

Dear Parents and Students,

As we approach the start of our fundraising project at the Panthers Stadium this year, there are several things that we wanted to clarify with everyone before we go. Hopefully, this information will help to answer any questions you may have about helping with the project before they come up, and will help to prepare you for what to expect as we take on the project. PLEASE NOTE that several of the policies have penalties if “violated”, and our group could lose profits as a result, so everyone needs to follow the policies closely!

First and foremost, there are a few new policies since we first joined this project, and some that we thought might change but have not. **First and foremost 15 year olds ARE ALLOWED TO WORK AT THE STADIUM.** There was a small time frame where the stadium thought that volunteers might have to be 16 years or older, but since our students are volunteering instead of “working” as employees, they can be 15 years old. This may be different than information that some of you have heard in passing, but the stadium has officially stated that 15 years and older is fine. In addition, a new federal credit card policy has been instituted, and the stadium is requiring that ALL Employees & Volunteers who might handle a fan’s credit card or touch the MICROS terminal (registers) MUST be trained on the new standards. This includes ALL volunteers that are 18 & Older. We thought at first that the training for this new policy might be held on a separate night, requiring all of our adult volunteers to travel to the stadium on a weeknight to train. However, after reviewing what this required of their groups, the stadium staff has decided to conduct this training on game days in each stand during the season. The hourly Stand Managers will conduct this training during the “pre-shift” meeting at EVERY event.

This training will take place along with the Alcohol Policy Training prior to gates opening. EVERY volunteer in our group (all ages) must take part in this training every game (*even if they have been through the training during a previous game.*), and it will become part of our game prep before gates open. The PCI Compliance Training and Alcohol Policy Training will take a total of 20-25 minutes to complete. This training is not an option and all volunteers must take it seriously. If this training is not properly conducted by our group for each event, we could be subject to severe deductions of up to **\$50 per volunteer**. However, since the stadium is allowing us to train on each game day, this will make the process easier, and shouldn’t create any additional time or problems for us!

One other new policy this year is that there is NO tobacco use allowed in the stadium, by anyone, at any time!! This is a new NC state law for all public places, and has gone into effect at the stadium this year as well. The rule applies to all employees, volunteers, fans, etc., and includes all tobacco products. Anyone who uses tobacco products should try plan accordingly, so that this will not be a problem while we are on stadium property.

The rest of the information we need to give to you is just normal, every game procedures for all volunteers. First, there are several “positions” in the stadium stand that we will be manning. Each is listed below, with a brief description of what each job entails:

- Cashiers/Window Attendants—These are our “front” people, who have direct contact with the customers as they place orders. These people should be friendly

- and welcoming, and will be responsible for entering each customer order into the Micros register machines and handling all payment transactions. They are also responsible for keeping the front counter of the stand clean and ready to fill orders. **ALL OF THESE VOLUNTEERS MUST BE AT LEAST 18** and a “non-student” from Bandys, since alcohol sales are handled at this point of sale.
- Food Preparation Attendants—These people are responsible for preparing the items ordered by customers, and getting them to the windows. They will be responsible for running the hot dog grills, maintaining temperatures for the products, setting up nachos and pretzels as they are ordered, and keeping their area organized and ready to fill orders. Anyone can work these areas, so students will be used more here than anywhere else.
 - Expeditors—These people will be the “runners”, and will be responsible for getting the orders from the cashiers, grabbing products from the food prep stations, and returning the order to the front. They may also be asked to maintain condiment stations outside of the stand, or bring materials from the back of the stand to the front as needed.

One of the big sticking points for the stadium staff is the dress of their volunteer groups, and volunteer dress code must be strictly followed. Any volunteers found in violation will cause our group’s profits to be penalized, and may prevent you from helping on that game, so please be aware of the following:

- **ABSOLUTELY NO DENIM** is allowed at the stadium!! Pants/shorts may be black or khaki, but no jeans or denim material is allowed through check-in.
- Each volunteer must wear a blue Panthers knit shirt. These will be provided at the school before we depart each game, and need to be returned before you leave, so that they can be laundered for the next event.
- Shirts must be tucked in, and sleeves must be worn “as is”. No visible alterations to the uniform will be allowed into the stadium. During colder weather, you are allowed to wear a plain black long-sleeved shirt under your knit shirt.
- **NO HOODIES** are allowed into the stadium, as part of the uniform or otherwise.
- All footwear must be closed toed and heeled. No flip-flops, sandals, or Crocs are allowed.
- Shorts need to be “regular” length, and dress casual or walking style. Shorts that are too short or tight will not be allowed, and are subject to check by stadium personnel at check in. Shorts should not be shorter than 2 inches above the knee.
- Pants are acceptable, in addition to shorts. Pants that have belt loops should have belts as well, and all pants/shorts should be worn at the “belt line”, no lower.
- All employee hair must be pulled back, and “natural” color (no blue, pink, etc.).
- Employees **MUST** wear hats or visors for each game, and they must match. Our group will be wearing Bandys Band hats, which will be provided the first time you volunteer. Each volunteer will have his or her own hat to keep. If you lose your hat, you can purchase another for \$6 from the band boosters.
- No excessive jewelry is allowed on game days. Female employees can wear one pair of stud or post earrings, but nothing large or gaudy. Male employees should not wear earrings while working. **NO FACIAL PIERCINGS** (eyebrows, nose rings, etc.) are allowed from anyone.

In addition to the dress code, there are also several other stadium policies that we will need to be aware of and follow. The most important policies include:

- Maintain professional behavior
- No spectator “activities” (i.e. shopping for souvenirs, face painting, etc.) should be done while on “job” hours.
- Electronic devices (games, I-pods, mp3 players, texting or internet on cell phones) are not allowed in stadium. Cell phones are allowed, but CANNOT be used unless on breaks, out of sight of customers.
- Each volunteer will be subject to pat downs and bag checks by security when entering and exiting the stadium. No weapons OF ANY KIND can enter the stadium (this includes pocket knives, etc.). Items that are contraband will be confiscated, and not returned by security.
- Any volunteers who travel separately from our group MUST be checked in at the stadium by the time spectator gates open (2 hours prior to kick-off). Any volunteers who are not in place at that time WILL NOT BE ALLOWED into the stadium, which leaves our group short!
- At check in, each volunteer will receive a credential that identifies them as a game-day employee. This credential should be worn in a visible place on the uniform until exiting the stadium.

One of our main responsibilities at the stadium for all employees is alcohol sales, and making sure that they are handled according to stadium rules and North Carolina laws. First and foremost, no one under age 18 is allowed to handle alcohol IN ANY WAY!! In addition, alcohol is only served to customers who are 21 years or older and have a valid form of ID presented at the window (exact forms of ID will be discussed at the stadium on game days). **WE CARD ANYONE WHO DOES NOT LOOK 35 OR OLDER**, regardless, so when in doubt, check identification!! In addition, the stadium policy states that fans can only be sold 2 alcoholic beverages at a time, so if they are buying for a group, they must have an adult with a valid ID for every 2 that are ordered. Customers who still have a partial cup can only be sold one additional drink. Stadium officials also give us the right to refuse service to anyone who has been “over served”, and will back our decisions to do so as needed.

On game days, volunteers are allowed to get “gratis items”, which will not be charged against our profits. These items will be discussed at each game, and normally include hot dogs, nachos, and drinks taken from “gratis” employee cups which will be provided. Any food not on the gratis list must be paid for by the volunteer. Any items on the gratis list will be listed on the Gratis sheet on each game, so we aren’t charged for them. Volunteers are asked to plan breaks and “meals” around the busiest times of the game, preferably before the start of the game or after half time. Breaks must be taken behind the stand, outside of the view of customers. In addition, volunteers are allowed to bring their own food, but it has to be eaten out of sight while on breaks, just like the gratis items. NO FOOD, personal or gratis, can be taken out of the stadium at the end of the event.

One additional item to make note of for everyone is the “perfect attendance” policy of the stadium. In years past, the stadium has given groups a bonus of \$100 for any volunteers who attend EVERY event on the calendar for that year’s concession schedule. The stadium plans to do so again this year, assuming that funds remain available, and it is our intention for any volunteers who qualify for this bonus to **APPLY IT DIRECTLY TO YOUR STUDENTS’ COSTS, AND THEM ALONE!!** In other words, if you volunteer for every Panthers event, the bonus that is given to our group will go directly to your child’s “account”, instead of into the general band boosters account like the rest of our fundraising profits do, and can be used for spring trip, symphonic uniforms, future band camp fees, etc. This is an incentive that we would love to see some of our volunteers qualify for, and we encourage you to keep it in mind as you plan your volunteering time! Attending every event is a big commitment, but the rewards will benefit both our program and your individual student directly as well!

These are the important points that you need to be aware of before volunteering at the Panthers Stadium. We realize that this looks like an overwhelming amount of “stuff”, but most of the policies are simple to follow, once you are made aware of them!! Please keep in mind that the end result of this project can be upwards of \$15,000 to be used by our program for the benefit of the kids, which is what all this is about anyway!! We truly hope that you plan to attend, and if by some chance you still have questions about working at the stadium that this letter has not covered, please direct your questions to Brent Chafin or Mr. Keisler. Sign-ups are posted on the band room door, so please sign up ASAP and help us make this project a success!!

Thanks for all you do to help our kids excel!!

The Trojan Band Staff and Boosters