



Welcome to the World of Concessions!

Thank you for your interest in the Sodexo Campus Services' fund raising opportunities for non-profit groups. Sodexo Services is contracted to run concessions for Georgia Tech. Our goal is to achieve a win-win partnership by providing your group with a consistent, ongoing fundraiser, and Sodexo Campus Services with a consistent labor force. We are looking forward to working with you and your group.

Non-profit groups and organizations are utilized by the Sodexo Services to staff the concession stands here at Georgia Tech. Groups are required to sign on for one sport's season—usually football, men's basketball, and/or women's basketball. We do maintain an alternate list of back-up groups who cannot commit to an entire season but give us a list of event dates they are available. If needed, these groups will be contacted a week prior to the sporting event. Groups are required to attend pre-season training (days and times are flexible—evenings and weekends are fine) at the stadium. All non-vending/vending groups must have at least 35% of their workers attend the training sessions and be 18 or older.

We believe that people are our most important asset. In the end, the one competitive advantage our food service operation has over others is our people. Anyone can duplicate menus, policies and procedure, but our employees and partners represent a priceless asset, a vital point of difference in a highly competitive industry. Customer service is of the utmost importance to our business.

If you are not serving the customer, your job is to be serving someone who is. Service, food and atmosphere are what people look for when choosing a place to eat. Our customers are not our captive audience, they may choose to eat prior to an event or wait until it is over. It is up to each of us to assure that each customer consistently receives quality service and food.

Our policy is to do whatever is necessary to resolve a customer's complaint. When confronted with a problem, bring the matter to your group leader's attention so steps can be taken to make sure the problem is resolved.

The purpose of this guide is to introduce you to our operations and policies. It is imperative that you read this handbook thoroughly and understand the material wholly.



Groups are assigned on a “Best Group in the Best Stand Basis”

Best is defined as:

- Friendliness of service
- Speed of service
- Quality of products and waste controls
- Accuracy of financial accountability
- Cash over and shortages
- Cleanliness of stand during and after the event
- Stand staff attendance, promptness and appearance
- Compliance to standards and desire to succeed

Georgia Tech/Sodexo Sports & Leisure Services

Non-Profit Group Information

Staffing

- Stand Leaders and designated number of people per contract should arrive four (4) hours before event time. The remainder of the group’s full team should arrive three (3) hours prior to the game. Gates open two (2) hours prior to football game time.
- Three (3) days before each event, we need full names and contact information of your organizations workers. If workers are not on the list, they will not be allowed inside the stadium, No Exceptions. Personnel can be changed up to the day before the event by 5:00 p.m. Please fax 404-385-0528 or e-mail ericlee.reed@sodexo.com to the office by 5pm (3 days before the game).

Check-In

All staff must check in through the tunnel entrance off of Bobby Dodd Way. Each worker gets a wristband in order to enter the stadium. Go to your assigned stand and begin preparations for the event. The supervisor and stand leader will provide production amounts.



Uniforms

- The group will be provided uniforms prior to the first event. The stand leader should give them to the workers upon arrival to the stand, and should take them up at the end of the event. It is the group's responsibility to launder the uniforms throughout the season. Uniforms are to be turned in to Sodexo at the end of the season. The group will be charged for any shirts or aprons unaccounted for.

NOTE: The shirts and aprons should be clean and "unwrinkled" for the events.

- Visors will be given out at the beginning of the season as well but there is a \$2.50 charge and they are yours to keep. The visors are required, as they serve as a hair restraint to meet Health Department standards. Hair past the shoulders should be pulled back.
- Pants or Capri's are acceptable. They can be khakis or black in color.
- Shoes must be closed-toed and comfortable to work in.

Do not bring purses or backpacks to the stand. Leave your personal items in your vehicle. We are not responsible for lost or stolen items.

Stand Assignments

Stands should be properly staffed with group leader(s), front counter cashiers, back counter food production/beverage dispensers, and runner(s).

Front Counter

The cashier is the customer's first impression of our concession's operation. Therefore, it is important that they be friendly and courteous. During the event you need to keep the counters clean and your station stocked. Cashiers should always be smiling and facing forward in their positions, and unless otherwise instructed, all cashiers should stay at their position.

****When a customer places their order, tell them the total first so they can be getting their money ready while you are filling the order. When a customer pays you, place the bill(s) on top of the cash drawer, count back to the customer the proper change and then place the bill(s) in the drawer.**



Each customer should be served in the following manner:

- Greet the customer as they approach the stand. “Hi, how may I help you?”
- Listen to the order. When possible suggest an accompaniment top their order. “Would you like a box of fresh popcorn with your drinks?”, “Would you like to try our extreme nachos?” or “How about a large coke to go with your popcorn?”
- Always assume the customer wants the regular size if they do not specify during peak selling time. During non-peak periods try to up sale customers to large items and add-ons such as candy and peanuts.
- If there are, lines in front of other cashiers in the stand don’t be afraid to call out “May I help the next guest?” Your job as cashier is to serve the customer as quickly as possible.
- Due to our inventory system and concerns over speed of service, if someone would like to purchase a cup of ice or ice water it will cost the same as a soft drink.

We do not ever re-fill cups with ice, water or anything else. This is strictly against health codes.

Back Counter

After the inventory has been verified, stock beverage stations with cups and mugs. Fill production quotas, make beverages, place items on the middle counter to fill customers’ orders. Remember to use an ice scoop to fill the cups with ice, not the cup itself. Ice scoops must always have the handles up, not touching the ice when not in use. Cups should always be filled half full of ice.

