Concessions Staff

Certified Sport Venue Staff (CSVS) Training
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Developed with grant funding from the Mississippi Office of Homeland Security
The United States Department of Homeland Security has identified professional and collegiate sports venues as potential terrorist targets.

The National Center for Spectator Sports Safety and Security (NCS²) has developed training courses to enhance safety and security efforts by:

- Building security awareness
- Improving sport security standards
- Enhancing the capabilities for planning, emergency response, and protective actions.
The basic responsibilities of the team member's role which include the following disciplines:

- Cleaning Attendant
- Ticket Taker
- Concessions
- Traffic and Parking Lot Attendant
- Guest Services
- Usher
- Gate Security
- Retail Associate
Introduction

The goals of the safety and security venue training program are designed so that each member of the event team will learn:

- The importance of **observing, listening, and monitoring** the actions of individuals attending the event
- The importance of **communication**
- Techniques for **problem solving and conflict resolution**
- How to **identify, assess, and evaluate** safety and security risks
- **Your role** as a member of the venue **safety and security team**
- How to conduct yourself in a professional, calm, and restrained manner
Concessions

Having licensed, insured, and accountable Concession staff is important to the management of a safe and secure food and beverage operation at any venue.

Concession staff serve the guests food and beverages and are responsible for managing the consumption of alcohol by those of legal age.

The goal of this training module is to familiarize concession staff with information needed to handle responsibilities before, during, and after an event.
Introduction

There is specific information in this training module concerning the

- Delivery
- Packaging
- Stand preparation
- Event procedures

surrounding a successful concession stand operation.

This training will also familiarize Concessions Staff with the critical role they play in safety and security.
Concessions staff members will assist other members of the safety and security team with ensuring the safety and security of the patrons (guests), fellow members of the event staff, and the venue.

The role and responsibilities of concessions staff members are very important and directly contribute to the overall success of the guests' event experience.

You must always Be Alert, Be Vigilant, and Be Safe.

If you See Something Say Something!
Concessions

The Concessions Staff module consists of the following Lessons:

- **Lesson 1:** Basic Responsibilities
- **Lesson 2:** Identifying and Assessing Risks
- **Lesson 3:** Communication
- **Lesson 4:** Teamwork
- **Lesson 5:** Problem Solving Tips
- **Lesson 6:** Guests with Disabilities
- **Lesson 7:** Standards of Conduct and Alcohol Management Training
- **Lesson 8:** Your Role as a Member of the Safety and Security Team
- **Lesson 9:** Risk Assessment and Evacuation Procedures

You are responsible for learning ALL the material in this module so that you can perform your duties.
Lesson 1

Basic Responsibilities of Concessions Staff
Lesson 1: Basic Responsibilities

Lesson 1 provides the proper information needed to perform the tasks as a Concessions Staff member and as an effective member of the venue safety and security team.

Concession staff serve the guests food and beverages and are responsible for managing the consumption of alcohol by those of legal age.

Although their primary responsibility is to serve guests food and beverages, they are part of the event team and need to assist with safety and security of the guests whenever possible.

Concessions staff members are an important part of the event team. They play a critical role in the safety and security of the guests and the venue.

You will need to rely on all your professional training, knowledge and skills to efficiently and effectively fulfill this role.
Lesson 1: Basic Responsibilities

Learning Objective

After completing Lesson 1, you will be able to describe the:

- Basic responsibilities of the concession team.
- Concepts of concession delivery, storage, and packaging.
- Transportation of product.
Hazard Analysis and Critical Points (HAACP)

The foodservice provider should have a Hazard Analysis and Critical Points (HAACP) program in place.

HAACP is a management system in which food safety is addressed through the analysis and control of biological, chemical, and physical hazards from raw material production, procurement and handling, to manufacturing, distribution and consumption of the finished product.
Lesson 1: Basic Responsibilities

Delivery Responsibilities

Delivery and storage of concession products is the responsibility of your venue’s food and beverage department which is usually a third party service provider (concessionaire).

