



PLANNING



Getting Started

Connect with your Concession Manager from the previous year to review any learnings and successes and identify areas of improvement. If you are the Concession Manager from last year, talk with your fellow volunteers and families and think about your learnings: what was successful, and where there could be improvement.

Collect and organize any paperwork, contracts, bank statements, and offers from the previous year. Review your debit/credit/cost/expense records from last year to familiarize yourself. A formal audit is recommended at the end of your league season as part of your league's annual fiscal review process.

It is important to recruit an assistant(s) to provide support when necessary, and in times of emergency, illness, vacation, etc.



Menu Preparation

Building a List

The success of your concession stand will be determined in large by what you choose to sell. As a helpful starting point, please review last year's resources, including the menu, sales, and your consumers (e.g. parents and Little Leaguers®). Additionally, it is helpful to calculate how much your concession stand made on average per day last season and brainstorm strategies and programs that will directly increase that number.

Several other factors that you will want to take into consideration when compiling your menu are:

- Storage space
- Refrigeration availability
- Equipment availability (e.g. fryer, grill, ventilation, etc.)
- Safe, drinkable water sources
- Pre-packaged items for safer distribution and consumption



The more highly sought-after items that visitors to local Little League games are looking for and that require little to no preparation are beverages, candy, chips, fruit, hot dogs, hamburgers, fries, etc. Some of these items will require access to proper cooking equipment and resources.



Goal Setting

When setting your goals for generating revenue for the league, it is important to set realistic, achievable goals that align with your league's budget. Setting goals that are achievable will likely result in a rewarding experience for you and your league. Goals will help your volunteers share the same sense of comradery and the ability to work toward achieving success. They will also help your volunteers take pride in their efforts and lead them to work hard toward being a member of a "winning concession team."

Identify what the monies generated from the concession stand will support (if tied to a single item or project). Set the budget goal at that amount plus 10%, so there are additional base funds available for the next season; or to cover a shortfall or unexpected expenses.

If a league operates multiple concession stands at different field facilities/ game locations, the Concession Manager should create a budget and set goals for each location. It is recommended that each location have an on-site manager to oversee operations and be primarily responsible for tallying the monies received at the end of each day's activities.



Staffing /Schedule

The schedule should be developed in cooperation with the volunteers crafting the game schedules and communicated to the team managers for each division that will be using the playing facilities where the concession stand is located. It is the responsibility of the Concession Manager to clearly outline the procedure for recruitment and assignment of volunteers (e.g. legal guardians, parents, league volunteers, etc.) for staffing each game. Hours of volunteer service in the concession stand should be distributed evenly, with the schedule distributed at least one week in advance of the designated date(s) of service. It is recommended that there be a minimum of three people volunteering in the concession stand per game, based on the size of your stand. Minors under the age of 16 should not be permitted to work or be present in the concession stand at any time.

If the Concession Manager is not physically at the game location while the stand is in operation, a predetermined volunteer is to be designated as the Operations Manager for that game, and is responsible for all of the duties of the Concession Manager, including the reporting of receipts from the day's game(s).

Little League International requires all leagues and districts in the United States to conduct an annual background check, including a nationwide criminal search and a search of the National Sex Offender Registry, on its volunteers prior to being appointed, which includes the Concession Manager and concession stand volunteers. When staffing the concession stand, with the responsibilities of handling money and food safety concerns, it's important that volunteers working in the concession stand have a clean background check.

Training

The Concession Manager is to be capable of safely operating any of the equipment in the concession stand (e.g. fryer, slushy machine, grill, etc.). He/she must be capable of explaining to others the procedures for using the equipment. **It is recommended that the Concession Manager organize a meeting for all volunteers who will be working in the concession stand.** The purpose is to outline various procedures of operation, including opening and closing the stand and the safe operation of the stand during events, games, etc.



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