

Joliet Slammers

Address: 1 Mayor Art Schultz Dr., Joliet, IL 60432

General Information

Communication: All communication is done via TeamSnap. Please confirm you are signed up prior to arrival. Call times are confirmed typically one week in advance and will be posted in TeamSnap. TeamSnap may also be used to communicate important messages related to specific events. You are required to monitor your TeamSnap accordingly.

Stand requests: It is not the policy or practice of Teams Elite Concert and Concessions team to place volunteers in specific stands based on requests. Requests will not be considered when making stand assignments. Stand assignments may fluctuate. Please be flexible and amenable to changes.

Remember: We are here to volunteer to earn money for our skaters not to watch a show/game!! We represent Teams Elite at these events and want to maintain positive relationships with all venues.

Required certification/training: All volunteers must be 18 years of age or older with an active IL Basset license. An **IL Food Handler Certificate** is also required.

****Once completed, email all certificates (ie, food handler certificate and Basset) to fundraising@teamselite.com.**

Dress Code:

- **Shirt:** TE shirt and, if desired, black TE sweatshirt from TE volunteer store.
- **Pants:** Black pants or shorts (fingertip length or longer)
- **Shoes:** Closed toed shoes are required
- **Miscellaneous:** Skater pins allowed; tip jars allowed.

Parking: There are two parking lots about a block away from the stadium at the corner of Jefferson and Eastern. One is on the same side as the stadium (high school parking lot) and the other is across the street from that lot.

Event Details:

Arrival: All volunteers **enter through the Will Call door on Mayer Art Schultz Dr.** There is a sign in sheet that includes work locations. Please make sure you sign in and double-check the assigned work location for your shift. Shift assignments may vary.

- A group leader must be present for every event.
 - The leader is responsible for training new volunteers.

- Inventory counts are performed immediately.
- No breaks are allowed during gates and / or intermission.
- No eating or drinking at the concession stands.
 - Water bottles may be brought in and there are water refill stations available however, drinks must be hidden from the guest view.
- Keep personal belongings out of guest view.
- Enter the correct register login number (verify with stand lead).

During Event:

- The TE Stand Lead will work with the Venue Stand Lead. Please remember - all “business” communication should be with the TE Stand Lead.
- All volunteers are responsible for cleaning and ensuring area is tidy and presentable.
- Let your stand lead know when inventory is running low. *Waiting until something is out is too late to ensure efficiency!*
- If maintenance is needed, let the TE Stand Lead know immediately.
- All spoilage must be collected. Ask the stand lead where the spoilage/waste collection is located.

End of Event:

- Complete end inventory count and provide the total number of products to the TE stand lead responsible for the paperwork.
 - All sellable items
 - Spoilage
- All volunteers are responsible for cleaning the stand/area. Do not leave the stand until approved to do so by the stand supervisor.
 - Ensure used bar items, food storage, dishes, etc. and anything else used are cleaned and put away.
 - Counters are cleaned and wiped down.
 - Floors are swept.
 - Garbage must be closed up and compiled in the designated garbage area.

Volunteer Roles

Stand Lead	• Confirm all volunteers are present and signed in. ◦ If a volunteer is not present, please reach out through TeamSnap • Work with the Notre Dame/Levy supervisor to ensure a smooth and efficiently run stand. • Act as liaison between Slammers supervisor and TE volunteers. • Collect and divide cash tips at the end of the event. • Fill in at a register or in the kitchen where needed for the shift.
Register	• Check-in with TE Stand Lead to sign-in and receive counting assignments. • Open all cans/bottles prior to distribution. • Collect requested food items for patrons. • Ring up guests for the items they wish to purchase. • If applicable: Verify age requirements. ID everyone. • Make sure the area is tidy and presentable. • If running low on an item, please inform the TE Stand Lead. • Help with the end of event tasks: ◦ Complete end counts ◦ Put away unused items (cups, bar items, etc.) ◦ Clean and wipe counters ◦ Sweep floor
Kitchen Staff	• Inventory counts at the start and end of shift • Cook and prepare food • Ensure food windows remain full throughout the night • Collect and record food temperatures • Minimize food waste

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| | <ul style="list-style-type: none">• Inform Stand Lead if running low on items / drinks• Restock as needed• Clean up including dishes |
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Photos:

