PENN STATE UNIVERSITY
INTERCOLLEGIATE ATHLETIC CONCESSIONS

Safety, Production & Equipment

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BASIC SANITATION AND FOOD SAFETY

It is the responsibility of Athletic Concessions and the volunteer groups to provide a safe and healthy product to its customers. There must be compliance with all health and safety regulations.

A. It is expected that all workers arrive at the work site in a clean and neat state – both body and clothes. The Stand Manager, Stand Supervisor, and Athletic Concession Staff, will enforce these rules. Workers not meeting these standards will be asked to leave the work site.

B. Washing hands are critical to avoiding contaminating food. The following method is proper and must be followed:
   1. Wet hands with water as hot as you can comfortably stand.
   2. Apply soap.
   4. Rinse thoroughly under running water.
   5. Dry hands and arms with a single-use paper towel.

C. Hands must be washed and new disposable gloves up on when:
   1. Return from the bathroom
   2. Work with a different product.
   3. Touch your face or hair.
   4. Finish smoking (on ground level only).
   5. Finish using a tissue.
   6. If they become torn or dirty.
   7. After handling garbage.

D. Workers that are or have experienced with in the past 24 hours: diarrhea, vomiting, or nausea are prohibited from working in the food stand.

E. Food Handling: All workers must be aware of the problems of poor food handling and must ensure that foods are maintained at proper temperatures.
   1. Cold Holding - Coolers and visa coolers containing meats or cheeses should never go above 41°F.
   2. Hot Holding - On the counter, under the counter warmers as well as proofer containing product should never go below 135°F unless you intend to discard them with in 2 hours of preparing them.
   3. Internal Temperature - Because our all our meats are precooked, they simply need to reach an internal temperature of 165°F and be maintain for 15 seconds.

F. All violations of the above specifics or any other mis-handling of food must be reported to the Stand Manager, Stand Supervisor, or Concession Staff as soon as possible for correction and/or improvement.

G. Proper cleaning equipment is also important to providing safe food. The following is the proper method to wash and sanitize equipment:
   1. Rinse in one sink/tub.
   2. Wash in second sink/tub with water of at least 110 degrees.
   3. Sanitize in a chlorine solution of 25 - 50 parts per million (1-2 teaspoons) in a third sink/tub.
   4. Air dry on table or counter.

H. Handling equipment and product outside the stand should be as follows:
   1. Ice freezers and Pepsi cabinets are to remain locked at all times.
   2. Roll and pretzels should be stored inside the stand until they are placed outside the stand for post game pick up.

J. Be sure to look for some basic signs of spoiled food:
   1. Hot Dogs Light in color or Slimy
   2. Hamburgers Brown, Green or Purplish in color, Sour odor, Slimy, Sticky
   3. Chicken Green in color, Abnormal or Unpleasant smell
   4. Cheese Abnormal flavor or texture, Unnatural mold, Uneven color

K. If you find you need to thaw frozen product, you may only use one of the methods below:
   1. Placing in the refrigerator.
   2. Under running water 70 degrees or lower.
   3. In a microwave if food will be cooked immediately.
   4. Cooking it.
DRESS CODE

It is expected that all volunteer groups, independent contractors, and paid employees present a standardized appearance while on duty at food concession stands for all athletic events. Athletics Concessions will designate and provide appropriate apparel to be worn.

A. All concession workers and independent contractors utilized for hawking will wear the following.
   1. Concession Smocks – worn on the outside of the person’s clothing.
   2. Numbered ID badge
   3. Product ID badge
   4. Hat – Volunteer group may provide their own hats as long as all workers wear that hat for consistency.
   5. All workers handling food must wear plastic gloves provided by Penn State Concessions for sanitary reasons.

B. All smocks, badges, and hats (except those described in A-4) will be provided by Athletic Concessions during the check-in process before each event. Concession smocks (1) and product ID badges (3) must be turned in to the Apron House after each event.

C. The Stand Manager may issue an identification badge. This badge must be return to the Concession Office.

D. Clothes provide both a barrier to aid in preventing contamination and serve as added protection in accidents. As a result it is recommended that you wear the following attire:
   1. Hair net or hat
   2. Sleeved shirts (short or long) free of holes
   3. Long pants
   4. Closed toes shoes with socks
   5. Aprons (provided by Concessions)
FOOD PRODUCTION GUIDELINES

Our mission is to provide consistent, well prepared food to attendees of athletic events and other functions. The following are basic guidelines to follow for food production and remember no edible product is to be stored on the floor. If preparing refrigerated or frozen food, be sure to only remove the amount you intend to heat, as it is unsafe for product to rise about 40 degrees unless you are cooking it.

HOT DOGS, HOT SAUSAGE, BRATWURST
A. Heat in steamer or on roller grills (see Equipment). Note: It is very helpful to slit the end of the package and drain the juice to avoid spilling on the floor.
B. Once cooked, placed in bun.
   1. Hot Dog Rolls – are used for hot dogs and hot sausage
   2. Steak Rolls – are used for bratwurst
C. Once in a bun, products need to be placed in a wrapper
   1. Hot dog and hot sausage are placed in a foil bag.
   2. Bratwurst are placed in a hoagie clam shell.
D. Bagged or boxed sandwich should then be placed in a warmer unit upside down to await sale.
E. Three people are recommended for preparation. One to cook, two to bun, wrap and place in a warmer or hawking box.
F. Hawking boxes should be ready to go when a hawker returns with his empty box.

HOT DOGS, CHICKEN, OR HAMBURGERS (grill)
A. Grill outside stand on gas grill.
B. For hot dogs follow Steps B through F as above.
C. Chicken and hamburgers/cheeseburgers should be put on a hamburger bun and placed in a square clam shell box.
D. Once boxed, place in a warmer to until sold.

SAUSAGE WITH PEPPERS AND ONIONS
A. Grill outside stand on gas grill or in a steamer (see Equipment).
B. Place in a steak roll.
C. Bun the sausage, place in a hoagie box, and then place in a warmer.
D. Peppers and onions heated in crock pots.
E. Peppers and/or onions will be placed on sandwich just prior to serving.
F. Four people are recommended for hot sausage preparation: one to cook, one to bun and place in box and warmer, two to place peppers and/or onion on sandwich for serving.

HAMBURGER/ CHEESEBURGER (steamer)
A. Heat in steamer or on a broiler (see Equipment).
B. Place on a hamburger roll, add cheese if a cheeseburger and place in a square clam shell box.
C. Once boxed, place in a warmer to await serving.
D. Two people are recommended for this preparation: one to cook and one to place hamburger and cheese on roll, place in box and put box in a warmer.

CHEESE STEAK SANDWICH
A. Heat steak in steamer or crock pot (see Equipment).
B. Place steak on steak roll, add cheese and place in a hoagie box, close box and serve. Sandwich must NOT be prepared too far in advance of serving or it will get soggy.

PRETZELS
A. Remove salt from box and open into salting tray.
B. One by one, remove a pretzel, spray with water, dip in salt and then bake in oven or on conveyor (see Equipment).
C. Store in pretzel warmer or placed in a hawker bag.
D. Always use deli-wrap to handle pretzels when serving customers.
E. Two or three people may be used for pretzel production.
F. Keep covered and they will hold the heat for selling.
PEPSI PRODUCTS
A. Manual Pepsi machines are self-explanatory.
B. All beverages must have lids.
C. Drinks must not be prepared too far in advance of sales as the melting ice will dilute the drink and the carbonation will be lost.
D. Ice scoops are to be kept out of bins when not getting ice.
E. You can refill your ice bins from your ice chest. Some stands will need to contact their Supervisor in order to have the freezers unlocked. Note: If bags of ice have been left on your floor, use them first. Also, if you bring extra ice it, make sure it is discarded (if thawed) or returned to the freezer at the end of the game.
F. Pepsi will have their employees on site for every home game to handle questions and repair.

POPCORN
A. All stands selling popcorn will be supplied with 2 or 3 pre-popped bags of popcorn. The bags should be emptied into the warmer and then, scooped into the popcorn tubs.
B. Scoops are to be kept outside warmer when not filling tubs.
C. Tubs are not to be pre-filled and stored in the warmer as this is a health violation.

NACHOS
A. Chips are pre-packaged and come with the tray. Do not open bags of chips.
B. Cheese sauce must be warm when served.
C. You should fill the cheese cup compartment of the nacho tray 3/4 full just before serving. DO NOT pre-fill cheese in the nacho tray. See the Equipment section for changing the cheese bag.

EXTRA CHEESE
A. Place cheese in the 3.25 oz. cheese cup (3/4 full) from the cheese pump just before serving.
B. Do not pre-fill cheese cups.

CANDY
A. Are to be displayed in candy rack and sold as individual pieces.
B. Candy can be left in racks between football games. However, if you know your stand get very hot, you can place the chocolate product in the refrigerator.

HOT DRINKS
A. Stands with Instahots or water heaters will prepare as much hot drink as necessary for selling in their stand.
B. If the stand does not have a water heater or you need additional supply you may refill your Cambro at a neighboring stand.
C. The proper mixing recipe is as follows:
   1. Coffee – ¼ of a bag of coffee for every 5 gallons of hot water.
   2. Hot Chocolate – 1 bag of hot chocolate for every 5 gallons of hot water.
D. Be sure to empty and clean all Cambros at the conclusion of the game.
E. Hot drinks are to be served in Styrofoam cups or in insulated mugs. You may pre-fill some prior to rush times, but do not over produce.

FRENCH FRIES
A. Are served in our fry cups.
B. Once fried, they can be put in cups and placed under warming lamps/lights.
C. Cheese fries are made simply by adding cheese on top of the pre-made fry cup.
D. It is advised that you have many of these pre-made as they require time to produce.

CHICKEN FINGER BASKETS
A. Once cooked, they can be made by filling the designated basket with fries and then placing 4 – 5 chicken fingers on top.
B. Once fried, they can be put in cups and placed under warming lamps/lights.
C. It is advised that you have many of these pre-made as they require time to produce.
PIZZA
A. Pizzas are cooked in a pizza oven, Blodgett, or Moffett oven (see Equipment).
B. Once cooked and removed from oven, pizza’s will need to be cut into quarters and placed in a pizza clam box.
C. After being boxed they should be put in a stand up warmer to await being sold.

WALKING TACO
A. Walking Tacos are served in a Frito bag and are made to order.
B. They are cut open long ways not pulled apart at the top.
C. Customer can order toppings for the Fritos
   1. Chili (in Gehl pump)
   2. Cheese (in Gehl pump)
   3. Lettuce
   4. Jalapeño’s
   5. Sour Cream (individually wrapped)
D. Once toppings are added to it is ready to be served to the customer.

PULLED PORK
A. Sandwiches are typically made as needed.
B. Meat is heated in either a roaster or a Merrychef.
C. Place on burger roll, and then into a square clam shell.
C. Once boxed place in warmer to await serving.
D. One person is recommended for this preparation.

SLUSH
A. Slush is dispensed into clear 10oz plastic cups with a lid.
B. Work out of one side at a time and be sure to fill containers us with mixed product stored in the refrigerator.
HAWKING INSTRUCTIONS (Beaver Stadium)

All groups are encouraged to bring enough workers to hawk because: fans appreciate it, it will decrease long lines and you will receive an additional 1% on your sales.

