

SeatGeek Stadium

Address: 7000 S. Harlem Ave., Bridgeview, IL 60455

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. IL Basset Certification required.

Dress Code:

- **Shirt:** TE volunteer shirt
- **Pants:** Black/khaki pants or shorts (fingertip length or longer)
 - NO bike shorts or athletic shorts
- **Shoes:** Gym shoes or any closed toed shoes
- **Hat:** Plain black hat or black TE hat
- **Miscellaneous:** Skater pins allowed.

Parking: Double check TeamSnap for parking location as it may change. Parking is usually at 7325 W. 79th St., Bridgeview (Old Kmart parking lot). Shuttle to stadium (allow enough time). Alternatively you may walk from the parking lot to the stadium (about a 25 minute walk).

Event Details:

Arrival: All volunteers sign in outside **Gate E**. Head to your stand after you check in.

- 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 and anything else used are cleaned and put away.
 - Counters are cleaned and wiped down.
 - Floors are swept (if applicable).
 - Garbage must be closed up and compiled in the 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 Levy supervisor to ensure a smooth and efficiently run stand. • Act as liaison between Milwaukee World Festival supervisor and TE volunteer. • 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 cans and mix basic drinks. • Collect requested 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
Runner	• Inventory counts at the start and end of shift • Stock coolers and ensure they remain stocked all shift • Pull items for cashiers and make drinks • Inform Stand Lead if running low on items / drinks

- Restock as needed
- Clean up

Photos:

