

# Concessions Procedures

## Old Town Playhouse

### 2024-2025

**Upon Arrival: Please arrive with enough time to set up, at least 15 minutes before concessions open.** (Concessions opens 1 hour before show - 6:30pm for evening, 1pm for matinee, so please try to arrive at 6:15pm for evening and 12:45pm for matinee.) Check in with the Box Office to get the cash bag, credit card terminal, and your Concessions Comp voucher. Double check amount in cash bag (there should be \$100). There is a cash box at the concessions window that you can use.

**Once in the Concession Area:** Check that there is at least one full case of water in the OTP fridge. Open the window. Set up display items as shown in the image below. Food items are in the sealed tubs on or under the stainless steel table inside of the concessions window. Coffee needs are in the cabinet in the kitchen closest to the door.

**Coffee:** Set up the Keurig on the table in the lobby (if it isn't already). Fill the Keurig water reservoir and turn it on so it begins heating. Place the following at the table: Stirrers, napkins, sugars, creamers and a trash can. Patrons will purchase their K-cup and get their cup/lid at the window. Ushers will monitor coffee during intermission.

**Using the Credit Terminal:** From the "Checkout" tab, scroll to the concessions items.

- Snacks (Chips, popcorn) \$2
- Candy (Candy bars and trail mix) \$3
- Water \$2
- Coffee \$2
- Donate \$1
- Donate other amount

Tap to add items to order. Ask if they would like to add a \$1 donation to their purchase, add if so. Press "Review" at bottom of screen. Confirm and have the customer Tap/Insert/Swipe their card.

**Cash:** No need to use terminal for cash sales. Make correct change from cash box.

**At Start of Show:** If you choose to watch the show in the auditorium, close the window and doors to the kitchen and kitchen area. Use the back stairwell to enter the auditorium quietly. Return to concessions approximately 5 minutes before intermission to reopen the window.

**At Intermission:** Check and/or refill the Keurig water reservoir. Complete sales as described above.

#### **Clean up at end of Intermission:**

1. Close the concessions window.
2. Put all cash in the cash bag. Deposit cash bag through the drop slot in the wall next to the Business Office door.
3. Return credit terminal to the Box office, on top of the cubby holes just inside the door. Plug in the terminal if a cord is available. Please close the Box Office door.
4. Turn off the Keurig and empty and replace the water reservoir.
5. Return display items to sealed tubs and close all boxes.
6. If any items are particularly low, please let the business office know ([office@oldtownplayhouse.com](mailto:office@oldtownplayhouse.com) or 231.947.2210 option 4), especially on Sundays.
7. Restock water bottles in the refrigerator if necessary.
8. Close the doors to the kitchen and kitchen area.

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

**General setup guidelines:**

Place display items in rack similar to image.

Stock fits nicely on the side table

Water and Tea are in the fridge labeled for Staff use, in the adjoining room

Coffee station should look similar to image below

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

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



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