Do you have an upcoming canteen shift for Fortuna or DAS? This canteen handbook contains all the important *rules and tasks* for *opening, running and closing* our canteen.

First time? Read the canteen handbook **at home beforehand** .

OPENING

Standing rules for opening

- Make sure you arrive **10 minutes before** the start of your canteen shift.

- **Opening:** open the outside gate; use the key safe at the main entrance door (details available on request); deactivate the alarm (see the alarm instructions); enter the canteen via the corridor (not through the double doors).

Opening tasks

- Kitchen:
  - **Dishwasher:** switch on the dishwasher as soon as you arrive (see the instructions at the machine; it takes 20 minutes to warm up).
  - **Deep fryer on Saturdays:** switch the electric deep fryer on at 11:45 as standard (service starts at 12:00). Follow the instructions at the fryer.
  - Switch on the extractor for the deep fryer. The switch is on the wall by the keys.
- Bar:
  - **Drinks fridges:** restock the fridges in good time (load from the back; note that drinks take approximately 2 hours to chill).
  - **Till:** this is always switched on; contact the canteen committee with any questions about the second till.
- Canteen:
  - **Lights:** switch on the lights using the lighting panel to the right of the four fridges. Use the two small buttons at the top left for the bar and canteen spotlights.
  - **Music:** switch on the music using the iPad below the TV screen. Instructions are displayed next to it. A good general volume setting is 64 for the canteen and 70 for the terrace. Use the Spotify playlist at will.

- **Morning team:** on all league-match Saturdays, a morning team is present before the first canteen shift starts. They prepare filled rolls, bake almond-filled cakes and lay out supplies. They brief the first canteen shift on any tasks still to be done.

  If the morning team is absent:
  - **Toasties:** take toasties out of the freezer.
  - **Sweets:** place the sweet display towers, sweets, biscuits and cakes (iced cakes, Belgian waffles and speculaas biscuits) and crisps behind the bar (stored in the stockroom). Place the chalkboards with prices alongside them.

RUNNING THE CANTEEN

Standing rules during your shift

- Keep the canteen, bar and kitchen clean during your shift. Cleaning cloths and all-purpose cleaner are stocked in the kitchen.
- Keep the fridges sufficiently stocked throughout your shift.
- Ask people to return their bottles and cups to the bar and clear away their rubbish.
- Welpenteams (youngest junior teams) receive free squash. Do not enter this in the till.
- Resolve equipment faults where possible; otherwise, contact the committee.

- **Till policy:**
  - Enter everything in the till and select the correct item for stock tracking (to avoid corrections afterwards).
  - Payment on account or in cash is not possible. All purchases must be paid for immediately by debit card, Fortuna card or DAS card using the corresponding option in the till system.

- **Complimentary refreshments:**
  - Canteen volunteers: you receive one complimentary refreshment during your shift.
    - Record via: till -> pay (betalen) -> *write off (wegboeken)* → *(bar) staff member ((bar)medewerker)*.
  - Offer the referee a drink at half-time or after the match.
    - Record via: till -> pay (betalen) -> *write off (wegboeken)* → *referee (scheidsrechter)*.

- **First aid:** a green first-aid cabinet is mounted to the right of the drinks fridges. First-aid supplies are also available in the treatment room by the second sports hall. Cold packs are at the top of the freezer in the kitchen.

- **Lost property:** items are handed in at the canteen and kept ready for collection.

- **Alcohol policy:**
  - Only volunteers aged **18+** may serve alcohol.
  - One person holding the "responsible alcohol use" certificate must be present.
  - Serve alcohol only to visitors aged **18+;** ask for ID if in doubt.
  - Alcohol may be served from **14:00.**
  - From **14:00, children are therefore not allowed** behind the canteen bar.
  - Do not serve alcohol to visitors who are intoxicated.
- **Beer tanks:** volunteers must not touch the beer tanks.

