

2022 Volunteer Training

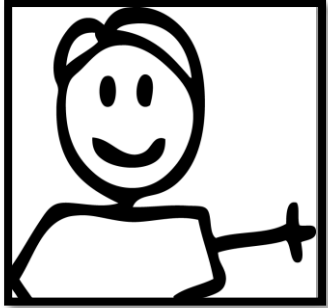


People to Know



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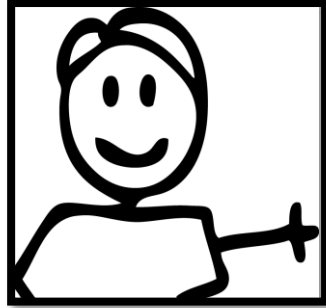
Lambeau Field Staff



General
Manager:
Heath Barbato



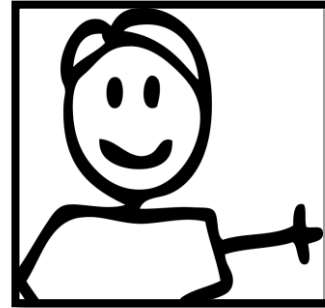
Director of
Operations:
Jordan Burke



Concessions
Manager:
Steve Zimmer



Club Manager:
Morgan O'Brien



Concessions
Chef:
Moua Vang



Human Resources
Manager:
Laura Hendricks



Suites Manager:
Sara Shikoski



NPO Recruiter:
Andrea Elliott



NPO Coordinator:
Kaylynn Pawlak



F&B Manager:
Brynn McBroom



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How to Contact Us:

How to contact our NPO team:

- Office Number: 920-965-3737
- Email: greenbaynpo@delawarenorth.com



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Policies



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Alcohol Policies:

- All volunteers who serve, sell, or dispense alcoholic beverages will successfully complete the Alcohol Service Certification course.
- **Two (2)** Alcoholic Beverages per person; per transaction per ID may be sold, carried, at one time.
- All persons attempting to purchase alcohol, who appear to be under the age of 40, must be asked to provide an acceptable form of ID, including repeat transactions in all locations.
- Alcohol may be sold to guests who are 21 years or older **ONLY**, per Wisconsin state law.
- Volunteers must be 18 years of age to pour beer, or to serve beer, wine or liquor.
- Refuse to sell to guests who appear to be impaired.
- Volunteers are not allowed to rehash/refill cups.



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Alcohol Policies:

- Sportservice reserves the right to deny the service of alcohol
- A partial alcoholic drink is considered one (1) drink; therefore, if a guest has a partial drink, only (1) additional alcoholic beverage may be served.
- Double cocktails are **NOT** sold at Lambeau Field
- The company has a zero tolerance policy regarding individuals who violate this policy or any applicable alcohol service rules
- Any individual found to be in violation of this policy or any alcohol service rules face disciplinary action up to and including termination.



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Attendance Policies:

All volunteers are expected to

- Report to Lambeau Field on time for all scheduled games
- Get the location cleaned, and ready for service before gates open
- Follow all company, department, and stadium rules and policies.

**Please be accountable to your fellow
volunteers!**



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Break Policies:

- **ALL** volunteers receive a 20-minute break
- All volunteers will receive a meal ticket

Where to take breaks

- Associates must eat their meal in the break room or in the back of a concession stand, **AWAY FROM ALL FOOD PREP AREAS!**
- **NO** eating on concourse or in seating area
- If eating in a stand, do not disrupt other volunteers or Delaware North associates working in that stand.
- **PLEASE!** No eating or using cell phone while on the concourse- even if you are on break!



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Discipline Policies:

Infraction Resulting in Termination from all Delaware North Sportservice Locations:

- Serving a visibly impaired patron
- Serving a minor
- Any other violation of law
- Service of more than the allowed number of drinks to a patron (2)
- Violation of a rule established by Delaware North Sportservice at Lambeau Field in which associates/volunteers have signed a written acknowledgment that a single violation will result in termination



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Fan Code of Conduct:

The Green Bay Packers are committed to providing an enjoyable and safe game experience. Irresponsible conduct will not be tolerated at Lambeau Field or in the parking lots and, in some cases, may result in arrest and/or ejection from the game. The following will NOT be tolerated:

- Smoking: Lambeau Field is a smoke-free facility
- Behavior that is unruly, disruptive, or illegal in nature.
- Intoxication or other signs of alcohol impairment that result in irresponsible behavior
- Foul or abusive language or obscene gestures.
- Interference with the purpose of the game (including throwing objects onto the field).
- Failing to follow instructions of stadium personnel
- Verbal and physical harassment of opposing team fans
- Any other conduct deemed to be beyond the bounds of reason If you observe a Fan Code of Conduct violation, report it to a Sportservice manager or Packers security immediately. See something say something



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Food/Spoilage Policy:

Under no circumstances may food, beverage or Sportservice property be taken out of the building without a receipt.

- All leftover food, beverage, or Sportservice property is either retained by Delaware North Sportservice or donated. Therefore, taking it may be considered theft and subject to corrective action.



