

RETAIL MATCH DAY BRIEF

2023/24 SEASON



CHELSEA v ASTON VILLA

SUNDAY 24TH SEPTEMBER 2023
PREMIER LEAGUE
GAME 7



MATCHDAY TIMINGS

Floor Manager start time	08:30
TL & BOH (West Kiosk 3, Family 1, Gaffers, South Production, Jimmys, Dixons, Tea Bar & North External) start time	08:45
All other Team Leader start time	09:00
Team Member (Steward Feeding Units)	08:45
Team Member start time	10:00
Norh External & Tea Bar OPEN	11:00
Jimmys & Dixons GATES OPEN	11:30
All other Retail areas GATES OPEN	12:00
Kick -Off	14:00
Half- Time	14:45
Alcohol service STOPS – All GA areas except jimmys & Dixons	15:25
Alcohol service STOPS – Jimmys & Dixons	16:45

BRIEFINGS, BREAKS & DELEGATION

- Full Briefing to all Team Members
- Breaks not permitted at KICK-OFF
- Staff allocations – correct areas
- HALF-TIME preparation is essential.
- Staff arrival times, Breaks & finish time must be recorded on the back of the job cards and TLs briefing confirmation sheet.
- Cash declarations and signatures
- briefing confirmation sheet checked by Managers prior to gates open.

STANDARDS CHECKLIST

- Critical walks
- Pre-gates checks – tidy/organised
- Condiment caddy/station standards
- Unit standards/open/closedown cleanliness
- Paperwork compliance

STEWARD HOT DRINKS / FEEDING

- Steward feeding from North Gaffers Bar, South Production, West Kiosk 3, East Family 1

STOCK SHEETS

- Floor Manager spot check opening/closing count
- Accurate completion of transfers/gratis
- Signatures & Lead Manager follow-up

ADDITIONAL KEY POINTS

- Buddy System & HT support: All BOH staff must be helping the FOH staffs during HT service.
- Service Triangle
- Pre-pour for HT

SELF ORDERING UNITS

- Connectivity/troubleshooting checks
- Service delivery expectations
- Timings set & Till rolls checks
- **Password:** [REDACTED]

RESPONSIBLE ALCOHOL SERVICE

- Challenge 25 on or before 24/09/2005
- Decant Policy / Timings / Incident Logs
- DPS is [REDACTED]
- Tap water available on request
- Bottle lids removed
- RAS Questions – staff spot checks

FOOD, BEV & QUALITY CHECKS

- SANITISATION CHECKS – pre-open
- Sauce bottle checks – seals off
- Food waste & capturing
- Food specifications and weights
- Stagger production for service times
- 5 HIGH to 1 LOW – check weights!
- Temp checks 75+ degrees cooked and 63+ degrees in hot holding

ALLERGEN AWARENESS

- Allergen info briefed to team members
- Allergen files in place for service
- Guest to be handed file in the event of dish allergen queries

EPOS & CARD MACHINES

- PCI Compliance checks/records-Floor managers/Stand Leads
- Till Allocation – ERN numbers on paperwork
- CASHLESS STADIUM
- Corporate Vouchers in West Lower & East Upper

SAFETY CONVERSATION

- **Back to Work Safely**

UPCOMING FIXTURES

- Brighton (Carabao Cup) 27/09/23 19:45 KO
- Tottenham Women (WSL) 01/10/23 17:30 KO

Retail Match Day Management Detail

Full Time Managers

Name	Job Role	Area	Tel Number
[Redacted]	Head of Retail	All	[Redacted]
	Deputy Head of Retail	All	
	Senior Retail Manager	All	
	Tills & Stock Manager	All	
	Retail Chef	All	

Stand Leads

Name	Job Role	Area	Tel Number
[Redacted]	Stand Lead	West	[Redacted]
	Stand Lead	South	
	Stand Lead	North	
	Stand Lead	East	

Floor Managers

Name	Location	Suggested Areas
[Redacted]	West 1	Sinclairs, Kiosk 1, Zigger Zagger
	West 2	Robertos, Kiosk 3, Kiosk 2
	West 3	Mobile 1, Mobile 2, Mobile 3, Eddies Mobile
	South 1	South Production, South Lower Bar, South Away Bar
	South 2	Webbies, McCreadies Kiosk, Dickies
	South 3	McCreadies Bar, Bonettis, SU Mobile
	North 1	Kiosk 1, Strikers, Kiosk 2
	North 2	Kiosk 3, Keepers, Bar 4, Gaffers
	North 3	Jimmys, Dixons, North External
	North 4	103 Bar, 102 Bar, Kiosk 101, Back 4
	North 5	Corner Flag, Kiosk 104, Halfway
	East 1	Family 1, Family 2
	East 2 & 3	East Upper 1, East Upper 2, East Upper 3
	Fast Track Tokens & Admin	All
	Tea Bar/GA area support	All
Food- All Area	All	

