



GA Tech Football Concessions

Sponsored by Sodexo Sports and Leisure Services
50 Bobby Dodd Way
Atlanta, GA 30332
Servicing Bobby Dodd Memorial Stadium

Stand # 206 – Upper Level

RCHS Band Volunteers -- Thank you for supporting these fundraising activities

GAME SCHEDULE

1) GA Tech vs SC State – 9/4/10 1:00 PM	2) GA Tech vs NC State – 9/25/10 time tbd
3) GA Tech vs Virginia – 10/9/10 time tbd	4) GA Tech vs Middle Tennessee 10/16/10 time tbd
5) GA Tech vs Miami – 11/13 10 time tbd	6) GA Tech vs Duke – 11/20/10 time tbd

DEFINITIONS

Group Lead: Liaison between Sodexo Sports & Leisure and the Non Profit Group (NPO) – Joyce Welch

Money Lead: In charge of all money handling through out the game

Inventory Lead: In charge of all inventory through out the game and receiving of all products during the game, including pizza.

Workers: Any NPO volunteer that works in the stand other than the Leads.

ARRIVAL PROCEDURES

Bring you ID -- It is the responsibility of the NPO workers to find proper parking and pay any fees necessary. We encourage volunteers to carpool or take Marta. When arriving to work, proceed to the Sodexo employee tunnel (rollup gate between Gates 5 & 6) at Bobby Dodd Stadium and check in. It is highly suggested you give yourself 30 minutes between parking (~\$20) or Marta, walking to the stadium, checking in and arriving at the concession booth. Wrist bands will be distributed at check in.

Shift 1 (Leads): 4 ½ hours before game time. For example if the game time is 1:00pm then arrival time is 8:30am, game time is 7:30pm arrival is 3:00pm.

Shift 2 (Workers): 3 hours before game time. For example game time is 1:00pm then the arrival time is 10:00am, game time is 7:30pm arrival time is 4:30pm.

Gates open: 1 ½ hours before game time. For example if the game time is 1:00pm the gates will open at 11:30am.

Everyone must show up in uniform in a neat and clean appearance ready to work. **Any late arrivals will result in applicable reduction in the RCHB Band donation (our payment).** Upon arrival to our stand, the Inventory Lead will organize the workers and assign tasks.



UNIFORM GUIDELINES

We must be consistent in uniforms. Sodexo will provide GA Tech jerseys for each game, free of charge. Charges only incur when items are not returned or returned damaged. For Game 1, small, medium and XXL jerseys did not come in, so only large and extra large shirts will be available. The RCHS Band will wear the GA Tech Jerseys, black pants (**no jeans and no shorts!!!!** Ladies may wear capris). Wear sneakers or closed in shoes (no sandals, flip flops or any other open toed open healed shoes will be allowed – you will not be allowed through the check in gate). Jewelry should be kept to a minimum. Dangling earrings, large rings, long necklaces and excessive earrings will be asked to be removed as they are unsafe.

Hair that extends past the collar must be pulled back in a hair-tie (this is for both male and female) Uniforms are to be returned in the same condition as issued (less reasonable wear), any loss or damaged to the uniform will be deducted from the final events commission. Unclean attire and baggy pants will not be tolerated.

After Game 1, a communication will be emailed and posted in Charms, indicating our uniform of the game. (i.e. all RCHS Band shirts (gray or show), all black pants, all khaki pants, GT caps, RCHS caps, etc.) We are encouraged to wear shirts that promote our organization. However, since we cannot wear shirts or hats that are the color or have the mascot (even if it is your teams/schools) of any other collegiate team, we must careful in the team shirt we assign for subsequent games. In RCHS Band's case, Georgia Bulldogs red and black.

CANCELLATION POLICY

We are required to commit to all six (6) games of the football season. If a cancellation occurs without proper notification, a cancellation fee of one hundred dollars (\$100.00) will be withheld from the next worked event commission. Please notify the Group Lead, if you absolutely must cancel. We need enough time to find a replacement so we are not fined for not supporting our concession stand.

CONDUCT IN SERVICE AREAS

It is our responsibility to make sure all workers conduct themselves in a professional manner at all times while at the facility. Obscene or vulgar language, disruptive behavior, the consumption or use of alcoholic beverages or drugs, and the lackluster customer service is not accepted. This will result in the removal of the individual(s) and/or termination of the contract. ***The group is to remain in its designated service areas at all times; admittance of the field is prohibited; any one who is on the field will be removed and prohibited from volunteering at any future event (s).*** Only the number of volunteers necessary to staff the stand will be admitted to the event. At no time will a volunteer be allowed to attend the event for the purpose of viewing the event.

It is the responsibility of the Inventory Lead to insure that no product (including ice) is given away for any reason, unless authorized by Sodexo. Volunteers will charge the correct prices for all items.



CUSTOMER SERVICE

Customers are the most important people in any business. Customers deserve the most courteous attention we can give them. Service, food and atmosphere are what people look for when choosing a place to eat. They are the lifeblood of this and every business. They provide our income. Customers don't ever forget any of this, nor should we. Excellence is our standard. We strive to serve our customers in a professional manner. Without customer satisfaction, we fail.

Even if you are not directly serving the customer, it is important to remember the relationship each individual has in the success of customer service. ***Remember - If you are not serving the customer you are assisting someone who is.***

RULES

If our group follows this outline, we will be successful, and earnings will be beyond satisfactory. Earnings and/or the group's entitlement to participate can be jeopardized, however, if the following rules are broken.

- NO smoking inside the stands.
- NO eating or chewing gum in public view.
- NO use of drugs or alcohol before or during work hours or on premises.
- Uniforms must be worn by all workers in public view. This does include hats. Everyone involved in preparing or serving food must present a clean, attractive appearance.
- Hands must be washed every time before handling food, especially after using the restroom.
- If you have a cold or cough, or if you are sneezing, stay away from food.
- NO refilling of cups with beverages or ice.
- Abusive language toward customers, fellow workers or supervisors will not be tolerated.
- NO stealing.
- NO fighting.
- Falsification of records will result in dismissal of the entire group.
- NO throwing things over balconies.
- YOU MUST HAVE FUN!
- NO SOLICITATION OF TIPS OF ANY KID.



GROUP COMMISSIONS

Our group will earn 8% of our net sales (gross sales minus sales tax), not the amount of cash turned in. All Shortages are deducted from our group's commissions. **In the event that a counterfeit bill is accepted the amount of the bill plus any shortage that it will incur will be deducted from your commissions.**

Commissions are based on net sales minus any shortages, cleaning fees) or any other adjustments as listed below.

<i>POTENTIAL CHARGES</i>	<i>DEDUCTION AMOUNT</i>
Failure to maintain proper uniform	1%
Failure to arrive on time	1%
Failure to have the proper number of volunteers	1%
Maintain condiment station	1%
Failure of health inspection as a result of failing to adhere to mandated food safety policies	100%

<i>INCENTIVE</i>	<i>INCREASE</i>
Proper submission of all paperwork (worker list [by 5pm 3 days prior to event], temp logs, coupon sheet, inventory, etc)	.75%
All group members in proper uniform	.25%
All group members on time	.25%
Proper number of volunteers	.50%
Condiment stations properly maintained	.25%

GROUP MEALS

Meal will be provided during the event only and must be consumed before or after the event. At no time should a volunteer eat a meal during peak hours, from gates open until after half-time, or with in customers view. The worker's meal consists of 2 or any combination of: hot dogs, peanuts, nachos or pretzel. A "Meal Ticket" will be provided for these items only. We will be provided with a limited number of "comp cups", these are for your use ONLY – DO NOT GIVE AWAY TO ANY CUSTOMER FOR ANY REASON! The comp cup is for you to use for fountain drinks (unlimited refills) or popcorn (do not use a popcorn cup that we sell or the boats used for nachos). Candy, Cotton Candy, Sausage, Pizza or any item not listed above must be purchased.

Should you have any questions regarding this information, contact Joyce Welch, Group Lead, on 770-918-5005 (home) or 770-856-9998 (cell).

Game schedule updates are available at www.ramblinwreck.com and www.GeorgiaTechConcessions.com