

The Forge Creamery

Address: 227 Heritage Quarries Drive Lemont, IL 60439

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 last minute changes.

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

Required certification/training: All volunteers must be 16 years of age or older. IL Food handler certification required.

Dress Code:

- **Shirt:** TE volunteer shirt from the TE volunteer store
- **Pants:** Pants or shorts (fingertip length or longer)
- **Shoes:** Closed toed shoes required
- **Hat:** Must be all black with hair tied back
- **Miscellaneous:** Skater pins allowed; BUG SPRAY IS STRONGLY RECOMMENDED

Parking: May use 1001 Main St. Lemont, IL in Google Maps

- Turn onto Talcott Avenue, crossing the train tracks
- Pass the first gravel road on the right and head towards the gated entrance
- Turn RIGHT onto the gravel road and follow the signs to The Forge: Lemont quarries
- Continue approximately ½ mile down the access road
- **PARK IN LOT 2** (labeled)- furthest to the back
- No parking pass required
- You are arriving early enough that police shouldn't have anything blocked but in the instance they ask just let them know you are "working at the Creamery"

Event Details:

Arrival: After parking in LOT 2, you will walk over the bridge to the main entrance. The zipline will be on your right and the Kids Adventure Zone to your left. Continue on the gravel path you will see “The Mount” (stage) and Lawn (concert area). Head to the back “Annex Concessions” where you will see a 3-window converted container with concession signs - this is where you will be working. ASK for Brandon or Jordan Sisk near the Annex Concessions.



- A group leader must be present for every event.
 - The leader is responsible for training new volunteers.
- No breaks are allowed during gates and / or intermission.
- No eating or drinking at the concession stands.
 - 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 are cleaned and put away.
 - Counters are cleaned and wiped down.
 - Floors are swept.
 - 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 Forge supervisor to ensure a smooth and efficiently run stand. • Collect and divide cash tips at the end of the event. • Fill in at a register where needed for the shift.
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Register	• Check-in with TE Stand Lead to sign-In and receive counting assignments. • Food prep and service of menu items. • Ring up guests for the items they wish to purchase. • 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
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Photos:

