. Correct inventory practices including counting all boxes of product under the tables and displays, but not counting loose items in the stand. True _____ False _____ (check one)
7. Inventory counts must include: _____ (insert letter).
a. full boxes. b. spoilage. c. employee meals. d. transfers. e. all of the above.
8. Food must be prepared according to designated stand production sheets.
True _____ False _____ (check one)
9. Centerplate accepts cash, credit cards and US travelers checks as payment for goods.
True _____ False _____ (check one)
10. You can ask your favorite player, celebrity or guest to autograph your cap or apron.
True _____ False _____ (check one)
11. Gloves must be worn by employees: _____ (insert letter)
a. when handling ready to eat food.
b. when counting boxes of candy.
c. when making change for purchases.

By signing below you are saying that you understand our concessions standards and will provide
EXTRAordinary Service to every concessions guest.

Signature: _____ Date: _____



MASTER KEY
Concessions Quiz

Name: _____

Date: _____

1. Centerplate sells concessions at: E (insert letter)
a. Permanent stands. b. Kiosks. c. Portable Stands.
d. Vendors. e. **All of the above.**
2. Head cashiers serve as “the banker” during the event/shift, delivering opening cash tills, making change, preparing paperwork and turning in the cash till at the end of the event.
True X False _____ (check one)
3. A visible security/identification badge is part of a complete Centerplate uniform.
True X False _____ (check one)
4. During the pre-shift meeting, the area supervisor or stand manager will review various topics with you, such as: A (insert letter)
a. **Assignments, menu changes and alcohol service times.**
b. Weather forecast and team statistics.
c. Goals for next month’s event.
5. Opening tasks include taking inventory, cleaning the stand, filling condiment displays and checking the overall presentation of the stand. **True X** False _____ (check one)
6. Correct inventory practices including counting all boxes of product under the tables and displays, but not counting loose items in the stand. True _____ **False X** (check one)
7. Inventory counts must include: E (insert letter).
a. full boxes. b. spoilage. c. employee meals. d. transfers. e. **all of the above.**
8. Food must be prepared according to designated stand production sheets.
True X False _____ (check one)
9. Centerplate accepts cash, credit cards and US travelers checks as payment for goods.
True X False _____ (check one)
10. You can ask your favorite player, celebrity or guest to autograph your cap or apron.
True _____ **False X** (check one)
11. Gloves must be worn by employees: A (insert letter)
a. **when handling ready to eat food.**
b. when counting boxes of candy.
c. when making change for purchases.

By signing below you are saying that you understand our concessions standards and will provide
EXTRAordinary Service to every concessions guest.

Make sure that all quiz forms are signed and dated.

Signature: _____ Date: _____



CONCESSIONS
CERTIFICATE OF TRAINING

I hereby acknowledge that:

1. I have attended frontline employee training on Concessions;
2. I understand the requirements and standards reviewed in the training;
3. I understand that every employee is required to comply with the requirements and standards presented in the training;
4. I am committed to being hospitable in all services and encounters with our customers, providing the best service possible for our guests and to improve all levels of service for our customers; and
5. I understand that failure to comply with the requirements and standards of the Concessions training will subject me to disciplinary action, including dismissal.

Signature

Employee Name

Position

Location

Date



Concessions Follow Up Notes

DAY ONE

1. CENTERPLATE VISION AND MISSION STATEMENT:

Our Vision is to be # 1 Hospitality Company!

- “Centerplate is a place to have a taste and imagination adventure and MORE”
- Customers will RAVE about it
- We will be the answer to busy lifestyles
- Our Service zones will drive growth for the company and our clients
- New, diverse choices that will set us far apart from the competition

Our Mission Statement is: To be the most respected and profitable Event Hospitality company in North America. Our success is based on a total commitment to our clients; we continuously strive to enhance their reputation and drive their overall returns through:

- Unmatched quality of our services
- Innovative nature of our products & programs
- Excellence of our people.

2. CENTERED ON QUE³ST:

Our whole focus in Customer Service is to be “Centered on QUE³ST” – to demonstrate Quality and Unique food and guest experiences; to Execute Extraordinary Experiences; to be Sustainable to maintain our momentum; and to always work as a Team and operate in a spirit of TEAMWORK. Lets review each letter:

Q [Quality]

Doing what it takes to ensure that our food, service, management and customer experience are always to the highest standard.

U [Unique]

Original food and that memorable Centerplate experience. It's why customers love us, and why they always come back for more.

E³ [Execute Extraordinary Experiences]

No matter how big or small, every action we take should be focused on excellence.

S [Sustainability]

By honing our skills, and staying true to our values we'll maintain our momentum.

T [Teamwork]

From a sampler, to server, to a venue manager to a chef, you've got to have good teamwork or you're not going anywhere.

3. BRAND PROMISE:

“Craveable Experiences. Raveable Results.”™

Our brand promise is to deliver “Craveable Experiences. Raveable Results.”

This is our promise to our clients and customers.

We will execute extraordinary Experiences with Caveable food, programs and services. We will deliver Results for our clients, and the clients will Rave about them to their friends and colleagues. This is our Promise to our customers in our quest to be the #1 Company in Hospitality.

Concessions Follow Up Notes

4. CORE VALUES:

Our Company is committed to providing world class service. Each of us must perform our jobs with integrity or honesty, and demonstrate a Passion to succeed. We must deliver QUALITY in all we do. We will drive creativity and innovation in our products, services and programs. We will operate in a spirit of partnership, and demonstrate commitment to our clients. These values will make us successful in our promise to deliver "Craveable Experiences. Raveable Results."

5. MANDATE:

The Company Mandate is our Challenge to deliver on QUE³ST. We must create WOW experiences for our customers, Re-Inspire our employees, create Uncompromising Consistency for our customers, take Pride in all we do, have Courage to deliver on our promises, and demonstrate Intelligent Innovation in our work. If we demonstrate these traits in our work, we will succeed in our vision of being the #1 Company in Hospitality!

Now lets review how we deliver Extraordinary Customer Service!!

