

# 2023 VOLUNTEER TRAINING



**Delaware  
North**<sup>SM</sup>

# POLICIES



# Alcohol Policies:

- ID anyone who appears to be 40 years or younger
- Alcohol sales cease at the end of 3rd quarter
  - Varies by department
- TWO (2) alcoholic beverages per person at one time (valid ID required if person appears 40 years or younger)
- REMINDER: a partial alcoholic beverage is considered one drink; therefore, if a guest has a partial drink, you may only serve one more alcoholic beverage.
- No rehashing or refilling a cup
- Sportservice reserves the right to deny the service of alcohol to anyone.
- Individuals who violate any alcohol policy or any applicable alcohol service rule could face disciplinary action up to and including termination.

# Building Policies:



**NEW**

- Lambeau Field, Johnsonville Tailgate Village, Ariens Hill (46 Below and Rockwood Terrace), and Tiletown Tech (The Turn) are owned by the Green Bay Packers. Sportservice operates in these spaces as a tenant. Therefore, all associates must follow the building policies outlined by the Green Bay Packers at all times.
- No significant alterations may be made to the building or equipment without approval of the Green Bay Packers. In most cases, this work must also be performed by the Green Bay Packers.
- Associates are prohibited from bringing items into the stadium on Game Day that are also prohibited to fans. Examples of this includes umbrellas, pocket knives, and non-clear bags.
- Only pre-approved service animals may be brought into the buildings.

# Discipline Policies:

## **Infraction Resulting in Termination from all Delaware North Sportservice Locations:**

- Serving a visibly intoxicated patron
- Serving alcohol to a minor
- Any other violation of law
- Service of more than two (2) alcoholic drinks, per ID

## **Single Infraction Resulting in Final Warning and Retraining:**

- Failure to proof anyone appearing 40 years or younger (not resulting in the service of a minor); or
- Failure to use a pour device; or
- Any other violation of our Corporate Alcohol Policy or unit specific alcohol specific rules where that does not result in termination

# Harassment Policies:

Delaware North is committed to providing a productive work climate, free of harassment.

- Quid Pro Quo harassment
- Hostile Environment
  - Based on protected categories
  - Verbal, non-verbal, print

Harassment of any kind is not tolerated

Even if it's not harassment, it could be bullying – which is also prohibited.

What should you do if you witness harassment or bullying?

- Ask the person to stop
- Let someone else know so we can help

Retaliation against associates for exercising their rights under the policy is prohibited.

All harassment and/or bullying must be reported!



# Theft Policies:

The removal of company property without permission is prohibited.

This includes:

- Physically removing product, supplies, or other property
- Giving away product without authorization
- Consuming product without purchase or authorization
- Not correctly charging or accepting cash for products purchased (under-ringing)
- Consuming product without authorization
- Taking guests' property or information

All incidents of theft will be investigated, and law enforcement may be called depending on the nature.



# Solicitation Policies:

A solicitation policy between Delaware North and the Green Bay Packers prohibits solicitation.

*Unless otherwise required by law, the Company prohibits the solicitation, distribution and posting of materials on or at Company property by any associate or non-associate, except as may be permitted by this policy. The exceptions to this policy are charitable and community activities supported by the Company's Contributions policy and company-sponsored programs related to the Company's products and services. With the exception of the Company-sponsored activities, Associates may not distribute literature or other materials for any purpose not directly related to their assigned work, during their own working time or during the working time of the associates to whom distribution is made.*





# Re-Entry Policies:

Re-entry is not allowed if you leave the building on game day, you will not be allowed to re-enter.



# Attendance Policies:

All volunteers are expected to

- Report to Lambeau Field on time for all scheduled games
- Have the location cleaned and ready for service before gates open
- Follow all company, department, and stadium rules and policies.
- All volunteers must sign the volunteer acknowledgement sheet (green) once in stand.

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

**Attendance**



# Break Policies:

- Volunteers receive a 20-minute break
- Volunteers will receive a meal ticket

## Where to take breaks

- Meal must be consumed in a break room or in the back of a concession stand in a designated area, away from all food prep areas.
- NO eating on concourse or in guest seating areas.
- Any cell phone usage must be out of view of any guests and never on the concourse.



# 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

# 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. Taking it may be considered theft and subject to corrective action.