Team Leader & Supervisors – Match Day Detail



Levy

WEST	West Kiosk 1	Supervisor
	West Kiosk 1	Back of House Supervisor
	West Kiosk 2	Supervisor
	West Kiosk 3	Supervisor
	West Kiosk 3	Back of House Supervisor
	Sinclairs Bar	Supervisor
	Zigger Zagger Bar	Supervisor
	Robertos Bar	Supervisor
	Mobile Bar 1	Supervisor
	Mobile Bar 2	Supervisor
	Mobile Bar 3	Supervisor
	Eddies Mobile	Supervisor
NORTH	North Kiosk 1	Supervisor
	Strikers Bar	Supervisor
		Supervisor
	North Kiosk 2	Supervisor
	North Kiosk 2	Back of House Supervisor
	North Kiosks 3	Supervisor
	North Kiosks 3	Back of House Supervisor
	Keepers Bar	Supervisor
	Bar 4	Supervisor
	Gaffers Bar	Supervisor
	North external	Supervisor
	Jimmys Bar	Supervisor
	Dixons Bar	Supervisor
	Corner flag Bar	Supervisor
	North 104 Kiosk	Supervisor
	Halfway Kiosk	Supervisor
	North 103 Bar	Supervisor
	North 102 Bar	Supervisor
North 101 Kiosk	Supervisor	
Back four	Supervisor	
EAST	Family 1 Kiosk	supervisor
	Family 1 Kiosk	Back of House Supervisor
	Family 2 Kiosk	supervisor
	Family 2 Kiosk	Back of House Supervisor
	East Upper Bar 1	supervisor
	East Upper Bar 2	supervisor
East Upper Bar 3	supervisor	
SOUTH	South Production	Supervisor
	South Production	Back of House Supervisor
	South Lower Bar	Supervisor
	South Away Bar	Supervisor
	Dickies Kiosk	Supervisor
	South Upper Bonnettis	Supervisor
	South Upper Mobile Bar	Supervisor
	McCreadies Bar	Supervisor
	McCreadies Kiosk	Supervisor
	Webbies Bar	Supervisor
	Tea Bar	Supervisor

The 4 Licensing Objectives

Levy UK (Compass Group UK & Ireland) recognises its responsibility to provide an enjoyable and safe environment for all of its customers and guests at Chelsea Football Club.

As part of our activities, we must promote the 4 licensing objectives:

- | | |
|-----------------------------------|-------------------------------------|
| 1. Prevention of crime & disorder | 2. Public safety |
| 3. Prevention of public nuisance | 4. Protection of children from harm |

You are as part of your match day briefing required to confirm and acknowledge your full understanding of the Responsible Alcohol Service objectives. All staff members within the kiosk must be briefed and included in the Responsible Alcohol Service training outlined here.

Designated Premises Supervisor

- A Designated Premises Supervisor (DPS) is the person who has day to day responsibility for the running of a premises that serves alcohol. Any premises where alcohol is supplied under a premises licence must have a DPS. They will be named in the premises licence, a summary of which must be displayed on the premises itself.
- Our Designated Premises Supervisor for this venue is ([REDACTED] pictured).



Challenge 25

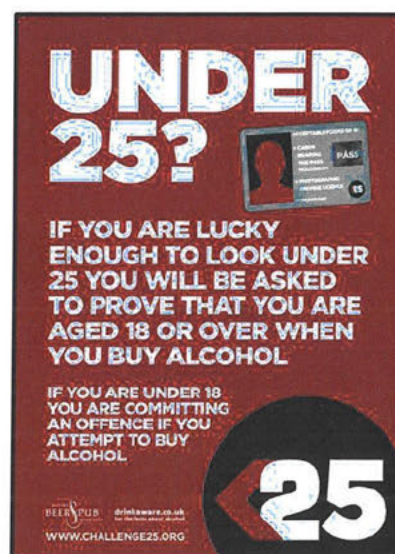
- Challenge 25 is a scheme that encourages anyone who is over 18 but looks under 25 to carry acceptable ID when they want to buy alcohol. In Chelsea FC Concessions, we exercise this in all areas in the stadium to ask a customer to prove they are 18 or older if they look under the age of 25.

Simply put, if someone looks under 25, ask them for identification to PROVE that they are.

IT IS AN OFFENCE TO SELL ALCOHOL TO ANYONE UNDER THE AGE OF 18

The ONLY identification that is acceptable to prove that an individual is over 18 is the following: -

- Photocard Driving Licence
- Passport
- PASS ID Card



North Stand – Upper, Lower

Bars & Kiosks Open	2 Hours prior to kick off (1.5 hours evening matches)
Bars & Kiosks Close	70 th Minute of the match

North Stand – Jimmy’s, Dixon

Bars Open	2.5 Hours prior to kick off
Bars Close	1 Hours after the final whistle (23:00 evening matches)

North Stand – North External (Grill)

Bars Open	3 Hours prior to kick off
Alcohol service stop	15 minutes before Kick off
Bar Close	At Kick off

South Stand – Upper, Lower (home)

Bars & Kiosks Open	2 Hours prior to kick off (1.5 hours evening matches)
Bars & Kiosks Close	70 th Minute of the match

South Stand – Upper, Lower (away)

Bars & Kiosks Open	2 Hours prior to kick off (1.5 hours evening matches)
Bars & Kiosks Close	10 th minute of the match
Bars & Kiosks Reopen	35 th minute of the match
Bars & Kiosks Close	55 th minute of the match

West Stand – Lower

Bars & Kiosks Open	2 Hours prior to kick off (1.5 hours evening matches)
Kiosks Close	70 th Minute of the match

East Stand – Upper

Bars & Kiosks Open	2 Hours prior to kick off (1.5 hours evening matches)
Bars & Kiosks Close	70 th Minute of the match

East Stand – Lower Family Sections

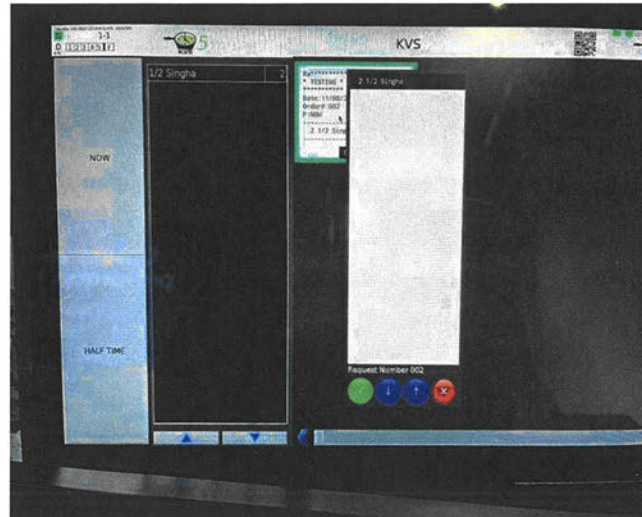
Family Kiosks Open	2 Hours prior to kick off (1.5 hours evening matches)
Family Kiosks Close	70 th Minute of the match
East Concourse Mobile Bars Open	35 th Minute of match
East Concourse Mobile Bars Close	60 th Minute of match

Tea Bar

Bar Open	3 Hours prior to kick off
Bar Close	At Kick off

North External (Sausage Unit) & Shed Wall Bar

Bar Open	3 Hours prior to kick off
Alcohol service stop	15 minutes before Kick off
Bar Close	At Kick off



Designed to enhance customer engagement and provide a greater level of service efficiency, the Self-ordering Kiosk offers durable, secure and touch-screen ordering.

Customers want to be able to order and pay for items in a fast, effective and convenient way and the Self-Service Kiosk does just that – making life easier for customers.

We introduced these self-ordering units to help the customers to make pre kick-off and half time orders on the same time. And also they don't have to wait in the queue to get served.

How to supporters redeem

Pre-Kick-Off

Supporters take their ticket to ANY server on the designated bar. Hand over the receipt. Cashiers check the receipt and give the relevant products to the customer. Once you completed the order then tear off the receipt and discard.

For half time service:

Pre-pour to be ready in line with KVS.

Supporter to hand over ticket to ANY server. Server to fulfil order and tear off the receipt and discard.

What is a KVS?

Kitchen Video Screen or KVS. This is how you can view the orders from the self-service machines.








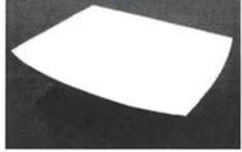

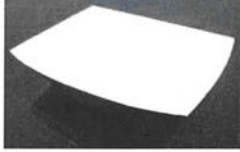

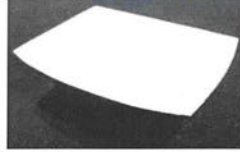

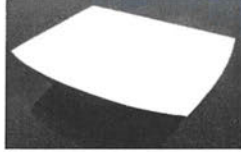

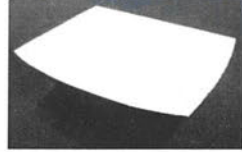

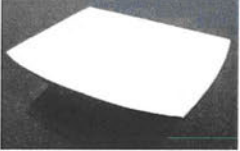

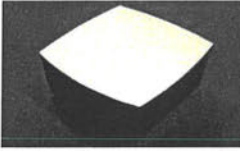




How do I see an order?

The order will appear on the KVS screen instantly. You can manage and build the orders using this.

Tap on a specific order and click the green tick to complete and remove an order.


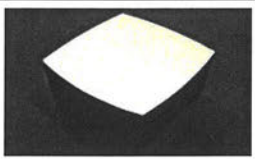

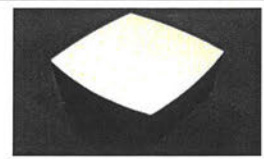
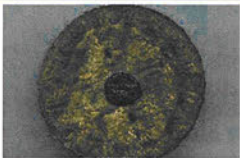
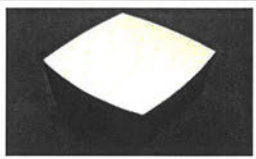
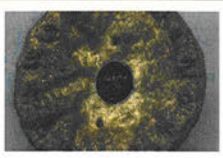

You can also press the QR in the top right and this will open a keypad. You can use this to select an order number.







Food & Beverage Specifications

<p>Shed Load Burger</p> <p>385g</p>  <p>Pleat Burger Wrap</p> 	<p>Chelsea Chicken Burger</p> <p>330g</p>  <p>Pleat Burger Wrap</p> 	<p>Spicy Nacho Bean Burger</p> <p>300g</p>  <p>Brown Square Tray</p> 	<p>Lamb Kofta Sausage Roll + chips</p> <p>360g</p>  <p>Black Rectangular Tray</p> 
<p>Chicken Strips + Chips</p> <p>450g</p>  <p>Black Rectangular Tray</p> 	<p>M'k Nuggets + Chips</p> <p>380g</p>  <p>Black Rectangular Tray</p> 	<p>Chicken Strips + Waffle Fries</p> <p>400g</p>  <p>Black Rectangular Tray</p> 	<p>Tandoori Chicken Wings + Chips</p> <p>450g</p>  <p>Black Rectangular Tray</p> 
<p>Tandoori Chicken Wings</p> <p>250g</p>  <p>Black Rectangular Tray</p> 	<p>Lamb Kofta Sausage Roll</p> <p>160g</p>  <p>Black Square Tray</p> 	<p>Hot Dog</p> <p>190g</p>  <p>Mom's Foil Lined Hot Dog Bag</p> 	<p>Apple & Mustard Sausage Roll</p> <p>185g</p>  <p>Brown Square Tray</p> 

Food & Beverage Specifications



<p>Beef & Onion Pie</p> <p>205g</p>  <p>Black Square Tray</p> 	<p>Tandoori Chicken Pie</p> <p>205g</p>  <p>Black Square Tray</p> 	<p>Butter Chicken & Spinach Pie</p> <p>200g</p>  <p>Black Square Tray</p> 	<p>Cheese & Onion Pie</p> <p>185g</p>  <p>Brown Square Tray</p> 
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<p>Fib O' Beef Pie (ve)</p> <p>200g</p>  <p>Brown Square Tray</p> 	<p>Keema Pie (ve)</p> <p>200g</p>  <p>Brown Square Tray</p> 	<p>Hot Drinks Cup</p>  <p>• All Hot drinks except Tea</p>	<p>Tetley Tea Cup</p>  <p>• Tea</p>
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Reusable Pint Cup



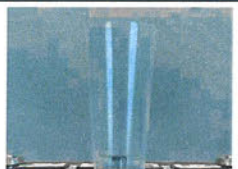
- Singha Pint
- Orchard View Cider Pint
- Whitstable Bay Pale Ale Pint
- Guinness Pint
- Guinness Half Pint

10oz Singha Cup



- Singha Half-Pint
- Orchard View half Pint
- Whitstable Bay Pale Ale Half Pint
- All Wine cans
- All Pre Mixed Spirits Cans

Bottoms Up Reusable Pint Cup



- Singha Pint (Bottoms up dispensers)

20oz CFC Branded Cup




- Guinness 440ml Can
- London Pride 500ml can
- Rekorderlig Apple Cider 500ml Bottle

12oz Singha Cup



- Singha 330ml can
- Leo Beer 330ml Bottle
- Lucky Saint 330ml

16oz paper Cup



- Post Mix soft drinks
- Monster

WATCH OUT FOR MOBILE PEDS



**Seen one being used by an employee?
Report it.**

Only the venue's tills and PEDS must be used.

**Profit Protection
Risk & Control**

Protecting our people, property, profit & brand

EARLY BIRD

STADIUM WIDE OFFER- FIRST 30 MINS AFTER GATES



Early Bird Offers

Available on Kiosks & Bars
for up to 30 minutes after the stadium opens

Singha Pint	3.95
Soft/Hot Drink	1.95
Hot Dog + Soft Drink	5.90
Hot Dog + Pint	7.90
Pie + Soft Drink	5.90
Pie + Pint	7.90
Pie/Hot Dog	3.95

THE ORIGINAL THAI BEER

COMBO DEALS & MULTIBUY OFFERS

STADIUM WIDE OFFER



Combo Deals & Multibuy Options


Pie + Pint	11.50
Pie + Soft/Hot drink	8.99
Hot Dog + Pint	12.50
Hot Dog + Soft/Hot Drink	9.50
3 x Still Water	8.00
3 x Soft Drinks offer	10.00
3 x Hot Drinks offer	8.00
3 x Chocolate Bars or Crisps	5.00
4 x Pints of Beer	25.00
4 x Wines or premixed Spirits	30.00

For discounts & access to extensive & inclusive menu options:
Pre-Order before the match day using the Stadium App.
Adults need around 2000kcal per day.

THE ORIGINAL THAI BEER

1905 CLUB/MUSEUM/UTB VOUCHERS

ALL KIOSKS/BARS/MOBILES



**1905 CLUB
MUSEUM
UNDER THE BRIDGE
PATRONS**

DRINKS VOUCHER REDEEMABLE HERE

FAST TRACK TOKENS

REDEEMABLE FOR ALL ITEMS ON THE MENU
SINGHA BARS / MOBILE COLLECTION POINTS

BEAT THE RUSH

Buy a Fast Track Token

4 Tokens for just £22

SINGLE TOKENS AVAILABLE

Buy your FAST TRACK TOKEN before kick-off and visit a FAST TRACK LOCATION at half-time to redeem.
Tokens are subject to availability match specific and must be redeemed on day of purchase.

SAFETY CONVERSATION

WHAT YOU'RE GOING TO LEARN

In this safety conversation we will talk about what precautions and considerations to take following some time off work to prevent incidents and injury which will help keep you, your colleagues and customers safe.

HOW IT WILL HELP YOU IN YOUR JOB

Following this conversation, you will:

- Understand the importance of readjusting to being back in the work environment
- Know how important it is to check the workplace for hazards, defects and changes that may affect the way you work
- Be reminded of the Safety Behaviours and how these can help us keep safe

WHAT YOU NEED TO KNOW

Whenever any of us have some time off work for whatever reason there is a chance that we will have slipped out of the routine and ways of working that keep us safe at work. In this conversation we are going to consider what we can do to reduce the risk of injury when returning to the workplace and remind ourselves of our Safety Behaviours which are important to maintaining our safety culture.

TAKE TIME

We appreciate it can take time to get back into the routine of work. So, as you start work – **STOP and THINK – Am I Safe?** Accidents can happen when we haven't done a job for a while, if we're distracted or if things have changed, for example, getting used to the routine of shifts and/or early mornings; daydreaming about the recent break; or thinking about getting home to continue something you started during your time off.