6. Duties of Managers

Area Supervisors

- Manage 3 or 4 stands and resolve issues which may arise.

Stand Managers

- Manage all stand staff.
- Manage stand food production.
- Determine assignments.
- Maintain sanitation of stand and equipment operation.

Head Cashiers

- Act as the "banker" during the event/shift.
- Prepare and deliver opening bank paperwork.
- Pick up and deposits stand "bank".
- Distribute cash to stand "tills" or cash registers.
- Make change during event/shift.
- Deliver deposits during event/shift.
- Prepare closing bank paperwork.
- Turn in bank and paperwork at end of day.

7. Duties of Cashiers

- Assist in opening of stands.
- Assist in pre-event inventory.
- Assist head cashier with distribution of "tills" prior to event.
- Serve guests by taking orders, delivering merchandise, food and beverage, and handling payment.
- Provide excellent customer service at all times.
- Act as initial contact for customers with concerns or complaints.
- Suggest additional merchandise, food and beverage items during the sale – "up selling".
- Responsibly sell alcohol – verify IDs, assess customer for impairment and enforce Company Alcohol Service Policy.
- Assist in keeping the stand or work area neat, clean and sanitized.
- Assist stand manager or supervisor with closing procedures after the event.

Supervisor name: _____

Location/Department: _____

Date Reviewed: _____

Concessions Follow Up Notes

DAY TWO

8. Proper Uniform

- Your proper uniform for your position(s) is _____ .
- Name Badge/Security Badge must be VISIBLE.
- All parts required – clean, pressed and well fitted.
- Approved work shoes.
- Grooming:
 - neat businesslike hair styles
 - superior personal hygiene
 - natural hair color
 - minimal make up
 - minimal jewelry
 - fingernail tips no longer than 1/8 inch – no nail color
 - minimal perfume/cologne.
- Smile!!

9. Opening Procedures

General Tasks you can help with:

- Turn on equipment, lights, music.
- Clean all counters, machines, glass, displays, etc.
- Sweep floors.
- Empty trash, remove boxes.
- Stock inventory.
- Fully open stand (windows, sidewalls).
- Tidy all displays.
- Fill condiments, napkins, straw dispensers.
- Ensure uniforms are complete.
- Ensure menu board is accurate.
- Set up cleaning/sanitation supplies.
- Stock supplies of hand washing supplies and disposable gloves.

10. Verify Inventory

- Your Stand Manager will oversee the inventory or counting of all chargeable products in the stand.
- Verify the numbers you report to your stand manager.
- Count food items taking the longest preparation or cooking time first, to speed up food production.
- Count items in full measurement (case/box) and then individual loose items.
- Accurately count all transfers, or additional items delivered during the event, and report to your stand manager.
- Spoiled items are to be counted and reported to the Stand Manager for reporting in the Spoilage column/report.
- Meal items (food/beverage consumed by employee) must also be counted and reported.

Supervisor name: _____

Location/Department: _____

Date Reviewed: _____

Concessions Follow Up Notes

DAY THREE

11. Food Production

- Food prep will prepare food items according to designated stand production sheets.
- They will use Stand recipes to prepare/serve food selections.
- Ensure stand is stocked with all required food items per the stand food production sheets.
- Timing of food production is critical – between 50 -75% of food production occurs between event opening and first intermission (or _____).
- Periodically take food temperatures (every 30 minutes or as instructed) and record in “Temperature control Log Sheet.”
- Ten minutes before doors open:
 - prep levels of food should be finished.
 - fill food warmers with correct levels of prepared foods.
 - fill candy trays and displays.
 - double check equipment operation.
 - fill ice towers/storage.
 - test soda machines.
 - test beer taps.
 - clean all surfaces.
 - check stand from the customer’s viewpoint and clean all visible points.
 - SMILE!
- Communicate to food prep the amounts of sales and food items that need to be replenished.

12. Distribution of Bank/Till

- Assist head cashier as directed by depositing cash in registers/tills before the event.
- Verify cash for each POS (Point of Sale) to Head Cashier as directed.
- Ensure register is on and working properly.
- Secure/lock register/till when not in use.

13. Sales – Tips to Keep the Lines Moving

1. Pre-ice soda, drink cups as lines form.
2. Continuously re-stock food items.
3. Have back-up products ready for Stand Attendant.
4. Open all Points of Sales.
5. Put most experienced cashiers on the front line.
6. Take the order and repeat it to Guest.
7. Suggest additional items from the menu.
8. Monitor time of sales interaction.
9. SMILE!
10. Deliver food and beverage items promptly.
11. Take payment and deliver change clearly and concisely.
12. Continuously clean the stand.
13. Give EXTRA EFFORT!

Supervisor name: _____

Location/Department: _____

Date Reviewed: _____

Concessions Follow Up Notes

DAY FOUR

14. Money Handling

Payment Methods -cash, credit cards and US travelers checks - NO personal checks!

Cash

- check for watermarks on larger bills (greater than \$20.00).
- ask for your manager if there are questions.
- set questionable bills to an empty slot in the till so they don't get mixed up.

Credit Cards

- all major credit cards accepted.
- **Explain the procedures for your location.**
- check the name and expiration date.
- verify credit card with picture ID (drivers license).
- verify signature on back of card with drivers license.

US Travelers Checks

- confirm it is a US travelers check and NOT Canadian (for US venues); otherwise a manager must perform an exchange calculation.
- watch the customer sign the check.
- verify name and signature with valid picture ID.

Personal Checks – not accepted.

15. Money Handling-CASHIER

- Repeat the order to the customer.
- Clearly tell the customer the total amount of the sale.
- Place cash (amount tendered) from guest on the ledge or across drawer of the till while making change, clearly stating the amount of the sale and the amount of change:
"That will be \$45.75 today. Out of \$50, your change is \$4.25." (count out each bill of change and the coins).
- Place cash in the drawer immediately and CLOSE the drawer.
- Hand the receipt to the Customer after closing the drawer (if applicable).
- Give customer his/her order and THANK THE CUSTOMER.
- Tip jars can be used only with management permission and can never be placed on the front counter.
- Leaving the amount tendered on the till ledge or top of drawer verifies the denomination given you, if any questions arise.
- Never turn your back on an open till.
- Periodically inform your manager of your need to make a cash drop to reduce the amount of money in your till.
- Never share money between tills. Your manager will provide you with change as needed.
- Keep your till orderly with like bills stacked up.
- If a customer leaves their change, inform your Manager and set it aside. It is NOT a tip.

Supervisor name: _____

Location/Department: _____

Date Reviewed: _____

Concessions Follow Up Notes

DAY FIVE

16. Cash Handling Do's & Don'ts

- Monies should be immediately placed in the cashiers cash drawer or box and locked upon entering the workstation.
- Cashiers are to ring up all sales individually on the register as the sale is made.
- No bill larger than a \$5.00 is to be put into the register before change is counted back to the customer.
- All change (coins and bills) is to be counted twice, once as the change is pulled from the drawer, and again out-loud, as it is handed back to the customer.
- The cashiers responsible for the register is the only one permitted to place cash in or remove cash from the register drawer. Cashiers are to lock the cash drawer at all times when they are away from the register.
- The cash drawer must be closed after each transaction.
- Cashiers are not to accept personal checks or payroll checks. Cashiers are only to accept credit cards as instructed by their supervisor or manager.
- Cashier must treat errors very seriously! If the error can not be corrected on the register, the cashier must notify his/her supervisor immediately. The error must be documented in writing and turned over to the supervisor, to be attached to closing paperwork.
- Cashier must notify their supervisor immediately if there is a malfunction of the register or any mis-pricing of items.
- Cashiers, like all employees, must never have bags, purses or other personal belongings at their workstation.
- To help counting monies at the end of the event, place all bills in to the drawer face up and in one direction, and separated by denomination.

17. Good Hygiene

Wash your hands:

- When you begin work.
- After you have used the restroom.
- After coughing, sneezing, scratching, touching hair.
- After a break (smoke, eat, drink).
- After handling potentially hazardous foods.
- After cleaning or taking out the garbage.
- Turn on warm/hot water and wet hands.
- Apply soap to hands and scrub over tops and palms of hands, between fingers and fingernails.
- Scrub hands for at least 20 seconds. ABC's
- Rinse hands thoroughly under running water.
- Dry hands with single use paper towel.
- Turn faucet off with the paper towel.

18. The Proper Use of Gloves

Never use gloves in place of hand washing!

- Wash hands thoroughly
 - Before putting on gloves
 - When changing into fresh gloves
- Wear gloves
 - When handling ready-to-eat foods (salads, deli-meats, pickles, etc.)
 - Over bandages on hands and forearms
 - When handling raw meats, such as ground beef

Concessions Follow Up Notes

- Change gloves
 - When punctured or torn
 - Before beginning a new task
 - Every hour during continual use

19. Closing Procedures

- Spoilage -assist stand manager with collection and recording of spoiled items. NO FOOD MAY LEAVE A STAND OR CONCESSION AREA OTHER THAN AS A SALE, MEAL or SPOILAGE.
- Closing inventory -assist in counting of all stand chargeable items.
- Bank -assist Head Cashier in end of day duties as requested.
- Sanitation -clean stand, equipment, floors, displays, condiment area, utensils, pots, pans, etc.
 - Sweep.
 - Mop floors.
 - Drain and Sanitize sinks, buckets.
 - Take out all trash.
- Equipment -turn off, inspect, sanitize.
- Shut down stand -turn off equipment, cash registers, music and lights. lock registers, and close up and lock stand.
- Depart Stand -only when approval given by stand manager.

Supervisor name: _____

Location/Department: _____

Date Reviewed: _____



Concessions Frontline Training (2.6.12)



Concessions Training



Concessions Front Line Training



Welcome to Centerplate

Our Concessions team is committed to providing the highest quality food and beverage service.

Centerplate is committed to providing you with the tools, instruction and training to best enable you to contribute to our success.

Lets Get Started!!



Notes page 4

Welcome to Centerplate and to the Concessions Department team!
As a member of our team, you play an important role in our future success.

We are committed to providing our clients with a first class food and beverage program. Your commitment to quality and total customer satisfaction is the key to attaining our goal of providing 100% satisfaction. To the customer or guest, **you** are Centerplate.

Centerplate is committed to providing a work atmosphere that gives you the opportunity to contribute and succeed. We want you to enjoy a career that is both challenging and satisfying.



The Vision - # 1 Event Hospitality Company!



- “Centerplate is a place to have a taste and imagination adventure and MORE”
- Customers will RAVE about it
- We will be the answer to busy lifestyles
- Our Service zones will drive growth for the company and our clients
- New, diverse choices that will set us far apart from the competition.



Notes page 5

Centerplate's Vision is to be #1 in Hospitality! To do this, we must execute on every step of our QUE³ST to be the best! We must deliver WORLD CLASS SERVICE to our customers every time we serve or interact with our customers. It is your job as the employees who serve and greet our guests to deliver Extraordinary service in all that you do!

We want our customers to rave about the food and experiences at Centerplate. Centerplate will be the place to have a taste and imagination adventure, and more. We will provide delicious food and beverage services that will be the answer to busy lifestyles. Our service zones will drive growth for the Company and our clients. Our diverse culinary choices and Extraordinary customer service will set us apart from our competition.

Now let's review our Mission Statement.



Mission Statement

To be the most respected and profitable Event Hospitality company in North America. Our success is based on a total commitment to our clients; we continuously strive to enhance their reputation and drive their overall returns through:

- Unmatched quality of our services
- Innovative nature of our products & programs
- Excellence of our people.



6

Notes page 6

Our Mission Statement is to “create raveable results” by executing extraordinary experiences for our customers and clients.

Our actions will be measured by

- Unmatched quality of our products and services
- Innovative programs
- Client satisfaction
- Profitability of our operations, and
- Exceptional talent of our people.

Our employees are our most Powerful resource – you deliver the Extraordinary Experiences our clients Rave about!

We will focus on our QUE³ST strategy on the next slide.



Centered on QUE³ST

Q [Quality]

Doing what it takes to ensure that our food, service, management and customer experience are always to the highest standard.

U [Unique]

Original food and that memorable Centerplate experience. It's why customers love us, and why they always come back for more.

E³ [Execute Extraordinary Experiences]

No matter how big or small, every action we take should be focused on excellence.

S [Sustainability]

By honing our skills, and staying true to our values we'll maintain our momentum.

T [Teamwork]

From a sampler, to server, to a venue manager, to a chef, you've got to have good teamwork or you're not going anywhere.



7

Notes page 7

Our whole focus in Customer Service is to be “Centered on QUE³ST” – to demonstrate Quality and Unique food and guest experiences; to Execute Extraordinary Experiences; to be Sustainable to maintain our momentum; and to always work as a Team and operate in a spirit of TEAMWORK.



Brand Promise

**“Craveable Experiences.
Raveable Results.”**



8

Notes page 8

Our brand promise is to deliver “Craveable Experiences. Raveable Results.”

This is our promise to our clients and customers.

We will execute extraordinary Experiences with Craveable food, programs and services. We will deliver Results for our clients, and the clients will Rave about them to their friends and colleagues. This is our Promise to our customers in our quest to be the #1 Company in Hospitality.



Types of Concessions Outlets

Centerplate has several types of concessions sales points:

- Permanent Stands
- Portable Stands
- Convention Center Retail Services
- Restaurants
- Commissaries
- Vendors/Hawkers



Notes: pg 9

Centerplate provides many types of concessions and retail food and beverage services:

- Permanent Stands
- Portable Stands
- Convention Center Retail Services
- Restaurants
- Commissaries
- Vendors/Hawkers

Each should provide consistent high quality services. You will be assigned by your supervisor to a particular location.



Topic of Training

- Organization of Department
- Procedures
- Duties
- Customer Service
- Cash Handling Requirements

Centerplate's training will enable you to provide Extraordinary service to our customers!



Notes: pg 10

Our training will cover Organization of the Department, Procedures, Duties, Cash Handling Requirements and Customer Service.

Why is this effort important?

We are in the hospitality business. Training is an investment by Centerplate in **You** and our future business.

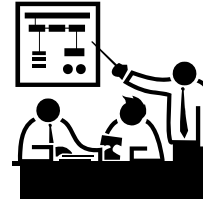
From first time guests to repeat customers, better trained staff leads to improved customer satisfaction, increased revenue, more work available, higher profits and renewed contracts.

You generate and sustain the all-important service relationship with our customers – You are the **Key Link** to our customers' satisfaction!



Concessions Department Organization

- General Manager
- Assistant General Manager
- Executive Chef
- Concessions Managers
- Beverage Managers
- Area Supervisors
- Stand Managers
- Head Managers
- Cashiers
- Stand Attendants
- Runners
- Food Preparation
- Commissary workers
- Vendors



Notes: pg 11

Listed here is the typical structure of a concessions department. Your unit trainer will explain the structure of your particular location's concessions/ retail food service outlets.



Restaurant Organization



- General Manager
- Assistant General Manager
- Executive Chef
- Restaurant Manager
- Dining Room Chef
- Assistant Restaurant Manager
- Kitchen Manager
- Wait Staff
- Back of the House Staff



Notes: pg 12

Listed on this slide is a typical organizational listing for a restaurant at Centerplate. Your unit trainer will explain the structure of any restaurant at your facility.



Duties of Managers



Area Supervisors

Manage 3 or 4 stands and resolve issues which may arise.

Stand Managers

Manage all stand staff.
Manage stand food production.
Determine assignments.
Maintain sanitation of stand and equipment operation.

Head Cashiers

Act as the “banker” during the event/shift.
Prepare and deliver opening bank paperwork.
Pick up and deposits stand “bank”.
Distribute cash to stand “tills” or cash registers.
Make change during event/shift.
Deliver deposits during event/shift.
Prepare closing bank paperwork.
Turn in bank and paperwork at end of day.



Notes: pg 13

Your managers have the primary responsibility for: (1) keeping operations running smoothly; (2) making personnel decisions; and (3) ensuring that our customers are satisfied. To do this, they rely on a high level of cooperation and support from various operation and staff teams. Managers are responsible for helping each employee do the best job possible.

Lets review the typical duties of these concessions department managers:

Area Supervisors - manage several stands and resolve issues as they arise.

Stand Managers - manage the staff, food production, equipment maintenance and sanitation in the stands.

Head Cashiers - are responsible for all aspects of the stand cash management and reporting.

Your trainer will explain the specific duties of the managers at your location.



Duties of Cashiers



- Assist in opening of stands and pre-event inventory.
- Assist head cashier with distribution of “tills” prior to event.
- Serve guests by taking orders, delivering merchandise, food and beverage and handling payment.
- Provide excellent customer service at all times.
- Act as initial contact for customers with concerns or complaints.
- Suggest additional merchandise, food and beverage items during the sale – “up selling”.
- Responsibly sell alcohol – verify IDs, assess customer for impairment and enforce Company Alcohol Service Policy.
- Assist in keeping the stand or work area neat, clean and sanitized.
- Assist stand manager or supervisor with closing procedures after the event.



Notes: pg 14

Listed here are the duties of Cashiers.

Cashiers assist in the opening of stands such as counting pre-event inventory and assisting the head cashier.

Cashiers directly serve our customers by taking orders, upselling, responding to complaints, and responsibly selling alcoholic beverages. Cashiers also assist in stand cleanliness and closing procedures.



Shift/Event/Game Day Procedures

Follow your unit's procedures upon arrival:

- Employee Parking.
- Arrival Time.
- Checking in /Clocking in.
- Work Assignments.
- Employee Identification / Security Badge.
- Storage of Personal Belongings.
- Game day / Event notes.



Notes: pg 15

Your trainer will review with you the particulars of your units rules and procedures regarding parking, arrival time, clock-in procedures, work assignments, procedure to obtain employee ID badge and the storage of personal belongings.



Proper Uniform

- Your trainer will explain the proper uniform for your position.
- Name Badge/Security Badge VISIBLE.
- All parts required – clean, pressed and well fitted.
- Approved work shoes.
- Grooming:
 - neat businesslike hair styles
 - superior personal hygiene
 - natural hair color
 - minimal make up
 - minimal jewelry
 - fingernail tips no longer than 1/8 inch – no nail color
 - minimal perfume/cologne.
- Smile!!



Notes: pg 16

Your appearance is vital to your successful employment at Centerplate. You should always wear your name badge or security badge AND a smile. You must wear the appropriate uniform for your position (which your trainer will advise) and proper shoes. Personal hygiene and proper grooming are also critical. Ask your supervisor or GM if you have any questions.



Pre-Shift Meeting

Area Supervisors or Stand Managers will meet with their stand before events to review:

- Assignments
- Policies and procedures
- Menu changes
- Opening and closing times
- Alcohol Service Policy
- Upcoming schedules
- Issues from prior events
- Game day or event notes

Ask Questions!



Notes: pg 17

At the start of your shift your Area Supervisor will meet with the staff inside of the stand. During this meeting, policies and procedures for the event will be announced. All important information about the event such as assignments, alcohol service cut off time, menu changes, opening and closing times, and upcoming schedule changes are discussed. This is a good time to bring up any questions or comments from previous events or for the event we are preparing for.



Opening Procedures

General Tasks



- Turn on equipment, lights, music.
- Clean all counters, machines, glass, displays, etc.
- Sweep floors.
- Empty trash, remove boxes.
- Stock inventory.
- Fully open stand (windows, side walls).
- Tidy all displays.
- Fill condiments, napkins, straw dispensers.
- Ensure uniforms are complete.
- Ensure menu board is accurate.
- Set up cleaning/sanitation supplies.
- Stock supplies of hand washing supplies and disposable gloves.



Notes: pg 18

The opening of a concessions stand requires organization and attention to detail. Here are several items that will assist in the opening of the stand, and all stand employees can assist in these general opening duties.

[pause to give employees time to review all]



Opening Procedures

Verify Inventory

Your Stand Manager will oversee the inventory or counting of all chargeable products in the stand.

Verify the numbers you report to your stand manager.

Count food items taking the longest preparation or cooking time first, to speed up food production.

Count items in full measurement (case/box) and then individual loose items.



Notes: pg 19

You may be asked to assist in the opening inventory of chargeable items before the event or shift. Your manager will give you specific instructions for the procedures to use in your unit.



Opening Procedures

Accurately count all **transfers**, or additional items delivered during the event, and report to your stand manager.

Spoiled items are to be counted and reported to the Stand Manager for reporting in the Spoilage column/report.

Meal items (food/beverage consumed by employee) must also be counted and reported.



Notes: pg 20

Keeping an accurate inventory at the beginning of an event/shift, during the event, and after the event is critical to monitoring food costs. You can help your Stand Manager in this important task.



Food Production

Prepare food items according to designated stand production sheets.

Use stand recipes to prepare/serve food selections.

Ensure stand is stocked with all required food items per the stand food production sheets.

Timing of food production is critical – between 50 - 75% of food production occurs between event opening and first intermission.

Periodically take food temperatures (every 30 minutes or as instructed) and record in “Temperature control Log Sheet.”



Notes: pg 21

The stand manager will supervise the timely production of food for the stand. You can assist as instructed by ensuring necessary items are in stock, the food is timely cooked according to recipes and stand production sheets, and the temperature of food is periodically taken and recorded.



Food Production

Complete ten minutes before doors open:

- complete prep levels of food.
- fill food warmers with correct levels of prepared foods.
- fill candy trays and displays.
- double check equipment operation.
- fill ice towers/storage.
- test soda machines.
- test beer taps.
- clean all surfaces.
- check stand from the customer's viewpoint and clean all visible points.
- SMILE!



Communicate to food prep the amounts of sales and food items that need to be replenished.



Notes: pg 22

Additional tasks which you may be assigned to complete before the stand opens are listed here – review each carefully.



Distribution of Bank/Till

Assist head cashier as directed by depositing cash in registers/tills before the event.

Verify cash for each POS (Point of Sale) to Head Cashier as directed.

Ensure register is on and working properly.

Secure/lock register/till when not in use.



Notes: pg 23

Opening the concessions stand also requires the distribution of the stand “bank” or “till” for the event or shift. The head cashier may instruct you to verify cash for a POS (Point of Sale), ensure the register is working or related tasks. Always lock the registers when they are not in use.



Customer Service/Hospitality

You are a **Hospitality Ambassador** to our customers. You have personal contact with them and respond to their needs.

Keys to Extraordinary Customer Service.

1. Courtesy.
2. Communication.
3. Pride.
4. Competence/Knowledge.
5. Extra Effort.
6. Appearance.



Customer Service is the subject of another course.



Notes: pg 24

You are often the customer's first experience with Centerplate. Make each encounter pleasant, satisfying and memorable.

Here are Six Keys to ExtraOrdinary Customer Service:

1. Courtesy.
2. Communication.
3. Pride.
4. Competence/Knowledge.
5. Extra Effort.
6. Appearance.



Sales – Tips to Keep the Lines Moving

1. Pre-ice soda, drink
2. Put most experienced cashiers on the front line.
3. Take the order and repeat it to guest.
4. Suggest additional items from the menu.
5. Monitor time of sales interaction.
6. SMILE!
7. Deliver food and beverage items promptly.
8. Take payment and deliver change clearly and concisely.
9. Continuously clean the stand.
10. Give EXTRA EFFORT!



Notes: pg 25

Your stand will best serve a customer by efficient timely responses to a customer's order.

Here are tips to keep the line moving, and get the guests back to the game, show or meeting.



Sales of Alcohol

The Responsible Sale of Alcohol (RAS) is a critical obligation of every concessions employee who serves alcohol.

You will receive separate training designed to instruct you on the steps of Responsible Alcohol Service. You may also receive training under the TIPS or TEAM programs.



Notes: pg 26

We have an obligation to be responsible as we sell alcohol to our customers.

Centerplate is committed to Responsible Alcohol Sales (RAS) and has prepared a separate training session to cover this important topic.

You may also attend TIPS or TEAM training on alcohol service.



Money Handling

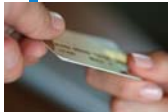
Payment Methods - cash, credit cards and US travelers checks (or Canada if in Canada) – NO personal checks!

Cash



- check for watermarks on larger bills (greater than \$20.00).
- ask for your manager if there are questions.
- set questionable bills to an empty slot in the till so they don't get mixed up.

Credit Cards



- all major credit cards accepted.
- your manager will explain the procedures for your location.
- check the name and expiration date.
- verify credit card with picture ID (drivers license).
- verify signature on back of card with drivers license.



Notes: pg 27

Centerplate accepts cash, credit cards and US travelers checks at most units.

No personal checks are accepted. Your trainer will explain the procedures for operating the particular registers, Quest or tills at your unit/stand, and how to process credit cards at your location.

Here are some general money handling guidelines.

[pause to review]



Money Handling

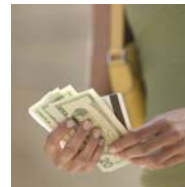
US Travelers Checks



- confirm it is a US travelers check and not Canadian (for US venues); otherwise a manager must perform an exchange calculation.
- watch the customer sign the check.
- verify name and signature with valid picture ID.
- accept Canadian travelers checks in Canada.

Personal Checks – not accepted.

Do not hesitate to ask questions if you are unsure regarding any aspect of payment methods.



Notes: pg 28

If you are presented with a US Travelers check, follow the procedures at your location as explained by your trainer. Inspect the check for authenticity. Watch the customer sign his/her signature. Verify name and signature with a valid picture ID.



Money Handling - CASHIER

- A positive attitude is KEY.
- “10/5 Rule:” Make eye contact as the customer approaches within 10 feet, and greet each customer as he/she is 5 feet from you with a warm smile and greeting.
- Assist customers in their selections.
- Notify customers to “specials” or new menu items.
- Verify the correct price rings up on each item.
- Upsell – suggest other items.
- Say “Thank You!”
- Repeat the order to the customer.



Notes: pg 29

Our cashiers have a great deal of interaction with our customers. Use that time to give Extraordinary customer service to each guest.

Greet the Customer with friendly eye contact as they are 10 feet from you, and greet each guest with a robust Hello! as they are 5 feet from you.

Make sure you communicate all specials or new menu items, upsell and THANK the guest.



Money Handling - CASHIER



- Clearly tell the customer the total amount of the sale.
- Place cash (amount tendered) from guest on the ledge or across drawer of the till while making change, clearly stating the amount of the sale and the amount of change: "That will be \$45.75 today. Out of \$50, your change is \$4.25." (count out each bill of change and the coins).
- Place cash in the drawer immediately and CLOSE the drawer.
- Hand the receipt to the Customer after closing the drawer (if applicable).
- Give customer his/her order and THANK THE CUSTOMER.
- Tip jars can be used only with management permission and can never be placed on the front counter. 🔊

Notes: pg 30

An efficient sales transaction is key to speed of service and excellent customer service. Repeat the order; tell the cash amount of the order, collect payment. Next, place the amount tendered on the till ledge and verbally count out the change to the customer. Double check that the amount of change is correct. Place the bills in the till and close the till. Hand the receipt, food and beverage to the customer, smile and say "THANK YOU!"

Tip jars can only be used with management permission. Tip jars can never be placed on the front counter. Your trainer will explain the rules of your facility about tip jars at this time. [TRAINER--EXPLAIN TIP RULES AND TIP JAR RULES AT YOUR LOCATION]



Money Handling - CASHIER

- Leaving the amount tendered on the till ledge or top of drawer verifies the denomination given you, if any questions arise.
- Never turn your back on an open till.
- Periodically inform your manager of your need to make a cash drop to reduce the amount of money in your till.
- Never share money between tills. Your manager will provide you with change as needed.
- Keep your till orderly with like bills stacked up.
- If a customer leaves their change, inform your Manager and set it aside. It is NOT a tip.



Notes: pg 31

Cashiers are responsible for protecting the cash in their control during the event. Protect your till or register and its contents by keeping the drawer closed when not making a sale, do not turn your back on an open register, and do not make change or share money between tills.



Cash Handling Do's & Don'ts



- Monies should be immediately placed in the cashiers cash drawer or box and locked upon entering the work station.
- Cashiers are to ring up all sales individually on the register as the sale is made.
- No bill larger than a \$5.00 is to be put into the register before change is counted back to the customer.
- All change (coins and bills) is to be counted twice, once as the change is pulled from the drawer, and again out-loud, as it is handed back to the customer.
- The cashiers responsible for the register is the only one permitted to place cash in or remove cash from the register drawer. Cashiers are to lock the cash drawer at all times when they are away from the register.
- The cash drawer must be closed after each transaction. 

Notes: pg 32

Additional tips for cashiers include:

- ring up sales individually
- conclude the sale promptly and close the drawer.
- change should be counted twice to confirm accuracy.
- only the cashier assigned to the drawer (and the head cashier) can have access to the register.
- close the register after each sale.



Cash Handling Do's & Don'ts



- Cashiers are not to accept personal checks or payroll checks. Cashiers are only to accept credit cards as instructed by their supervisor or manager.

- Cashier must treat errors very seriously! If the error can not be corrected on the register, the cashier must notify his/her supervisor immediately. The error must be documented in writing and turned over to the supervisor, to be attached to closing paperwork.

- Cashier must notify their supervisor immediately if there is a malfunction of the register or any mis-pricing of items.

- Cashiers, like all employees, must never have bags, purses or other personal belongings at their work station.

- To help counting monies at the end of the event, place all bills into the drawer face up and in one direction, and separated by denomination.



Notes: pg 33

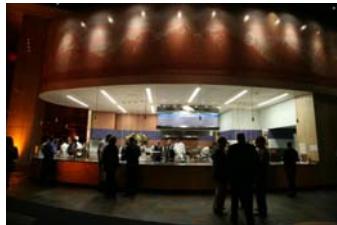
Additional pointer/rules:

- No personal or payroll checks are acceptable.
- Follow your location's rules regarding credit cards.
- All errors or register malfunctions must be reported promptly to the stand managers.
- No personal bags or purses allowed in the stand.
- Keep all bills of like denominations together and facing in the same direction in the register.



Our Customers Deserve Service that Reflects

R Respect
E Energy/enthusiasm
S Smile/Positive attitude
P Passion
E Exceed expectations
C Communication
T Teamwork



Notes: pg 34

When we serve our customers with clear communication, and friendly, enthusiastic actions, showing passion for our work and a positive attitude, we are providing Extraordinary Customer Service!

Our actions must show **Respect** to our customers and exceed our customers' expectations.

Of course, Teamwork is a Key to Extraordinary Customer Service.



Conduct on the Job

- You may not take personal backpacks or bags to the stand. Lockers are available, or leave them in your car.
- You should not carry more than \$10.00 of personal money to the stand. Tell your manager if you have more than \$ 10.00 with you in the stand.
- In cold weather if outside, jackets and warm clothes may be worn under your uniform. Your manager will explain the process for jackets and headgear.
- No cell phones, MP3 players, IPODS or personal electronic devices may be taken to the stands.



Notes: pg 35

You are expected to follow all rules of conduct at your location. Here are a few to remember:

- No personal back packs or bags in the stands.
- Don't take more than \$10.00 of your money to the stand.
- Cold weather and working outside? Your trainer will explain rules for layering under the uniform.
- No cell phones, PDAs, MP3 player or other portable electronic devices are allowed in the stands.



Conduct on the Job

Searches

- Subject to local and state law, management may conduct unannounced searches of facilities to enforce its Drug and Free Workplace and/or other policies.
- Facilities include: all buildings and structures, stands, kiosks, desks and storage cabinets, locker rooms and lockers, vehicles parked on Company property, and personal property of Centerplate employees, visitors, or contractors while on Company property.
- When there is cause to believe an employee is violating criminal statutes, appropriate law enforcement agencies will be notified.



Notes: pg 36

Centerplate has the right to conduct unannounced searches of the facilities its manages and operates, and all property on the grounds, including employee's bags, lockers, vehicles and other employee property.



Conduct on the Job

- You may **not** go into the stadium or viewing areas and watch the game during breaks – this will lead to termination.
- Do not ask players, celebrities or others for autographs.
- Do not SIT in your stand, unless a manager approves.
- Keep your stand counters, floors and work area clean.
- Use cleaning chemicals only for the purpose intended.
- Remember your safety training!!!



Notes: pg 37

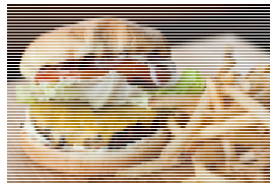
While working concessions, remember these rules:

- You are NOT a spectator – you cannot go to an area to watch the event and cannot roam/visit the trade floor.
- Do not ask for autographs.
- Do not SIT in the stand.
- Keep your stand CLEAN at all times.
- Remember to conduct your job with SAFETY a PRIORITY.



Conduct on the Job

- Centerplate does **NOT** utilize progressive discipline and may in its discretion proceed immediately to termination at any time, subject to CBAs or employment contracts.
- **Examples of prohibited conduct** that may lead to termination in the Company's discretion are covered in the **Orientation** training module.
- Review your Employee Handbook.



Notes: pg 38

We expect you to conduct yourselves as professionals at all times, displaying only the best of behavior. Centerplate does not use “progressive discipline” – it does not have to give warnings before terminating employees, unless a union contract provides otherwise. If you violate our policies, rules or expectations, you can be fired immediately at any time for cause or without cause, unless a union collective bargaining agreement (CBA) provides otherwise.

It is imperative that you read each listed sample of unacceptable conduct on the slide, and do not engage in the listed examples of prohibited conduct. [Give time to read this slide].



Good Hygiene

Wash your hands:

- When you begin work.
- After you have used the restroom.
- After coughing, sneezing, scratching or touching hair.
- After a break (smoke, eat, drink).
- After handling potentially hazardous foods.
- After cleaning or taking out the garbage.



Notes: pg 39

Good hygiene and sanitation are critical to working in concessions.
Washing of Hands must occur often and at each point listed on this slide.



Handwashing Requirements

- Turn on warm/hot water and wet hands.
- Apply soap to hands and scrub over tops and palms of hands, between fingers and fingernails.
- Scrub hands for at least 20 seconds. ABC's
- Rinse hands thoroughly under running water.
- Dry hands with single use paper towel.
- Turn faucet off with the paper towel.



Notes: pg 40

Hand Washing must be performed in accordance with these steps--do not skip any step.

[pause to review]



The Proper Use of Gloves

Never use gloves in place of hand washing!

- Wash hands thoroughly
 - Before putting on gloves
 - When changing into fresh gloves
- Wear gloves
 - When handling ready-to-eat foods (salads, deli-meats, pickles, etc.)
 - Over bandages on hands and forearms
 - When handling raw meats, such as ground beef
- Change gloves
 - When punctured or torn
 - Before beginning a new task
 - Every hour during continual use



Notes: pg 41

Concession employees who handle ready to eat food or raw meats, or who have bandages on their hands, must wear gloves.

Gloves should be changed if soiled, punctured or torn, before beginning a new task, or during every hour of continued use.