HAWKING FORM

Hawker Inventory Sales Report (HAWK-04) must be used by each group and each hawker. These forms must be completed and turned in to the office after each game. The forms will be used to evaluate the group's performance in hawking. Stand managers are responsible to see these forms are used and turned in to the office after each game.

GENERAL GUIDELINES

A. Each hawker should be given a change fund. They can use this fund for the entire game but they must return the amount of money collected when returning from each trip and before they are given additional product.
B. All products can be hawked. Make sure each hawker has the proper equipment including appropriate hawking containers, apron, hats, hawking button, and identification button.
C. During the thirty minutes just prior to kick-off and other times when the concession serving lines are long, hawkers may sell under the stands. Do not block ramp areas and other areas that might create a safety problem. Hawkers from one group should not infringe on the area around another group's stand unless that stand has long waiting lines.
D. Hawkers should make every effort to cover all seating areas. (Try to go to the top of the stands and sell your way down.) Hawking areas are not assigned so work with your neighboring groups to cover all areas. The only hawking restriction is that hawkers from the upper deck stands 41 through 48 must stay upstairs. Other hawkers should not go to these areas.
E. Entrance ramps are "Entrance Ramps" so hawkers should use them only to get to and from the seating areas. When ramps are full, please stay off them.
F. Tipping - Hawkers must have correct change. (If you do not have correct change, return to your stand and get more change.) Do not ask for a tip. All tips received by hawkers must be turned in with product money when returning to the stand. The group gets all overages with their concession checks.

STAND MANAGER RESPONSIBILITIES

A. Assign hawkers
B. Instruct hawkers concerning: rules, change fund, Hawker Inventory Sales Report (HAWK-04), and hawking procedures to include pick up and return of product and money.
C. Distribute change to each hawker.
D. Distribute product inventory. Make sure product is sellable (hot things hot and cold things cold).
E. Collect money on each return trip.
F. Make a decision on last full trays out on a day (time remaining to be played and weather).
G. Collect final money from each hawker.
H. Collect change fund from each hawker.
I. Settle the paperwork.
J. Contact your supervisor if you have questions.
K. Stand managers must monitor hawkers time out and time returning to make sure hawker is working and not watching the game.

SUPERVISOR RESPONSIBILITY

A. Be available to answer question of Stand Manager
B. Assist in monitoring overall Hawking operation
C. Verify and sign Hawking Inventory Sales Report (see next page)
MICROS POINT OF SALE SYSTEM

TRAINING AND BASICS

Training of supervisors and managers will be done by Concession Staff at our preseason meetings. Stand managers and or the supervisor, will train stand workers.

A. All readers will remain on whether in use or not and are not to be moved.
B. All transactions must be run through the workstation.
C. To open the cash drawer a manager or supervisor will need to press NO SALE and swipe their card.
D. Should you experience problems; a Concession Staff employee will be available at all events to assist you. Many problems can be resolved simply by following the on screen prompts.

OPERATION OF WORKSTATIONS

A. Each workstation is logged on by entering the workstation number located on the screen and pressing ENTER.
B. Enter the item or items the customer is purchasing. Be sure to verify amounts on the display.
C. If you accidentally add an item or the customer changes their mind, you can remove the item by highlighting it using the arrows and pressing the VOID key.
D. When all items are entered, identify the tender method (CAMPUS MEAL / CREDIT CARD / COUPON / CASH).
   1. CAMPUS MEAL / CREDIT CARD – press CREDIT CARD / ETC. and swipe card. A receipt will be printed to be signed for CREDIT CARD purchases over $25.00
   2. COUPON – enter amount of purchase and press COUPON key. No change is to be given.
   3. CASH – enter amount given you and press CASH key. Pressing CASH key alone acts as exact change.
E. Receipts can be given only while the transaction is on the screen. Once you begin a new transaction you will not be able to print a previous receipt.

RETURN / REFUNDS

A. You will need to get your supervisor for authorization.
B. Press MNGR REFUND and enter product to be return
C. Identify reason by selecting the code then select tender method.
D. The supervisor will need to swipe their card multiple times to verify the refund.

