

NOW ARENA

Concessions Fundraising Volunteer Guide

ADDRESS

5333 Prairie Stone Parkway, Hoffman Estates, IL
60192

CONTACT

Teams Elite Fundraising Committee |
fundraising@teamselite.com

IMPORTANT: Event-specific call time, entrance, parking instructions, uniform requirements, and certifications will be posted in TeamSnap. Those event instructions always supersede this general guide.

General Information

Communication: All communication is handled through TeamSnap and event specific GroupMe. Confirm that you are signed up before arriving. Call times and event instructions are generally posted before the event and may change. Monitor TeamSnap/GroupMe through the day of the event.

Stand assignments: Teams Elite assigns volunteers according to venue needs. Requests for a specific stand or role may not be available, and assignments can change. Please be flexible.

Our purpose: We are volunteering to raise money for our skaters - not to watch the event. Every volunteer represents Teams Elite and helps protect our relationship with NOW Arena and Levy.

Before You Go

Training and Eligibility

- Volunteers must meet the minimum age listed for the event in TeamSnap.
- Complete all venue-required training and certifications before your first shift. Alcohol-service assignments may require current Illinois BASSET certification.
- Send requested certificates to fundraising@teamselite.com and keep a digital copy available at check-in.
- Do not assume a certification from another venue automatically satisfies NOW Arena requirements.

Dress Code

- **Black shirt** or the event-specific shirt/uniform identified in TeamSnap.
- **Black work pants.** No leggings, yoga pants, sweatpants, shorts, or pants with holes.
- **Black, closed-toe, non-slip shoes** are required.
- **Black hat or TE hat.**
- Keep jewelry, fragrances, and accessories minimal and appropriate for food service.

Parking and Entry

- NOW Arena has on-site parking accessible from Prairie Stone Parkway, Hoffman Boulevard, and Pratum Avenue.

- Follow the volunteer parking instructions posted in TeamSnap or GroupMe; Lots may change depending on ticket sales
- Arrive early enough to park, clear security, check in, and be at the stand by the posted call time.
- NOW Arena uses a clear-bag policy for guests. Volunteers should bring only essential items and follow any stricter employee-entry rules provided for the event.

Event-Day Procedures

Arrival and Check-In

- Use the volunteer/staff entrance listed in TeamSnap/GroupMe. Do not enter through a guest gate unless specifically directed.
- Sign in with the venue and with the Teams Elite Stand Lead. Confirm your assigned stand and role before leaving check-in.
- Pick up any required uniform item and confirm the return procedure before going to the stand.
- Report directly to the assigned stand. Store personal belongings only in the designated area and out of guest view.
- Verify the correct register login and assignment with the Stand Lead before beginning work.

Opening the Stand

- Complete opening inventory counts promptly and accurately.
- Review the menu, stand layout, food-safety procedures, emergency contacts, and escalation process.
- Confirm each volunteer's station, break expectations, and end-of-event responsibilities.
- Check that counters, equipment, and guest-facing areas are clean, stocked, and ready.

During the Event

- Follow the direction of the Teams Elite Stand Lead, who will coordinate with the venue supervisor.
- Stay at your assigned station unless the Stand Lead reassigns or releases you.
- Keep the stand clean, stocked, safe, and guest-ready throughout the shift.
- Tell the Stand Lead before inventory runs out. Early notice gives the venue time to restock.
- Report spills, equipment problems, injuries, guest conflicts, or maintenance issues immediately.
- Collect and track spoilage/waste as directed. Never discard product without following the stand procedure.
- Personal phone use, recording, or watching the show/game is not permitted while working.
- NOW Arena is cashless. Accept only the payment methods and follow only the register procedures provided by the venue.
- Do not eat or drink in guest view. Use only approved break and hydration areas.

ESCALATION: Questions and issues should go to the Teams Elite Stand Lead first. The Stand Lead communicates with the venue supervisor and escalates to the Teams Elite fundraising committee when needed.

End of Event

- Complete closing inventory counts, including all sellable items and spoilage, and give totals to the Stand Lead.
- Clean all used equipment and food-service areas as directed, including counters, machines, utensils, floors, and waste areas.
- Return unused stock and supplies to the proper location.
- Garbage taken to proper location

- Do not leave until the venue supervisor and Teams Elite Stand Lead approve the stand and release the group.
- Return all venue-issued uniform items at the designated location and sign out before leaving.

Volunteer Roles

ROLE	CORE RESPONSIBILITIES
TE Stand Lead	• Confirm everyone is present, signed in, and aware of the schedule. • Coordinate with the venue supervisor and serve as the single point of contact for the group. • Assign or redirect volunteers and make sure new volunteers receive training. • Oversee inventory, register logins, breaks, closing, tip distribution, and release of the group. • Send a short event summary, before/after stand photos, issues, and approximate sales to fundraising@teamselite.com.
Register / Guest Service	• Confirm the correct register login and assigned drawer or terminal. • Greet guests, enter orders accurately, and process approved cashless payments. • Follow alcohol-service and identification rules when applicable. • Keep the station clean, restock, and alert the Stand Lead before supplies run low. • Assist with closing counts and cleanup.
Kitchen / Food Prep	• Prepare food according to venue recipes, food-safety rules, and production levels. • Maintain required temperatures and record them when instructed. • Keep food windows stocked while minimizing waste. • Communicate low inventory and equipment issues promptly. • Complete dishes, equipment cleaning, and closing tasks.
Runner / Support	• Restock food, beverages, cups, condiments, and supplies as directed. • Keep pathways clear and move safely through back-of-house areas. • Support register and kitchen teams without abandoning the assigned area. • Assist with inventory and end-of-event cleaning.

Working With Fellow Volunteers

Teams Elite volunteers are other parents and family members - they are your peers, not your employees. Events can become busy and stressful, and the Stand Lead may need to direct or redirect people quickly. Be clear, calm, respectful, and patient. Everyone is volunteering for the same purpose.

Quick Checklist

Before the Shift

- Confirm the event, call time, entrance, and parking instructions in TeamSnap.
- Confirm that all required training and certifications are current.
- Wear the required black pants and black non-slip, closed-toe shoes.
- Bring only essential personal items and a digital copy of required certificates.
- Allow extra time for traffic, parking, security, and check-in.

Before Leaving the Stand

- Closing inventory and spoilage totals are complete.
- Equipment, counters, floors, and waste areas are clean.
- Unused stock and supplies are put away.
- Garbage disposed of in proper location.
- Venue-issued uniform items are returned.
- The venue supervisor and Teams Elite Stand Lead have released the group.
- You have signed out and confirmed any follow-up needed.

Venue Notes

Facility	NOW Arena, 5333 Prairie Stone Parkway, Hoffman Estates, Illinois 60192
Parking	3,200 on-site spaces; access from Prairie Stone Parkway, Hoffman Boulevard, and Pratum Avenue; event pricing varies; cashless payment.
Facility payments	NOW Arena is cashless and accepts major cards and supported digital wallets.
Guest bag policy	Clear bags up to 12 x 6 x 12 inches; small clutches up to 4.5 x 6.5 inches; volunteer-entry rules may be stricter.

Official venue references: [Directions & Parking](#) | [A-Z Guide](#)

Questions or event follow-up: fundraising@teamselite.com