Meal/Breaks

- Your manager will explain the process for meals/breaks.
- Some locations provide meal tickets or allow the purchase of “stadium dollars” at a discount for food.
- Your manager will explain when you may take your meal/break (ie, not at half-time or intermission) and where you may take your meal or break.
- ABSOLUTELY NO DRINKING of alcoholic beverages is allowed while working **or** on company property, unless an admission ticket is purchased **and** you are off duty.



Notes: pg 42

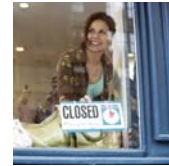
Your trainer will explain the rules at your location for taking a meal break, including payment, where to eat, clocking out and NO ALCOHOL!

ABSOLUTELY NO DRINKING of alcoholic beverages is allowed while working **or** on company property, unless an admission ticket is purchased **and** you are off duty and out of uniform.



Closing Procedures

- Spoilage - assist stand manager with collection and recording of spoiled items. NO FOOD MAY LEAVE A STAND OR CONCESSION AREA OTHER THAN AS A SALE, MEAL or SPOILAGE.
- Closing inventory - assist in counting of all stand chargeable items.
- Bank - assist Head Cashier in end of day duties as requested.
- Sanitation - clean stand, equipment, floors, displays, condiment area, utensils, pots, pans, etc.
 - Sweep.
 - Mop floors.
 - Drain and Sanitize sinks, buckets.
 - Take out all trash.



Notes: pg 43

You will be assigned certain duties associated with closing the stand, which may include:

collection and recording spoilage,
assisting head cashier with bank duties, and
cleaning the stand.



Closing Procedures

- Equipment - turn off, inspect, sanitize.
- Shut down stand - turn off equipment, cash registers, music and lights.
- Lock registers, and close up and lock stand.
- Depart Stand - only when approval given by stand manager.



Notes: pg 44

Other closing duties you may be assigned are equipment sanitation and shut down, closing up the stand, and other tasks as requested.

You cannot leave the stand until your stand manager gives you permission to leave.



Checking Out

Follow your location's procedures for checking out, which will include:

- Clocking out.
- Turning in loaned uniforms/jackets.
- Gathering personal belongings.
- Turn in any paper work you are in charge of.
- Turn in your badge (if required).
- Check your schedule for the next event!

Arrive Home Safely!



Notes: pg 45

Make sure you follow the end-of-day procedures for your location, including:

- Clocking out.
- Turning in Uniforms.
- Gathering personal belongings.
- Turning in any paperwork.
- Turning in your security badge (if required).
- Checking your schedule.



Vendors

Your Manager will explain the procedures for you to sell or “hawk” food or beverage items during the event:

- Arrival Time
- Check – in Procedure
- Uniform/Name Badge
- Assignments
- Proper Selling Techniques or “Calls”
- Money Handling Procedures
- Money Reconciliation
- Inventory Reconciliation
- Closing Paperwork
- Check Out Procedure



Notes: pg 46

Vendors who sell concessions remotely from the stands will receive direction from the Concessions manager on the particular rules of the location regarding:

- Arrival Time
- Check – in Procedure
- Uniform/Name Badge
- Assignments
- Proper Selling Techniques or “Calls”
- Money Handling Procedures
- Money Reconciliation
- Inventory Reconciliation
- Closing Paperwork
- Check Out Procedure



“Craveable Experiences. Raveable Results.”

Providing first quality food and beverage services to our guests helps to create memorable experiences for our customers at our venues.

Make sure your efforts contribute to our customers positive experience with your Extraordinary customer service.

Your job is to help each of us at Centerplate make the event an extraordinary experience, so that the customer returns to our locations again and again!



Notes pg 47

Your efforts in the Concessions department are vital to the success of Centerplate.

Doing you BEST at work, according to the rules and guidelines we have discussed here and in other training, will assist all of us in reaching our GOAL to “ Create Something Special ” for our guests.

[TRAINER – EMPHASIZE THE COMPANY VISION, BRAND, PROMIS and QUE³ST AGAIN:

Results.” TM “Craveable Experiences. Raveable

Vision: To be the #1 Hospitality Company!!

QUE³ST: Quality

Uniqueness

Execute Extraordinary Experiences

Sustainability

Teamwork



Concessions

Quiz Time

Name: _____

Date: _____

1. Centerplate sells concessions at: _____ (insert letter)
a. Permanent stands. b. Kiosks.
c. Portable Stands. d. Vendors.
e. All of the above.
2. Head cashiers serve as “the banker” during the event/shift, delivering opening cash tills, making change, preparing paperwork and turning in the cash till at the end of the event.
True _____ False _____ (check one)
3. A visible security/identification badge is part of a complete Centerplate uniform. True _____ False _____ (check one)
4. During the pre-shift meeting, the area supervisor or stand manager will review various topics with you, such as: _____ (insert letter)
a. Assignments, menu changes and alcohol service times.
b. Weather forecast and team statistics.
c. Goals for next month's event.
5. Opening tasks include taking inventory, cleaning the stand, filling condiment displays and checking the overall presentation of the stand.
True _____ False _____ (check one)



Notes: pg 48

This is a short quiz for you to complete and sign. It will help us gauge your retention and understanding. We will review these principles again in future staff meetings.



Concessions

6. Correct inventory practices including counting all boxes of product under the tables and displays, but not counting loose items in the stand. True _____ False _____ (check one)
7. Inventory counts must include: _____ (insert letter).
 - a. full boxes.
 - b. spoilage.
 - c. employee meals.
 - d. transfers.
 - e. all of the above.
8. Food must be prepared according to designated stand production sheets.
True _____ False _____ (check one)
9. Centerplate accepts cash, credit cards and US travelers checks as payment for goods.
True _____ False _____ (check one)
10. You can ask your favorite player, celebrity or guest to autograph your cap or apron.
True _____ False _____ (check one)

Notes: pg 49



Concessions

11. Gloves must be worn by employees: ____ (insert letter)

- a. when handling ready to eat food.
- b. when counting boxes of candy.
- c. when making change for purchases.

By signing below you are saying that you understand our concessions standards and will provide EXTRAordinary Service to every concessions guest.

Signature: _____ Date: _____



Concessions Training



End