



# Wheeler Athletic Association Concessions Information Packet



## General Instructions

Thank you for volunteering for WAA Concessions. These general instructions will answer most of the questions you will have. Please review this entire document to ensure your understanding on what is needed for your event to be successful.

The following instructions are in this packet

- Opening Procedures
- Cooking/Prep Times
- Cash Box Procedures
- Credit Card Procedures
- Concession Voucher Procedures
- Closing Procedure
- Cash/Square Closing Procedures
- Sample Forms
  - Starting Cash Reconciliation Form
  - Cash Reconciliation Form
  - Voucher Reconciliation Form
- Utensil Tub Contents
- Closing Procedures

Should you have any emergencies, please text/call:

Kristy Flowers (770) 656-9115, or Pilar Kornegay (678) 314-3896



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## Opening Procedures

These instructions are used for opening concessions.

**We suggest you follow these instructions/procedures in the order they are presented.**

**REMEMBER, YOU MUST HAVE CONCESSIONS UP AND RUNNING WHEN THE GATES OPEN FOR SPECTATORS.**

### Hot Drinks (Coffee/Hot Chocolate)

- Plug in coffee urn
- For hot chocolate:
  - Add (1) one scoop to bottom of cup
  - Fill cup up with hot water and stir

### Blue Zipper Bag

- An administrator will deliver the bag to you
- Follow the “Cash Box Procedures” to prepare the cash box for opening
- Follow the “Credit Card Procedures” to prepare taking credit card payments
- **AT ALL TIMES, ONLY ADULTS MAY HANDLE CASH**
- Contact Kristy or Pilar if you don’t receive the “blue zipper bag” 30 minutes before the gate opens

### Inventory

- Inventory sheet is located on the clip board in concessions
- All consumable items have been counted and the count has been entered under “starting #” by a WAA volunteer and signed/dated
- You will verify the count of each consumable and check the box “verified” next to each item. If you get a different number, please write that number in the “verified” box and initial
- Sign and date the last page of the inventory sheet under “concession volunteer”

### Nachos

- **Nacho Cheese**
  - Plug in crockpot, turn on to high and add a can of nacho cheese (2 cans for football and basketball games)
  - Stir cheese every fifteen (15) minutes
  - Once heated through, turn down to **WARM**
  - If more cheese is needed, turn crockpot back to high, open the next can and add two (2) large scoops of cheese. Stir frequently. Add more cheese once heated through.
  - **DO NOT ADD THE ENTIRE CAN AS IT WILL TAKE THIRTY (30) MINUTES TO BECOME HOT ENOUGH TO SERVE**
  - For Football and Basketball, a second crock pot may be used to swap out when first one runs low



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- **Nacho Chips**

- Lay out 8 boats
- Open bag of nacho chips and fill each bowl with chips (standing the chips up)
- Place boats in large container labeled “Nacho Chips”
- Repeat as necessary
- Once container is filled, place on shelf under cheese crockpot and pull as needed

## BBQ Pork

- Plug in crockpot and turn on “high”
- Place BBQ in crockpot and stir every fifteen (15) minutes until heated through
- Once heated through, turn down to warm
- If more BBQ is needed, turn back to high and add two (2) or three (3) large scoops of BBQ
- Stir frequently as it will take fifteen (15) minutes to heat throughout
- **REMEMBER, IT TAKES FORTY-FIVE (45) MINUTES TO HEAT AN ENTIRE CROCKPOT AND FIFTEEN (15) TO (TWENTY) 20 MINUTES IF YOU ADD ADDITIONAL BBQ**
- For Football and Basketball you can fill a second crockpot with water, turn on high and place bag of BBQ in to heat up like a “Sous Vide” and use as necessary.

## Hot Dogs

- Plug in hot dog roller
- Turn on hot dog roller to 350 degrees or #10 and let warm up for fifteen (15) minutes
- Place tin foil on slide out tray for easier cleaning
- Place hot dogs on roller and let cook for a minimum of fifteen (15) minutes
- Hot dogs can either be left on the roller (turned down to **WARM**) or wrapped and placed in Styrofoam cooler marked “Hot Dogs”
- Lay a piece of foil sheet on the table
- Lay open a hot dog bun on top of foil sheet
- Add hot dog to bun and roll foil around the hot dog
- **REMEMBER, IT TAKES A MINIMUM OF FIFTEEN (15) MINUTES TO COOK HOT DOGS**

## Popcorn

- Plug in machine to wall and the pot cord into the top of the inside of popcorn machine
- Turn on “warmer light”, “stirrer”, and “pot warmer” buttons
- Cut off the top of the popcorn bag, making sure both sections are cut open
- Open the glass doors and carefully open the lid to the pot and squeeze in the butter, seasonings and popcorn
- Once popcorn popping begins to slow down, turn off the “stirrer” and “pot warmer” buttons
- Carefully dump out remaining popcorn from pot
- Scoop into popcorn boxes and place into styrofoam cooler marked “Popcorn”
- Move popcorn around, holes in bottom for un-popped kernels
- Repeat as necessary
- Leave “warming light” on until it is time to clean machine at the end of the night
- Empty small tray at bottom as needed
- **REMEMBER, IT TAKES SIX (6) TO SEVEN (7) MINUTES TO POP THE POPCORN**



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## Burgers

- Pull out grill and metal table and make sure it is clean and ready to use
- Preheat grill
- Add burgers to grill and cook for at three (3) minutes per side
- Add cheese if needed
- Pull burgers and place in buns and wrap in foil sheets
- Mark 'C' for cheeseburgers
- Bring into concessions and place in styrofoam cooler

## Concessions Feather & Menu A-Frame

- Pick a spot outside concessions where you want to display the feather,
- Place stand on ground, forming an "X", add feather

## Condiments

- Place small table outside of concessions area
- Put wire baskets with ketchup, mustard, napkins and forks outside on table
- Check periodically to see if it needs to be refilled, **specifically before half-time**
- Put creamer, sugars and stirrers out for hot drinks (if applicable)

## Jalapenos

- Lay out cups
- Fill each cup 2/3 full of jalapenos and put lid on

## Cotton Candy

- Place cotton candy bags on strips
- Hang strips on the hook on either side of the concession window

## Slushies

- Always pull from one side until the light in lid starts flashing
- Fill cup to spot on sample cup
- Put on lid, grab straw and serve

## Candy & Chips

- Place trays of candy and trays of chips on counter

## Stanchions

- Place stanchions out to help guide people to form a cue

## Displays

- Place display drinks, chips and candy on the counter for customer to see (drinks are marked "display")

## Order Forms

- Place order forms on counter with pens (to be used by adults taking orders)



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## Cooking/Prep Times

### BBQ Pork

- Crock Pot on High for (twenty-five) 25 minutes for 2.5 lbs – mix every (ten) 10 minutes
- Once heated through, turn to low/warm
- To add more meat:
  - Turn back to high
  - Add two (2) spoonful of BBQ and stir
  - Once temperature has been reached, turn back to warm
  - Continue stirring throughout the shift
- Can also heat up 2<sup>nd</sup> crockpot with water and a sealed bag of BBQ

### Nacho Cheese

- Crock Pot on High for one (1) hour per can of nacho cheese, stirring every 10 minutes
- Once heated through, turn to low/warm
- To add more cheese, turn back to high and add three (3) scoops to crock pot and stir. It will take
- approximately fifteen (15) minutes to heat through. Continue stirring throughout the shift
- Repeat as needed

### Jalapenos

- Fifteen (15) minutes to create forty-eight (48) cups with lids of jalapenos

### Nacho Chips

- Five (5) minutes to create eight (8) boats of chops (1 bag of chips)
- Place chips in tub
- Repeat as needed

### Hot Dogs

- Preheat roller at 350 degrees or #10 for fifteen (15) minutes
- Put hot dogs on roller for a minimum of ten (10) to fifteen (15) minutes
- Wrap and place in styrofoam cooler

### Popcorn

- Turn all buttons on
- Add popcorn packet
- Takes about seven (7) minutes to pop popcorn
- Turn off “Stirrer” and “Pot Warmer” buttons
- Scoop popcorn into boxes
- Leave “light” button on until concessions is closed



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## Burgers

- Pull out grill and table make sure it is clean and ready to use
- Preheat grill
- Add burgers to grill and cook for three (3) minutes per side
- Add cheese if needed
- Pull burgers and place in buns and wrap in foil sheets
- Mark 'C' for cheeseburgers
- Bring into concessions and place in styrofoam cooler
- Hot Drinks (Coffee/Hot Chocolate)
- Plug in coffee urn at least one (1) hour before gate opens
- For hot chocolate:
- Add three (3) heaping spoons to bottom of cup
- Fill cup up with hot water

## Hot Drinks (Coffee/Hot Chocolate)

- Plug in coffee urn at least one (1) one hour before gate opens
- For Hot Chocolate:
- Add one (1) scoop to bottom of cup
- Fill cup with hot water

## Slushies

- Always start serving slushies from one (1) side until light starts flashing
- When light is flashing, slide the lid forward six (6) inches (or remove completely) disconnecting magnetic wire in the back
- Add two (2) or three (3) cups of cold mixture (found in fridge/cooler) to the back of the machine
- Replace lid and connect wire
- After ten (1)-fifteen (15) minutes, add two (2) or three (3) more cups (mixture is freezing in between this time)
- Serve from the other side while waiting for the mixture to freeze
- Repeat on other side when light in lid starts flashing



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## Cash Box Procedures

***ONLY ADULTS ARE TO HANDLE CASH***

### Starting Procedures

- Administrator will bring blue zipped bag with starting cash, touchless squares and square codes
- Verify the “starting petty cash” in the cash bag matches the WAA signed “Opening Starting Cash Reconciliation Form”. Two (2) adult volunteers must verify the cash and sign the form that the amount received was received correct.
- Place money in cash box found on counter
- Cash box must be secured at all times.
- ***NEVER LEAVE CASH BOX UNATTENDED***
- At all times, only adults over twenty -one (21) years of age may handle cash or credit card sales



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## Credit Card Procedures

- Square code is a one-time per person use code. The code cannot be added or used on additional phones. Decide whose phone will be used for the event
- Squares and codes will be located in Blue Zipper Bag brought to you by administration
- Only use Square when processing credit card sales for concessions – **DO NOT USE WHEN TAKING CASH PAYMENT**

## Download the Square Up app (square point of sale: payment) on your phone

- Pull out a touchless square and sheet with square codes
- Open app
  - Click “sign in”
  - Choose “use a device code”
  - Enter the device code included in cash bag
  - Tear up sheet and throw away once used
  - These codes can only be used one (1) time. You can not use the code on another phone, otherwise it will cancel the code, and no one can use it
- Pairing device with phone (instructions from SquareUp)
  - To establish a Bluetooth connection, your Square Reader must be next to your mobile device.
  - To pair your Square Reader for contactless and chip wirelessly through Bluetooth:
    - Press and release the button on your reader to turn it on.
    - Open the **Settings** app on your device and toggle **Bluetooth ON**.
    - Open your Square app and tap ≡ **More** > **Settings** > **Hardware** > **Square Readers**.
    - Tap **Connect a Reader**.
    - Press reader’s button for three to five seconds. Remove your finger as soon as you see **orange** flashing lights. Release button and lay square next to phone
  - Tap **Pair** on the notification from your Square app to complete the pairing process.
    - **Note:** Due to extended security measures, some Android devices will require
    - multiple confirmations during the pairing process.
    - On Android devices, quickly tap **Pair** and **Pair & connect** each time you are prompted until the connection is successful. If the connection fails, start the pairing process over and make sure to accept all **Pair** and **Pair & connect** prompts within 5 seconds.
    - You may have to answer questions on your phone granting access
  - When your reader is successfully connected, you will see it listed as **Ready** in the Square POS app.



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- **How to take credit card payments through Square**
  - Click each item you are selling
  - Click “review sale” (this will also show you what items are being purchased)
  - Click “charge \$XX.XX”
  - Green light will appear on the touchless square when it is ready to have the card tapped or inserted for payment
  - If automatic payment fails, proceed to “Manual Credit Card Entry”
  - Choose “manual credit card entry”
  - Enter card number
  - Then the MM/YY, CVV and zip code tied to the debit/credit card
  - Hit “charge”
- **How to clear a charge**
  - If you enter an incorrect item or too many items to purchase, you can remove that transaction and start over
  - After you review and realize you entered too many, click on the “...” to “clear items”
  - “X” out of the menu and start again



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## Voucher Procedures

- **Vouchers are treated as CASH**
- Vouchers are good for a maximum of ten dollars (\$10)
- Vouchers are only valid for the **2025-2026 school year** at Wheeler **Home** games
- Vouchers must be used all at once, **no cash back** if they do not spend all the ten dollars (\$10)
- Vouchers can be used for any concession items
- Once vouchers have been used, write VOID across it and sign it
- Place voucher in cash box to reconcile at the end of the event

## Sample Voucher



AD - Concessions Voucher  
\$10 Voucher



Valid only for 2025-2026 Home (TEAM)

Concessions

NO REPLACEMENT IF LOST  
NO CASH BACK

***Signature Required***

Kristy Flowers, WAA President

***Signature Required***

Barry Bowdre, Athletic Director





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## Closing Procedures

**FAILURE TO FOLLOW THE CLEANING PROCEDURES WILL RESULT IN A FINE TO YOUR TEAM**

Below are instructions to ensure concessions are shut down properly and ready for the next session.

