

**CSSC Concessions
And
The Concessionaire Position**

*Former Concessionaires
John Simler and Jack Barreto
were kind enough to provide complete job
descriptions and procedures for this position. This is
a guideline only. Our volunteers are people first and
the job's will can be tailored to each new person's
and team's abilities, talents and personality.*

*We thank John and Jack not only for their years of
service; but, for this useful legacy as well.*

CSSC Concessions And The Concessionaire Position

Job Description

Role Summary:

Coordinate Coral Spring Club concession activities at CS Aquatic Complex. Develop and implement menus, pricing, and food offerings for CSSC concessions. Coordinate and oversees cash box, volunteer staffing, and equipment operations. This position has responsibilities prior to meets, during meets and after a meet ends.

Duties and Responsibilities:

1. Manage CSSC Concession administrative operations; provide direction and guidance to volunteer employees, including planning, and organizing work;
2. Ensure high level of customer service to parents, swimmers, coaches, staff and all others who attend CSSC swim meets / events
3. Work with CSSC volunteer coordinator to make sure that coverage exists for morning and afternoon sessions. Willing to work one or both sessions as required to ensure adequate coverage;
4. Oversee concession operations during CSSC events including brewing fresh coffee, cooking hot dogs, microwaving breakfast sandwiches;
5. Maintain a safe work environment for volunteers;
6. Regularly monitor expenditures and provides budget summary to CSSC Treasurer at conclusion of CSSC events;
7. Order, stock, and maintain concession food and supplies inventories. This may include pre-meet run to Sam's Club to procure food items and concession supplies (see attached list), pizza vendor, and bagel vendor for food supplies. Work with the Aquatic Complex to ensure needed supplies of beverages from the Aquatic Complex supplier, at present Coca Cola: water (Dasani) , Powerade, Coke, Sprite, Diet Coke, and Diet Sprite.
8. Maintain menus and adjust pricing as appropriate. Post menus at swim meet windows;
9. Train and supervise volunteers (parents, swimmers, school kids) who are helping in concessions to ensure high level of customer satisfaction;
10. Perform tasks as required in support of concessions, including cleaning equipment after meets and storing equipment at CSSC storage locker.

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Knowledge, Skills and Aptitudes:

- Ability to plan coverage at swim meets
- Ability to monitor and maintain quality control of food items.
- High regard for customer service.
- Ability to oversee and provide guidance to volunteers.
- Ability to work both independently and in a team environment.
- Ability to resolve customer complaints and concerns.
- Strong customer relations skills.
- Ability to update menus as required.
- Ability to coordinate with Hospitality operations as required.

Working Conditions and Physical Requirements:

- Tight quarters, a “ship's galley” environment
- Atmosphere often hot and close
- May requires standing for more than four (4) hours per morning / afternoon shift. There is literally no place or room to sit in the concessions stand
- Individual equipment and supplies can weigh up to 25 pounds a piece. Setup, stocking, cleaning and storage can be highly physical jobs.

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Description of Typical Meet Activities

During the Week Prior to the Meet:

1. Prepare the Sam's Club shopping list
2. Prepare/Revise the Menu
3. Check Cash Box:(Should contain for making change \$300, INCLUDING 100 in \$1 bills, \$100 in quarters)
4. Place beverage order at Aquatic Complex, Attention: Mike McGoun. Refer to historical usage by event for quantities.
5. Consult with Volunteer Coordinator. Verify that needed staffing is being recruited.
6. Advance order bagels.
7. Advance order pizza.

One Day Prior to the Meet

1. SAM'S Club run. Best to have two people, a minivan or truck and a handtruck. Will take approximately two hours.
2. From Club Storage Facility, get coolers(4), coffee machine, and all other equipment and supplies.
3. Brew 2 pots of hot water to clean coffee machine.
4. Load coolers with ice, sodas, Powerade (2 coolers) and water.
5. Make sure trash cans and bags are stocked.
6. Post menu's.
7. Wipe counter and serving area.
8. Make sure one deck table is placed adjacent to the serving windows for condiments.

Different meets will have differing concessions requirements. Different sessions in a meet will also need to be run a bit differently. What follows is a schedule and check list for a typical three day meet with morning and afternoon session on the week-ends. Use it as a springboard to tailor a schedule for the actual larger or smaller organized and staffed.

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Schedule/Check List/Notes for a Typical Weekend Meet

- **Friday Afternoon**, 30 minutes before warm-ups start

1. Pick up bagels

NB Bagels are best picked up the day before if they are to be server at a morning. They are too soft to work withj easily if picked up at dawn.

2. Pick up pizza.
3. Turn on coffee machines
4. Check ice.
5. Start hot dog pot .

NB Friday sessions are typically lightly attended for “normal” meets. Use this session as an opportunity to test equipment, and double check inventory. Try to have two volunteers to run the stand so that the Concessionaire can make runs for forgotten items or go to the bank for additional change.

- **Saturday Morning**, 30 minutes before warm-ups

1. Turn on coffee machine.
2. Check ice.

NB Saturday Morning session determine how the meet will go for concessions. It is critical to have two volunteers there and ready to work before warm-ups begin.

NB This session validates the shopping assumptions. Watch what is selling and be prepared to restock “hot sellers” as necessary.

3. Restock beverages regularly so that they are cold when sold.

NB You may need to add a second water cooler.

4. Time main restocking run so that volunteers can help unload before the end of the morning session.
5. If the session is going to last past 12:30 pm, start lunch items by 10:00 am.

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- **Saturday Afternoon**

1. Concessionaire should only need to check on and restock inventory during the session.

NB Staffing: Large meet - 3 Volunteers, Small meet – 2 volunteers

2. Order and pick up pizza, if needed
3. Order and pick up bagels, (for Sunday, too)
4. At end of session,
 - Check ice
 - See if restocking run is needed.

- **Sunday Morning,** 30 minutes before warm-ups

1. Turn on coffee machine.
2. Check ice.
3. **Staffing** – 2 Volunteers
4. Final restocking run. **Don't overbuy!**

- **Sunday Afternoon**

1. Tear down should begin 90 minutes before the projected end of session.
2. Drain coffee pot. Turn upside down to ensure complete drainage.
3. Dump coolers.

NB Make sure coolers, coffee machines, etc. are completely dry. Otherwise, mold will form on the equipment during storage and a large messy cleaning job will be necessary prior to the next meet.

4. **Staffing** -- 2 Volunteers

- **After the meet**

1. When equipment is dry, return it to CSSC storage facility.
2. Prepare the bank deposit.
3. Prepare the meet report.
4. Enjoy the frosty beverage of your choice!

- **Sample Advertising** (see next page)

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