

Concession Stand

Hertz Arena

11000 Everblades Parkway, Estero, FL 33928

Stand Locations:

- Main floor Hertz Arena. Each stand has a number posted at the stand door entry.

Staffing:

- 10-20 per event. There are several different stands. Each stand supports only a certain number of spots.

Age Requirements:

- 13 years and older.
- All stands sell alcohol. You **MUST** be 18 years or older to dispense. **ID is required for purchase every time and a limit of 2 per id.**

Commissions paid:

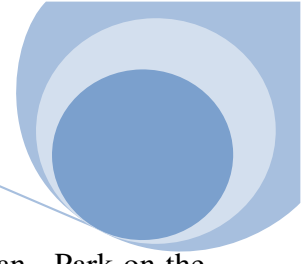
- Each stand will be paid on net cash deposited. This is cash deposited less beginning bank less sales taxes. We will earn 8% of the net cash deposited with an opportunity to earn a 2% bonus on net cash deposited each night. The 2% will be based on the following:
 1. Your group arrives on time and stand is open on time with all items ready to be sold.
 2. Your group cleans up the stand appropriately.
 3. Your group is appropriately dressed.
 4. Your group does not excessively over cook and waste products.
 5. Your group follows all rules and regulations.

Violations of any of the above will be subject to immediate probation, loss of future major events and possible expulsion from the program.

- All shortages of cash to inventory will be deducted from the group's commission. Volunteer Groups may put out "Tip Jars" in front of their stand registers if they so choose. All tips earned are shared amongst ALL who are working the event, after any shortages are taken care of. **IF YOU ARE CAUGHT POCKETING ANY TIPS, YOU WILL BE REMOVED FROM WORKING ANY FUTURE EVENTS!**

Communication:

- Email is our main way of communication. Please make sure that we have your current email address and cell phone number.



Parking:

- There is limited parking around Hertz Arena during an event so try to carpool if you can. Park on the West side of the building, closest to the interstate. Enter the Arena on the south side of the building at the employee and media entrance and sign in. In the event of a full parking lot, Hertz may ask that we use alternate transportation into the arena.

Hertz concession sign-up sheets:

- When you arrive at the arena, you must sign in on the clip board in order to receive credit for working that event. They are located on the white table.

Valuables:

- Please leave all valuables at home. Hertz Arena is not responsible for your personal items.

Cell Phones:

- No cell phones, computers or I-pods.

Stand Leaders:

- Stand Leaders will supervise and divide up job assignments.
- They are responsible for maintaining inventory and cash for the stand.
- They will ensure that the stand is running properly and that everyone is working according to the rules and regulations as described in the concessions manual provided by Hertz Arena.
- They are to report any and all violations of the rules and regulations to the ASAF Booster Club.
- Stand Leaders are selected based on their proven reliability, responsibility and commitment.

Stand close out:

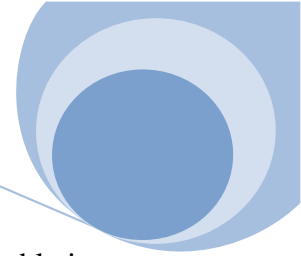
- ALL workers assist with inventory, clean up, etc. All workers leave the arena at the same time. If you leave early, you will forfeit your earnings for the day, including tips.

Cancellation:

- NO SHOW'S are NO-NO's and a cancellation fee of \$25.00 will be charged to your account. Sign up wisely! If you are not able to attend, you must notify the booster club board 24 hours prior to the event. Refer to Policy 7 in the Booster club handbook on procedures for cancellations.

During the event:

- **Always be courteous to the customer. Always suggest if they would like something else. Remember, the more you sell the more you make.**
- **All workers are to stay near the stand when taking a break. No wandering the building. No one is allowed to stand in the walkways or seating areas to watch the event!**
- **There is to be no eating or drinking in front of the customer. Please do so out of sight.**
- **No food is to be given away. There is an employee discount for food and a courtesy cup if provided for can soda, tap water, or coffee.**



