Opening a booth

1. Upon arrival- pick up clipboards for the booths SWAT will staff. Clipboards will contain the inventory sheets for the SWAT booths.
2. Get a bucket and yellow towels from the kitchen area. It’s a good idea to take several yellow towels to your booth. You will need these for wiping down/disinfecting your booth before opening, cleaning up beer spills during the event and for cleaning/disinfecting the booth at close. The buckets can be filled upstairs in one of the larger concessions. The larger concessions have pre-measured/pre-diluted disinfectant to fill the buckets. According to Centerplate staff, the pre-mixed is preferable to the disinfecting tablets and water.
3. Go into the vault to sign out the money bags and keys for the cash register for the booths SWAT will staff. It is best to look in your bags and double check the initial amount in each bag and cross-reference this with the amount listed on the slip. It is also a good idea to grab a pen to take up to your booth in case credit card signatures are required. The person signing for the money bag at the beginning of the night will be responsible for all counts and for returning the money bag to the vault at the end of the night.
4. In the assigned booth count all inventory including popcorn bags, nacho cheese cups, beer cups, candy, etc. Log numbers on the inventory sheet. If rolling coolers of beer/water/pop, etc., are delivered to your booth, they should be at “par” and pre-event inventory shouldn’t be required.
5. Mix disinfecting bucket. Wipe down the stand.
6. Start popcorn/pretzels
	* + - Pretzels-
			- Popcorn- Heat kettle to ~425, add 1 large scoop of popcorn, 2-3 small scoops of seasoning into kettle; push button to add oil to kettle. Popcorn will automatically pour out of the pan as it pops, keep an eye on it as it finishes as you may need to dump the last bit so it doesn’t burn. Pop several batches of popcorn to prep. Turn off agitator and kettle heat buttons when popcorn isn’t popping.
7. If you have a popcorn stand you may be asked to fill a couple of white garbage bags with popcorn for the suites.
8. Line up one of each soda/water/bottled beer or coolers for display (on shelf above the beer taps or cash register).
9. Stock candy, etc.
10. Double check the price displays in your booth.
11. Prime beer taps into a bucket to clear the foam from the lines.
12. Count money in the money bag. Cash register login: 2013. You will need to enter this login code twice.

HELPFUL HINTS:

* + It’s a good idea to make sure someone in each stand has the phone number for one of the Centerplate managers and for the stockroom. If you run out of or begin to get low on beer/pop/water/etc., call the stockroom and they should bring it up to you.
	+ The lineup to your booth will run much more smoothly if you have the signs and barricades indicating where to enter/exit the line. If your booth doesn’t have one of these you can ask a Centerplate manager to get you one.
	+ Be prepared to restock ice in your rolling coolers at least 1-2 times through the event. The ice melts quickly and the drinks don’t stay cool without fresh ice. You can call the stockroom to bring you extra ice, but it is usually more efficient to have someone from your booth go to one of the larger concessions to get you a bucket of ice.
	+ Double check to be sure you have a garbage can next to your booth.
	+ Make sure the lights in your booth are on.
	+ When the Centerplate staff comes around to see if you need change it is a good idea to get change even if you are completely sure you will need it. They usually come around 1-2 times/event. On busier nights they may come more frequently.
	+ It is a good idea to ask Centerplate staff if there will be an intermission during the event.

IMPORTANT REMINDERS:

* + - * When taking cards for payment you need a signature for transactions over $25. All credit card receipts need to be kept in the till. Be sure to ask each credit card customer if they would like a copy of their receipt.
			* Centerplate does NOT accept vertical IDs. The only exception is a vertical ID combined with a valid military ID.
			* No lids are allowed on any bottled drinks.
			* Giving away extra cups, etc. counts against our final inventory and many count against our profits.
			* Keep track of ripped popcorn bags, broken cups, etc. throughout the night. These will be accounted for in the “spoil” section on the inventory sheet at the end of the night.
			* Customers are only permitted to have a beer/wine in each hand. If they have purchased a beer at another booth you can only serve them one more. This is STRICTLY enforced, be sure to adhere to the rules.
			* If a customer has an X on their hand, security staff has deemed them to be too intoxicated to serve. DO NOT serve a customer with an X on their hand.

Closing a booth

1. When the workers in the yellow shirts tell you to shut down the beer, remove tap handles and turn off the lights for your booth.
2. Count all inventory including popcorn bags, nacho cheese cups, beer cups, candy, etc. You will need to count any remaining bottles in the rolling coolers at the end of the night. Log numbers on the inventory sheet. Be as accurate as possible and account for any “spoil” items.
3. Clean out the popcorn/pretzel machine:
	* + - Pretzels-
			- Popcorn-

Fill white garbage bags with extra popcorn (these bags can be taken downstairs at the end of the night. Centerplate gives these to the cleaners.)

Clean the popcorn machine from the top down. Start with the kettle- dump excess kernels and wipe out. Wipe all excess kernels, etc. into the catch trays.

Clean the catch trays (most of the popcorn machines have two of these).

Make sure all the oil residue, kernels, etc., are cleaned out of the bottom and that the glass is clean.

1. Wipe down the bar top and grates with sanitizer, leave the beer tap handles on the bar top.
2. Once your booth is wiped down, pour the red bucket of sanitizer into beer the grates.
3. Count out the money in the till. Log counts on the form. One copy of the form goes into the bag with your cash and credit receipts. The other copy goes with your inventory sheet.
	* + - Band each denomination in $500 increments (if you don’t have $500 of a denomination, you can leave it loosely bundled in the bag.) As per the accounting staff - be sure all of your money is facing the same direction.
			- Loose change should be placed into the yellow envelopes.
			- Place rubber bands around the credit receipts.
			- Place all money, receipts and the money log into your bag. KEEP CLOSE TRACK OF YOUR MONEY BAG! You may be counting your till as people exit the event for the night. Be aware of where your money is at all times.
4. You will need to load any leftover supplies onto your rolling cooler at the end of the night. Be sure to take this, your inventory sheet and the money bag downstairs (via the service elevator).
5. Return your leftover supplies to the stockroom. Turn in your inventory sheet and the slip from your money bag to the stockroom attendants at the computers. They will review your inventory and may have questions for you.
6. Return your money bag and keys to the vault. Sign-in that you have returned your bag.