Reporting
Enter through the employee entrance (next to the loading dock) 2 hours prior to game time with a photo ID. Be sure to sign in on appropriate sheet. Remember, you are only allowed to bring in what fans are allowed. Proceed to stand to meet concession staff.

Prior to gates opening
- Verifying inventory separate from the stand manager
- Locate your radio
- Ensure equipment is in working order
- See that preparation for opening begins
- Confirm prices on workstations and video menu boards

During the game
- Be available to answer groups questions
- Ensure proper food handling
- Authorize returns
- Address basic customer issues the group is unable to
- Ensure safe practices are being followed
- Leave money handling to the group
- Oversee transfers from warehouse and other stands
- Monitor hot holding and refrigerator/freezer temperatures

At the end of the game
Begin partial close down at the end of the 2nd intermission. Most food production should be done at this point, so equipment clean up can begin. Direct the group to ensure proper and timely closure of the stand. When you close the stand at the end of the 3rd (or when directed), the following should begin simultaneously:
- You and the stand manager begin inventory separately. Once agreed, enter into a workstation.
- Ensure group has begun to work through the Post Event Checklist
- Verify the money is being counted into groups of 25’s with all bills facing same direction
- Return Pre-Event Stand Sheet, radio, money and Micros card to the concession office

Once above is complete:
- Secure windows
- Place all garbage outside
- Cardboard broken down and stacked neatly outside
- Verify appropriate equipment is off

Departure
When your inventory and monies reconcile to within $50 on your Pre-Event Stand Sheet, you are free to leave. If it does not, you will need to recount item or money 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