Round Lake Malta Baseball

Concession Stand Volunteer Handbook

Thank you for volunteering for our concession stand. Please review the handbook, which provides important information regarding safe food handling.

**Hand washing Policy:**

Proper hand washing is an effective way of preventing the transmission of viruses and bacteria. The New York State Department of Health requires all food service workers, including volunteers, to wash hands:

* before starting work at the concession stand;
* before putting on single service gloves;
* after touching raw, fresh or frozen beef, poultry, fish or meat, including hot dogs;
* after mopping, sweeping, removing garbage or using the telephone;
* after using the bathroom;
* after smoking, eating, sneezing or drinking;
* after touching anything that might result in contamination of hands.

Hand washing is only effective when done properly. All employees involved with food preparation must wash their hands and exposed portions of their arms with soap and water. Thorough hand washing is done by vigorously rubbing together the surfaces of lathered hands and arms for at least 20 seconds followed by a thorough rinse with clean water. Use a single-service towel (paper towels are available in the concession stand) to dry hands.

Handling of money during food preparation is not a cause of illness, and thus you do not have to change your gloves or wash your hands after handling money.

Hands may be washed at the sink located outside the concession stand.

**Gloves**

As most of the items served at the concession stand do not require you to touch the food with your bare hand, due to the fact that they are prepackaged or can be served and prepared with the utensils provided, state law does not require gloves to be worn to serve them. The exception at the concession stand is the preparation of hot pretzels. The procedure for preparation is described below.

You also may not touch breads, such as cooked pretzels, with your bare hands, and thus they must be served with gloved hands or using tongs or napkins as a barrier to your hands.

Always change gloves if the gloves get ripped, torn, or contaminated. Contamination can occur after using the bathroom, smoking, coughing, sneezing, and in between preparing raw and cooked foods. Food worker hands must be washed thoroughly and be cleaned before wearing new gloves.

**Ill-food handler policy:**

If you have suffered from a sickness such as fever, gastrointestinal illness, severe burns, boils or cuts, you may not work in the concession stand for 48 hours after symptoms clear. Please contact the concession stand coordinator if you cannot find another volunteer to cover your shift.

If you have minor cuts or burns, you may work in the concession stand if they are covered with both clean adhesive bandages and disposable gloves.

**Complaints**

Volunteers must document in writing any complaints regarding the quality or preparation of any items sold at the concession stand. A sample complaint form is included at the end of this handbook and copies are available on the shelf of the concession stand.

**Sanitizing Solution**

Sanitizing solution is maintained in a labeled spray bottle on the concession stand shelf. This spray bottle contains a cleaning solution that is of a concentration that is approved by the Department for sanitizing cooking equipment, and is the only cleaning solution that should be used in the concession stand.

At the end of your shift, spray the solution on the hot dog grille, microwave tray and interior and all countertop surfaces with the solution and wipe with a clean paper towel.

The spray solution is mixed and tested by the concession stand coordinator and tested prior to being provided for your use.

The MSDS sheet on the sanitizer, Oasis 146 Quat Sanitizer, is posted on the wall to the left of the refrigerator.

**Cleaning of the Concession Stand**

Spray all food contact surfaces, cooking equipment and non-food contact surfaces with the prepared sanitizer and wipe clean with a paper towel. Please dispose of all garbage and sweep floor. Place returnable bottles “clinks bin” in the equipment shed, or if its fill and you are willing, return to Hannford Clinks station.

On Tuesdays and Fridays, spray Oasis 146 Quant Sanitizer generously on the mopped floor and wipe clean with mop. Alternatively, you may, with the bucket and mop provided, add ¼ cup of multipurpose Lysol cleaner to bucket. Add one gallon of water to bucket (gallon jugs of water are available next to the mop and bucket, do not use water in the refrigerator) and mix. Thoroughly mop floor, wring out mop in bucket and empty of bucket dirty water in the port a potty. If the bucket needs to be rinsed, add more clean water to bucket and empty into port a potty.

**Food Preparation**

Hot Dogs: Hot dogs will not be offered this year.

Hot Pretzels: Wearing gloves, remove a frozen pretzel from the freezer and place on a paper plate. Cook in the microwave on a paper plate according to package directions, but for no more than 3 ½ minutes. Using bottle water from the refrigerator, moisten the cooked pretzel and sprinkle with pretzel salt.

Pizza: Pizza will be delivered by Brooke’s pizza around 6:30 each night. Please tip the driver $2 from the concessions cash box. Wearing gloves, remove cooked pizza with a spatula and place on paper plate to be served. Tightly close the thermal pizza warmer. Please take home any unused pizza at the end of the night. Please do not give away pizza towards the end of your shift, though.

Popcorn: Microwave a bag of popcorn according to package directions. Carefully open the bag to avoid being burned by steam and transfer it to a brown lunch bag for serving.

Coffee: Use the jug water in the refrigerator to fill the Keurig, be sure to turn on and plug in so that it will be ready for orders. Half and half should be kept in the refrigerator whenever not in use.

All other food is pre-packaged and requires no preparation.

**Complaint Form**

If you have a concern about the quality of the food prepared or served at the Round Lake Malta Baseball Concession Stand.

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

**Name and contact information (optional):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Details of Complaint:** Please describe your complaint in detail:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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