



The RULE book

Chicago Festival Management Group

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INTRODUCTION

Your CFMG partnerS

Thank you for being a part of our team! We look forward to having you participate in events with us and we're always open to suggestions! Please let us know if you ever have any ideas on how we can run more smoothly, make things more fun, or make more money!

Cali walker
Ben baeZ
Chris gorney
Jessica daukus-baeZ

Your CFMG management team

Below is a list of the current CFMG members who assist with management of beer tents as needed. This is an excellent list of people to look to for tips and advice during events. Please note that they are not always in a management role when participating in these events so please reach out to your specific manager when for any major issues or requests during events.

Tom gorney
Dana gibbons
Basil idelaH
Patrick montgomerY
Lance neilson
Shannon gibbons
Russell bebber
Kevin muszynski
Cristina garza

SCHEDULING & BREAKS

Scheduling

- Your schedule will be assigned to you. While we will make every effort to accommodate your needs and preferences, we cannot promise that we will be able to give you the exact schedule you've requested.
- Failure to adhere to the scheduling will result in loss of the ability to participate in future events.
- When filling out the registration forms for each specific event, you will see a section where you are able to inform us what other obligations you have that may prevent you from participating in specific hours/days during the event. It is suggested that you be very detailed in your answer so that we can better take your *requests* into serious consideration.
- Most events are held from Friday – Sunday. You **MUST** be available for at least 2 of the 3 days in order to be considered for the event. Individuals who are only available for 1 day will be the last to be considered for the events. Keep in mind some events have become a four day events in recent years. This means you are required to be available for 3 of the 4 days. CFMG's participation in events is not guaranteed until closer to the event, but is very likely.
- **Signing In/Out** – You are required to sign in and out at the start and end of your shift. Failure to do so may result in the loss of tips/wages. Your management team will count and distribute tips nightly and if we do not have an accurate count of team members for the day, the tip count will be inaccurate and can potentially cause hours of time to recount and redistribute money. Failure to sign in and out can also cause you to miss out on your paychecks during the hourly/daily paid events. See Page 9 for more information on tips and payment.
- **Start times** – Once you receive your start times for events, it is expected that you arrive at least 10 minutes prior to your start time. If you cannot arrive on time, you may forfeit your ability to participate in the event, as well as any future events. Your management team puts a lot of time and effort into scheduling and we do not appreciate people who feel they are above the rules.
- **End times** – End times will never be specific times, so do not make other plans for the evenings. Once an event ends you are required to stay for cleanup/tear down. See Page 14. You are not guaranteed to be able to leave events early for any reason.

Breaks

- Each day of an event we provide breaks to all team members. Breaks may range in time from 15 minutes to half an hour, depending on the event and size of the team.
- Breaks will be assigned to you and you will not often have the option to request specific times. We realize you may have a favorite band or DJ that you'd like to see during these events, but we cannot plan our breaks around you/your interests. This may be a fun time and a relaxed atmosphere, but you are, first and foremost, there to get drinks out to the festival's customers!
- Because there may be separate start times/shifts, we will make an effort to provide breaks to the first people to start, before people who have started later in the day. That being said, all breaks **MUST** be completed by specific times in the evening before the events pick up and become too busy to allow the loss of bodies for any amount of time. We do **NOT** want to hear complaints about just having arrived and already being assigned to go on break. We understand you may want to take your break in the middle of your shift, rather than an hour or two after you've arrived, but again, we need to have all breaks completed by specific times so that we do not put our team in a bad spot.
- For some events we will have a signup sheet for breaks and you can choose your time. You will never be allowed to leave for your break without being told to do so. A manager will assign someone to relieve your position so please wait to be told to go on your break before leaving, *even if you've signed up for a specific time.*

- Break times are non-negotiable! For example: If you have a 15 minute break then you most likely should not try to head to the food vendors because the chances are that lines will be long and you won't make it back in time. See Page 16 for a list of suggestions on what to bring for food. Being late from your break may result in loss of privilege to participate in future events! Do not put your team members or management team in a bad spot because you feel you are above the rules and deserve a longer break!
- **Smoke Breaks** – Taking a short smoke break will be allowed, however, you **MUST** ask for permission to leave your assigned position. We will have designated areas for smoking so please listen to management team at the start of the event for where this area will be. Please ask if you are unaware of the area! You will **NOT** be allowed to smoke inside of the tent. *Excessive smoke breaks will not be tolerated. If you cannot refrain from smoking for extended periods of time then you should not apply.*
- **Bathroom Breaks** – Your CFMG management team will make every effort to ensure we have a porta-potty in our specific tent, however, this is not guaranteed. It is our expectation that you take care of this bathroom! See Page 16 for a list of suggestions on what to bring so you're prepared for this. We expect you to keep it clean! When taking a break to use the restroom you are, once again, required to ask for permission to leave your assigned position.
- **Leaving your Position** – If at any time you are going to leave your current position within the tent, you are required to ask one of the managers for permission. We require this because we will personally need to make sure that your position is covered by one of us or one of your other team members before you leave.
- **Signing In/Out** – Similar to the start and end of the event shift each day, you are also required to sign in and out from your breaks. Again, your management team puts a lot of effort into scheduling. For safety reasons, we **MUST** know who is in or out of the tent at any given time. It is extremely important that your breaks are logged correctly. Do **NOT** make us hunt you down!

POSITIONS

While we will try to assign people to the positions they prefer, your position is not guaranteed. We will not tolerate complaints on the position you are assigned! Most likely you will end up trying out a couple different roles throughout the event. We cannot guarantee you a specific position or a specific spot in the tent but we do try to keep friends in the same general area whenever possible.

Tips are split evenly throughout the tent – no positions are going to make more or less than others.

If management feels you will be a bigger help in a different position we may move you at any time.

Front line/Cashier

- The front line is the point of contact for the customers. Generally the events will have POS systems and the front line of team members will take orders from the customers, enter them into the system, make change if the customer is paying with cash or assist customers with swiping debit/credit cards, and potentially grab/hand drinks to the customers if the event does not have Runners. (See Below)
- Front Line team members should NEVER turn their backs to the cash registers!
- Front Line team members may encounter issues with their POS systems, may need change in their drawers, or may have other questions/concerns that management will need to address. In the event that this happens, the Front Line team member should raise their hand in the air and a manager will come.
- Front Line team members are responsible for IDing any customers who are purchasing alcoholic beverages. See Page 12 for more information on Serving Alcohol.
- **POS Systems** – During festivals, the POS systems seem to generally be less than reliable. At the start of an event, managers will take time to show all team members how to utilize the POS systems. Please pay careful attention to these instructions. Ask questions right away if you aren't sure what to do. Once the events get underway, you will be too busy to ask questions!
- **Electronic Payments** – Most events will allow payment with not only credit/debit cards, but also with other forms of electronic payment such as Apple Pay or event specific options.
- **Cash** – You will be receiving large sums of money throughout these events. You will be provided change drawers that will sit underneath your POS system. Some change drawers will be closed/locked, but some events will have drawers that are more easily accessible. During these events, it is even more important for the Front Line team members to pay attention and NEVER turn their back to their register. Even with the locked drawers people are able to quickly grab large sums of money as they open. Keep a close eye on your register. The threat of someone stealing money is VERY real and we will hold you accountable if you have been negligent.
- **Big Bills** – CFMG management tries to provide counterfeit bill detecting markers for each cash register. See Page 9 for why we appreciate donations. We require you to validate the authenticity of any 50's or 100's that are provided to you by customers. During some festivals we may get word that other bills are being counterfeited and we will have you start checking those denominations as well. These counterfeit detecting markers will show up as a light yellow streak on the bill if it is real, the color will turn to black if the bill is counterfeit. If you come across a counterfeit bill you are REQUIRED to immediately tell management. No drinks should be handed to the person. We don't need any heroes! If the person tries to leave, just let them. At this point we have at least been able to seize their counterfeit bill so that is cannot be used anywhere else.
- **Change** – While the events will try to provide us with change as often as possible, they generally cannot keep up with the demand. Your managers will continually count tip money and try to make change for you. Please be patient with us! At some point you will most likely have no change and need to send your customer to the next line over. Raise your hand and announce “singles” when you need change. Please do not call out for a manager or call us by name. This should be reserved for emergency situations. You should NEVER pull out any tip money to try to make change yourself. Only managers will be allowed to touch tip money during the events. You should never try to exchange money with the cashier next to you. Managers will do this for you if needed.