COMMITTING STAND SHEET

A. Before continuing, be sure to enter your hawking totals as a transaction and enter any returns you have not completed.
B. Once you have counted your inventory press the LOG OFF/CLOSE to log off as a cashier. Supervisor will then need to swipe their card and press START STAND SHEET.
C. Follow prompts to enter ending inventory, gratis and spoilage.
D. You will be prompted to commit stand sheet, if you have made a mistake do not commit sheet. If it is correct, you can commit.
E. If you make a mistake you can edit your stand sheet prior to committing it by not committing and then pressing EDIT STAND SHEET. You will then be asked to enter the item number.
GEHL NACHO CHEESE PUMP

OPERATION

A. Pumps should be turned on prior to your arrival at the stand. Leave pump plugged in for entire game.
B. The pump’s thermometer should read between 120 and 150 degrees.
C. Depending on usage, check hopper to ensure it is filled will bags of additional cheese.
D. When you run out of cheese:
   1. Remove lid
   2. Remove weight and additional bags of cheese which are warming in the hopper.
   3. Disconnect the nozzle from the empty bag of cheese and discard old bag in trash.
   4. Remove preheated bag of cheese’s cap, being sure to hold it higher than remainder of bag, so cheese does not leak out.
   5. Attach nozzle from previous bag to new bag making sure it seats in the opening.
   6. Once nozzle is properly seated in new bag, tighten plastic nut to the new bag, making sure the spout faces towards the corner of the bag.
   7. Then place it into the pump (with button facing out and the spout pointing down). The grove on the nozzle will fit snugly into the metal lip on the pump.
   8. Once new bag is secure, fill pump with either: more cheese bags you have removed or new bags so they can heat.
   9. Replace ceramic weight and lid.
   10. Finally check to make sure the white plastic piece attached just below the spout is pushed the entire way back to allow cheese to flow freely when dispensing.

PROBLEMS YOU MAY ENCOUNTER

A. Cheese is not coming out very quickly – check to see if 1) bag is empty or 2) add additional bags to compartment and additional weight.
B. Cheese is leaking out of bag/pump – be sure nozzle is attached to bag correctly or that bag is not damaged.

SANITARY CONCERNS

Inspect nozzles when changing bags to ensure there is no major old build up of cheese. If there is considerable build up, either change the nozzle or clean it prior to reuse.

CLEANING GUIDELINES

A. Be sure pump is unplugged first.
B. The nozzle can remain connected to the current bag is there is not excess cheese on it.
C. If nozzle has excess cheese, recap or throw out cheese bag and clean it.
D. Make sure inside and outside of pump is free of cheese residue.
STEAMERS

OPERATION

A. If steamer is not turned on when you enter stand, be sure to do so.
B. Using trays with holes fill with product (hot dogs, hot sausage, hamburger, chicken, etc.). You can place place two trays in the steamers.
C. Refer to the chart below to determine the length the product should be cooked:

<table>
<thead>
<tr>
<th>Product</th>
<th>Time (thawed)</th>
<th>Time (frozen)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hot Dog</td>
<td>10 - 12 minutes</td>
<td>15 minutes</td>
</tr>
<tr>
<td>Hot Sausage</td>
<td>10 - 12 minutes</td>
<td>15 minutes</td>
</tr>
<tr>
<td>Hamburger</td>
<td>7 - 10 minutes</td>
<td>12 - 14 minutes</td>
</tr>
<tr>
<td>Chicken</td>
<td>4 - 5 minutes</td>
<td>7 - 8 minutes</td>
</tr>
<tr>
<td>Bratwurst</td>
<td>10 minutes</td>
<td>15 minutes</td>
</tr>
<tr>
<td>Cheese Steak</td>
<td>10 - 12 minutes</td>
<td>15 - 17 minutes</td>
</tr>
<tr>
<td>Sausage w/ P&amp;O</td>
<td>10 minutes</td>
<td>12 - 14 minutes</td>
</tr>
</tbody>
</table>

D. When timer sounds **carefully** open door as excess steam will escape and could burn you.
E. Remove product from tray and continue with preparation for selling.

CLEANING GUIDELINES

A. Be sure steamer is turned off, but leave plugged in.
B. Remove all trays to wash and clean.
C. Once steam has dissipated, clean out all product residue and spray with sanitizer.
D. Be sure to wipe down outside of oven as well.
E. Leave steamer door open at the end of the night to lengthen life of seal.
ROLLER GRILL

OPERATION

A. Grill should be turned off when you enter the stand. Turn on the roller and set temperature for both front and rear rollers at the highest setting.
B. Remove appropriate amount of product and place on grill.
C. Refer to the chart below to determine the length the product should be reheated:

<table>
<thead>
<tr>
<th>Product</th>
<th>Time (thawed)</th>
<th>Time (frozen)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hot Dog</td>
<td>8 - 10 minutes</td>
<td>15 - 18 minutes</td>
</tr>
<tr>
<td>Hot Sausage</td>
<td>8 - 10 minutes</td>
<td>15 - 18 minutes</td>
</tr>
<tr>
<td>Bratwurst</td>
<td>8 - 10 minutes</td>
<td>15 - 18 minutes</td>
</tr>
</tbody>
</table>

CLEANING GUIDELINES

A. Be sure grill is turned off and leave plugged in.
B. Once it has a chance to cool you can begin cleaning.
C. Spray with either water bottle or cleaning solution and scrub clean. Once one part of the roller is done, roll them to continue around all sides.
D. After cleaning all the rollers, remove the tray and wash in the sink. Be sure to clean under the tray and along the side under the rollers prior to returning the tray.
PRETZEL OVEN (Bakers Pride/Blodgett Oven)

OPERATION

A. Preheat oven by turning on power switch and setting temperature at 450º degrees.
B. Remove salt packet from pretzel box and dump into a tray.
C. Taking one pretzel at a time spray with water (from water bottle) and dab in salt tray.
D. Then place pretzel on pretzel sheet and bake for 3 - 5 minutes.
E. Once pretzels are warmed continue preparation for selling.

SANITARY CONCERNS

A. Be sure pretzels are free of dirt of mold which could be caused by damage to box or sustained high temperatures. If you find unsanitary pretzels, mark as spoiled and throw away.
B. Place uncooked pretzels in appropriate location to be picked up at the end of the game.

CLEANING GUIDELINES

A. Be sure oven is turned off, but leave plugged in.
B. Remove all trays to wash and clean.
C. Once heat has dissipated, clean out all product residue inside oven.
D. Be sure to wipe down outside of oven as well.
E. Leave oven door open at end of night.
PRETZEL OVEN (Conveyor Belt)

OPERATION

A. Preheat oven by turning on heating switches and conveyor switch. (note: Salter if equipped, is not used)
B. Remove salt packet from pretzel box and dump into a tray.
C. Taking one pretzel at a time spray with water (from water bottle) and dab in salt tray.
D. Then place pretzel on conveyor belt.
   - Since each conveyor speed varies, be sure to test a few at the beginning.
E. Once pretzels are cooked, they will fall into the tray on the bottom. Remove with deli wrap, fold edges of wrap and place in pretzel warmer or hang on hooks (figure to right) until purchased.

SANITARY CONCERNS

A. Be sure pretzels are free of dirt of mold which could be caused by damage to box or sustained high temperatures. If you find unsanitary pretzels, mark as spoiled and throw away.
B. Place uncooked pretzels in appropriate location to be picked up at the end of the game.