Dress Code: *These are Hertz Arena's Rules and not that of ASA.*

- You are to wear long pants; jeans (no rips or holes that show skin) are acceptable. No athletic pants or capris.
- Closed toed shoes only. NO sandals, flip-flip flops, or backless shoes. Tennis shoes are best.
- Hair must be covered. A black hat or hair net is acceptable. Long hair must be pulled back and up.
- You may wear a t-shirt that acknowledges your group. NO strapless shirts.
- Fingernails must be clean, short, unpolished. **Acrylic or other artificial products applied are not allowed!**
- You may not wear: shorts, shirts with profanity or questionable advertising, or any other item that could be questionable. Hertz Arena management will have the final say on questionable items.
- **You will NOT work the event if you are in violation of the dress code.**

Sign-ups:

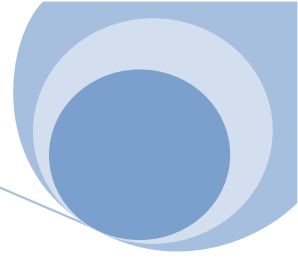
- We maintain a core group of volunteers that have proven themselves reliable workers. Periodically a new sign up list is posted to give new members an opportunity to fundraise. Those members are placed on a backup list initially until spots open and they are proven reliable.
- Members that sign up to work the concessions **MUST** be responsible, dependable and reliable. It requires commitment. If we do not meet the requirements from Hertz Arena, we will be removed from working events.
- Hertz Arena requires sign up for 3-4 events each month. Selection of the events is based on availability of workers. The Hertz Concessions Manager will determine which events we will work.
- Once the dates have been selected, an email will be sent. Members may sign up via an **email only** and will be on a first come, first serve basis. First sign-ups are for one spot per family. When there are multiple dates, please select one date. On the second day after the first sign-ups are taken, you may select another available spot. This process will continue until all available spots are taken. You can include additional family members and/or friends to help fundraise.

Report times:

- Doors open one hour before the event time.
- Stand Leaders will arrive 1 ½ hours to 2 hours before doors open, depending on the event. Sold out events will be busier and will require more time to prepare the stand to open.
- All others will arrive one hour prior to doors open.
 - Example: Event starts at 7:30. Doors open at 6:30. Stand Leaders will arrive at 4:30 or 5:00 and volunteers will arrive at 5:30.

Payment:

- Once checks are received (usually by the 15th of each month) and they are verified as being correct, we will then apply the amounts to your account.



Each member volunteering for concession duty will be provided with the most current Concessions Manual from Hertz Arena. Please read over the manual along with the ASAF Handbook.

Please note: It is possible that you will not be scheduled for all requested events. We must be fair and give the majority of our members an opportunity to work. We will have new members that will join. We will give them an opportunity to work events as well.

Hertz Arena reserves the right to refuse to allow a volunteer to return. This can happen due any violation of their rules and regulations. Hertz supervisors monitor stands during the events and at any given time can dismiss the group or a selected individual for non-compliance.

Remember when you fundraise you are representing ASAF., your respective organization, and Hertz Arena. Please conduct yourself in a very professional manner. You are expected to work with consideration, cooperation, and a positive attitude.

Note: ASAF reserves the right to make changes to this document at any time.

VOLUNTEER AGREEMENT

All ASAF members that wish to participate in a working fundraiser must sign the following agreement.

As a representative of the All Star Athletics Foundation working a fundraising event:

- You must refrain from posting any negative messages or pictures on any social media such as but not limited to Facebook, Twitter, Instagram, etc. Only post tasteful, positive posts! Do not post while you are working the event.
- No cell phones will be allowed out while working fundraising events. If you need to have your cell phone with you, have it on vibrate in a pocket. If you need to check on family, go to a back area to take/make a call.
- No free drinks to family/friends, this includes beer.
- No consuming food that is not allowed by that venue. Venues have designated food for workers. Employee discounts may be available for selected food items.
- Shirt, shoes and hat/hair net must be worn at all time while at the event.
- No gossiping or negative comments involving **anyone**. This includes staff, parents, coaches and athletes.
- At no time should any members contact anyone from our contracted venues. If you have any issues these need to be addressed to the ASAF Board.
- Only assigned workers will be allowed in that stand. If someone is waiting to pick you up, please have them wait outside. They will not be allowed to enter the venue as events are for paid admission only. There are no exceptions.
- We will not tolerate any inappropriate behavior at any event. Any and all violations will be reported to the ASAF Board. At which time, disciplinary actions will be taken.