General Concession
Stand Manager
Quick Reference

Reporting
Enter through main entrance at appropriate time prior to game start with a photo ID.
2 hours prior – lacrosse, gymnastics, soccer, softball, track and volleyball
2.5 hours prior – wrestling
Remember, you are only allowed to bring in what fans are allowed. Proceed to stand to meet concession staff.

Prior to gates opening
- Verify inventory separate from the stand supervisor and sign off on it
- Count bank and divide into registers
- Follow Pre-Event Checklist
- Develop a plan based on who is working and begin preparation for opening

During the event
- Ensure proper food handling including hot and cold holding temperatures
- Address basic customer issues
- Should additional inventory be needed, contact supervisor
- Ensure adequate production for the demand, peak sales times are as follows:
  Gymnastics – steady throughout
  Indoor Track – meal times
  Lacrosse – prior and at half time
  Soccer – prior and halftime
  Softball – steady throughout
  Volleyball – steady (men’s) & prior and after 2nd set (women’s)
  Wrestling – prior and intermission

At the end of event
Partial close down and clean up can begin after the last peak sales time. Unless instructed, remain open until the end of the event, then begin the following:
- Inventory stand separately from supervisor and see it is entered into workstation
- Count monies and place in bundles of 25’s all facing same direction
- Follow Post-Event Checklist
- Place all garbage outside with cardboard broken down and stacked neatly

Departure
When your inventory and deposits reconcile to within $100 on your Pre-Event Stand Sheet, you are free to leave. If it does not, you will need to recount money or inventory to find the discrepancy.

Equipping groups to deliver their best
to provide the fans our best.

For more information, visit www.athletics.psu.edu/concessions