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Lost Credit Cards:

Give lost card to your Delaware North Sportservice supervisor

If supervisor is not immediately available

- Place in sealed envelope
- Write name on the card on the envelope
- Place in locked drawer or cabinet until you can give to supervisor



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Personal Items:

- If you don't need it for volunteering, do not bring it!
- Store any personal items in the locker room.
- If you need to bring a bag to hold medical supplies, please notify Delaware North management by bringing a doctor's note and/or speaking to the Volunteer Coordinator or a Delaware North Human Resources representative.
- Items cannot be stored in the open- this includes but is not limited to - on random shelves that are used for food storage, on top of warmers under the counter



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Phone Policy:

- Phones in concession stands are for internal business use only
 - Stand leads use to order product
- Cell phones are not to be used in view of guests while gates are open and guests are in the building



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Smoking Policies:

- **NO SMOKING** once you arrive at Lambeau Field and check-in.
- You **WILL NOT** be allowed to leave and re-enter the building.
- No tobacco product use anywhere on Lambeau Field property. This includes sidewalks, parking lots and concourse.
- Failure to comply will result in disciplinary action up to and including termination of volunteer privilege to fundraise at Lambeau Field



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Uniform Policies:

Black Pants

- Dickies or Dockers style
- **No Jeans, Yoga Pants or Leggings**

Closed Toe Shoes

- No sandals, crocs
- Comfortable, skid-resistant

Sportservice-issued Shirt

- All buttons buttoned
- Hat issued by sportservice or supplied by organization

Name Badge

- Worn around neck and visible

Hair:

- Longer than shoulder length needs to be pulled back in ponytail



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Watching the Event:

- It is expected that you are working during your time here, and that you remain in your assigned area at all times.
- Watching the event and/or being in an area other than your designated work area will not be tolerated,



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Guest Path



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Guest Path:

Creating special
experiences one
guest at a time



Guest Past 4 Key Elements of Service:



1. Being prepared to work

1. Being Prepared to Work:

- Start your day by being in uniform and ready to work.
- Your name badge should be on and you should seek assignment
- Being prepared to work is the first key to creating a special experience



2. Greeting

2. Greeting

- We greet our internal and external guests with a warm “Hello”
- We also welcome our external guests to Lambeau Field.
- Always be the first to greet someone,
- Greeting is the second key to creating a special experience

Guest Past 4 Key Elements of Service:



3. Using name

3. Using Name

- Our name makes us unique, it is important to use a guest's name when we can
 - A name badge, credit card, or simply asking are all places to get someone's name
- Using a guest's name is the third key to creating a special experience



4. Thanking

4. Thanking

- Thanking allows us to show our appreciation, for someone's help or for someone's business
- We thank our guests sincerely and send them off with a fond farewell
 - Such as "Enjoy the game."
- Thanking is the fourth key to creating a special experience.

Guest Path: Operational Service Standards

- Add on or Upsell:
 - Ways to accomplish this would be up-sizing a drink or offering a bag of peanuts to add to their order
 - Suggest a large
- Record the order in the register
 - Repeat the order back to the guest
 - This is a good way to limit mistakes
- Offer a receipt to the Guest
- Be quick
 - The guest should receive the order within 90 seconds from the time they ended the transaction
- If the order has multiple items, offer a carry tray



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Guest Path: Universal Service Standards

1. Professional Appearance and Grooming:
 - Dress for success, come in full uniform, ready to work
2. Attentive Posture:
 - Face guest show that you are ready to serve them
3. Gracious and Friendly Service:
 - Smile and bring the excitement of the game
4. Using the Guest's Name:
 - Look for their name on an I, credit card or badge
5. Greeting Guests:
 - Be the first to say “ Hello and Welcome to Lambeau Field”



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Guest Path: Universal Service Standards

6. Thanking the Guests:

- Show appreciation for a guest's business

7. Teamwork:

- We work as a team accomplishing big goals

8. Pride in Facility Maintenance and Appearance:

- Keep Lambeau Field Clean and in good shape

9. Product Knowledge and Associate Skills:

- This is your time to shine and show what you know!

10. Telephone and Radio Etiquette:

- Talk on the phone as if they are in front of you



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Guest Path: Service Recovery

L - Listen to the customer

A - Apologize for the problem

S - Solve the problem

T - Thank the guest



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Guest Path: Service Recovery

Service Recovery...
is a thought-out, pre-planned,
process of returning
dissatisfied customers to a
state of satisfaction with a
product/service



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Say Yes!

Take care of a guest's reasonable requests!

- A guest wants an extra cup to split something, or maybe pour canned beer into...
 - Give them a small soda/beer cup, report to lead that cup was given away
- Guest wants an extra boat to split an order of tenders?
 - Give guest a non-chargeable boat
- Know the rules, but use your experience and judgement to create magical, memorable moments and special experiences for the guests!
- It may not be your problem, but it can be your opportunity to help solve someone else's problem.
- Feel empowered to solve a guest issue.
- Be ready to adapt, using common sense.



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Food Safety



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Prevent Contamination:

- Wash your hands
- Use utensils to handle ready-to-eat food
- Minimize bare hand contact with exposed food
- Use utensil only once when taste testing
- Keep raw meat away from ready-to-eat foods or store on bottom shelf
- Separate different types of raw meat
- Store food in clean, covered containers
- Label food containers
- Wash raw fruit and vegetables



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Food Storage:

- Clean, dry location
- Not exposed to splash, dust, contaminants
- 6 inches above the floor
- [Away from chemicals](#)
- Stock rotation - all stock should be labeled, dated if opened, and oldest dates should be in front
- No personal items can be stored with concession stand items



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Cooking to Destroy Bacteria:

Temperature “Danger Zone”:
41°F (5°C) and 135°F (57°C)

Thermometer

Poultry: 165°F (74°C)

- Hamburger: 155°F (68°C)
- Pork: 145°F (63°C)
- Eggs (for immediate consumption): 145°F (63°C)
- Beef, lamb, fish, seafood: 145°F (63°C)



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Health Department:

- Hand-washing sinks only used for hand washing
- No dumping anything into hand sinks - No rinsing food in hand sink
- Personal drinks kept on one shelf in back of stand, labeled
- All personal drinks must have lid with straw or squeeze style
- Clean work stations and equipment
- Temp log on all refrigeration units filled out daily
- No bags or personal belongings in stands or portables
- Chemicals NOT stored by food or food containers
- No rings, dangly jewelry, bracelets, or watches worn



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Alcohol Service



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Alcohol Sign-Offs

Daily Alcohol Sign-Off:

- Each event you will be responsible for **READING** the alcohol policy and **SIGNING** the daily alcohol acknowledgement.

Alcohol Training:

- Each year you will go through alcohol training. After each annual training you will be asked to sign-off on the alcohol training and alcohol policies.



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Seller/Server Guidelines:

ID Guidelines

- Ask for positive ID – don't guess
- Ask for more proof if you have any doubts
- Know where the alcohol is going

Cut-off Guidelines

- Say “No,” offer an alternative to keep the line moving.
- Give clear reasons and don't judge the guest. Never say “You're drunk.”
- Call for backup if the guest makes trouble



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Alcohol Shops:

Ethical Equations Alcohol Secret Shops:

A third-party independent company will come in to “Shop” associates in regard to the alcohol policy **EVERY** event.

They are looking to see if associates:

- Check for ID if guest appears under 40 years old
- Serve the correct amount per guest = two (2)
- Do not sell or give refills

If you ask the person if they are 21, they will answer honestly.

Reminder; serving a minor, is grounds for termination.



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Identification for Purchasing Alcohol:

When Checking ID's:

- Ask the guest to remove the ID from clip or wallet.
- Thoroughly examine the ID.
- Ask questions to quiz the guest about the ID.
- Ask for a second form of ID if necessary.
- If in doubt, don't sell.



Forms of ID:

Acceptable Forms

- Valid Driver's License
- Valid Military ID with the date of birth on it.
- Valid Passport
- Valid State Issued ID
- Canadian Drivers License

Unacceptable Forms

- Chipped/Clipped/Voided ID's
- Tribal ID's
- Paper ID's
- School ID's
- Foreign Drivers License other than Canada
- Digital or paper ID



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Alcohol Cut Off:

Alcohol sales end at:

- **END** of the *3rd Quarter* for Vending
- **START** of the *4th Quarter* for stands on the 1st, 3rd, or 6th and 7th South End Zone Levels.
- If you are on the *4th Level or 6th and 7th North End Zone*, you may continue to sell alcohol until the end of the game.

*****DO NOT SERVE AFTER THIS POINT!*****

We want to ensure all guests have an enjoyable and safe experience and appreciate your attention to this very important matter.



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Alcohol Server Certification



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Typsy:

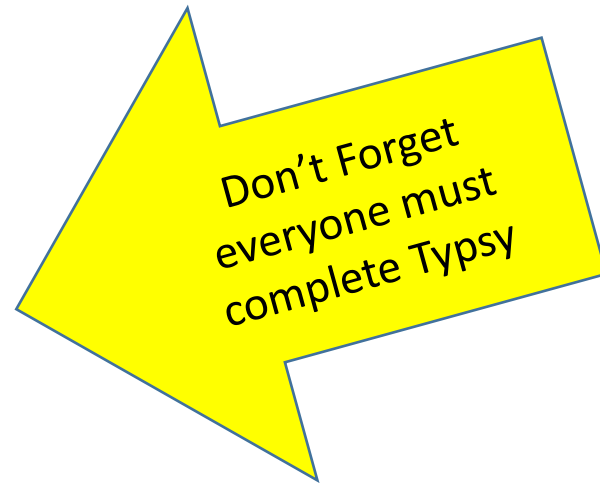
- Each group lead will be sent the link to share with their volunteers
 - Volunteers 18 and older will complete both alcohol training
 - This will take approximately 40 minutes to complete, there are videos and a quiz
- Volunteers under 18 will have the same link
 - Once they enter their birthdate their videos will only consist of guestpath training



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Typsy:

[Click here to
complete your
Typsy Training](#)



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Registers



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NEW Registers:

- We have new registers!!!
- We will be using the MICROS System
- We are still working on programming and installing
 - Stay tuned for more information



NEW Registers:

The process below is subject to change as we develop our new operating system.