REFRESH AND REMIND YOURSELF

It is important to give yourself the opportunity to refresh and remind yourself of the safe systems of work - what is the safe way to carry out the task? No matter how familiar you are with a task, everyone suffers from skill fade whilst away from the job. So always take a moment to review the critical steps and the specific things you must do to stay safe.

CHECK YOUR EQUIPMENT AND PPE

Depending on the length of your break away from work there could have been changes to the equipment in use, its condition or it may not be working at all. It is vital that you take a moment to check the condition, is it working or have there been any changes that you need to be aware of?

This includes your PPE; the condition of it might have deteriorated over time or it may have been misplaced. If you need new PPE highlight this to your supervisor or manager as soon as possible.

OUR SAFETY BEHAVIOURS

Remember we have 3 Safety Behaviours that help to keep us safe every day at work; these are – Speak Out, Be Mindful and Get Involved. If we follow the theme of these every day we will be safer. Let's remind ourselves of these behaviours and the themes;

- **Speak Out** is all about encouraging positive two-way dialogue
- **Be Mindful** is about focusing on worksite hazards and how we control them
- **Get Involved** is about being proactive to help keep safety front of mind

There is more information on each of these Safety Behaviours in the column on the right.

Topic: Back To Work Safely



SPEAK OUT

- Ask questions if you don't understand the task and stop unsafe behaviours being demonstrated by others
- Report incidents, near misses or hazards promptly
- Express any concerns or suggestions for improvement to your supervisor and line manager as soon as possible

BE MINDFUL

- Means being vigilant about hazards, the surroundings, your team members and your fitness for work
- Stay focussed on the task you are doing and look for ways to improve the way it is done
- Take time to plan and focus on how to do the job safely

GET INVOLVED

- Means caring for your team members and encouraging others to work safely
- Do this by contributing to safety discussions, investigations, and meetings
- Share your safety knowledge, experiences, and learnings with others

MORE INFORMATION

- HSE Website
 - Workplace Safety section
 - Training and Awareness – See Care Share



SEE

CORE

SHARE

KNOW YOUR ALLERGENS



WHAT ARE THE ALLERGENS TO BE AWARE OF?

- Gluten 
- Eggs 
- Peanuts 
- Milk 
- Celery 
- Sesame Seeds 
- Lupin 
- Crustaceans 
- Fish 
- Squid/Beans 
- Nuts 
- Mustard 
- Sulphur Dioxide 
- Molluscs 

BACK OF HOUSE:



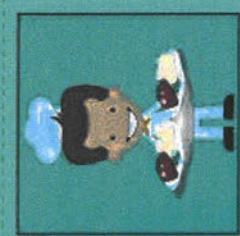
1 Ensure your recipes are printed from The Source or where applicable created using the Manual Allergen Builder.



2 Always follow the recipe. Cross-check the ingredients against the recipe to ensure they match.



3 Periodically check The Source allergen information against your printed allergen information and against the packaging of items when they arrive in unit.



4 Before service, brief your front of house team on allergens in dishes available on a menu.

FRONT OF HOUSE:



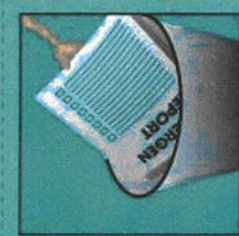
1 Ensure allergen information is correct and available. This must be cross-checked during pre-service brief.



2 If a customer has a question regarding allergens point them to where the allergen information is available. Remember don't advise the customer what they can have!



3 Customer to review the information in the allergen folder and decide if the food is safe for them to consume.



4 Allergen information to be kept whilst applicable and retain for 4 weeks before disposing of it.

WASTE MANAGEMENT PROCESS

WHAT WE WANT FROM YOU

PLASTIC WRAP AND FOOD PACKAGING

- HOT DOG BAGS
- CHIP PACKAGING
- PLASTIC SLEEVES FOR CUPS
- SOFT DRINKS CASING



DRY CARDBOARD BOXES, TINS, CANS AND PLASTIC BOTTLES

(NO FOOD WRAP OR PLASTIC WRAP OR GLASS)

- SOFT DRINKS BOTTLES
- SINGHA / LONDON PRIDE CANS
- CARDBOARD BOXES



GLASS ONLY WITHOUT LIQUIDS

- REKORDERLIG CIDER GLASS BOTTLES



COOKED OR RAW FOOD ONLY

(NO PACKAGING)

- FOOD WASTEAGE MUST BE TAKEN OUT OF PACKAGING
AND PLACED IN THE FOOD WASTE ONLY BIN



ALL TYPES OF RECYCLING CAN BE PLACED IN A CLEAR BAG AND TAKEN TO THE NEAREST LOCATION IN YOUR STANDS TO BE PLACED INTO THE CORRECT BIN

LOCATIONS:

NORTH WALL, WEST BIN STORE, SOUTH AND EAST BEHIND THE HOTELS

Even when we make every effort to provide exceptional guest service, there will still be some occasions where we don't meet our guests' expectations and they become dissatisfied. It is important that we put things right for our guests whilst they are still in our venue and learn from our mistakes.

