

Fort Mill District Band Booster Club, Inc. – Verizon Toolkit (Last updated 4/2/2010)

This document contains general and manager information around the Fort Mill School District Band Booster Club, Inc. (FMDBBC) fundraising event at Verizon Wireless Amphitheatre.

- The goal is to get our workers out of there as soon as possible but of course making sure all the work is done. Keeping workers later than we need costs money and frustrates workers.
- Our workers are volunteers and should be treated with respect.
- All band families have the right to work at Verizon regardless of who they are.
- Volunteers that are able to arrive early should be able to leave first.

General Information

- No one under 17 may work at Verizon.
- You must be 18 years or older and **NOT** be a student of the Fort Mill School District to work a window and/or serve adult beverages. Kitchen positions are available.
- Workers earn 1 point per hour (1 point is valued at \$2).
- In addition to any sign-in sheets required by Verizon, all workers must sign-in with the FMDBBC (sheet will be posted in main stand - stand #5 - on South side).
- Managers will earn 2 points per hour.
- Report times are as follows:
 - Two hours before gates - Manager and one to four additional workers. No workers may sign in prior to two hours before gate time unless directed by management.
 - If you are not part of the setup crew, no credit will be given if you arrive more than 1 hour before gate time.
 - 15-30 minutes before gates - All other workers
 - Concert/Gate times vary for every concert
 - Arrival times are negotiable – If you can only work from 4 pm until 9 pm or 8 pm to 11 pm, let us know.
- ARAMARK Clothing Policy - **NO JEANS (denim of any kind)** of any type are permitted to be worn by non-profit organization group members working at this facility. There are **NO EXCEPTIONS**. The clothing policy is simple - Blue, Black or Khaki pants or shorts and **NO DRESSES**. *If you are not dressed appropriately to work, you will not be admitted.*
- **NO OPENED-TOED SHOES**. Please wear closed-toed shoes (no sandals or flip-flops). *If you are not dressed appropriately to work, you will not be admitted.*
- Food preparation and handlers must wear hats. If you do not want to wear one of the visors that are available in the stand, please bring your own **Fort Mill** or **Nation Ford** hat to wear. Only **Fort Mill HS** or **Nation Ford HS** hats are allowed to be worn - **NO EXCEPTIONS!!!**
- *If your name is not on the list, you will not be admitted.* Therefore, our vice-presidents have agreed that the cutoff time to submit your name(s) *to work a concert will be 6 pm the night PRIOR to the concert.* In other words, 6 pm Thursday will be the last time to submit your name to work a Friday concert. This will **provide ample time to update rosters** and submit it to Verizon by noon the day of the concert.
- No student is allowed to work a window or with the money.
- Generally, parking is in the employee lot (Lot F across the street from venue) but sometimes parking will be at a different location (school - University Meadows Elementary School at 1600 Pavilion Blvd). Please see the schedule on website for the latest parking information.
- Enter venue on the left side (employee entrance) – when standing in front of venue, walk along the fence all the way to the left past main gate, VIP entrance where a table and sign-in sheet will be.

- Food Prep/Cooking:
 - All food should be cooked to 165 degrees.
 - All food should be kept at 145 degrees once cooked.
 - Always wash hands.
 - Leave the stand the same or better as it was when you arrived.
- Adult beverage information:
 - We do sell adult beverages for the events.
 - You must be 18 years or older to sell adult beverages **AND** TIPS trained.
 - Only people 21 years or older may consume adult beverages.
 - Be safe - card everyone (Aramark Policy) – it's the rule!!!
 - No ID means no adult beverage regardless how old they look.
 - Only 4 types IDs are accepted - Any valid and current state drivers license w/ picture, a valid and current military ID w/ picture, a valid and current passport w/ picture and a valid and current NC ID (only NC-no other statues are accepted) card w/ picture.
 - Have customer take ID out of wallet in order to understand if ID has been tampered.
 - If in doubt, get the stand manager.
 - Two beverage limit per valid ID. That includes any that they might have in their possession when customer comes to window.
 - Adult beverage sales stop when informed by Verizon personnel regardless if person is in line or not.
 - If you don't feel comfortable selling an adult beverage to someone, don't sell it. It is OK to say "I am unable to sell you this beverage".
- Any and all tips received during the event are property of the band program (accounting rules).
- Breaks are provided but do not leave unless manager is informed and approves – we can't leave windows shorthanded.

Manager Information

Fundraising event managers are FMDBBC members whom have volunteered to coordinate, operate, manage and deal with the parent fundraising organization staff. As compensation for these extra responsibilities, managers receive additional student credit points as outlined in the FMDBBC Bylaws and Procedures.

Managers can be a part-time/shift role but of course requires teamwork and coordination. A volunteer must understand the entire manager role from start to end prior to being deemed as a qualified manager. All managers should understand the entire role from end to end (opening to closing). A list of qualified managers will be maintained by the Vice-Presidents.

Due to the time and effort to train managers, it is expected that managers will be available to manage through the entire event season. For example, a Verizon manager would be expected to manage from April through October.

Managers are expected to arrive two hours prior to gate opening of an event for stand set up and remain at the event until their respective area has been balanced (money and inventory) unless other arrangements have been made - for example, split and/or part-time managers, etc.

For part time managers, a good transition to the incoming manager must occur since that person will be closing the stand (inventory, money, etc.) and should be available via phone for any questions or issues.

Managers will be assigned to each stand by their qualifications to manage a stand **from least hours worked at Verizon to the most hours worked at Verizon** – for the current Verizon season - therefore allowing volunteers with the least amount of hours worked the opportunity to manage first. The qualified manager list with hours worked will be maintained by the Executive Secretary and provided to the Vice-Presidents once timesheets are received and processed.

Minimum number of managers required –

- Stand 5 – 1
- Stand 6 – 1
- Hill Beer – 1
- Stand 5/6 – Not required for all concerts – required for sellouts – but recommend if available an additional manager split time between stand 5 and 6 as an “assistant manager” for all concerts.

Being a manager does not require you to cook all the food prior to gates opening. We should staff properly for stand setup and food preparation that begins 2 hours before gates.

Manager responsibilities include but are not limited to –

- Runs the stand
- Assign jobs out to workers
- Accountable for money and inventory (start and end of night), point of contact with Verizon, etc.
- Receive stand "bank" (money) - count before leaving.
- Receive stand binder that will contain inventory sheets, other information/instructions, etc.

Closing time for stands –

Of course, Aramark will be the final say of when stands close but here are the general rules and assumptions we have been working under.

- Hill Beer – Open until 10:15 pm or until Aramark tells you to shut down.
- Stand 6 – Closes when beer sales are shut down. Usually notified by the Aramark staff but stop at 10:30 pm if not notified.
- Stand 5 – Stays open until concert ends unless there are no sales occurring after 10:45 pm.

Beginning of Night Information

Stand setup and food preparation should not begin prior to 2 hours before gates opening. No volunteer will be paid for any time worked at Verizon prior to 2 hours before gates opening as noted in the FMDBBC Bylaws and Procedures. Only exception to the “2 hour rule” is the first concert of the season since that may require extra time for stand setup and food preparation.

It is the manager’s responsibility to ensure all of the beginning of night tasks and activities are completed as well as they ***are solely accountable and responsible for the inventory and money.***

- Kitchen
 - Turn on/lower all thermostats for air conditioner – 1 in back room, 3 in front room (1 at one end, 2 at other end).
 - Turn on warmers, stove, steamer, fryers, etc.
 - Turn on grill fan (light switch on wall).
 - Turn on pizza oven (all three switches) and fan.
 - Don’t forget to place the steamer catcher pan underneath before adding water.
 - Don’t forget to place the “grill” catcher under the grill opening
- Complete inventory (see inventory instruction section) – make sure it is right – before cooking and placing things out into stand.
- Once inventory is completed,
 - Cook and wrap food – Hamburgers, Cheeseburgers, Veggie Burgers & Hot Dogs.
 - Place nacho cheese in dispensers.
 - Prepare pizza station but do not cook pizza until 30 minutes before gate opening.
 - Fill nacho trays.
 - Fill popcorn bags/trays.
 - Clean counters.
 - Place beverage cups on counters.
 - Fill inventory items in front room from supply – water, wine, etc.
 - Stock cooking area – fry boats, funnel cakes, fries, powdered sugar, salt, utensils, etc.
 - Refill and position napkins and condiments.
 - Prepare sink for cleaning – soap, rinse and sanitizer.
 - Prepare mop & bucket for cleaning.