Signing On/Signing Off

1. Tap the center of the screen to type your Login Code or Swipe Card.
2. To Sign Out, select **Cancel/Sign Out**.

Once fully signed out, you should be at the main login screen.

General Sales

1. Select Item from the menu. Note the multiple menu options at the top of the screen; **ex: Food, Beverage, Liquor, etc**
2. Select **Credit Card** at the bottom right of the screen

The Credit Card device will display the transaction total and request for the guest to select a tip, then insert, tap, or swipe their card. ****The guest must select a tip option to continue processing the card.****

Void last item

To void the last item that was rung up, press the **RED Item Void** button at the bottom of the screen

Void Single Item:

Select the item you want to void from the left side Transactions detail window. Make sure the item is highlighted in light grey

Select **Item Void** at the bottom of the screen.

Print on Demand

By default, receipts will not print at the end of a transaction. If a receipt is requested, select **Print Receipt** from the bottom of the screen.

NEW Registers:

The process below is subject to change as we develop our new operating system.

Quantity Items

- Select one of the grey quantity numbers from the number bar near the top of the screen.
- Select the menu selection that you would like in quantity. You will now see your quantity and item displayed in the transaction detail on the left side of the screen

Givex Payment

Givex payment options are found in the **Function** menu.

- Ring in items as a normal sale.
- Select the **Function** menu
- Select **Givex Redeem**, swipe the card from the customer at the register.
- Click **Ok**

For Bars and Restaurants:

To retrieve “stored” or Open Checks

Depending on your area **Open Checks** may appear in different locations:

On the main screen just as you login

OR select **Open Checks** on the side of the screen

Click on the check to be opened and resume the sale as normal

****NOTES on Open Checks****

Checks DO NOT automatically close at night.

ALL Open Checks should be closed at the end of every employee shift. If a check is not closed the employee tip will not be registered and the revenue for that check is not realized.

Supervisors can view the Open checks of employees in that location by selecting their name in the small submenu near the right side of the screen. Employees should close their own checks so the tip is registered under the correct employee. If a supervisor closes a check under their name, the check accountability and tip is transferred to the supervisor.

Safety Training



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Safety- Hazardous Materials:

- Read all labels before using any chemicals
- Follow all directions on chemical labels
- Use PPE when using chemicals
- Never mix chemicals
- All chemicals need to be labeled
 - Health violation if chemicals are not labeled or are incorrectly labeled



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Safety-Slips, Trips and Falls:

- Make sure work area is free of obstacles
 - This includes power cords and other tripping hazards
- Clean up spills as soon as they happen
- Place “Wet Floor” signs when you know the floor is wet
- Wear appropriate footwear



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Safety- Preventing Workplace Violence:

Do not push, shove, stalk, brandish weapons, threaten, or talk/joke about any of these. This includes verbally, written, gestures, etc.

Do not wear, transport, store, or display firearms or other weapons on work premise

Dangerous Weapons include:

- Firearms - loaded/unloaded, assembled/disassembled
- Knives
- Explosive materials
- Toxic agents
- Spray irritants



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Game Day Safety:

Electrical Panels -

- Do not block
- All panels have yellow striped lines on the ground in front of the panel
- If there is an electrical fire, quick and unobstructed access is needed to turn off power

Proper Floor Mats -

- Only use rubber mats to stand on. Rubber mats are required in front of fryers and grills
- Other materials, such as cardboard, can get wet and become a safety danger

Glass Items -

- Need to be stored in a safe location where they will not get knocked over and break
- Also keep glass items away from guests, as they could be used as a weapon

Hood Vents and Fans -

- All vents and fans must be on during the duration of cooking
- This is a major safety concern for the Packers, as it may trigger a fire alarm and lead to an evacuation if they are not on



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Game Day Safety:

Proper Equipment -

- Only use equipment for their intended purpose
- Do not create temporary or makeshift ladders or tools
- If you don't have the proper equipment to do a job safely, please ask

Tripping Hazards-

- Please make sure all cords and wires are not crossing high traffic locations
- Make sure all cords and wires are covered

Stacking Hazards -

- Poorly stacked items could fall and cause injury
- Never stack items higher than a hand railing as items could easily fall over the railing

Fire Hazards -

- Open flames are not allowed
- Additional heaters and fans are not allowed
- They may overload a circuit or have poor wiring and start a fire
- Do not stack any items in front of space heaters, as they might catch on fire on a non-game day



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Safety Violations



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Safety Violations



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Game Day



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FAQ About Game Day:

Parking

- All parking is offsite for volunteers and staff, be prepared to walk.

Carry-ins

- Don't not bring anything in that you won't need
- Any item you may be bringing in with you must be in a clear bag
- No weapons are permitted into the building at any time

Smoking

- Lambeau Field is a smoke free family environment and is not permitted in the building

Security

- You will need a form of a picture ID at check in, this is a NFL requirement.
- You will have to go through security, which includes a metal detector



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Report Times:

JTV	121-O	Food Stands	Alcohol Stands	Food Runners	Dessert Carts	Gates Open
5.5 hours before kick off	5.5 hours before kick off	3 hours before gates open	2.5 hours before gates open	2 hours before gates open	1.5 hours before gates open	2 hours before kick off

Due to the new Point of Sale System we have adjusted the report times to accommodate the learning curve prior to gates opening. These will be adjusted as the season progresses.



Position Descriptions:

Core Title	Industry Definition
<p>Concession Stand Attendant</p>	<p>Great guests in a friendly manner and sells concessions items while utilizing up-selling and suggestive sales techniques necessary for maximizing sales.</p> <p>Responsible for greeting fans and guests at designated location in the stadium. Interacts with guests to answer questions, provide information and is the first point of contact in addressing service failures.</p>
<p>Bartender</p>	<p>Prepares and serves alcoholic or non-alcoholic beverages to customers or guests. Possesses knowledge of drink recipes and proper glass and garnishment. Receives orders and completes monetary transactions also restock and cleans area.</p>
<p>Cashier</p>	<p>Operates a register, processing payments to and from customers or employees.</p>
<p>Runner</p>	<p>Responsible for the timely delivery of food to the guests and collection of items to be returned to the kitchen. Adheres to delivery instructions and reports discrepancies to relevant authority.</p>
<p>Prep Cook</p>	<p>Prepares food items and sets up kitchen ensures that food stations are stocked adequately to complete food orders in a timely manner.</p>
<p>Group Lead</p>	<p>Serves as the point of contact with NPO Coordinator for their Nonprofit Organization, shares information provided by Coordinator with all volunteers and submits a full gate list by the deadline for each event.</p> <p>Serves as the Stand Manager on game day and works with Supervisor that is provided by Delaware North that is assigned to your stand, to make sure your stand has all the product needed to effectively serve our guests on game day.</p> <p>At the end of the event verifies all paperwork is signed by Supervisor, stand is clean, and garbage is removed from the stand prior to leaving.</p>

Game Day Help Lines:

Help Lines:

These lines are only active on event days.

- IT Command Center
 - Dial 3700 off a wired phone
 - You can also call 920-965-3700 off your cellphone
- Warehouse Command Center
 - Dial 3778 off a wired phone
 - You can also call 920-965-3778 off your cellphone

When calling please clearly what location you are working at, then proceed with details.

Example: “Hello, this is stand 115-Stadium Snacks, calling about.....”



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Emergency Evacuation:

Don Hutson Center



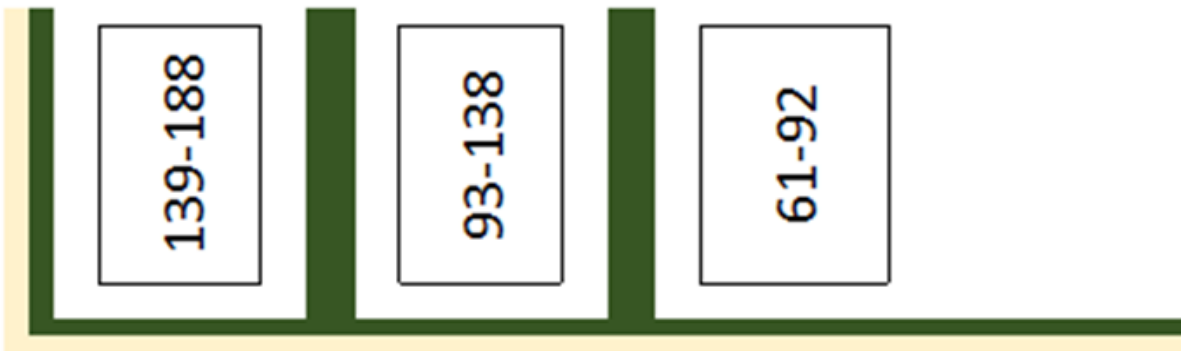
Locker Room:

- Each group will be assigned a locker, this is where your uniforms (hats, shirts and lanyards) will be unless told otherwise
- Please make sure to return all items at the end of the night.
 - Return hats, uniforms and lanyards to the laundry bin in the locker room.
 - Boss Book/Binder will be returned to the Desk in the locker room.
 - There will be a lock provided for your locker.
- Please do not use the locker room as a “hang out” area
 - All staff and volunteers pass through here on Game Day



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Locker Room:



Check In Desk

Volunteer
Entrance

Checking In



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Where Do I Go?

The volunteer entrance is located on the Northwest corner of the stadium, midway between the Bellin Health and Kwik Trip gates.