- **More Notes on Cash** – You will receive some stacks of bills that are banded, if you remove ANY bills from these stacks, you MUST break the band! Be careful to put bills in the correct slots in the drawer! Big bills should go under the drawer! Count and recount change before giving it to the customer! Always try to give back singles to a customer to ensure they're able to tip us!
- **Two Drink Max** – NO individual is allowed to walk away from you with more than two alcoholic beverages. Customers *are* allowed to purchase multiple drinks at a time but must have other people (who are of age) to pick up the other drinks and walk away with them. This is Illinois State law! This law aims to prevent binge drinking and we take this very seriously. See Page 12 for more information on serving alcohol.

Runner

- Runners are also at the front lines of the tent. We try to utilize runners at most events, however, sometimes this position is merged with the Front Line team members at smaller events.
- Runners are responsible for listening to the orders being given to the cashier and providing support so that these cashiers do not have to turn their backs to the registers.
- Generally we will have one runner who will stand in between two cashiers and grab the orders for both cashiers. During busier times or in busier spots in the tent, we may assign a runner to one cashier. Please be careful to know whether you're supporting one or two people!
- Runners will turn around and grab the correct beverages from the tables, open all beverages, and place them down on the counter for the cashier to hand them to the customer AFTER they have paid.
- Runners are NOT responsible for taking/making change, entering anything into the POS system, handing drinks to customers, or refilling the product tables!
- In an effort to speed up the lines, oftentimes runners feel they should ask the next person in line what they're going to be ordering so that the runner can start getting products lined up and ready. Runners should NOT do this. This only causes confusion for the cashier and can result in the order not being properly rang into the POS system. This also creates a good opportunity for customers to grab the products, without paying, and walk/run away.
- Runners will ONLY be responsible for the movement of product from behind the front line, on to the front counter. In a pinch, runners can be a good resource to grab management if there is an emergency.

Table captain

- Table Captains are responsible for keeping their designated tables stocked with product and ice, keeping them clean, assisting with opening product, and emptying trash boxes/bins
- In addition to the product on their table, these people should also keep an eye on the large bins that may be on the ground at the front line – we often keep bottled water and Red Bull for easy access by the runners and this will need filled periodically as well
- Do not leave boxes of product under your tables for easy access! This causes us to lose count of how much product we actually have opened. If the product is not currently on ice at your table, it should not be there! See Pages 10-11 for more information on products/inventory.
- **Product Location** – Your Product Manager and barback team will come up with a consistent outline of where product should be kept on each table. We try to keep each table uniform so that as team members are moving around the tent, they can always find what they need. Team members who are in charge of tables will be required to adhere to this system/outline and should not change the placement of anything.
- **Filling Product** – All bins of product should be kept full, however, toward the end of the event each night we will stop filling our ice bins full of product in an effort to keep the amount of loose product at a minimum at the end of the night. All loose product needs to be counted every night! When we are getting a couple hours from the end, start asking your barbacks and Product Manager before filling bins. See Page 14 for more information on closing procedures.

- **Opened Product/Cans** – When running a table you will be required to keep a few open cans of each product on the table for easy access by the Runners. Please keep an eye on how fast product is moving and only open product that you know will be sold before getting warm!
- **Ice** – We will have limited supplies of ice at most events. Please be careful not to waste ice by overfilling bins and letting ice fall out on to the ground. As ice melts you will need to dump this water from our bins in a designated area – NOT INSIDE THE TENT.
- **Product Manager** – Your product manager, Chris Gorney, is the only person allowed to open new cases or pallets of product! You should NEVER take it upon yourself to grab more product if it isn't already opened. Just ask your Product Manager which area you should be taking product from and he will happily direct you!

Barback

- We will have a few selected, experienced people to be your barbacks for the event, please treat them with respect and do not demand their help! They will be part of a team led by your Product Manager.
- These barbacks will be in charge of all of the back end duties such as ordering and opening new product, gathering garbage and keeping the back area clean, assisting tables with filling their product, etc.
- Each position has different stresses, being a barback comes with constant running around, heavy lifting, and mentally keeping track of all of the product so that we don't end up with too much at the end (which costs the festival money) so this position is reserved for people with experience and who have been appointed by CFMG management. If you are interested in becoming a barback, please let us know!

ID checker

- All events will require customers to be 21 years of age or older to purchase any alcoholic drinks.
- We will generally appoint some of our team members to head out to the front gates to assist with ID checking/wristbanding at the start of the event. We also try to have some of our team members stand out in front of our tent throughout the event to assist with ID checking/wristbanding
- ID checkers will be responsible for thoroughly looking at ID's to ensure they are authentic, valid/not expired, show that the person is 21 or older, and belong to the person who is using the ID. This is a big responsibility and should be treated as such.
- See Page 12 for more information on ID checking.

Break reliever

- During events we attempt to give a short break to each person. See Pages 4 and 5 for more information on breaks.
- Break relievers are team members who will swap in/out for people as they go on break. This person can end up helping out in multiple positions by the end of the day and it can be stressful, but it's also a way to make the day go by faster!
- Your management team really appreciates anyone who volunteers to be a break reliever!

Hawker

- Not all events will have Hawkers, but some of our larger events do require us to assign people to hawk!
- Hawkers will be selling product outside of our tent. Think of the person at a baseball game who walks throughout the stands with bin in front of them full of beer. That's a hawker!
- These bins are heavy and you will be walking out in the full sun. We try to swap out our hawkers often so that you aren't exposed to the sun/heat for as long.
- Hawkers will be given specific instructions on how to keep their bank (money) and tips separated, how to note what they're selling, etc. based on how the specific events would like this handled.

TIPS & PAYMENT

You will receive tips for most events you participate in with CFMG. This is why we do it! Some events will be tips only. Some events may also provide a paycheck for the hours you've worked. We will inform you of this for each specific event as they let us know. You are not paid by CFMG.

Tips

- Tips will be evenly split throughout all members of the tent, regardless of position.
- Some events will have multiple start times. Tips are prorated. If you come in later, you will most likely be receiving less tips than your team members who started earlier.
- Tips are generally distributed nightly (with the exception of Lollapalooza).
- Your management team will be counting tips throughout the festival in order to make change and keep up with the amount of tips coming in so that we don't need to count thousands of dollars at the end of the festival. We ask you to be very patient with us. It's tedious and we need to double count everything!
- After receipt of your tips, it's suggested that you immediately count them to be sure the total is accurate. If you leave the tent, we will not be able to fix any issues for you after the fact.
- At the end of the event, after all cleanup is done, you will most likely still be waiting around for the tips to be counted. At this time, after signing out, you will be able to leave if you would like to. See Page 14 for more information on the ending procedures. If you choose to leave before receiving your tips, you can ask someone else in the tent to pick your tips up for you. This must be relayed to management so that we know who is allowed to take your money. We assume no responsibility for your money at this time, so you better choose someone you trust! We are also able to hold your money for you so that you can pick it up the next day, but again, we will not assume responsibility for this money. Every effort will be made to keep it secure, and we have never had any issues before, but know that if something happens to that money, it is not our responsibility.

Paychecks

- As mentioned, some events will also pay you hourly. Paychecks tend to be mailed out a couple weeks after an event and seem to generally be \$6 to \$10/hour, but you will receive information around this prior to being scheduled for an event.
- For these events we will need your W4 on file. Please see our website for a printable version of this form. If this form is needed, we will be sure to make that clear prior to the event!

Donations

- One of the reasons CFMG events are so much fun to participate in is because the CFMG Partners go out of their way to purchase products that we will use every day of an event. Generally the events do not supply us with much aside from the tables, cash drawers, POS systems, and product.
- Some of the items we provide are: toilet paper, baby wipes, hand sanitizer, counterfeit money checking pens, tape, paper, paperclips, envelopes, plastic bags, lights, rubber bands, pens, markers, bandaids, energy drinks, snacks, candy, bottle openers, rags, noisemakers, tip buckets, money counter, etc.
- Did you know that every single night we take the rags home and wash/dry them so we can bring them back the next morning to be used all over again?
- All of these items cost us money. We're happy to provide them because this is how we work together as a team so efficiently compared to other tents! Because of the money we have to put into these supplies we ask for donations. We firmly believe that if we did not provide these things, you'd probably be making less money in tips because we'd be less efficient!
- We ask that each event after you receive your tips, you throw us a few dollars. We aren't going to force anyone to do this, and would never hold it against you, but we really, really appreciate your help! This is YOUR money so do not feel obligated.

PRODUCT

The main purpose of the beverage tents that we are in is to sell as much product as possible! Please read below for a list of information pertaining to the product we sell!

CustomerS

- All product must be opened before it is handed to our customers! This includes removing, and keeping, the bottle caps from bottles of water. Sealed product can/will be launched through the crowds during an event and can cause serious injury.
 - Some events are less strict on this rule. IF that is the case, you will be notified by CFMG management. Assume this rule is in place unless told otherwise!
 - Customers will plead for their bottle caps! You are, under no circumstance, allowed to give or sell these bottle caps back to the customer! If you are seen doing this, you will be removed.
- Alcoholic beverages can only be sold to customers who are 21 or older! Customers must have a wristband on before being given any alcoholic products, even if you have checked their ID.
- No person is allowed to walk away with more than two alcoholic beverages. As mentioned before, customers may purchase more alcoholic drinks in a single transaction, however, there must be other people there, who are 21 or older, to walk away with the drinks – two per person.
 - Bottle of wine are considered to be multiple drinks at most events. Generally, if someone purchases a bottle of wine (instead of a glass) they will not be able to walk away with another alcoholic drink in addition to this. Some events will consider this one alcoholic drink. IF that is the case, you will be notified by CFMG management.
- Product should never be handed to the customer until their transaction has been completed/paid for!
 - It may sound unlikely, but it is a very real possibility for someone to take their drinks and run without paying.
 - Some credit transactions fail to go through and the person has already left with their product.
- Some events will also include the sale of non-beverage items. These items are NOT to be given away. Customers will ask for free product, but anything we are given to sell, must be sold!

Opened product

- At the end of an event, generally unopened product can be sent back to the distributor for a refund/credit. This is why it is imperative that we keep our opened product at a minimum at the close of an event because this is counted as a loss!
- You should never open a new pallet of product! We will have multiple pallets of product inside of our tent at most events. While it is our aim to sell it all, you may be unaware that there is an opened pallet out of your view. Only the barbacks and Product Manager will open new pallets of product.
- You should be extremely careful when opening new cases of product. Again, we need to keep the amount of loose product we have at a minimum. Please check with your barbacks or Product Manager to be certain there are not opened cases of what you're looking for already available somewhere in the tent.
- Red Bull: a case of Red Bull includes 6 of the individual four packs. An ongoing issue during events is an overabundance of Red Bull cans/four packs. You must NOT open new cases of Red Bull. It seems that people don't realize the four packs cannot be returned, only full cases with 24 cans (6 x four pack).
- Cases on the ground: You should NEVER store cases of product under your tables. The boxes will become wet and damaged, tear open, and will be unable to be returned! No product should EVER be stored anywhere but on ice or in the back with the rest of the product.

Inventory

- All team members have unlimited access to bottles of water! PLEASE DRINK WATER!
 - We do not need to keep a count of this at most events, however, CFMG will notify you if we will need to keep inventory of the staff water
 - Some events will have designated water bottles for staff in addition to the water we will sell
- Loose product, as well as full cases, will be counted nightly! Do yourself, and your team, a favor by doing whatever you can to ensure we don't have a lot of loose product at the end of the night!
- **Damaged Product:** this is product that cannot be sold due to being open for too long (got too warm), being dropped/spilled, having cracks or punctures, being covered in dirt or bugs, etc.
 - Again, this is product that CANNOT be sold!
 - If a customer leaves their empty can on the front counter and orders a new drink and walks away without the old can, this is NOT damaged product, this is trash.
 - Damaged product will have a designated bag or box to be collected in. Management will need to inventory this product at the end of each night in order to reconcile the missing money
 - Damaged product should be emptied outside of the tent before being placed in the bag/box
- **Free Product:** As a rule, no one should ever be given free products. If management sees this or hears about it, not only will you be immediately escorted from the event, but you will also be banned from any future events as well.
 - Police and Paramedics can be given bottles of water or other non-alcoholic beverages like Red Bull or soda. In the event that you give something away to them (aside from water), immediately notify management so that we can keep track of all inventory
 - Security or Garbage Crew members can be given free bottles of water
 - Again, most events will not require us to keep track of water bottles that are drank by staff, however, occasionally we may participate in an event where this will be required. In the event that we do, CFMG management will notify you
 - In emergency situations, water can be given to customers for free. See Page 13 for more information on emergency situations.

SERVING ALCOHOL

Please carefully review the following list of information pertaining to the serving of alcoholic beverages. While we may have some non-alcoholic beverages available for sale during events, the main products we will sell will be alcoholic. It is imperative that you are responsible!

- You must be Basset certified and you must keep your certification card/certificate with you during events. While it's strongly urged that your card/certificate is in your pocket at all times during the event, we suggest to keep it in your bag so that it's not ruined by water or other liquids/drinks. It must be quickly accessible in case you are asked to present it.
- Alcohol cannot be served to anyone under the age of 21
- **Wristbands:** Required for all events
 - After checking a customer's ID and ensuring they are 21 or older, you are required to put a wristband on the customer. If the customer refuses a wristband, let them know you are unable to serve them. It's not your problem if they would like to remove the wristband later.
 - You may NEVER hand a wristband to a customer. Wristbands must be physically put onto the customer's wrist and should be put on tightly enough that they cannot slide off.
 - Generally we will have new colors of wristbands for each day of the event. You are required to re-ID a customer and give them a new wristband if they have an outdated color. Customers must have their ID physically on them in order to be given a wristband for alcohol, even if you are sure the customer is of age. This is nonnegotiable.
 - Be sure that the wristband on your customer does not look altered in any way. Many underage customers will find old/used wristbands and try to tape/tie them on or slide on large wristbands. If you see a damaged wristband, ask to check their ID again. Alert management so that we can remove the wristband of any person who should not be wearing one.
- **Overserving:** if a customer appears to be intoxicated, you cannot sell them any more alcohol
 - **Overserving is illegal!**
 - This is left up to your discretion and you should have been taught some of the signs when you took your Basset certification class. Some key indicators are slurred speech, eyes closing while speaking to you, falling over, inability to count money or unable to figure out how to swipe their credit card. If you observe these behaviors, you cannot serve the customer anything alcoholic.
 - Some customers will get upset when you "cut them off" so be prepared to stand your ground. If the customer is angry you can alert management and we can get them out of your line and speak to them ourselves.
- **ID Checking:** Again, you MUST check an ID before serving a customer unless they have a wristband.
 - IDs are only valid if they are not expired.
 - Make note of the specific, current date so that you do not end up giving a wristband to someone who won't be 21 until next week, etc.
 - IDs must belong to the person using them. Be sure that the picture matches the person you are speaking to. When you're unsure that the person is the same as in the ID picture due to hair color or other changes, take a look at height, eye shape/color, eyebrows, noses, and chins.
 - Feel free to ask the customer questions that they should know the answer to such as Zodiac sign, address, birthdate, etc.
 - Keep your own ID on you to use as a comparison in the event that you feel the ID you're looking at is counterfeit.
 - Management will give you tips to use so that you can spot fake IDs
 - Please refer to management if you have any hesitations about the authenticity of the ID or the person using it.

SAFETY & EMERGENCIES

While the events we participate in are generally a fun time (in addition to the hard work) they can also be a little dangerous too! We make every effort to keep our tent a safe place and we need your help to accomplish that!

Please take a look at some of the safety tips below, as well as the information on emergencies.

Safety

- **Closed toe shoes are required!** You *will* end up dropping something on your feet and there is always the chance of glass or other sharp objects lying on the ground.
- **Wear sunscreen!** While we normally have a tent over our heads, that doesn't stop the sun coming right in during the mornings and afternoons. Please wear sunscreen to be prepared!
- **Drink water!** These events are hot! You're going to be on your feet cheering for hours on end.
- **No running!** Please calmly walk to wherever your destination may be. The floors will be very wet and slippery and there are often cases of product lying on the ground. We don't need any more broken bones! Ahem, Jessica...
- **No loitering in the aisles!** Please be conscious of where you are standing and stay out of the way of your other team members. Keeping aisles clear will help to keep everyone safe.
- **Do not place product on the ground/in the way!** Please put everything back where it came from to avoid your team members tripping over it and getting hurt.
- **Use a bottle opener!** You might be thinking *I'll be fine. I open cans with my hands all the time.* You'll regret that! Please, please use a bottle opener to open cans. After opening 1000's of cans a day with soaking wet hands and fingernails, your hands will be severely damaged. We suggest to bring an opener but we will try to provide as many as possible as well. We can demonstrate how to open cans with a bottle opener efficiently.

Emergencies

- **Ill Event Attendees:** Unfortunately it is very likely that you may encounter someone who needs immediate medical attention. Please notify management immediately! Cashiers should NEVER leave their registers. Runners or Table Captains can go find management and alert them of the issue and exactly where the person is. We will then call for medical immediately. **DO NOT LEAVE THE TENT TO ASSIST THE PERSON UNLESS YOU ARE A TRAINED EMT!**
 - Offer water if someone seems to be overheating or intoxicated (You don't have to charge them for it)
 - Advise the person to move to a less crowded area in front of our tent
 - Try not to let the person leave! Once they walk away it will be nearly impossible for the EMT's to find them.
 - Please remain calm! We have seen many life or death situations during events due to the high drug activity, alcohol consumption, and heat.
- **Injured Event Attendees:** It's likely you might end up speaking to someone who has been injured/cut. We will not have napkins available and our rags are not to be offered to them due to sanitary reasons.
 - If the person seems to be okay, direct them to the nearest medical tent to be treated.
 - If someone is severely injured/unable to make it to a medical tent on their own, we can call a medic to meet them at our tent.
- **Belligerent Customers:** As unfortunate as it is, you may end up dealing with a customer who crosses the line of rude and ends up becoming a danger. If you feel a person is becoming a danger, please notify security immediately. During most events we will have security inside of our tent to assist with these issues.
- **Shootings/Major Emergencies:** Management will have plans in place for safety and evacuations.

EVENT OPENING & CLOSING PROCEDURES

Opening

1. Arrive at least 10 minutes prior to your start time, gate check in can be crowded
2. Check in at the front gates with your ID; will most likely be given a staff wristband and instructed which tent you will be heading to
3. Immediately head to your tent and sign in with one of the managers
4. Please wait patiently at the tent until instructed to assist with something
5. Set up:
 - Set out tip buckets and attach them to the tables or tent, create signs for the tip buckets
 - Wipe down counters/tables, clean off POS systems and turn them on
 - Get noisemakers out and distribute throughout the tent
 - Create any other signage needed; note pricing and birthdates for 21+ near registers
 - Label tables after a specific order has been created by barbacks
 - Get product out and ready for ice (will ice it down once the gates open)
 - Assign positions, learn POS system
 - Sign up for breaks
 - **START MAKING MONEY**

Closing

1. A couple hours before the end of the night we will start to watch our open product closely
2. Stop icing product about 3 hours before the end of the festival
3. Near the end of the night we will start to systematically close down tables, 1-2 at a time starting on our slowest end of the tent
4. As tables are being shut down, the cashier should immediately hand their cash drawer to a manager. The product will need to be transferred to the open tables by Runners and Table Captains; Cashiers should begin wiping down the tables/counters and POS
5. Once cleaned, the POS systems should be brought to the back of the tent or put below the counter (instructions will be provided for each event)
6. Anyone who is no longer at a table/register should begin cleaning up trash, bottle caps, etc. from the ground
7. Be sure to stay out of the way and watch for your barbacks, at this point the barbacks will be quickly closing up, putting away product, and disposing of water
8. When all of the customer lanes are shut down, be sure to continue to help with cleanup
9. Sign out!
10. Eventually the tent will be cleaned up and you will begin waiting for your tips; please stand/sit in the far end of the tent – away from the people counting money
 - Tip counting is tedious for your managers. Please try not to be overly loud/distracting while they are still counting. You can easily cause them to lose their count, resulting in time wasted and longer wait times for your tips
 - Managers will call you up for your tip money once it has been counted and separated

ADDITIONAL NOTICES

Please read below for a list of additional information that will be helpful! We will update this list as we come across new information, create new processes, or decide there is anything else you should know!

- Cashiers should never have money in their pockets
- Cell phones should never be placed in cash drawers
- Keep money/change in drawers dry if at all possible
- We encourage the use of fanny packs, however, when standing at a register you cannot have a fanny pack on or any type of bag/purse on you
- Do not enter in tips for people on the POS systems without their knowledge
- POS systems will most likely have Admin Codes for voids, etc. and these should only be used by management
- You should never give out ice or ice water to anyone (health code violation)
- We do not give out free cups; we do not have napkins
- Never tell a customer that we are “out” of anything, even if that is the case; instead please say, “We don’t have it right now but more is coming. I’m not sure how long it will take, can I suggest ____ instead?”
- You must have your Basset card/certificate and ID physically with you
- Bags and other personal items will have a designated location to be placed inside the tent
- All product tables should be the same throughout the tent to ensure ease of finding products
- Keep an eye out for people you do not know walking inside the tent, notify management
- Your friends can stop by to chat for a minute if you’re not busy, but will not be able to stand at the tent for extended periods of time; you cannot hold bags and other items for your friends
- You cannot switch positions within the tent without notifying management first
- Please follow all rules that are given to you because there may be “spies” coming through the lines to ensure that we are following the rules!

SUGGESTED ITEMS

Please take a look below at a list of items that we suggest bringing with you to any event we participate in. You can find a printable checklist on our website as well. Items in bold are required!

- Clear Backpack or Bag (some events require clear bags)
- Sunscreen
- Bug Spray
- Sunglasses
- Bottle Opener
- Toilet Paper (we WILL run out and you WILL be thankful you brought it!)
- Baby Wipes
- Deodorant
- **ID**
- **Basset Card/Certificate**
- Band-aids
- Feminine Hygiene Products
- Baby Powder/Anti Monkey Butt Powder
- Ibuprofen/Acetaminophen/Naproxen, etc.
- Hand Sanitizer
- Phone Charger (phones should not be used in excess during the event but you may need this at the end)
- Extra Clothing (you will get wet so bring extra socks, shorts, underwear, etc.)
- Extra Shoes (closed toe shoes are required)
- Poncho
- Umbrella
- Jacket/Sweatshirt
- Cash (it can be helpful to have in case you want to purchase food, etc. but do not bring large amounts)
- Gum/Candy
- Snacks (items that are easy to eat, won't melt/don't need to be refrigerated, and will keep you energized)
- Drinks (water is provided, but please bring energy drinks, Gatorade, etc. if you'd like)

CONFIRMATION OF UNDERSTANDING

Chicago Festival Management Group provides this document as general information to help keep our team and all event patrons safe! We would like you to print, and then sign, on the lines below to ensure that you have not only read the information provided here, but you've also followed directions!

I, _____, have read the information provided in this packet and understand the importance of keeping the information in mind while participating in events with the CFMG team. I also understand that there may be updates to this information from time to time and I will be notified when there are. I understand that my feedback and suggestions are welcomed by the CFMG Partners! We are a team and will operate as such! Additionally, I can't wait to join the CFMG team in any events I am able to participate in!

X _____
(signature)

Date: _____