# Lost Credit Cards:

Any lost card should be turned in to your Delaware North Sportservice supervisor

If supervisor is not immediately available

- Place in pencil case in the BOSS Book
- Turn into staff at the check out counter at the end of the night

# 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 speak to a member of the Delaware North NPO Team prior to the event.
  - Bag must be clear and no larger than a gallon ziplock bag, please expect a longer security/check in time.
- 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
- Under no circumstances will our team be held responsible for any item not permitted into the building, this includes pocket knives, umbrellas, pepper spray etc

# Electronics Policy:



**NEW**

- Internal Phones: in concession stands are for internal business use only
  - Stand leads use to order product
- Cell phones and Ear Buds: are not to be used in view of guests



# 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



# 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
  - **Unless you are cooking in a stand**

## Hair:

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



**At no time may a Volunteer wear any apparel or accessories representing any other professional sports team other than the Green Bay Packers.**

# 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

# GUEST PATHH



# Guest Path:

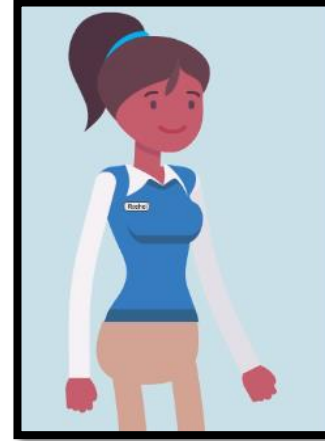
Creating special  
experiences, one  
guest at a time



# Guest Past 4 Key Elements of Service:

## 1. Be Ready to Serve:

- 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. Create a Welcoming Environment:

- 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. Personalize the Experience:

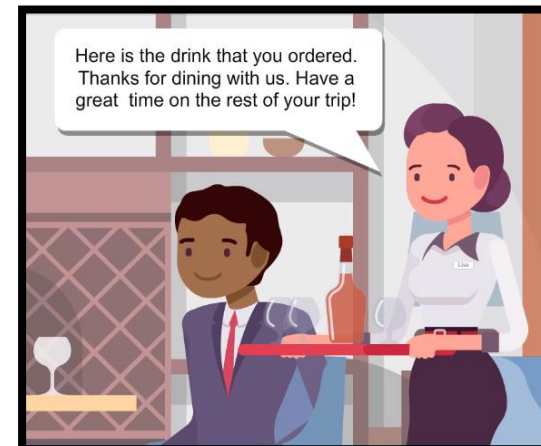
- Our name makes us unique, it is important to use a guest's name when we can
  - A name badge, credit card, or simply asking are all places to get someone's name
- Using a guest's name is the third key to creating a special experience



**NEW**

## 4. Demonstrating Gratitude;

- 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 or complementary item.
- Record the order in the register
  - Repeat the order and the cost 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



# 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 a credit card or badge
5. Greeting Guests:
  - Be the first to say "Hi, how can I help you?"
6. Thanking the Guests:
  - Show appreciation
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

# Guest Path: Service Recovery

A thought-out, pre-planned, process of returning dissatisfied customers to a state of satisfaction with a product/service

**S**-Sincere apology

**E**-Empathy

**R**-Resolve

**V**- Verify

**E**- Exceed (need to pre-authorize what that exceed entails)



# 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.

# FOOD SAFETY



# 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

# 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

# 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)

# 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



# Green and Gold Procedure:

**Extra  
Attention!**

All Delaware North food stands, kitchens and commissaries will implement our new system for time and temperature control of food. The system is designed to streamline procedure in an effort to improve the quality of service and food. In addition, this procedure will simplify the expectation of food temperature for health inspection.

All food items prepared and/or wrapped at the beginning of halftime until one half hour after the end of the game will be tagged with a yellow/green sticker OR yellow/green wrap

Items coming from main kitchens will have a yellow/green tag. Items with a yellow/green sticker will be servable from the beginning of halftime until a half hour after the game ends.

# Green and Gold Procedure:

Extra  
Attention!

## Can I serve unmarked items after the start of halftime?

No, items should be recorded as spoilage and disposed of once halftime begins, green/yellow wrapped or stickered should be the only items sold from halftime through the end of the game. Be sure to record the non-stickered items so that they are properly accounted for.