Runner

The runner assists both back and front counter people to expedite orders. He or she will refill ice bins, clean and maintain condiment tables, pick up reorders from main storeroom if needed. *One runner should be assigned to the condiment table to see that it is cleaned and replenished at all time.

Marketing

Signage is provided to educate customers about your organization and that a portion of proceeds will benefit the local community. Please ensure that your signage is visible to the customers.

Do not create your own signage! If you need to update menus or announcements, please inform the General Manager.



Stand Safety

Having a safe working environment is important to everyone. You have a major impact on how safely your work place is. You are urged to report any situation that you consider unsafe to your group leader. Suggestions concerning safety will always be welcomed by your Sodexo manager.

In order to keep our concessions' operations safe please pay close attention to the following items:

- Clean up all spills immediately (ice, water, food products, etc.).
- Sweep the floor regularly throughout the event.
- Never pull an electrical plug out by the cord.
- Use proper lifting practices when handling boxes. Keep your back straight, knees bent and lift with your legs.
- Use caution when operating the popcorn machine. The kettle is very hot and will burn you if it is touched.
- Never use a chair or milk crate to stand on.

Never leave sterno or other heating equipment (popcorn popper, roller grill, etc.) unattended.

Food Safety

In order to provide our customers with quality products we must make sure they are handled safely and properly. The following procedures must be followed for all food handling:

- All hot food must be at least 145° before serving. Hold food at 145° or above. A food thermometer is provided for every stand and should be sanitized after each use. Product temperatures are checked and recorded at the end of preparation, prior to service and at the beginning, middle and end of service. All cold food must be kept iced down in preparation and serving areas and kept below 40°. Do not let prepared food stand at room temperature for an extended period of time.
- Do not store food production or containers on the floor at any time (this includes ice and cups), items must be at least 6" off the floor.
- Food gloves are provided and must be worn when handling prepared foods. Proper hand washing practices must be followed. Everyone must wash their hands with soap and water, before beginning, returning to work, and when necessary during work. Anyone engaged in handling of food or food contact surfaces must wash hands after eating, drinking, smoking and handling raw foods of animal origin, trash or other contaminated objects. Hands also must be washed after scratching your head, touching hair, sneezing, blowing your nose and other acts of a personal nature. Hands must always be washed after using the toilet facilities and AGAIN IN PRODUCTION AND SERVICE AREAS, before returning to work.



- Cuts and burns on hands must be properly bandaged and covered with disposable gloves. Cuts and burns on exposed arms must be properly covered so they are not a source of contaminations.
- Hands and fingernails must be clean. Fingernails should be no longer than the end of the finger. No excessive jewelry should be worn.
- Ready to eat food must not be touched with bare hands. Disposable gloves, tongs or other dispensing devices must be used properly to handle food. Ready to eat foods are foods that require no further processing and cooking/heating. Disposable gloves must be changed with each activity or whenever gloves become torn or contaminated. For example, never use the same gloves for handling raw meat, then making sandwiches and finally cleaning the work area or handling money. Gloves may not be washed and reused. Gloves must be discarded when leaving the work area, i.e. when going to the restroom, etc.
- Toxic and chemical materials must be properly stored, separated and away from food, food equipment and utensils. All materials must be clearly labeled for easy identification of contents. Clearly labeled sanitizer of the proper concentration must be available and used to sanitize all food contact surfaces of stationary equipment, i.e., work counters and tables.
- Eating, drinking, smoking and gum chewing are not allowed in production, service or equipment/utensil washing areas. No individual's coffee mugs or drink cups are stored the concession stands.

Food Production

Production levels will be written on your stand sheet.

- **Hot Dogs:** All hot dogs should be prepared on roller grills. Coat rollers with vegetable oil spray before using. Start production as soon as the early crew arrives. When handling hot dogs always put in Crescor in trays of 30. Face the meat down on the tray and ensure the bag is closed. Hot dogs are to be kept at 145 degrees in accordance with health codes. A HACCP (Hazard Analysis and Critical Control Points) form and other forms on clipboard are to be filled out every 2 hours during the event.
- **Popcorn:** Box the number of popcorn boxes as indicated on stand sheet in red ink. You will pop to get the aroma into the stadium throughout the pre-game and right up into halftime. Keep the person assigned to the popper at the machine during production. Never let the popcorn burn. Always leave the doors open when popping.
- **Frito Chili Pie:** This product is made to order. Cashiers should always alert production personnel when one is ordered. Place a single bag of Fritos into the bowl, scoop one ladle of chili over them, and cover them with one pump of nacho cheese. Ensure the chili can warmer always has water in the bottom. If Chili gets thick toward the end of the can, simply add a small amount of water and stir.



- **Nacho Cheese:** Fill soufflé cups with cheese, lid and place in Crescor.
- **Bottled water:** Ice down in Dasani/Coke barrels.
- **Ice:** Ice is delivered before events and filled in stands and ice bins outside of stands on course. When necessary have a runner get more ice from the bins. Remember to be stocked with ice before half-time.
- **Fountain Drinks:** Drinks should be poured prior to pre-game and half-time rush. Please consult your supervisor for your stands volume needs.

Pre-Closing

You may begin pre-closing your stand halfway through the third quarter of the game. Always remember however, customers are first. Never jeopardize sales for cleaning. This may include consolidating lines to two or three lines of service, washing dishes, gathering trash, wiping out coolers, sweeping floors and inventory.