

Concessions – Gate – Open Skate

Concessions:

1. Be on time! Plan to be in the concession stand one hour before the start of the game. It takes time to start pizza, popcorn, soup, pretzels, hotdogs, coffee, etc.
2. If you are not able to work your shift, YOU are responsible to find your own replacement. You can switch with another HWS member, find a friend or relative to work for you, or pay a replacement worker \$8.00/hour to work for you. If using a replacement worker, the payment needs to be made before the shift. If you skip your shift, your deposit check will be cashed. It is very inconvenient to others that have to fill in for a “no show” on the schedule and also a lot of work for those who did show up. PLEASE do not skip your work shift.
3. No person under age 12 in the concession stand.
4. With the exception of single parents, it is expected that two people will show up to work. If both parents are not available, find a friend or relative to help.
5. The first person on the list (1.) each day needs to pick up the money bag at Hiway Express and be at the rink on time. The keys to the front door, gate, and concession stand are in the money bag. You will need to sign for the money bag when you pick it up. If you are working a high school game, please also pick up the gate bag and bring it with you to the concession stand.
6. Turn the heat on in the eating area, if necessary. However, the heat **MUST** be turned off at the end of the day. Everyone should make it a habit to check that the heat is off in the eating area and outside in the bleacher area at the end of each game day. (Heat control for the eating area is at the top of the steps, high on the east wall. Heat control for the outside bleacher area is high on the outside wall of the referee’s room.)
7. The people working the last shift need to make a deposit. Write “concessions” on the deposit slip. Bring the deposit (in the locked bag) to Union State Bank's night drop (just inside the front door). Return the money bag, with the correct cash, to Hiway Express. (Each money bag is labeled with the bills that are supposed to be in that bag for the next shift. If you do not have the correct bills, please use the bills you do have to be sure the correct amount of money is in the bag. Do not “short” the money bag. When returning the money bag to Hiway Express, ask if they have bills to make the exchange.) All the directions for making a deposit are posted in the concessions stand. You will need to sign when returning the money bag to Hiway Express.

Gate:

1. The person(s) working gate can pick up the money bag at the concessions stand.
2. Pull the rolling counter in front of the main doors to catch people when they come in. This area may be chilly, so dress appropriately.
3. HWS honors Hazen and Beulah school passes.
4. The gate should remain open until the end of the second period.
5. After closing, do a gate deposit. Write “gate” on the deposit slip. Be sure the correct bills are left in the money bag. (Each money bag is labeled with the bills that are supposed to be in that bag for the next shift. If you do not have the correct bills, please use the bills you do have to be sure the correct amount of money is in the bag. Do not “short” the money bag.) Bring the deposit and money bag to the concessions stand. The concessions workers will bring the deposit to USB and return the money bag to Hiway Express.

Note: The immediate family members of those working concessions or gate get free admission to the game. The game workers (clock, scorebook, announcer, penalty box, and zam) also get free admission. If you’re working the gate, you should check the schedule (usually on the bulletin board) to know who those people are.

Open Skate

1. There are three sets of workers for open skate. One set works the concessions stand. The others work the gate, rents skates, and supervises kids on and off the ice.
2. Gate for Open Skate should be set up in the entryway, near the skate rental.
3. The rental skates are located in the skate-sharpening room. When renting skates, record names on the log sheet provided in order to account for all skates rented and returned.
4. Close the gate to the locker rooms and turn out the lights in that hallway. Skaters should not be hanging out in the locker rooms or adjacent hallway.
5. Put out the red dividers to section a part of the ice for the newest skaters. The dividers can be found on the north end of the players benches. This will help with some of your supervision so that those just learning to skate aren't being run over by others.
6. Turn on the music. Start the computer in the crows nest. Open the "win" icon to start the music. Click on playlists and let the music run through the playlist. Be sure to shut down the computer and turn power switch off at end of night. This is a good way to let the kids know it's time to go. Note that Open Skate lasts until 9:30. That's the time the kids need to come off the ice, but the workers are expected to stay until all duties are complete.
7. The only learner bars or chairs allowed on the ice are to be used by the new skaters inside the dividers.
8. When skates are returned, spray the skates with the disinfectant provided.
9. Cost for open skate is \$2.00/person. Cost for skate rental is \$1.00. The money for gate and skate rental can be combined, but it is VERY IMPORTANT that the Open Skate money is kept separate from the concessions money. You will need to do a separate deposit for the Open Skate money.
10. The money bag for Open Skate is located at Hiway Express. A key to the rink will be in the money bag. At the end of the night, you will need to do a deposit. Write "open skate" on the deposit slip. Be sure the correct bills are left in the money bag. (Each money bag is labeled with the bills that are supposed to be in that bag for the next shift. If you do not have the correct bills, please use the bills you do have to be sure the correct amount of money is in the bag. Do not "short" the money bag.) Put the Open Skate deposit in the correct Ziploc bag and then into the deposit bag. The concession workers will take the deposit to the Union State Bank night drop. Return the Open Skate money bag to Hiway Express.
11. Those working Open Skate are in charge of the kids in the arena. Any kids causing problems or rough-housing on the ice should be asked to stop. If behavior continues, ask the child to leave.
12. Clean up any garbage in the viewing areas, lobby, and bathrooms.
13. Be sure the lights are off in the arena, lobby, and bathrooms. Check to be sure the heat is off in the outside seating area. The last workers out of the building should lock the door.