

Concessions - Popcorn Volunteer



As soon as you arrive - 1 hour before performance

- Hang coat and place personal belongings in Purple Room. Purses may be stored in Box Office if volunteer is not comfortable leaving in Purple Room.
- Get name tag in Box Office and sign in.
- Check kettle to make sure there are no leftover kernels from the previous show; dump out if needed and wipe out kettle with damp paper towel to remove any leftover/burnt oil residue on the bottom.
- Flip on **Switch 1** (lights/warmer) and **Switch 3** (kettle heater) only. Machine needs time to warm up. Do NOT flip on Switch 2 yet, however.

Wash hands

Wash hands thoroughly in sink with soap provided. There is a nail brush if you need it. To avoid spreading germs wash hands each time you handle different tasks in Concession stand. Do not eat popcorn when serving.

Prepare counter

- The kettle takes about 10 minutes to heat. While you are waiting for kettle to heat, get out popcorn buckets and place next to machine. You will need at least 36 buckets to start with – each batch fills approximately 6 buckets and you'll start with 6 batches. Popcorn buckets are kept under the counter. If you run out, extra cups are kept in back closet with sodas and other concession supplies (ask House Manager if needed).
- Put salt shakers on counter for guests (1 salt shaker on each side).
- Get out popcorn utensils (oil scoop, salt spoon and popcorn scoop), and container of orange seasoning salt, and place on plastic cutting board.

45 minutes before start of show – pop popcorn!

- Flip on **Switch 2** (kettle motor).
- Add 1 heaping scoop of **oil** to kettle. Oil is located in gray tub on floor.
- Sprinkle 1 heaping teaspoon of **flavored salt** (orange powder in small plastic container) over 1 cup of **popcorn** (located in black tub on floor); dump combined popcorn and flavored salt into kettle.
- When opening kettle lid to dump in ingredients be careful not to touch kettle itself. **KETTLE IS EXTREMELY HOT!**
- Leave machine doors open during popping.
- Listen for popping. Dump popped corn into machine when popping slows to 3 seconds between pops. Always dump popcorn from kettle into machine **BEFORE** popping stops -- **90%** of the popcorn should be popped at this time.
- The other Concessions Volunteer will take orders and do cash/credit card transactions. You may want to pre-fill a few buckets but not too many; generally, fill them as patrons order popcorn so it stays warm in the machine. Use popcorn shovel to fill buckets.
- Start with 6 batches – unless House Manager tells you show is SOLD OUT, then make 8 batches to start.

continued next page...

- Gauge how much popcorn is left and how much time is left before start of show; make additional batches if needed. Repeat above steps for each batch.
- Turn OFF **Switch 3** (kettle heat) halfway through the last batch, but leave the kettle motor on until you dump the last batch of popcorn into machine. Then turn OFF **Switch 2** (kettle motor).
- **Always keep an eye on this machine as it burns popcorn easily!** If you burn a batch, place blue container under kettle and immediately dump all contents into it (blue container can be found in cabinet under popcorn machine with popcorn buckets).

Start of show

- Leave **Switch 1** (lights/warmer) on during the first act to keep any popcorn in machine warm until Intermission. Switch 1 is the ONLY switch that should stay on during Intermission – Switches 2 and 3 should be off by now.
- Clean up any spilled popcorn or other mess.
- You may now enter the theater to watch the show. Please sit on one of the stools in very back of theater, or in empty seats in back row not occupied by patrons.

Intermission

Please return to Concession stand 15 minutes prior to Intermission. Follow procedures above to make popcorn during Intermission. (House Manager will tell you when Intermission will be.)

Start of second act

- **Turn OFF all switches immediately** to allow machine to cool down.
- Wash utensils (oil scoop, salt scoop, popcorn scoop, popcorn shovel) in sink with dishwashing detergent, dry, and place back in drawer. Wipe off cutting board.
- Put away popcorn salt and popcorn cups.
- Popcorn machine is cleaned thoroughly by Lyric Arts staff once a week, so you do NOT need to clean the whole machine. However, we ask that you follow a few quick, basic clean-up steps below to get the machine ready for the next show/volunteer.
- If you collected any burnt popcorn in the blue container, please alert House Manager, as it will need to be dumped into garbage bin behind theater.

Basic Cleaning of Machine



- Remove all remaining popcorn on floor of machine and THROW AWAY (do not give away).
- You do NOT need to remove kettle or wash it in the sink; Lyric Arts staff does this weekly. *HOWEVER, please make sure that all popcorn has been dumped out.*
- Wipe inside of machine windows and floor of machine with warm water and paper towels. Do NOT use soap. *Be careful not to accidentally touch popcorn kettle while wiping inside of machine if kettle is still hot!*
- There's a drawer underneath the popcorn machine. Pull it out, brush any popcorn into trash, wipe drawer with warm water and place back into machine.

PERKS POLICY FOR CONCESSIONS VOLUNTEERS

We recognize that Concessions/Popcorn volunteers miss a few minutes of the show while they are popping and cleaning up. Therefore, Concessions/Popcorn volunteers who are signed up ahead of time for a Concessions/Popcorn shift during the run of a show will be invited to be our guest at the PREVIEW of that show, so they may enjoy the show in its entirety. PREVIEWs take place on the night before opening night, and are usually on a Thursday night at 7:00 p.m. Please RSVP to confirm your attendance at PREVIEW by the Tuesday of Preview week.