

Foods & Concessions Department Training Guide

Role Overview

Foods/Concessions staff are responsible for preparing and serving food and drinks across the park.

Foods staff work at Organga, Freshens, and Elis Pizza.

Concessions staff work at drink stands and Dippin' Dots kiosks.

Staff may only work in one role (Foods or Concessions) depending on their rank.

Hygiene & Safety

Wash hands before touching any food, drinks, or utensils.

Cleanliness is crucial for guest safety and health.

Regen Procedure

All grills, ovens, and food machines have a Regen button.

Press Regen immediately if equipment breaks and notify your supervisor.

If the problem persists, the supervisor will escalate.

Warning System

1. **Verbal Warning** – Explain the issue politely.
2. **Second Warning** – Use :warn [user] [reason]. Include a verbal reminder first.
3. **Third Warning** – Use :warn [user] [reason]. Escalate to management if behavior continues.

Important: Verbal warnings must always be given between written warnings.

Major Offenses

- Bypassing Permanent Ban
- Spaming 3+ Sentences
- Bypassing Chat Filters
- Major Glitching

- Major Trolling (3+ Kicks)
- Assault to Staff
- Major Restricted Area Violations

Important Info for Staff

- Wash hands before handling food or drink.
- Use Regen for broken equipment.
- Maintain professionalism and cleanliness.
- Cannot work both Foods and Concessions; only your assigned role.
- Document incidents and escalate repeated problems.