

Concessions Volunteer Procedures

Here are procedures and expectations of Concessions Volunteers.

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Training

If this is your first concessions shift, please contact the Box Office (via email to tickets@oldtownplayhouse.com or phone at 231.947.2210 option 2) at least a day before your shift to arrange a training session. Arrive 90 minutes before performance time for a training session before you start your shift.

Start of Shift

- **Arrival:** Please arrive at least **75 minutes** (1 hour + 15 minutes) **before performance time**. This will give you time to get set up and open for sales (which begin one hour before the performance).
- **Parking:** If possible, please do not park in the OTP parking lot.
- **Dress:** Please wear black (or at least dark colored) clothing in a style appropriate for serving food.
- **Check In:** Stop at the Box Office when you arrive to check in and get your Concessions Comp voucher. The first volunteer to arrive will pick up the cash bag and payment terminal at the Box Office.

Set Up

1. **Wear a Lanyard:** Write your name on a lanyard with a dry erase marker and wear the lanyard until you shift is over (after intermission).
2. **Cash & Payment Terminal:** Count the cash (there should be \$100) and put it in the cash box. Make sure the Square terminal is powered on and where you can reach it.

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3. **Snack Rack:** Fill the snack display rack with candy and snacks from the plastic tubs as shown in Figure 1. Use items from the plastic tubs before opening any new boxes.
4. **Water:** Check that there is at least one full case of water in the OTP fridge. Put at least 6 bottles of water from the fridge on the stainless-steel table (ready for sale).
5. **Soda:** Get several of each variety of soda from the fridge and put the cans on the stainless-steel table (ready for sale).
6. **Coffee:**
 - a. Put the coffee cups, lids, and K-Cups from the metal cabinet closest to the kitchen door on the stainless-steel table (ready for sale).
 - b. Set up the Keurig on the table in the lobby (if it isn't already). Place stirrers, napkins, sugars, creamers and a trash can as shown in Figure 2.
 - c. Fill the Keurig water reservoir and turn it on so it begins heating.
7. **Open the window.** You may want to put the snack rack on the sill.



Figure 1: Snack Rack and K-Cup Setup



Figure 2: Keurig Setup

Sales

1. On the Square terminal, tap **Checkout** (bottom left) then **Library** (top center). Then tap **Concessions**.
2. Tap **items** to add to order.
3. Ask if they would like to add a \$1 donation to their purchase (or round up), tap **Donate \$1** if so.
4. Tap **Review sale** at the bottom of the screen.
5. If correct, tap **Charge**, then **Confirm & Pay**.
6. **If paying with Credit:** Hand the terminal to the customer to Tap/Insert/Swipe their card and complete the transaction.
7. **If paying with Cash:** Tap the arrow at the top of the screen, then tap **Cash**. Enter the amount given, then tap **Tender**. Make change from the cash box.
8. Tap **New Sale** to start a new order.

Restock: Restock the snack rack, water, soda, coffee materials, Keurig water reservoir as necessary.

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When the Show Starts

1. **Close** the concessions window and **close the doors** to the kitchen and kitchen area.
2. **Use the back stairwell** to enter the auditorium quietly. Sit in the chairs right inside the door to the auditorium.

Before Intermission

1. **Return to concessions** approximately 5 minutes before intermission.
2. **Reopen** the concessions window.

Clean Up After Intermission

1. **Close** the concessions window.
2. **Return** your lanyard (hang it on the kitchen light switch).
3. Put all cash in the cash bag. **Deposit** cash bag through the drop slot in the wall next to the Business Office door.
4. **Return** credit terminal to the Box office, on top of the cubby holes just inside the door to the right. Plug in the terminal if a cord is available. Please close the Box Office door.
5. **Turn off** the Keurig and empty and replace the water reservoir.
6. **Return** items from the snack display rack to the plastic sealed tubs and close all boxes.

If any items are particularly low, please let the business office know (office@oldtownplayhouse.com or 231.947.2210 option 4), especially on Sundays.

7. **Restock** water bottles and/or soda in the refrigerator if necessary.
8. **Close the doors** to the kitchen and kitchen area.

Please make sure that all surfaces, display racks, and the Keurig are clean and presentable.

If you need new tablecloths, they are inside the boiler room off the multi-purpose room, in the cabinet to the right as you descend the steps.

Once clean-up is complete, you are free to leave or return to your seats to watch the second act.

Concessions Comps

A concessions comp is a paper voucher that may be redeemed **ONLY** by the person named on it for one rush ticket to any OTP MainStage, Studio, or Young Company performance before its expiration date. Rush tickets are available no earlier than 1 hour before a performance starts and are subject to seat availability. This voucher must be presented in person at the Box Office to redeem. Please call the Box Office at 231.947.2210 option 2 if you have questions or want to check on seat availability.

Thank you for volunteering at OTP!

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VIP Concessions Voucher Redemption

At our Gala fundraiser, patrons can bid on VIP ticket packages for the season. These include vouchers for each performance that can be used for drinks at the bar or a concessions order. Here is how to deal with an order to be paid with a VIP Bar or Concessions Voucher.

1. VIPs may include any concessions items in their order.
2. On the Square terminal, tap **items** they select to add them to an order as usual.
3. Tap **Review sale** at the bottom of the screen.
4. Tap **Add discount**.
5. Tap **VIP Concessions Discount**.
6. Tap **Charge \$0.00**.
7. Tap **Record \$0.00 Payment**.
8. Tap **No receipt**.
9. Tap **New Sale**.

	VIP Bar or Concessions Voucher
For: <u>Sample</u> Date: _____	
<i>Redeem for one drink at the bar or any order at concessions.</i>	