CLEANING GUIDELINES

A. Be sure oven is switched off and conveyor is turned off, but leave plugged in.
B. Remove salt tray(s) to wash and clean.
C. Once heat has dissipated, clean out all product residue.
D. Be sure to wipe down outside of oven as well.
PITCO FRIALATORS

OPERATION

A. Fryers should be preheated when you arrive. If they are not, contact the concession management immediately.
B. Be sure your fan hood is on.
C. If at any time you smell excessive natural gas, call the Concession Management immediately.
D. Your fryer will be filled with the necessary oil. Only add oil if the level drops below the maximum level. **Do not overfill.**
E. Place the appropriate amount of product in each basket:

<table>
<thead>
<tr>
<th>Product</th>
<th>Amount Per Basket</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fries</td>
<td>½ bag</td>
</tr>
<tr>
<td>Chicken Fingers</td>
<td>½ bag</td>
</tr>
</tbody>
</table>

F. Once your baskets are properly filled either place on the automatic drops (if equipped) or place in the oil.
G. If you have automatic drops, simply press the corresponding number and the fryer will take over. If you have to manually place the baskets in the oil and be sure to set the timer.

<table>
<thead>
<tr>
<th>Product</th>
<th>Time</th>
<th>Temperature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fries</td>
<td>3 minutes</td>
<td>375 degrees</td>
</tr>
<tr>
<td>Chicken Fingers</td>
<td>3 minutes</td>
<td>375 degrees</td>
</tr>
</tbody>
</table>

H. If product bubbles out of basket, be sure to scoop out with a skimmer.
I. When product raises for timer sounds, dump baskets in tray being caution as they are very hot.

IMPORTANT NOTES

A. Be sure to use product placed outside the freezers **first.**
B. If you find product in a bag that has been broken or torn inspect to be sure it is sanitary.
C. The product you make is to be sold. You are not to produce for other stands or provide large bins for your own stand. Those in your stand may eat a portion as their complimentary meal.
D. Do not try to alter the temperature or cooking time of your fryer. If you are having problems, contact someone from the Concession Management.
NIECO BROILERS

OPERATION

A. Broilers should be preheated when you arrive. If they are not, contact the Concession Management immediately.
B. Be sure your fan hood is on as well.
C. If at any time you smell excessive natural gas, call the Concession Management immediately.
D. Your broiler should be preset with the appropriate heating temperature and conveyor speed. If the product is not getting cook correctly, contact the Concession Management.
E. Once your broiler is running smoothly begin placing product on the conveyor. Product will drop to the tray once it is finished.

IMPORTANT NOTES

A. Be sure to use opened product first.
B. Inspect the product as you place on the conveyor to ensure it is sanitary.

CLEANING INSTRUCTIONS

A. Carefully clean where burger drop onto tray.
B. You can also remove the mesh-like tray on the front for cleaning.
PIZZA OVENS

CONVEYOR OPERATION

A. Ovens should be preheated when you arrive. If they are not, contact the concession management immediately.
B. Be sure your fan hood is on as well.
C. If at any time you smell excessive natural gas, call the Concession Management immediately.
D. Your oven should be preset with the appropriate heating temperature and conveyor speed. If the product is not getting cook correctly, contact the Concession Management.
E. Once your oven is running smoothly begin placing product on the conveyor.

BLODGETT & MOFFAT CONVECTION OVEN OPERATION

A. Preheat oven by turning on power switch and setting temperature at 450 degrees
B. Place pizza on sheet and bake on sheet for 6-8 minutes.
C. Once pizzas are cooked, remove tray and then remove from tray placing them in boxes until purchased.

BAKERS PRIDE OPERATION

A. Preheat oven by turning on power switch and setting temperature at 450º degrees.
B. Place pizza on sheet and bake on sheet for 6-8 minutes.
C. Once pizzas are cooked, remove tray and then remove from tray placing them in boxes until purchased.