How should we handle a guest complaint? At Levy we use **LEARNT** to handle our complaints.

LISTEN



Listen carefully and ask appropriate questions to get the facts.

EMPATHISE



Put yourself in the guests' shoes to understand how they are feeling.

APOLOGISE



Even if it isn't our fault, it is important that we provide a genuine apology for the guests disappointment or the inconvenience caused.

RESOLVE



Resolve the issue (even if you can't solve the issue then speak to colleagues or management that may be able to help).

NOTIFY



Inform the manager on duty so that they are aware of the complaint. Let the guest know what you are going to do for them.

THANK



Thank the guest for bringing this to your attention.

Statistics shows that if a guest has a complaint and it is resolved to their satisfaction at the time, they are 95% likely to return. A complaint provides us all with opportunity to show our guest that we care and to ensure that we take steps to prevent it from happening again.

The management team must always be made aware of any complaints, even if they have been resolved. The manager can then follow up with the guest to ensure that everything has been resolved to the guest's satisfaction.

WALL MOUNTED



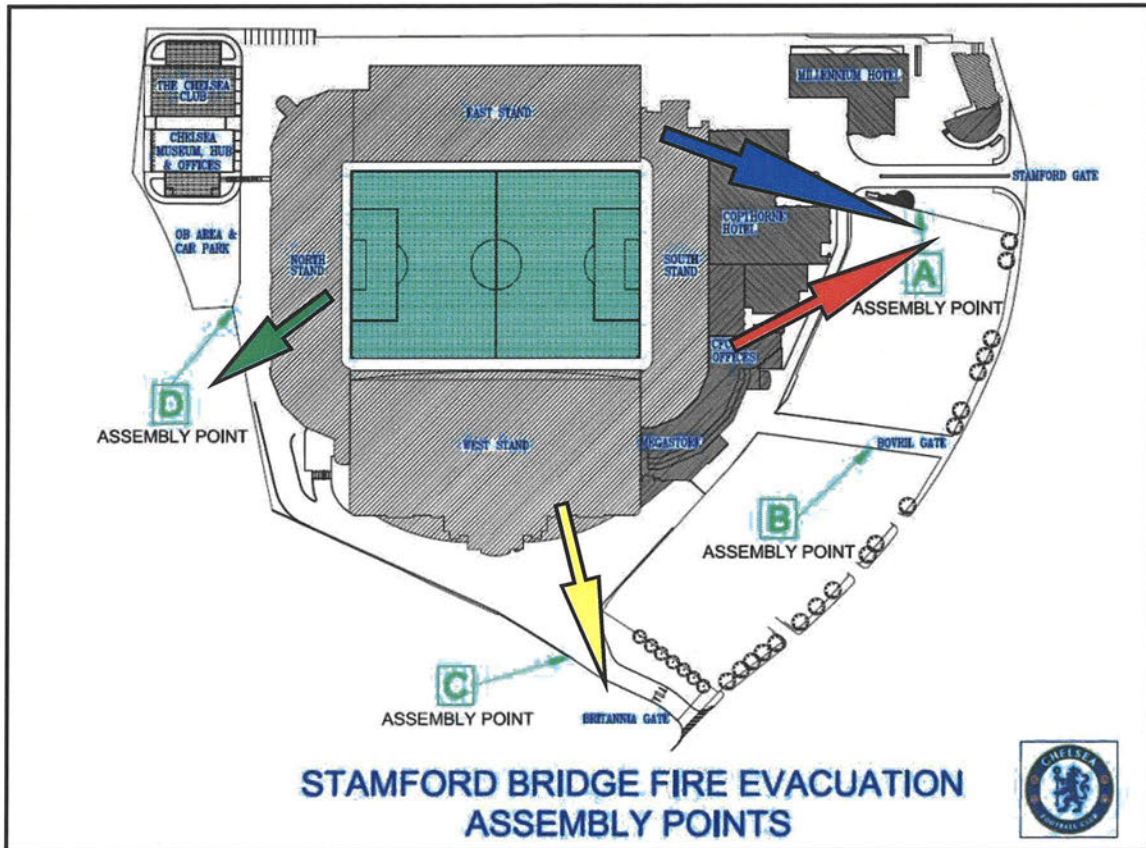
CONDIMENT CADDY



CONDIMENT STATIONS/CADDIES SHOULD ALWAYS BE:

CLEAN, ORGANISED & TOPPED UP

Don't forget your napkin holders and milk cubes on counters where they are required.



In the event of an emergency, your assembly point will differ depending on the location that you are working in on a match day. Please use the map above as guidance for those assembly points.

Assembly Point A
EAST STAND STAFF
SOUTH STAND STAFF

Assembly Point B
Used only if other points are not available

Assembly Point C
WEST STAND STAFF

Assembly Point D
NORTH STAND STAFF

Match Day Operations Checklist



TASK		✓	Time
MANAGER & SUPERVISOR ARRIVAL CHECKS – 4 hours before KICK-OFF		✓	Time
<ul style="list-style-type: none"> Area safety checks have been conducted in all kiosks and called through to the SM once achieved Check each printer/pdq/SSOU has paper and z-read all tills – keep receipts for any follow-up Check all lights are working in the kiosk and record maintenance faults Check the concourse is clean and tidy Temperature & cleaning checklist pre match has been signed/checked Insect killer is on and working Blue paper and soap are in each dispenser Check 3 stock items in each unit to ensure they have been counted correctly Check food stock levels Allergen Information Folder is in position in ALL units – flagged up with management if not in place 			
PRE-MATCH CRITICAL WALK – 1 hour before KICK-OFF		✓	Time
<ul style="list-style-type: none"> All staff are in the correct uniform Fridges are fully stocked with no empty shelves and bottles front facing Check all condiment stations/trays are clean and fully stocked and napkins are displayed correctly Check staffing levels Crisps and confectionery stands are full and facing the right way Feedback last match kiosk performance to each Team Leader Complete any cashier training & Z all tills in each unit Remove all boxes and spare stock from customers view Staff are briefed correctly and have signed the BRIEFING CONFIRMATION SHEET 			
GATES OPENING		✓	Time
<ul style="list-style-type: none"> Quality Check 1 & 2 Temperature Check 1 & 2 Check the display of hot food in each unit Par levels are being followed Conduct a Back of House Critical Walk of each unit to monitor standards All staff shortages dealt with and staff moved to other units as per needs of area Staff knowledge levels sense checked and retraining undertaken where required 			
30 minutes after GATES OPEN		✓	Time
<ul style="list-style-type: none"> Quality Check 3 & 4 Temperature check 3 & 4 Check each condiment station is being regularly cleaned Pre-pour and cook-off levels are being actioned or are increased Check the display of hot food in each unit 			
1 hour after GATES OPEN		✓	Time
<ul style="list-style-type: none"> Check each condiment station is being regularly cleaned Check the display of hot food in each unit Check the front of the units are clean 			
1.5 hours after GATES OPEN		✓	Time
<ul style="list-style-type: none"> Place yourself in the main production kitchen to monitor standards Quality Check 5 & 6 Temperature Check 5 & 6 			
KICK-OFF CRITICAL WALK		✓	Time
<ul style="list-style-type: none"> Check unit is stocked to par when stock is available and pre pour levels Condiment stations fully stocked for half time 			
HALF-TIME SERVICE		✓	Time
<ul style="list-style-type: none"> Place yourself in the main production kitchen to monitor standards BOH team are not cooking food but backing up till operators using the BUDDY system 			
ALCOHOL SERVICE STOPS		✓	Time
<ul style="list-style-type: none"> Check each unit has stopped trading alcohol 25 minutes after the second half KO Spot check 3 stock items in each unit to ensure they have been counted correctly - check stock sheets are aligned (transfers, gratis, wastage etc.) Check each unit's paperwork and sign-off before signing out any staff All empty kegs have been removed where applicable Check each unit thoroughly before sending the staff home – BINS are clean and turned over. Manager to return to Operations Office – to present paperwork and return/sign-in radio & other relevant operational materials 			

Floor Manager Name	
Lead Manager Signature	