Tasks during your shift

- **Coffee machine:**
  - Top up the milk (left-hand fridge)

    - Top up the beans (cupboard in the stockroom).
    - Empty the coffee machine's collection tray when full. There is a small button at the top of the front panel to open it.
- **Washing glasses:**
    - Wash coffee cups and tea glasses in the dishwasher.
    - Wash beer and wine glasses at the rinsing sink; pre-rinse them if necessary.
- **Deep fryer:** agree who will work in the kitchen; one person is sufficient. It can get busy from 12:00.
    - Follow the instructions at the deep fryer. Serve chips in the designated chip trays.
    - Enter sauces separately in the till.
- **Toasties:**
    - Toasties are available all day. Follow the instructions at the sandwich grill. Supplies are stored in the freezers; take extra toasties out of the freezer to defrost when it is busy.
    - Ham-and-cheese and cheese-only toastie loaves are in the upright freezer; vlam toasties (spicy toasties), individually wrapped in plastic, are in the **freezer workbench**.
    - Use **baking paper** on the sandwich grill.
- **Squash:** team parents can collect a free jug of squash from the bar. The squash concentrate is at the bottom of the left-hand upright fridge. Dilute it in the pitchers from the stockroom. Plastic cups are in the cupboard above the dishwasher.
- **Rinsing sink:** from 14:00, fill the rinsing sink and add a blue tablet from the white tub next to the sink. Turn on the glass-rinsing tap once the sink is full.
- **Bottles:**
    - Sort empty drinks bottles into the correct crates (Fristi and Chocomel in the brown crate; soft drinks in the red crates; beer bottles in the crates for the matching beer brand).
    - Place full crates on the trolley in the corridor behind the stockroom.
    - Remove straws from bottles before sorting them.
- **Issuing keys:** issue the referee's changing-room key on request. The key hangs on the rack in the kitchen, below the safe. Further details about other keys are available on request.
- **Equipment faults:** if the card terminal malfunctions, scan the QR code on the device for troubleshooting information. Restart the till if it malfunctions. In the event of a power outage, have someone at the club with the relevant knowledge reset the switches.
- **Cleaning:**
    - Wipe down the bar and tables
    - Use clean cleaning cloths (available in the kitchen).
- **Tidying up:**
    - Throughout your shift, regularly clear away bottles, cups and trays in the canteen and outside on the terrace.
    - Empty the bins. Fit new bin bags, available behind the bar. Put full rubbish bags by the waste containers. Only cardboard/paper is separated for recycling.

CLOSING

Standing rules for closing

- Start tidying up before your shift ends so that all closing tasks are completed by the stated closing time.
- Before closing, announce last orders and inform everyone present that the canteen is closing.

Closing tasks

- **Electrical equipment** to switch off:
  - Switch off the **deep fryer** and **extractor hood** (only the final canteen shift).
  - **Refrigerated display cabinet:** switch off.
  - **Sandwich grill:** switch off.
  - Switch off the radio and lights.
- **Dishwasher:** unload the dishwasher; press the second button from the left to drain it; it then switches off automatically.
- **Putting supplies away:**
  - Return sweets, crisps, biscuits, cakes and sweet display towers to the stockroom.
  - Put unsold rolls/cakes in the fridge.
- **Cleaning:**
  - Rinse all used glassware, including beer, wine and squash glasses.
  - Thoroughly wipe down the surface beneath the beer taps. Lift the drip-tray grate and clean the grate and beer taps with a cleaning cloth & warm soapy water.
  - Clean the tables, canteen counter and kitchen.
  - Drain the rinsing sink.
- **Final closing check:**
  - Check the DAS sports hall, the Fortuna sports hall and the changing rooms. Make sure everyone has left and all lights are off.
  - If people are still in the sports halls, lock only the canteen.
- **Canteen closing procedure:**
  - Lock the entrance to the DAS sports hall from the inside if no one is present.
  - Lock the stockroom and put the keys in the safe. Lock the double doors to the terrace from the inside and secure the internal doors to the toilet areas with the sliding bolts.
  - Leave through the single door leading to the corridor; pull the door shut behind you.
  - Set the alarm according to the instructions. When facing the outside door, the alarm panel is on the wall to your left.
  - Only lock the main entrance door after setting the alarm, then return the keys to the key safe.
  - Close the gates when leaving.

If you are unsure, encounter an equipment fault or incident, need support, or have any other issues: contact the canteen committee.