## If we have food holding that isn't wrapped, can we use it after halftime begins?

- Yes, food items in a steamer or holding area can be used as you haven't placed it in holding on the serving/sale line.
  - Example: You prepared a steamer of 40 hot dogs, and only wrap 20 which are placed in warmers. The remaining 20 can be placed in a steamer/holding oven. Be conscience of food item quantities. If you are preparing for the halftime rush, wrap in yellow/green or tag with yellow/green.

## Does this rule apply to condiments and sauces?

- Yes, if your stand uses sauces and condiments (such as sour cream), you will need to discontinue use. It is important to use only what is needed to reduce spoilage. If your stand uses sour cream, for example, keep out one container at a time rather than multiple.

## Are there exceptions to this rule?

- Yes, exceptions would include the following food items:
  - Charcuterie trays (cheese and meat trays)
  - Seafood in the terrace suites/press dining, etc
  - Dessert items in terrace suites/Miller Lite deck
  - Items in the grab n' go stands
  - Items cooled and served upon being pulled (In Suite Dining)

# 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 ask to sign-off on the alcohol training and alcohol policies.

# Seller/Server Guidelines:

## ID Guidelines

- Ask for unexpired, government issued ID with a picture and birth date – don't guess
- Ask for additional proof if you have any doubts
  - Second form of ID, such as a credit card
- Know where the alcohol is going
- ID anyone who appears to be 40 years or younger

## 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
- Cite law, it is illegal to serve an intoxicated person.

# Alcohol Shops:

## Ethical Equations Alcohol Secret Shops:

A third-party independent company will come in to “Shop” associates in regards 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 of volunteer status.

# Identification for Purchasing Alcohol:

## When Checking ID's:

- Ask the guest to remove the ID from clip or wallet.
  - Do not accept an ID that is blank on the back.
- Thoroughly examine the ID.
- Ask questions to quiz the guest about the ID if you feel it's a fake.
- 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



# Alcohol Cut Off:

## Alcohol sales end at:

- Vending - End of 3rd Quarter
- Stands on 1st and 3rd Floors - End of 3rd Quarter
- 6th and 7th **South End Zone** - End of 3rd Quarter
- Stands on 4th Floor - End of Game
- 6th and 7th **North End Zone** - End of 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.

SAFETY

TRAINING



**Delaware  
North**<sup>SM</sup>

# 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

# 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 close toed, slip or skid resistant footwear

# 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:

- This would include knives of any kind, and pepper spray

# Game Day Safety:

## Electrical Panels –

- Do not block

## Proper Floor Mats –

- Only use rubber mats to stand on. Rubber mats are required in front of fryers and grills

## Glass Items –

- Need to be stored in a safe location where they will not get knocked over and break

## 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

## 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 –

- 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

# Safety Violations



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# Safety Violations



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# GAMME IDAY OPERATIONS



# Game Day FAQ:

## Carry-ins:

- Don't 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
  - This includes pocket knives and pepper spray

## Parking:

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

## Smoking:

- Lambeau Field is a smoke free family environment and is not permitted in the building.
  - This includes vapes

## Security:

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

## Personal Items

- The Green Bay Packers and/or Sportservice are not responsible for lost or stolen personal items. You are encouraged to limit the personal items you bring with you to work and refrain from bringing valuables to the stadium (cash, electronics, etc.). Any personal belongings brought into your work area are subject to search by Packers security or Delaware North management at any time, upon entry, during your shift, or upon exit.
  - Any item that is not permitted into the building, must be returned to your vehicle and will not be monitored by Delaware North Staff.

# Navigating Lambeau Field

- The sections in Lambeau Field do not go in chronological order and the stadium is split odds and evens.
- There are also QR codes throughout the locker room you can scan to determine how to get to your stand!
- When returning to the Locker room you cannot exit the building and try to re-enter through the volunteer entrance.



# Dress Code:

## Uniform

- Black Pants:
  - Dickies or Dockers style
  - No Jeans, Capris, Shorts, Yoga Pants or Leggings
- Closed Toe Shoes:
  - No sandals, crocs
  - Comfortable, skid-resistant
- Sportservice-issued Shirt:
  - All buttons buttoned and tucked in
  - Hat issued by Sportservice or supplied by organization upon approval
- Name Badge:
  - Worn around neck and visible
    - Unless you are cooking in a stand
- Hair:
  - Longer than shoulder length needs to be pulled back in ponytail
- At no time may a Volunteer wear any apparel or accessories representing any other professional sports team other than the Green Bay Packers.



