

WELCOME

In this handbook you will find information on Jacobs Field.

If you have any questions about the rules and regulations in this book, please do not hesitate to call or e-mail Bridget Gallagher at:

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BACKGROUND

Cleveland Sportservice/DNC Inc. is one of the largest providers of quality food and beverages to Major League Baseball and employs thousands of people and a vast number of non-profit groups nationwide. Sportservice/DNC Inc. at Jacobs Field opens a limited number of concession stands each season on a contract basis to non-profit groups as a means of raising funds for their organizations. They ask for reliable volunteers to staff the stands from members of these groups in exchange for a portion of the proceeds. These volunteers donate their services and receive no personal compensation.

Skating groups in the Cleveland area have worked with Sportservice at Jacobs Field since 1996, the first year that non-profit groups were involved. Prior to that, Figure Skating Clubs have worked with Service America for over ten years at the old stadium. We have mutual respect and a good working relationship with Sportservice/DNC Inc. and earn the most amount of profit possible.

SIGNING UP FOR EVENTS

All dates need to be given in writing. This may include writing directly in the sign-in book, e-mail or notes to the coordinator. Please use pencil when writing in the official sign-up book. Voice mail messages will be accepted and counted as written notification. Verbal communications in person without written confirmations are not guaranteed.

When you sign up for a game, you are committing to be there. If you are unable to come at the regular report time, you need to call and discuss the situation with the Coordinator. (Priority may be given to another volunteer who is able to report on time.) If you need to call off of a game, you need to give three days notice prior to the game in order to avoid penalty. For example, notice for a Saturday game needs to be on or before Wednesday. After that time, you must find your own substitute and notify the Coordinator of the substitution. If you do not show for a game that you are scheduled to work, you will be docked a credit for each instance. If you get a replacement and for some reason they do not show, you will both be docked. Emergencies are handled on a case to case basis.

A list of volunteers will be provided as soon as possible so that you can find a substitute when needed.

You must be 19 years old and TEAM(TIPS) trained to work inside the stands at Jacobs Field. At

no time is anyone under the age of eighteen allowed to work. Under no circumstance is anyone under 19 years of age to serve or sell any kind of alcoholic beverage.

Until everyone has had an opportunity to sign up for games, you may only sign up two people per game per skating account. You may add more people to the alternate list and the Coordinator will inform you if they are needed. The Coordinator may revert to the two people per game per skating account rule to allow as many families as possible an opportunity to earn credits.

TRAINING

Sportservice/DNC Inc. requires all workers to go through their training class and TEAM (alcohol) training. A list of training dates is available through the Coordinator. You need to attend only one of Sportservice/DNC Inc. training dates. Your TEAM certification is good for a three year period.

RAIN OUTS

If a game is rained out the following will occur: If you have been notified that the game has been cancelled prior to you coming to the stadium, then no credit will be issued. If you arrive and set up for the game, but the gates never open, you will receive ½ of a credit. If the game is started and then called off, you will receive a full credit.

If a game runs longer than a normal game (i.e. extra innings, rain delay, etc...) no extra credit is offered. Some games run longer or shorter than normal. It is the luck of the draw in these cases.

CREDITS

Members of the GCCFSC are given the opportunity to earn credits for their own skating accounts. This is a privilege and a right of a volunteer. Members are volunteering to work. GCCFSC reserves the right to withhold all or partial credit for a game worked if the volunteer has violated Sportservice/DNC Inc. or GCCFSC rules. Furthermore, GCCFSC may deny an individual the privilege of future volunteering in the event of a serious infraction.

Generally, one credit is equal to one game worked. To keep the value of a credit high, we refrain from assigning more than one credit to any one game.

Midway through the baseball season, earned credits will be calculated and made available to you to review. It will be your responsibility to report any discrepancies to the Coordinator.

TIPS

Solicitation of tips is prohibited. However, if a tip is received, please keep the tip separate from sales revenue in your cash drawer. All tips are to be turned into GCCFSC. The Group Leader will collect tip money.

Tip money is used to cover operating expenses of managing this fundraiser, insurance and year-end tax preparation/filing.

DISBURSING OF CREDITS

RECEIPTS - All original receipts must be turned into the Coordinator. The expenses must pertain to you child skating - any skating receipts are acceptable, for example, ice, coach, clothing, traveling or skates. Unused credits may be carried to the following season.

Credits are not available until the last game of the season has been played, including all post season games. Sportservice/DNC Inc. does not issue final payment immediately to volunteer groups. November 1st will be the earliest date to send in your receipts. Please allow 10 to 14 days for the GCCFSC Coordinator to process your receipts and make payment to you.

GENERAL GUIDELINES

REFILLING OF CUPS - Alcoholic and non-alcoholic drinks are not to be sold in cups not designated for each type of drink. These cups are **NOT TO BE REUSED OR REFILLED**. Refilling is defined as: "the sale of a beverage in a used, washed, soiled or unauthorized cup or possession of a used, washed, soiled or unauthorized cup in the stand." Soiled or defective cups should be put into spoilage. Do not allow cups to pass back over the counter, even to throw them out for the guest.

PRESENTATION OF FOOD - Details of how foods are served will be shown to you by the Group Leaders. We need to follow the guidelines for the cooking and presentation of all our offerings. Our stands are constantly being evaluated for food presentation, sanitary procedures, customer service and quality of product.

Everything we sell needs to be available until the end of the event or the stand is closed by management.

ALCOHOLIC BEVERAGE PROCEDURES - As anyone who is serving beer learned at TEAM or TIPS training, you are required to ID anyone who appears 35 years of age or younger. YOU and Sportservice/DNC Inc. are liable for underage sales.

INVENTORY AND SPOILAGE - Prior to the event, anything that is chargeable is counted by the Group Leader performing inventory. Chargeable items that cannot be sold or are returned by the customer are put into spoilage and are counted as part of the ending inventory. As Group Leaders for specifics. Please ask before you throw anything away if you are unsure as to whether an item is chargeable or not.

EVALUATIONS - Sportservice/DNC Inc. conducts unannounced evaluations of our stands. It is imperative to be giving good customer service in an efficient manner, and to be following all Sportservice rules. This includes using the tangents/cash registers at all times.

BREAKS - THERE IS NO GUARANTEE OF GETTING A BREAK .

When a game is well staffed for its level of activity, breaks will be given on a rotating basis to each volunteer. Breaks are 10 to 15 minutes in length. Before leaving the stand for any reason, you need to speak to the Group Leader.

If you need to smoke, remember that you cannot smoke in uniform. Your smoking breaks should be limited in frequency and duration.

FOOD ALLOWANCE - At each game, a small meal is allowed. Abuse of this privilege will cause volunteers to be charged for items consumed outside of the "permitted" meal. The courtesy cup is small. You may want to bring your own cup. It is prohibited to eat in front of customers. Snacking foods such as popcorn, nachos, etc..., are also to be kept out of view.

Remember that the consumption of alcoholic beverages by any person working or volunteering is prohibited. GCCFSC reserves the right to deny anyone re-entry for any future games for violating any alcohol procedures.

CLEANING - Just as we work together to set up the booth prior to the game, it is everyone's responsibility to help with clean up. Cleaning procedures are dictated by Sportservice. We must meet Sportservice/DNC Inc. guidelines before anyone can leave the stand. Taking spoilage downstairs is part of clean up.

CLOSING NOTES - The success of fundraising depends on the honesty and initiative of each individual worker. We need to have the attitude of business owners. We own the Stand for the season, so let's go after the profits available to us. In the past, the skating clubs have always had a good reputation with Sportservice/DNC Inc.. We need to maintain our good reputation in order to retain this premier opportunity. Let's work together to bring in the highest credits possible.

JACOBS FIELD

WHAT TO WEAR - All volunteers should arrive in navy blue pants (Dockers style, no jeans or shorts), comfortable closed toe and heel shoes with a good tread for slippery floors, and a navy blue Indians "scripted I" hat/visor. It is recommended that during colder months, members layer underneath the shirt. Any white t-shirt or sweatshirt without a hood is the only acceptable visible layer.

Hats must be worn with the bill to the front.

Earrings should be post style only, jewelry kept to a minimum, and make-up worn in good taste.

No headsets, radios, pagers or cell phones should be worn. If a pager or cell phone is necessary, please keep it out of view of the guests.

No gum chewing.

No smoking in uniform.

PARKING - Free parking is available at the Gateway North Parking Garage located at Huron and Ontario. Space is limited, so car pooling is encouraged. When the lot is full, a guard will give you a validation ticket and send you to the overflow garage located at 645 Prospect Avenue. Come as early as possible to avoid being turned away from the main lot. Reimbursement for parking is not available.

ENTRANCE - You can enter only through Gate D.

A Sportservice representative will be in the gate area to issue a picture ID badge for entering at the gate. You will not be admitted in without a picture on your badge. The representative may ask for a photo ID and verification that you have been to a training class.

Before entering the gate, a Jacobs Field employee will search any bags that you may be bringing in. Bags will be checked upon leaving as well.

ID badges are worn on your uniform until the end of the game. A group member will collect them for return to the laundry room. GCCFSC will be charged \$25.00 for a missing ID badge. It is important to keep them accounted for and turned in at the end of the game.

REPORT TIMES - Report times at Jacobs Field depend on the game start time. For a 7:05 PM start, workers are to report between 4:00 and 4:30 PM. Report time for group leaders is 3:00 - 3:30 PM. Gates open to the public at 5:30 PM. There are many things to prepare in a short amount of time. Please be on time. Last one in is responsible for spoilage.

For a 1:05 PM start, workers are to arrive between 10:00 and 10:30 AM. Gates open to the public at 11:30 AM. Report time for group leaders is 9:00 to 9:30 AM.

Generally, gates open 1 ½ hours before the start of the event. Concession stands must be ready for service at gate opening time. Smooth opening of the stand requires many people reporting early, so come as soon as you can.

If you need to arrive later than the normal report time, you need to contact the Coordinator.

(Remember that we are trying to generate maximum profits, and preparation is extremely important.)

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