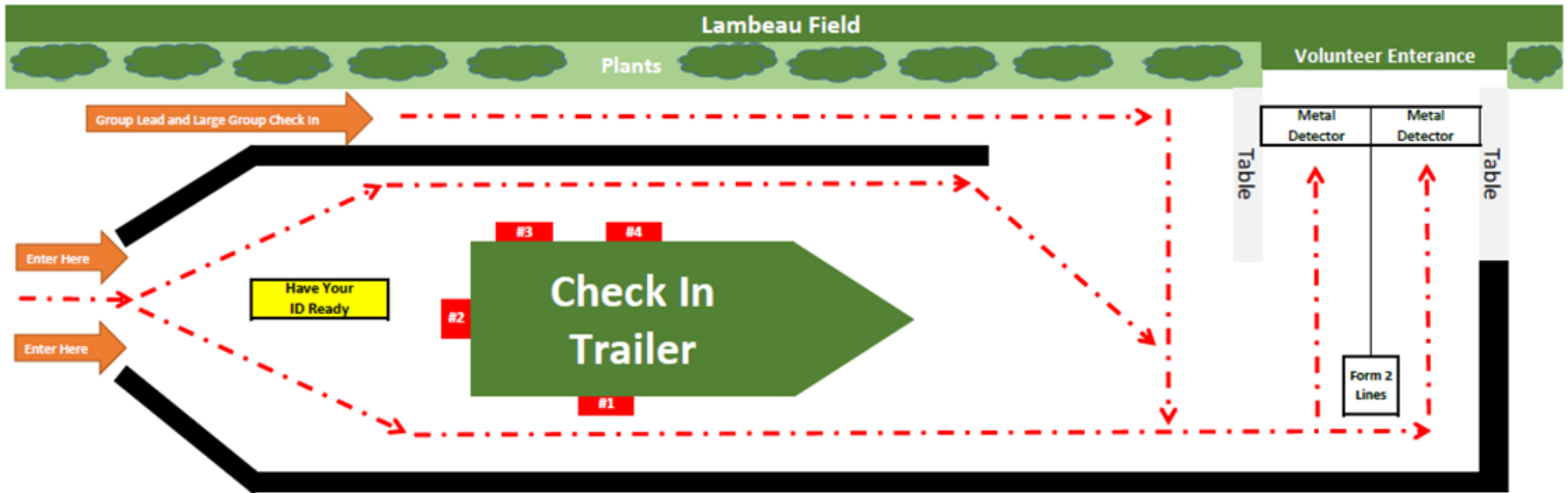
Volunteer CHECK-IN:

- You will enter the building through the Volunteer Entrance every event
- All volunteers will need to have a picture ID
 - The NFL policy requires proof of identification for each individual that is working.
 - All volunteers including minors need proof, a student ID or copy of a birth certificate will work.
- Please have your ID ready before you arrive to the trailer to check in
- All volunteers must listed on the gate list to enter the building.
- You will have to go through the metal detectors and go through security
 - Make sure your hand gets stamped
- Do not bring anything into the building that you will not need while volunteering.
- Get your uniform from your assigned locker



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Volunteer CHECK-IN:



Minors:

- All volunteers must be at least fourteen (14) years old as verified by either:
 - a valid state driver's license;
 - a valid state identification card issued to non-drivers;
 - a U.S. - issued passport;
 - a valid military ID; OR
 - a birth certificate AND photo ID
 - (such as a school ID) if under sixteen (16) years old.
- Volunteers who are under the age of 18 are prohibited from serving alcohol, handling cash, or completing any other tasks prohibited by law
- Must be provided any breaks or rest periods required by law
- May not volunteer during hours where federal, state or local law would prohibit them from working in a paid position.



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Start of Event



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Start of Event:

- All equipment should be on before you enter the stand. If something does not appear to be on or working please contact your supervisor. Do not unplug equipment or move it around unless approved by a supervisor or management.
- Wipe down counters/glass.
- Clean and sanitize all food prep areas and equipment.
- Check and record temps on all coolers/freezers using the interior thermometer.
- Set up the 3 compartment sinks properly and place sanitizer buckets at food prep locations and by the front counters. See equipment setup section for details.
- There is one garbage pickup before guests enter the building.
 - Generally about an hour prior. Anything not picked up during this time must be kept until after the game has ended and guests have exited the concourse.



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Start of Event:

- Begin cooking product no sooner than one hour before gates open.
- Fried product such as cheese curds, fries or chicken tenders should be started no sooner than 20-25 minutes prior to gates open.
- Items such as burgers, brats or hotdogs can be cooked and stored in a warmer ahead of time.
 - If you put those items into a bun too soon your guests will get soggy or hard bread with their meal.
- Employee breaks; please make sure all meals are properly recorded.
 - Volunteers should not be on the concourse or out in the bowl at any time.
- Stand gates or “shutters” can be opened an hour prior to gates in warm weather.
 - When temperatures get into the 40’s and 50’s they should not be open more than 5-10 minutes prior to guests entering the building.