There are many potential hazards to the food and beverage delivery system that are discussed in the following Lesson.
Lesson 1: Basic Responsibilities

Delivery Responsibilities

- Many products are perishable so it is necessary to have ample staff available to receive, count, weigh, and check the temperature on all products entering the venue.
- Incorrect temperatures may pose a threat to food and beverage safety through prolonged exposure to temperatures which promote bacteria growth.
- A temperature between 40-165 degrees is where food bacteria are able to grow.
- This range is known as the “Danger Zone.”
Transportation, Packaging, and Storage

Damaged or tampered packaging must not be accepted by the concessionaire as this may be a breach in the product's integrity.

Products you receive must be expeditiously transported to a lockable storage facility.

The storage facility must have temperature and/or perpetual item logs to account for all products that are brought into and taken out of storage.
Lesson 1: Basic Responsibilities

Transportation, Packaging and Storage

Important components of keeping food and beverage safely stored prior to final preparation and delivery to the guests include:

- Temperature
- Transfer amount
- Lockable storage
- Package integrity
Click the Quiz button to edit this object

Knowledge Check

Concessions Staff
Basic Responsibilities

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed.
Lesson 2

Identifying and Assessing Risks
Lesson 2: Identifying and Assessing Risks

Concession location preparation and delivery is the last part of the delivery chain and has the most opportunity for contamination and/or poor product flavor and utilization.

Lesson 2 deals with this issue.
Lesson 2: Identifying and Assessing Risks

Learning Objectives

After completing Lesson 2, you will be able to:

- Identify and assess risks at your venue and your concession area
- Describe concepts of concession location, preparation, and facilitation
- Explain what to do before, during, and after the event.
Lesson 2: Identifying and Assessing Risks

All concession stand personnel must review and follow the procedures below to ensure that health, safety, and hospitality standards of the location are achieved.

For Concession staff members, this includes:

- Pre-event stand arrival
- Pre-event procedures
- Event procedures
- Post-event procedures
Lesson 2: Identifying and Assessing Risks

Pre-Event Stand Arrival

- All Concession staff should be in the proper uniform.
- Turn registers on.
- Turn power on to all equipment and verify that they are working properly.
- Complete temperature logs on all refrigerated equipment.
Click the Quiz button to edit this object

Knowledge Check

Concessions Staff
Identifying and Assessing Risks

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed.
Lesson 3

Communication
Click the Quiz button to edit this object

Knowledge Check

Communication

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed
Knowledge Check

Teamwork

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed
Lesson 5

Problem Solving Tips
Knowledge Check

Problem Solving

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed.
Lesson 6

Guests with Disabilities
Click the Quiz button to edit this object

Knowledge Check

Guests with Disabilities

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed
Lesson 7

Standards of Conduct
Quiz

Click the Quiz button to edit this object

Knowledge Check

Standards of Conduct

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed.
Lesson 8

Your Role as a Member of the Safety and Security Team
Knowledge Check

Your Safety and Security Team Role

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed.
Lesson 9

Risk Assessment and Evacuation Procedures
Knowledge Check

Risk Assessment and Evacuation Procedures

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed.
Put Your Training to Work

You can now put your Concessions Staff training to use in the venue in which you work.

By taking on the role of Concessions Staff, you are agreeing to do your best and take your responsibilities seriously.

You agree to do whatever is necessary to provide a safe and secure environment for guests attending an event at your venue.
Concessions Staff – Next Step

• You have completed the training module.
• You will now take the final exam.
• Final Exam
  ▪ 25 question, multiple choice exam
  ▪ You must score 100% to pass the exam
  ▪ You will be retested on any missed questions
• You will receive your certificate after you pass the final exam.
• You will receive additional location-specific training when you join your team at the venue
THIS CONCLUDES YOUR TRAINING