



# CONCESSION MANUAL FOR VOLUNTEERS





Wings Event Center appreciates your interest in working in our facility to raise funds for your non-profit group. We look forward to working together to build a long-term relationship. This fundraising program is only available to legally registered non profit groups. The information that is provided in this handbook is intended to familiarize you with the policies and procedures for events held in Wings Event Center. If you have any questions about the following information, please contact your volunteer coordinator. A short orientation will be provided for you group.

## **WHAT DO WE EXPECT FROM VOLUNTEER WORKERS?**

We expect you to work with consideration, cooperation, and a positive attitude ensuring an enjoyable experience for both you and the customer. Your personal appearance and attitude is the first thing customers will notice, so make a great impression!

*\*Remember that you are representing your group and WEC.*

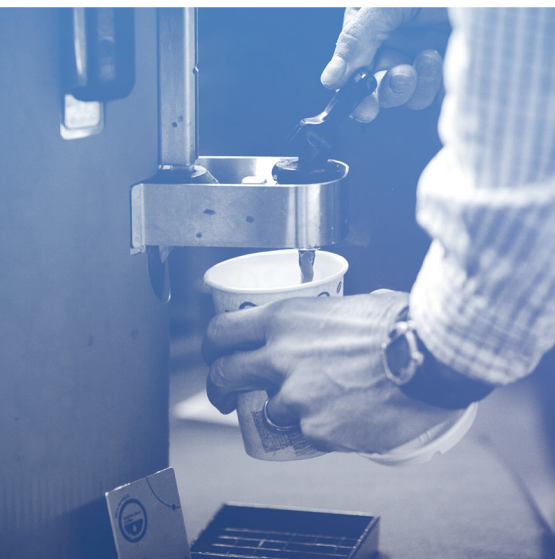
## **DRESS CODE:**

Dos:

- Have good personal hygiene
- Keep hands/fingernails clean, short, and unpolished with no artificial products applied
- Keep long hair pulled back and up
- Wear clean clothes
- Wash hands upon entering the stand to work
- Wear long pants (jeans are acceptable), close-toed shoes, a t-shirt, and a baseball hat
- Shirts and hats acknowledging your group are required

Don'ts:

- Wear items including shorts, sandals, or t-shirts that have profanity or questionable content
  - Event Center Management will have the final say on questionable attire and you will be expected to follow the direction given Wings Event Center.
- Have cell phone, computers, or iPods





## GROUP MEMBERS:

It is the responsibility of the group to provide all workers needed to operate the stand. Our top priority is safety. Wings Event Center requires all workers to be 16 or older.

Wings Event Center, Stadium Management Company, Greenleaf Hospitality Group, The Kalamazoo Wings Hockey Club and all of their affiliates, and assignees are in no way liable for injuries resulting to volunteers working with the non-profit groups. Wings Event Center recommends that your group carry medical insurance for your volunteers or provides a written statement to the volunteers that their personal insurance is to cover any accidents to them that occur when they are volunteering for the group. If any injuries occur let a Wings Event Center Supervisor or Wings Event Center Manager know.

## COMPENSATION:

Wings Event Center will pay your non-profit volunteer group based on the 5 level tier pictured below. Michigan law requires non-profit groups to fill out a "Participating Agreement" for all volunteer groups. Groups must provide a 501c3 certificate, fill out a W-9 with non profit tax ID information, sign our Volunteer Group Participating Agreement and indicate that this Concession Manual was read and received.

**Volunteer Groups may put out tip jars in front of their stand registers if they so choose. Wings Event Center will not be responsible for these gratuities.**

Recommended Number of Volunteers

Tier Level	Low (750 - 2,000)	Medium (2,001 - 3,500)	High (3,501+)
I	6 - 8	8 - 10	9 - 11
II	5 - 6	6 - 8	7 - 10
III	1 - 2	3 - 4	3 - 5
IV	1 - 2	2 - 3	2 - 3
V	1 - 2	1 - 2	2 - 3

Dollars of Donation Provided

Low (750 - 2,000)	Medium (2,001 - 3,500)	High (3,501+)
\$300	\$400	\$500
\$240	\$300	\$350
\$50	\$100	\$150
\$50	\$100	\$150
\$50	\$50	\$100





## RULES AND REGULATIONS:

1. All workers must arrive at the scheduled time to their assigned stand and be ready to serve the customer when the doors open. The doors will normally open at 6pm for all hockey games. Other events will open doors 1 hour prior to the start of the event.

2. Each stand will have a Stand Volunteer Lead designated by the group. All stand workers should report to the Stand Volunteer Lead when they arrive. The Stand Volunteer Lead is responsible for the total operation of the stand, the people working in the stand, inventory, and cash. The Stand Volunteer Lead then reports all operations to the WEC Concessions Lead.

3. Wings Event Center policy includes that there is no eating in concession stands. When you need to get a drink, please do it out of sight of the customer.

4. All workers are to stay near the stand when taking a break. They are not to be wandering the building or visiting other stands. No one is allowed to stand in the walkways or seating areas to watch the event unless approved by WEC Management.

5. No food is to be given away to group members or patrons; all food items consumed must be purchased. The Wings Event Center 10% Employee Discount will be extended to group members while they are working. A courtesy cup is provided for them to have soda, tap water, or coffee.