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During Event



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During Event:

- Clean as you go
- Change water regularly when mopping floors.
 - Always use hot water; bleach is not permitted in our kitchens.
- Periodically walk out in the front of the stand to ensure it looks neat, clean and free from food and debris.
- Make sure your condiment cart is wiped off as well.
 - Inform a supervisor if we run out of any product (Ketchup, Mustard, etc.)
- Change out sanitizer water in buckets as needed as well as changing the water in the 3 compartment sinks when necessary.
- Make sure all associates/workers are wearing their full uniform at all times.
 - Also, watch to see if they are wearing it correctly. Remember our Universal Service Standards!



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During Event:

- Contact a supervisor if you need additional product **BEFORE** you run out.
 - If you don't let them know until just before half-time, chances are it will not arrive before you are completely out.
 - Try to avoid ordering one item at a time, look at all product before you order.
 - If you cannot get ahold of your supervisor please contact the Command Center.
- Always monitor alcohol service; all policies are being followed (two alcoholic beverages per guest per valid ID) and that we are checking ID's of anyone 40 or under.
- All menu items (except alcohol) must be available until the game is over.
- Shutters on stands are not allowed to close early unless informed otherwise by management.



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North**SM

End of Event



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End of Event:

Picture of North Pole

Picture of door to locker room



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End of Event:

- Empty all warming drawers/hot boxes and count leftovers as spoilage.
 - Combine all spoilage, get a total and record on spoilage/inventory log.
- Wipe out warmers.
- Empty all coffee makers, dump out coffee grounds, clean out filters baskets and wipe down machines.
- Drain water out of hot water dispensers. Open the valve underneath the machine until empty and close.
- Empty all hot chocolate cambros; clean thoroughly and rinse.
- Clean flat top grills
- Wipe down deep fryers as best as possible including the fronts.
- If you have a pizza oven, please empty out the crumb tray under the conveyor. You do not need to open the middle of the oven. **MAKE SURE BOTH TOP AND BOTTOM OVENS ARE TURNED OFF!!**
- Remove soda nozzles and soak in hot water. Replace before leaving for the night. Do not let them sit out as they might “disappear” or get lost.



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End of Event:

- Pour hot water down each beer drain and wipe clean. This helps reduce the chance of fruit flies.
- Make sure all counters are wiped down. Move equipment on the counters as to catch crumbs underneath.
- Make sure all dishes are done and scrub/rinse out sinks. Store dishes in a clean area to dry.
- Sweep the floor, move all equipment including floor mats and the two drawer warmers in the front of the stand. Do your best under the grills and fryers.
- Lastly, you should be mopping everything before you leave. If you have a dirty/greasy mop head please change it out **FIRST**.
- If you haven't done so already, take out all garbage/cardboard/bread crates/empty beer kegs before you leave. Never bring these items out onto the concourse while guests are present.
- Walk through your stand with a supervisor to make sure all equipment is turned off including lights. Lock the doors behind you.
- Turn all necessary forms, keys and other materials in with your binder at the check-out area in the locker room



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Check out Process:

- At the end of the night you will need to check with your supervisor before you leave your stand.
- To be able to leave your stand you will need to
 - Have your supervisor sign off on all paperwork
 - Make sure you fill out any maintenance and IT reports that may need attention to.
- Clean the stand, use the close out sheet in the BOSS book
 - Once supervisor releases you head to the locker room
- Return hats, uniforms and lanyards to the laundry bin in the locker room.
- Boss Book will be returned to the Check in Desk in the locker room.



Check out Process:

Nothing should be left in the lockers

Uniforms → Landry Bins

Hats → Landry Bins

Name Badges → Return to Desk

Elevator Badges → Return to Desk

Binders → Return to Desk

Name Badge Boxes → Return to Desk



Paperwork



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Alcohol Sign Off:

Green Bay Sportservice, INC. Daily Alcohol Service Policy Acknowledgement Form

I understand that the following violations of the Company's Alcohol Service Rules will result in immediate termination, even for a single infraction:

1. Serving a visibly intoxicated person;
2. Serving a minor; Patrons are 21 or older if they are born on January 22nd, 2001 or before;
3. Refilling a cup;
4. Service of more than the allowed number of drinks to a patron
 - Max of two (2) drinks per person, per valid ID (of legal drinking age)
5. Serving after the scheduled hours of service (last call)
 - Alcohol cut off CONCESSIONS: Beginning of 4th quarter
 - Alcohol cut off CLUB: End of game
6. Any other violation of law.

I understand that the following violations will result in a **final counseling and retraining** or, where an associate has a previous history of disciplinary action, may result in termination:

7. Failure to ask for a valid, acceptable form of identification from an individual who appears to be under the age of 40 (not resulting in service to a minor).
8. Any other violation of the Company's Alcohol Service Policy or Unit Service Rules.

The above list of violations is not exclusive. Associates terminated under this policy are not eligible for rehire. In addition, concurrent Associates terminated for cause under this policy will be terminated from all company locations.

