Working at Concessions

1. Starting Shift
   1. Arrive 10-15 minutes early
   2. Punch in
   3. Ask the manager for a cash drawer
2. Set Up Concessions Booth
   1. Computer has no login, restart if it asks for one
   2. Click on VIC application
   3. Login will be auto filled so click sign in
   4. Count the cash in the drawer to make sure it is $100
   5. Click continue and main screen will appear
   6. Turn on the warmers
      1. At deerspring, turn on the nacho cheese warmer
      2. At mitchell, turn on the pretzel warmer and put two pretzels in (15 mins to heat up)
      3. At mitchell, call to order pizzas (more info on pizzas later)
   7. Make sure you have clean hands
      1. Wash them if you go to the bathroom during the shift
3. Working the Concessions System
   1. Click the button of the item they wish to purchase
      1. One click for every item purchased
      2. Click each item as they say it then go grab it
      3. Single slice or whole pizza option at mitchell
      4. Patrons can deliver a pizza if we have run out (only cheese or pepperoni)
   2. If there is a misclick use the remove box
   3. Get to the payment screen by clicking one of the green boxes on the right depending on what payment method they want to use
      1. Ask them what payment method they want to use
   4. If paying cash click blue payment box and type amount of cash handed to you
   5. NO REFUNDS
   6. Logout
      1. Click red power button in bottom left corner
      2. Click yes on the popup
      3. Count each bill and each coin and total cash will appear in the bottom left
      4. Add your name at the bottom
      5. Screen will pop up with amounts just click “post end of shift” button in bottom left
      6. Receipt will print and place on top of cash drawer and give to conc man
4. Phone
   1. Answering the phone
      1. “Hello this is \_\_\_\_ at \_\_\_\_\_\_ pool how may I help you?”
   2. Call front desk for help if you need it
5. Slide Rules
   1. Walk up the stairs
   2. One at a time
   3. Feet first, arms and legs crossed on their back
   4. No goggles, sunglasses, lifejackets
   5. Wait until person sliding has exited the pool or the roped off area before sending next person down
6. Common Issues/Troubleshooting
   1. If receipt doesn’t print, check top right to make sure no red line through the chain
      1. If there is, click it to refresh the system
      2. If that still doesn’t work, restart computer
   2. Restock food if we are running low
      1. Extra ice cream storage around the corner
   3. Don’t steal food
      1. There are cameras and you will get caught
   4. Ask for help if you need it