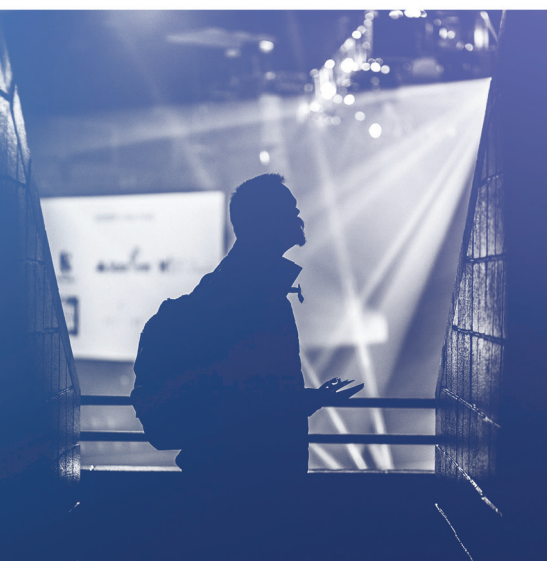
6. Each worker should be familiar with the price of each item in case there is a problem with the registers.

7. Check all equipment when you arrive at the stand and report any problems to the WEC Concession Supervisors.

8. All stands must be open for service when the doors open to the public. The stand is to remain open until the Concession Manager tells you to shut down. **All beer and wine sales are to stop when you are advised by the food and beverage manager on duty. No one under the age of 18 is allowed to serve or touch liquor or beer. Customers can only purchase two drinks at a time and must show ID/wristband.**

9. Do not overfill cups, fry boats, etc. It only results in spillage and additional clean up. We want to offer fair portions, but we do not want to waste products or cause accidents.





10. Stands are responsible for their own clean up. Make sure the stand, floor, and equipment are clean before you leave. All dishes are to be taken to the kitchen for clean up in the dish machine and returned to the stand and put away properly after the event.

11. At the end of the event, be sure to stock your stand per the requisition par sheets.

## **PCI COMPLIANCE & CASH HANDLING POLICIES:**

Blind Drop Policy/PCI compliance: all cashiers and stand heads must fill out, sign and return before event. Banks will be in the registers upon arrival. Please verify the beginning bank and let the WEC management know immediately if you have a discrepancy.

## **CAUSES FOR DISMISSAL OF GROUP MEMBERS OR ENTIRE GROUP:**

1. Theft: Taking money or property, or giving food or beverage away that has not been properly paid for.
2. Groups reporting to a stand without the required number of volunteers.
3. Group members reporting to work under the influence of drugs or alcohol.
4. Group members not being courteous to customers or others associated with the arena.
5. Possession of any weapons within the facility.
6. Destroying or defacing the facility or equipment.
7. Engaging in any immoral, indecent, illegal or improper conduct while on Wings Event Center property.





## PARKING AND EMPLOYEE ENTRANCE:

There is limited parking around Wings Event Center during an event so try to bring as many people in one vehicle as possible. Inform the parking attendant of your volunteer group to avoid paying parking fees. You are to park on the North side of the building, closest to the marquee near I-94. Please do not park in the handicap or VIP parking areas.

Enter the Arena at Door 7 (Valley Entrance), located between the two buildings on the Northeast side of the complex. Once inside the building, please proceed to your predetermined stand.

**NOTE:** On very limited dates all staff will be directed to park in the East Lot or alternate location.



## JOB DUTIES:

While working on site, some of the duties you will perform may include the following (dependant on event and stand location):

- Guest interaction
- Turning on equipment
- Using a deep fryer and heat lamps
- Bunning and wrapping hot dogs, sandwiches, and popping popcorn
- Running a cash register
- Cleaning equipment
- Sweeping and mopping work area
- Dish washing
- Reconciling inventory
- Giving out high fives and smiles



## PRE-EVENT SET UP:

Follow and Complete Pre-Event Checklist.

**You are responsible for verifying the beginning inventory for your stand.** If there are discrepancies with inventory please let the Concession Manager know so we can correct any issues. Once the items are verified you can begin setting up your stand.

You must have your stand open, stocked and ready to sell before the doors open . **Doors generally open 1 hour prior to the start of the event.** If you are having problems and this can not be accomplished, you must let the WEC management know.



## DURING THE EVENT:

The Volunteer Stand Lead is responsible for the overall operation of your stand. This means that if you are running low on inventory; get more before you are out. It is your responsibility to stay adequately stocked during the event. You should prepare your stand properly for each intermission.

All additional supplies should be signed for by the warehouse for reconciliation purposes. There will be occasions where we will bring inventory to your stand from other areas.

Please be careful not to prepare too much food for the event. You need to have enough food for the customers but you also must limit the amount of waste you generate. The amount of inventory you get is based on historical sales figures. It is up to you and the WEC Concessions Lead to monitor the needs of your stand during the event. We are always available for questions or concerns so please don't hesitate to ask for help. If your stand has excessive, unexplained waste, it will be charged to your group. A waste sheet will be provided to each stand.



## POST EVENT:

Follow and Complete the Post-Event Checklist.

At the end of the event, it is your responsibility to ensure that the stand closing checklist is complete. Once your checklist is complete, you are required to checkout with the WEC Concession Supervisor in order to leave.

If the stand is left before checking out and not in proper order a \$100 cleaning fee will be deducted from group's commission.

Your organization will receive a check (monthly) for events worked via electronic deposit.

**NOTE:** We strive to create memorable guest experiences. Remember to always thank our guests for attending and invite them back. High fives and smiles are always appreciated!



**ACKNOWLEDGEMENT OF  
CONCESSIONS MANUAL**

I hereby agree that I have received a copy of the Wings Event Center Concessions Manual. I understand the purpose and contents of this manual are to set forth as arena guidelines and are not to be interpreted as a contract.

I understand the information contained in this manual can be modified or replaced at any time at the sole discretion of Arena Management.

**I accept the responsibility to share this manual with the other members of my group.**

\_\_\_\_\_ Signature Date

\_\_\_\_\_ Print Name

\_\_\_\_\_ Group