**DO NOT close concessions until the event is over!**

### Cash Box

- Follow “Cash Box Procedures” for closing procedures and add to blue money bag
- Place square devices in blue money bag
- Turn in blue cash bag to on duty administrator

### Inventory

- Count remaining inventory and fill out “ending #” on the inventory sheet
- Counting volunteers must sign sheet
- Student volunteers are allowed to count inventory

### Condiments

- Bring in contents on table
- Wipe down table and bring in

### Popcorn Machine

- Turn off all switches and unplug the machine from the wall and from the inside top of machine
- Unplug and remove the pot
- Wipe out popcorn machine of any loose popcorn with paper towels
- Take out tray, scoop, and metal hinged door
- **All must be washed, dried and put back**
- Spray inside machine with “**Concessions Equipment Degreaser**” and wipe down
- Do not forget the inside and top of machine, next to the light
- Wipe outside of machine and underneath
- Return all cleaned parts back to the machine

### BBQ

- Unplug crock pot
- Throw out any leftover BBQ
- Wash and dry crock pot bowl and lid



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## Hot Dog Machine

- Turn machine to low so rollers cool down and continue to spin
- Use paper towels to wipe down rollers, removing as much oil as possible
- Use “**Concessions Equipment Degreaser**” and cover all rollers with cleaner. Wipe down
- Once rollers are cleaned, remove bottom tray and toss tinfoil and clean
- Wipe down all sides of machine and underneath
- Turn off machine

## Nachos

- Unplug crockpot, throw away any cheese, jalapenos, and any opened chips
- Wash and dry crock pot bowl and lid

## Cotton Candy

- Throw away any unsold cotton candy
- Leave clips on hook next to concession window

## Concession Feather & A-Frame Menu

- Take feather out of the stand base
- Bring base and feather and A-Frame inside of concessions

## Counters & Display

- Bring all display drinks and other display items inside
- Wipe down all counters, inside and outside of concessions
- Close and lock rolling window

## Grill

- Clean grill
- Clean grill utensils
- Turn off gas (under grill)
- Return grill to storing place

## Candy & Chips

- Leave on counter after counting

## Hot Drinks

- Empty urn of hot water
- Wash any equipment



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## Slushies

- Make sure light is not flashing in lid. If so, please add more mixture
- Slide black tray forward, empty content in sink.
- Wash and replace
- Wipe down sides and front of machine

## Cooking Utensils

- Wash and dry utensils
- Place utensils back into tub, verifying that everything has been returned

## Trash

- Gather all trash and leave tied up bag(s) outside the door by the trash can
- Custodians will pick up

## Floor

- Sweep the entire floor, under all tables and machines

## Stanchions

- Stack all stanchions by concessions



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## Cash/Square Closing Procedures

*As soon as game ends and last sale made, cash and vouchers must be verified by two (2) adults together.*

*Admin on Duty will come by 15-20 minutes after concessions close to collect money bag*

### Voucher Form

- Separate vouchers by name/color
- Fill out Voucher Form, found in binder, indicating who voucher is from and how many were used at the event
- Two (2) adult volunteers must sign and date form
- **Once form is completed, take a picture of it and email it to [concessions@wheelerhighsports.org](mailto:concessions@wheelerhighsports.org) and [treasurer@wheelerhighsports.org](mailto:treasurer@wheelerhighsports.org)**
- Place form and voucher form into “Voucher” envelope
- Fill out information on both sides of the envelope
- Sign across seal
- Place envelope in blue zipper “Cash bag”

### Starting Cash Reconciliation Form

- First, pull out the amount of starting cash that you started with using small bills
- Fill out the “Closing Starting Cash” section of “Starting Cash Reconciliation Form” found in blue zipper cash bag
- Each adult volunteer counting money must verify amount of cash and sign cash form
- **Once form is completed, take a picture of it and email it to [concessions@wheelerhighsports.org](mailto:concessions@wheelerhighsports.org) and [treasurer@wheelerhighsports.org](mailto:treasurer@wheelerhighsports.org)**
- Place form and Starting Cash Reconciliation Form into “Starting Cash” envelope
- Fill out information on both sides of the envelope
- Sign across seal
- Place envelope in blue zipper “Cash bag”

### Concessions Cash Reconciliation Form

- First adult will count remaining cash, fill in amounts on “Concessions Cash Reconciliation Form”, found in binder and sign on signature 1 and date
- Second adult will count the money, fill in amounts on “ConcessionsCash Reconciliation Form” and sign on signature 2 and date
- **Once form is completed, take a picture of it and email it to [concessions@wheelerhighsports.org](mailto:concessions@wheelerhighsports.org) and [treasurer@wheelerhighsports.org](mailto:treasurer@wheelerhighsports.org)**
- Place form and cash into “Cash Reconciliation” envelope
- Fill out information on both sides of the envelope
- Sign across seal
- Place envelope in blue zipper “Cash bag”



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## Square

Return all squares to blue zipper bag

**Return blue cash pouch to administrator in charge before leaving for the evening**



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## Sample: Concessions Voucher Reconciliation Form



### Wheeler High School Concessions Concessions Voucher Reconciliation

Event: \_\_\_\_\_

Sport: \_\_\_\_\_ Date: \_\_\_\_\_

Voucher Type	1 <sup>st</sup> Person Verified (end of sales) - of vouchers	2 <sup>nd</sup> Person Verified (end of sales) - of vouchers
AD Voucher		
Evolv Voucher		
Law Enforcement Voucher		
Referee Voucher		
Other: (please list below)		
Other: (please list below)		
Other: (please list below)		
Other: (please list below)		
<b>Total Number of Vouchers (pieces)</b>		

**Be sure to take a photo with your phone once completed and email to both the WAA Concessions email ([concessions@wheelerhighsports.org](mailto:concessions@wheelerhighsports.org)) and the WAA Treasurer email ([treasurer@wheelerhighsports.org](mailto:treasurer@wheelerhighsports.org))**

**Volunteer Signature 1:** \_\_\_\_\_ **WAA Signature 1:** \_\_\_\_\_

**Volunteer Signature 2:** \_\_\_\_\_ **WAA Signature 2:** \_\_\_\_\_

**Date:** \_\_\_\_\_ **Date:** \_\_\_\_\_



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## Sample: Starting Cash Reconciliation Form



### Wheeler High School Concessions Starting Cash Reconciliation Form

Event: \_\_\_\_\_

Sport: \_\_\_\_\_ Date: \_\_\_\_\_

Opening Starting Cash: \_\_\_\_\_

#### Opening Starting Cash

Money Amount	WAA 1 <sup>st</sup> Person Verified	WAA 2 <sup>nd</sup> Person Verified	Volunteer 1 <sup>st</sup> Person	Volunteer 2 <sup>nd</sup> Person
\$10.00				
\$5.00				
\$1.00				
Opening Starting Cash				

WAA Signature 1: \_\_\_\_\_ Volunteer Signature 1: \_\_\_\_\_

WAA Signature 2: \_\_\_\_\_ Volunteer Signature 2: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_

#### Closing Starting Cash (this number should match the number above)

Money Amount	Volunteer 1 <sup>st</sup> Person	Volunteer 2 <sup>nd</sup> Person	WAA 1 <sup>st</sup> Person Verified	WAA 2 <sup>nd</sup> Person Verified
\$10.00				
\$5.00				
\$1.00				
Closing Starting Cash				

Closing Starting Cash: \_\_\_\_\_

Volunteer Signature 1: \_\_\_\_\_ WAA Signature 1: \_\_\_\_\_

Volunteer Signature 2: \_\_\_\_\_ WAA Signature 2: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_



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## Sample: Concessions Cash Reconciliation Form



### Wheeler High School Concessions Concessions Cash Reconciliation

Event: \_\_\_\_\_

Sport: \_\_\_\_\_ Date: \_\_\_\_\_

Money Amount	1 <sup>st</sup> Person Verified (end of sales)	2 <sup>nd</sup> Person Verified (end of sales)
\$100.00		
\$50.00		
\$20.00		
\$10.00		
\$5.00		
\$2.00		
\$1.00		
Coins		
<b>Total to be deposited</b> (do not include starting cash)		

Be sure to take a photo with your phone once completed and email to both the WAA Concessions email ([concessions@wheelerhighsports.org](mailto:concessions@wheelerhighsports.org)) and the WAA Treasurer email ([treasurer@wheelerhighsports.org](mailto:treasurer@wheelerhighsports.org))

Volunteer Signature 1: \_\_\_\_\_ WAA Signature 1: \_\_\_\_\_

Volunteer Signature 2: \_\_\_\_\_ WAA Signature 2: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_



# Wheeler Athletic Association Concessions Information Packet



## Athletic Field Utensil Tub – Contents

- This is a list of the content for use during your game/match for concessions
- It is your responsibility to ensure that each item is cleaned and placed back in the tub at the end of the event

Item	# of Items
Scissors	2
Popcorn Scoop	1
Can Opener	1
Large Spatula	1
Small Spatula	1
Metal trays (1/4 size)	4
Tongs	4
Nacho Cheese Scoop	1
Rectangular Tupperware for hot dogs	1
Hand towels	