By signing below, I hereby certify that I: (a) understand and agreed to abide by the Company's Alcohol Service Rules; and (b) understand I will be disciplined according to the Company's Alcohol Service Discipline Policy (234.10) for failing to comply with the Alcohol Service Policy as indicated above, up to and including termination.

PRINT NAME	SIGNATURE	PRINT NAME	SIGNATURE
1. _____	_____	10. _____	_____
2. _____	_____	11. _____	_____
3. _____	_____	12. _____	_____

Volunteers 18 and older must sign every event



Delaware North SM

Volunteer Sign In:

Volunteer Acknowledgement - LAMBEAU FIELD *GROUP NAME*: _____

Location: 743-O Going Deep Pizza today's Date: January 22nd, 2022

I hereby acknowledge my understanding and agreement that I am *volunteering my services* at the Location listed above directly to the Tax Exempt, Charitable or Not-For-Profit Group listed above ("My Group").

I understand that I am voluntarily providing my services to My Group, and that My Group will receive a donation for my services and the services of the other volunteer members of My Group. This donation will be governed by the terms of the Volunteer Group Agreement My Group has entered with the above listed Entity.

I hereby represent that I have been told and understand that I am *strictly a volunteer* of My Group and not an employee of My Group, the above listed Entity, Unit or anyone else relative to my services at the Venue. I also represent and warrant that I have not been promised, and neither I, nor any members of my family, are personally receiving, any payment or direct benefit of any kind from My Group or anyone else as a result of the services I am providing to My Group at the Location. I understand and represent that if anyone, at any time, offers me personally any money or any direct benefit to me or a member of my family as the result of the services I provide to My Group, I will immediately notify a representative of the Entity above or, if such a representative is unavailable call the Compliance Hotline at 1-800-441-5645. I further represent that I have read, understood and signed the Volunteer Release, Waiver, Indemnification & Arbitration.

PRINT NAME

SIGNATURE

PRINT NAME

SIGNATURE

1. _____

13. _____

2. _____

14. _____

3. _____

15. _____

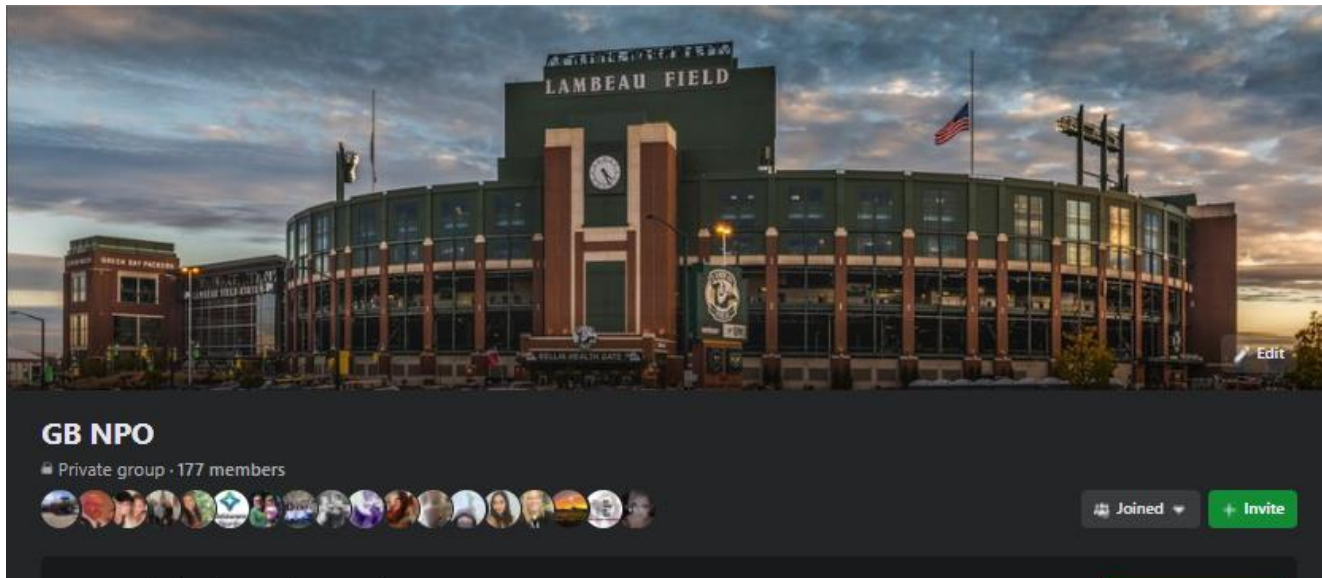
All volunteers must sign every event



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We have a Facebook Group

- Did you know we have a Facebook group for our Volunteers?
 - Want to stay up to date with the latest news and updates from Lambeau Field?
- Make sure to indicate your organization when you request to join our facebook group.
- [GB NPO](#) and ask to join today!



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Don't forget your Typsy Training

[Typsy Training Link](#)



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Quiz Time!!

[Volunteer Quiz Link](#)



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