# WOW:

- Anyone, associate or volunteer, can nominate anyone else of their choosing that has gone above and beyond!
  - Click this [link](#) or scan the QR code to fill out the nomination form.
  - Then watch for your nominee to be featured in an upcoming newsletter!



# Position Descriptions:

Core Title	Industry Definition
<p><b>Concession Stand Attendant</b></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><b>Bartender</b></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><b>Cashier</b></p>	<p>Operates a register, processing payments to and from customers or employees, <b>must be 18</b> years of age or older.</p>
<p><b>Runner</b></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><b>Prep Cook</b></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><b>Group Lead</b></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....."



# 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
- Return all items at the end of the night!
  - Return hats and uniforms to the laundry bin in the locker room.
  - Boss Book/Binder, Lanyards and Name tag bins will be returned to the Desk in the locker room..
- Please do not use the locker room as a "hang out" area
  - All staff and volunteers pass through here on Game Day

# REGISTERS



# Registers:

## Signing On/Signing Off

1. Tap the center of the screen to type your Login Code or Swipe Card.
2. To Sign Out, select **Trans 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, Drinks, etc**
2. Select **Credit Card Auth & Pay** 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.\***
3. If payment is vouchers (meal or Jags bucks), once you select the appropriate voucher a prompt will come up. Use the barcode scanner or type the voucher number in at this time \*If typing you will need to press "OK" once complete\*

## Quantity Items

1. Select one of the black quantity numbers from the number bar on the top/side of the screen
2. 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

## 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

## Void last item

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

**Registers are not able to be manned by any individual under the age of 18**

# Registers:

## Void Single Item

1. Select the item you want to void from the left side Transactions detail window. Make sure the item is highlighted in light grey
2. Select **Void** at the bottom of the screen.

## Void Entire Closed Check

- Select Function
2. Select Void Closed Check
  3. Enter Manager/Supervisor ID
  4. Enter Check number
  5. Select Reason to Void

## Void Certain Item on Closed Check

1. Select Function
2. Select Transaction Void
3. Enter Manager/Supervisor ID
4. Select Reason to void
5. Select item to void. Will ring as negative.
6. Select Credit Card Auth & Pay
7. Reenter Manager/Supervisor ID

## **\*\* Bars or Restaurants \*\***

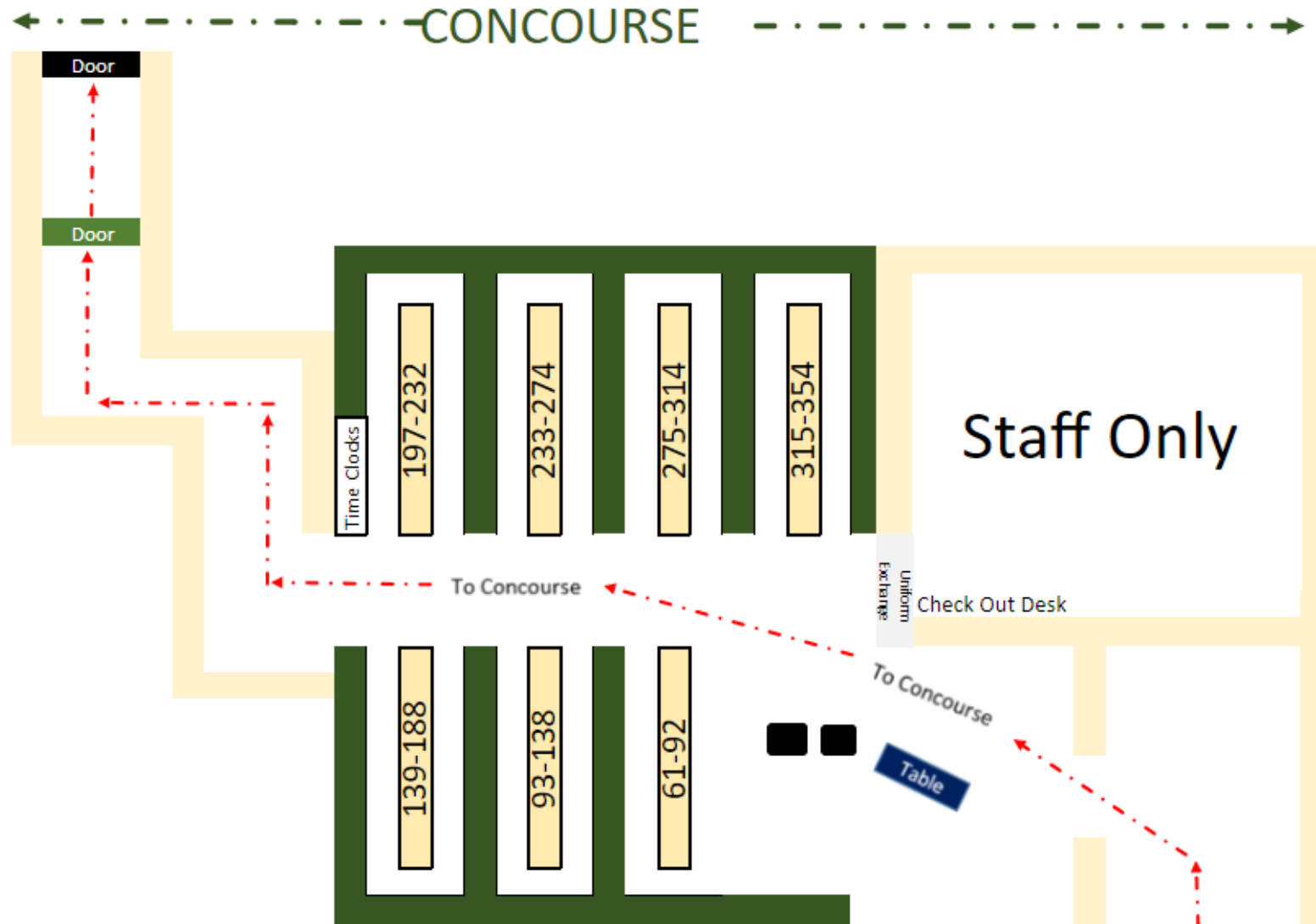
### To retrieve “stored” or Open Checks

1. 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
2. Click on the check to be opened and resume the sale as normal

### **\*\*NOTES on Open Checks\*\***

1. Checks DO NOT automatically close at night.
2. 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.
3. 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.

# Locker Room:



# GAME DAY



# 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:

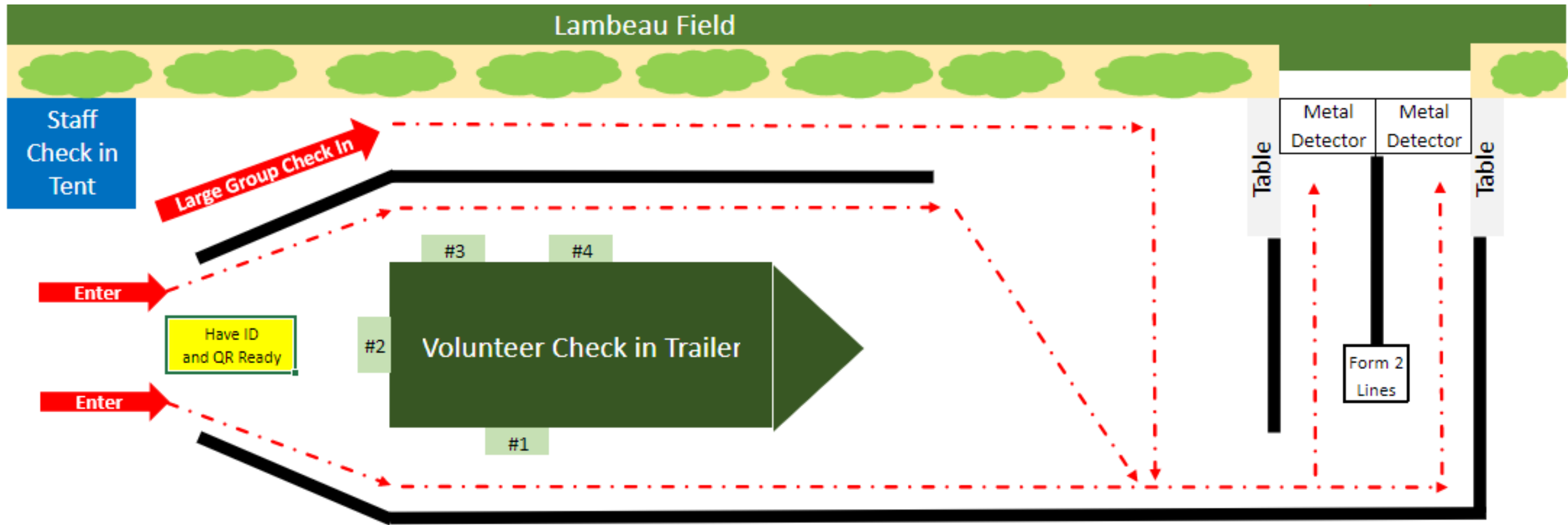
- You will enter the building through the Volunteer Entrance every event
- All volunteers will need to have a picture ID
  - The NFL policy requires proof of identification for each individual that is working.
  - All volunteers, including minors need proof, a student ID or copy of a birth certificate will work.
  - All volunteers must be at least sixteen (16) years old
- 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 at the trailer.
- Do not bring anything into the building that you will not need while volunteering.
- Get your uniform from your assigned locker



**NEW**



# Volunteer CHECK-IN:



# Minors:

- All volunteers must be at least **sixteen (16)** 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.
- Minors are prohibited from working a register



# 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.
- 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.
- 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.

# 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!
- 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.

# 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.
- 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

# End of Event:



The Locker room is across from the North Pole



Use this door to go to the Locker Room



**Delaware North**<sup>SM</sup>

# 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

Hats → Landry Bins

Uniforms → Landry Bins

Binders → Return to Desk

Name Badges → Return to Desk

Elevator Badges → Return to Desk

Name Badge Boxes → Return to Desk



# PAPERWORK



# Supervisor Sign Off (WHITE):

Supervisor sign off

<p><u>Check out Paperwork:</u> Volunteer Acknowledgement - Green Alcohol Acknowledgement - Pink Supervisor Sign-off- White Maintenance Log - Orange IT Issue Tracker - Yellow Temperature Log - Blue Spoilage Log - Purple</p>	<p><u>Help Lines:</u> These lines are only active on event days. IT Command Center • Dial 3700 off a wired phone • 920-965-3700 off your cellphone Warehouse Command Center • Dial 3778 off a wired phone • 920-965-3778 off your cellphone</p>
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1. \_\_\_ Empty all warming drawers/hot boxes and count leftovers as spoilage.

2. \_\_\_ Combine all spoilage, get a total and record on spoilage log.

3. \_\_\_ Wipe out warmers.

4. \_\_\_ Empty all coffee makers, dump out coffee grounds, clean out filters basket and wipe down machines.

5. \_\_\_ Drain water out of hot water dispensers. Open the valve underneath the machine until empty and close.

6. \_\_\_ Empty all hot chocolate cambros; clean and rinse.

7. \_\_\_ Wipe out top grills

8. \_\_\_ Wipe out deep fryers as best as possible including the fronts.

9. \_\_\_ If you have a pizza oven, please empty out the crumb tray under the conveyor.

10. \_\_\_ Remove soda nozzles and soak in hot water. Replace before leaving for the night.

11. \_\_\_ Pour hot water down each beer drain and wipe clean.

12. \_\_\_ Make sure all dishes are done and scrub/rinse out sinks.

13. \_\_\_ Make sure all counters are wiped down. Move equipment on the counters and to a clean crumb underneath.

14. \_\_\_ Sweep the floor, move all equipment including floor mats and the two drawer warmers in the front of the stand.

15. \_\_\_ Lastly, you should be mopping everything before you leave. If you have a dirty/greasy mop, head please change it.

16. \_\_\_ If you have not 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.

17. \_\_\_ Walk through your stand with a supervisor to make sure all equipment is turned off including lights. Lock the doors behind you.

18. \_\_\_ Turn all necessary forms, keys and other materials in with your binder at the check-out area in the locker room

19. \_\_\_ Paperwork is all signed off by supervisor and stand is clean.