IMPORTANT NOTES

A. Be sure to use opened packages from freezer first.
B. Inspect pizzas for any sort of damage or sanitary issues and discard as needed.
C. Be sure to turn off ovens at end of game.
D. Clean ovens as best you can by removing product residue and wiping outside.
PEPSI UNIT OPERATION

CHANGING PRODUCT (Bag In Box or BIB)

A. Prior to changing BIB make sure it is empty. (you know this by putting you hand into BIB and verifying there is no product remaining in the bladder)
B. If empty, discontinue use of that particular product at the dispenser
C. To change a BIB:
   1. Remove connector from old BIB by unscrewing, then remove box from rack
   2. Punch out round circle on front of new BIB
   3. Peel open flap to expose BIB nozzle
   4. Remove cap on the nozzle
   5. Pull nozzle out far enough so the nozzle fits into groove from where you punched out the round circle, then push flap on box back into place to secure nozzle
   6. Place new box into rack with correct side up
   7. Attach the new one by screwing connector to the BIB nozzle
D. You are now able to resume use of that dispenser.

CHANGING CO₂ TANK

A. Prior to changing the CO₂ tank verify it is the most appropriate plan of action by answering yes to all the following questions:
   1. The soda coming out of the dispenser tastes flat
   2. You have turned the switch on side of the BIB rack (see figure to right)
   3. You have verified that the tank is open by turning the valve the appropriate direction
   4. The CO₂ tank gauge is registering empty
B. Discontinue use of the entire fountain dispenser
C. Identify the tank to be changed and close the value by turning it the appropriate direction.
D. Using the wrench hanging on the CO₂ tank, begin to loosen the nut by turning it clockwise.
E. Once you have completely disconnected the old CO₂ tank, carefully attach a new tank being careful not to cross thread (put it on crooked) the nut.
F. Once the new tank is attached, open the valve completely and you should begin to hear a popping sound as the lines pressurize.
G. You will most likely now need to bleed the lines (you can verify this by tasting the product to see if it is flat). If product is flat follow the guidelines below to bleed the lines:
   1. If you ran out of CO₂ using just one type of product, you will only need to bleed that line, otherwise you will need to check all the lines you used when the CO₂ ran out.
   2. If your dispensing unit is equipped, identify which line allows you to just get water. (This will most likely be the only dispenser with a small black level on it.) If your unit has this, begin running water until the CO₂ refills the lines.
   3. If your unit does not have a dedicated water lever, begin running from the particular product dispenser from which you discovered the lack of CO₂. Do this until the CO₂ returns and the taste is normal.

IMPORTANT NOTE

If you still are having problems, contact the Concession Management and a Pepsi technician will be dispatched to your stand.
MERRYCHEF OPERATION

OPERATION

A.
B.
C.

IMPORTANT NOTE
END OF THE SEASON CHECKLIST

GENERAL

This checklist will assist the Stand Manager in properly closing their stand for the season. Below are areas which need to be addressed in addition to following the procedures for a regular game closing.

GUIDELINES

A. Warehouse – return supplies (cleaned) you have acquired from throughout the season. Supplies may include the following:
   1. Coolers
   2. Oven mitts
   3. Buttons
   4. Number badges
   5. Extra utensils
   6. Hawking bags (for pretzels and hot dogs only)

B. Equipment Cleaning – wipe off outside and under all portable equipment. Below are some specific areas to address:
   1. Cheese pump – if you are not completely cleaning the machine after each game, do so now. Remove the bags of cheese (putting them back into their box) and clean the nozzles.
   2. Gas Grills – be sure gas is shut off at the tank.

C. Verify all like product and supplies are in the same location. (ie. straws with straws, cups with cups, etc.)

D. Sweep everywhere and under everything.

E. Cambros – clean inside, especially the rubber gasket. Leave open to air dry.

F. Personal Items – remove all items that you or someone in your group brought. Items left in the stand after the final game will be discarded.

G. Money – be sure all money bags have been returned and calculators returned to your specific stand box.