End of Night Information

Here is a list of items that have to get completed prior to sending everyone home. Some of these items can be completed prior to the end of the night (ex. – start cleaning dishes and kitchen as soon as all cooking is done for evening, etc.).

It is the manager's responsibility to ensure the entire end of night tasks and activities are completed as well as they ***are solely accountable and responsible for the inventory and money.***

These are not in any specific order but many can be completed at the same time or throughout the night as things wind down – cooking stops, windows start closing, etc.)

- Count money.
- Complete inventory – see inventory instruction section.
- Wash all pots, pans, utensils, etc.
- Shut off grill, pizza ovens, steamers, fans, etc.
- Dump water from steamer pan
- Clean grill (use Sprite and grill scrubbers located under grill)
- Empty and clean grill grease catcher
- Clean pizza area (tables, cooler, etc.)
- Clean fry area
- Cover fryers once turned off
- Sweep and mop floor
- Take all items in front freezers/refrigerators that get counted (hot dogs, hamburgers, funnel cakes, brats, pizza dough) and place in back freezers/refrigerators.
- Empty popcorn and nacho chips but keep trays for inventory.
- Count all spoils and write on piece of paper before letting folks take leftovers. Give paper to manager.
- Count all spoils from spoil box on piece of paper before throwing the box away. Give paper to manager.
- Consolidate inventory – cups, combo trays, popcorn trays, nacho trays, etc. – into appropriate amounts and seal with masking tape (write amount on tape)
- Return all inventory to closet in correct location
- Consolidate wine and JD into appropriate spot
- Shut off beer (remove pressure from taps). Hill Beer – remove taps from wall and place inside cooler.
- Consolidate water so it fills up as many shelves as possible (in 3 coolers)
- Wipe down entire counter.
- Clean and soak soda dispensers in sanitizer. Do not put back on soda machines.
- Make sure all money drawers have been given to manager for counting.
- Take out all trash and place outside of stand door.
- Remove unused nacho cheese from warmers and place bags in back refrigerator on right side – unless there is a concert the next day.
- Wipe down all food warmers in front of stand.
- Shut front warmers off
- Shut off gas/co2.
- Raise the thermostat back to a reasonable level (or even shutoff).
- Place all used dish towels into laundry basket.
- Verify volunteer sign-in sheet. Did everyone sign in and out?
- Close up stand (all doors, windows, etc) and don't forget to sign out and keep sign in sheet, tip money, etc.
- Deliver sign in sheet, tip money, etc. to Executive Secretary including the emailing of the inventory spreadsheet ***within 5 business days.***

Inventory Instructions

The following are the instructions to ensure the inventory that is required by Ararmark and is the stand manager's responsibility is captured accurately.

General Information & Notes

- Beginning inventory
 - Make sure you have correct beginning inventory.
 - If beginning count does not match what is on inventory sheet, cross out incorrect amount (in pencil) and write correct amount next to it.
- Ending inventory
 - Make sure all items are put away – look for stray cups at windows, nacho trays/popcorn bags in back, food in front freezers/fridge, etc.
 - It is better to consolidate and put everything away first – all frozen food placed in back freezer, all cups placed in correct amounts per sleeves and put away in storage room, bottled water consolidated in as many complete rows as possible, etc. – before counting inventory.
- Inventory credits (before people start throwing items in trash or taking food)
 - Count on separate piece of paper all food that is left over.
 - Count on separate piece of paper all food/inventory in spoil box.
 - Count on separate piece of paper all employee meals including any special coupons received at windows.
 - Enter credits on inventory sheet AND inventory credit sheet (reasons of credit should be EATS/COUPONS, LEFT OVER, SPOILS, etc.).
- Transfers
 - Consolidate all transfer sheets into one location.
 - REC – items that were brought into the stand. Examples – Aramark bringing additional items to stands, cooked items brought from stand 5 to stand 6.
 - TRS – items that left your stand. Examples – Aramark removing items to take to other stands, cooked items brought from stand 5 to stand 6.

IMPORTANT - DO EVERYTHING IN PENCIL

Inventory Spreadsheet

- Prior to concert, request inventory spreadsheet from last concert since that will be your starting point.
- Open a previous version from a concert and do a “save as” renaming it to “YYYYMMDD work sheet.xls” where YYYYMMDD is the date of the concert.
- Save after every update – don’t trust the PC or yourself.
- There are separate tabs for stand 5, stand 6 and hill beer. Make sure you are updating the correct tab for the correct stand.
- The manager for that specific stand is responsible for updating their information.
- We recommend capturing all the information on the inventory sheet FIRST in pencil.
- On the left side of the spreadsheet, there is a line item for every item on the inventory list with a place to record the actual counts.
- On the upper right side spreadsheet, there is an area to enter the cash/credit cards received throughout the evening.
- To start the night, space out the following columns:
 - Beg Inv – beginning inventory
 - Rec – items received/transferred in during event (must have transfer sheet)
 - Trs – items removed/transferred out during event (must have transfer sheet)
 - Eat – items provided to workers, employees, etc. (must be entered on credit sheet)
 - Spl – items that are spoiled (spoil box, left over, etc., must be entered on credit sheet)
 - End Inv – ending inventory
- Once inventory is verified at start of night, enter the counts in the “Beg Inv” columns.
- At end of night, enter the ending counts in the “End Inv” (ending inventory) columns.
- At end of night, entire spoil/left over counts in the “Spl” column.
- At end of night, enter eats/coupon counts in the “Eat” column.
- Keep yellow copy of deposits and enter the amounts in the appropriate column/row on the upper right side of spreadsheet. Should include -
 - First pickup – should not include bank
 - Other pickups throughout the night
 - Final pickup
 - Credit Cards – DO NOT include tips
- Balancing
 - Now that everything is entered, the “Amount Different” cell will have an amount that is either BLACK or RED.
 - First, verify numbers have been entered correctly (beginning and ending inventory, spoils, eats, all deposits- multiple pickups, credit cards - etc.). REMEMBER – Aramark does not see the electronic spreadsheet but just the inventory sheet so at the end of the day, the inventory sheet needs to be correct....
 - Second, review the “Sold” column – Is there anything glaring that doesn’t make sense? Did you really sell 900 pizzas and/or 5,000 large beers?
 - Third, wait until final deposits are verified – sometimes we make mistakes adding the money. Make correction to spreadsheet if necessary.
 - After all that, you will still be in BLACK or RED. Our target is to be +/- \$50.
 - If you are BLACK,
 - Remove some spoils and/or eats. Make sure to update inventory sheet and credit voucher sheet. That is why we do in pencil first.
 - If you are RED,
 - Add some spoils and/or eats. Make sure to update inventory sheet and credit voucher sheet. That is why we do in pencil first.

- Check out – now that you are happy (deposits verified and correct, inventory verified and correct, all spoils and credits captured and correct, any changes entered on spreadsheet are in sync on inventory sheet, etc.):
 - Make sure inventory sheet is accurate. Again, Aramark uses the sheet and not the laptop.
 - With a paper clip, attach inventory sheet, transfer sheets and credit sheet(s).
 - With another paper clip, attach the yellow copies of all deposit slips including a credit card sheet/report.
 - Attach all coupons with another paper clip.
 - All other sheets they provided can be placed in the folder.
 - Place all inventory sheets with transfers and credit sheets and deposits in front of the other sheets in folder
- Go to check out
 - Enter thru back door.
 - Ask who the last person in line is so you know where you stand.
 - Go back to other room and wait for your turn.
 - If you are +/- \$100, you will be free to go. If not, you will be sent to Roger.
 - Sign sheet and keep copy for us.