X \_\_\_\_\_  
Group Lead

X \_\_\_\_\_  
Delaware North Supervisor

Event: \_\_\_\_\_ Date: \_\_\_\_\_ Location: \_\_\_\_\_



Supervisor MUST sign off every event

# Alcohol Sign Off (PINK):

Event: \_\_\_\_\_  
Date: \_\_\_\_\_  
Location: \_\_\_\_\_

## GREEN BAY SPORTSERVICE, INC. DAILY ALCOHOL SERVICE POLICY ACKNOWLEDGMENT 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 \_\_\_\_\_ 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 4<sup>th</sup> quarter
  - Alcohol cut off CLUB: End of game
6. Any other violation of law.

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

1. 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).
2. 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 agree to be bound 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, including termination.

PRINT NAME	SIGNATURE	TODAY'S DATE
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____
5. _____	_____	_____
6. _____	_____	_____
7. _____	_____	_____
8. _____	_____	_____
9. _____	_____	_____
10. _____	_____	_____
11. _____	_____	_____
12. _____	_____	_____

**SAMPLE**

Volunteers 18 and older must sign every event

# Volunteer Sign In (GREEN):

## Volunteer Acknowledgement – LAMBEAU FIELD

Event: \_\_\_\_\_

Date: \_\_\_\_\_

Location: \_\_\_\_\_

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	TODAY'S DATE
1.	_____	_____	_____
2.	_____	_____	_____
3.	_____	_____	_____
4.	_____	_____	_____
5.	_____	_____	_____
6.	_____	_____	_____
7.	_____	_____	_____
8.	_____	_____	_____
9.	_____	_____	_____
10.	_____	_____	_____
11.	_____	_____	_____
12.	_____	_____	_____
13.	_____	_____	_____
14.	_____	_____	_____
15.	_____	_____	_____
16.	_____	_____	_____

SAMPLE

All volunteers must sign every event

# IT Maintenance (YELLOW):

## IT ISSUE TRACKER

Please List below any **Point of Sale** or **Hardware** problems that occurred so we can address these as quickly as possible.

- Please remember to provide the assigned **Register #** when possible.
  - Describe issue in best detail as possible
- If necessary, provide what steps are taken to reproduce issue so we can test what you are seeing.

Location: \_\_\_\_\_

Event: \_\_\_\_\_

Date: \_\_\_\_\_

Register#/ Device #	DETAILS OF ISSUE

SAMPLE



# Equipment Maintenance(ORANGE):

## Equipment/Maintenance Repair Form

Please fill out form entirely. Be detailed when describing issues so we can get them fixed in a timely manner.

Location: \_\_\_\_\_

Event: \_\_\_\_\_

Date: \_\_\_\_\_

Delaware North Supervisor (MUST REVIEW AND SIGN BEFORE YOU LEAVE YOUR LOCATION):

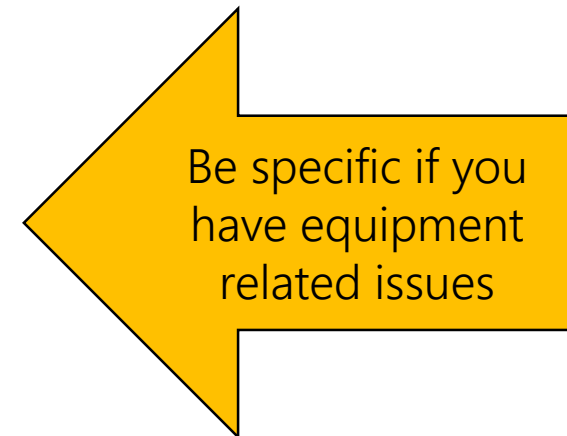
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\_\_\_\_\_

Group Lead: \_\_\_\_\_

Supervisor: \_\_\_\_\_

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Delaware North Use Only:



# Spoilage/Gratis/ Overcook (RED):



## SPOILAGE/GRATIS/OVER COOK LOG

Location: \_\_\_\_\_ Event: \_\_\_\_\_ Date: \_\_\_\_\_  
Stand Lead Signature: \_\_\_\_\_  
Supervisor Signature: \_\_\_\_\_

Item Description	Quantity	Reason	Recorder Name	Date
20oz Lambeau Logo Cup	2	Cracked	James P. Sullivan	7/26/2021

Comments: \_\_\_\_\_

**SAMPLE**

Any food that is cooked and left over, if it is sold or not

# Temperature Log (BLUE):

## TEMPERATURE LOG

Stand: \_\_\_\_\_  
 Date: \_\_\_\_\_  
 Event: \_\_\_\_\_  
 Group Lead: \_\_\_\_\_  
 Supervisor: \_\_\_\_\_

### NOTES:

**Hot Dogs:** proper cooking temperature for 15 seconds: 160 or above  
**Burgers:** proper cooking temperature for 15 seconds: 160 or above  
**Chicken:** proper cooking temperature for 15 seconds: 165 or above  
**Pizza:** proper cooking temperature for 15 seconds: 155 or above  
 All **HOT** Food Must Be HELD At 140 or above  
 All **COLD** Food Must Be HELD At 40 or below

### Food Temperature

Item:	Time	Temp	Time	Temp	Time	Temp

SAMPLE

### Freezer Temperature

Proper Freezer Temp. 0 F or BELOW	Before Event Temperature		After Event Temperature	
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### Refrigerator Temperature

Proper Fridge Temp. 40 F or BELOW	Before Event Temperature		After Event Temperature	
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Must fill out for food, fridge and freezers



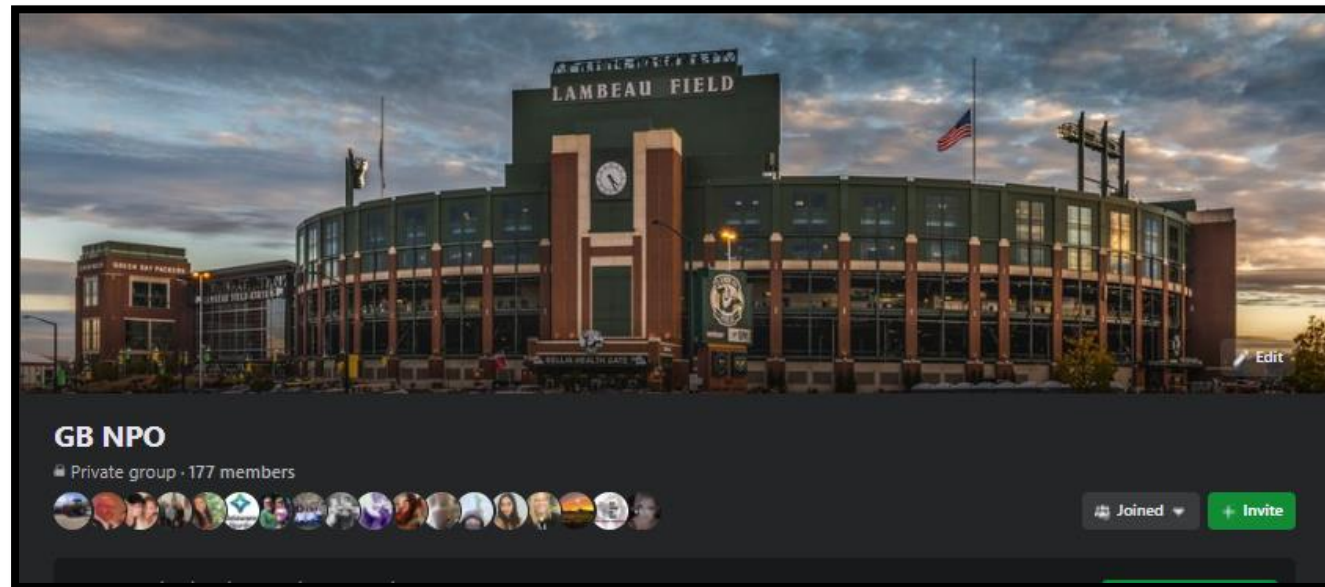
# We have a Facebook Group

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!



# QUIZ TIME

## Lambeau Field-Volunteer Training Quiz

- This quiz is mandatory and will have questions regarding volunteer game day operations at Lambeau Field.
- There is no certificate associated to this training but participation is monitored.

# QUIZ TIME

## Lambeau Field-GuestPath and Alcohol Course

- This quiz is mandatory and will have questions regarding volunteer game day operations at Lambeau Field.
- There is a certificate associated to this training That you will need to upload in the registration process.