

Lenovo Center Volunteer FAQs

UNIFORM (You must provide your own)

- Black pants
- Black closed-toe, closed-heel shoes
- Plain black baseball cap (or hairnet provided by Lenovo Center)
- Light blue polo shirt
- Lenovo Center has a clear bag policy. You may only bring a clear bag inside the arena. No purses or backpacks allowed.
 - There is a locker room at the arena you may use, and there will be a designated locker for our group. We are responsible for providing our own lock for locker. Lenovo Center and Panther Creek Band Boosters are not responsible for any lost or stolen items.

SIGN UP/SHIFT

- Parking is free and in Lot C (Staff Parking) which is a 10 minute walk to the staff entrance. More details about where to park will be provided the week before the event. Golf carts are sometimes available to take volunteers closer to the Staff entrance.
- At least one “experienced” person required to work each cart. If you have worked any Lenovo Center event in the past, you can be considered “experienced”. Please sign up in an experienced slot if you qualify.
- When volunteers need to arrive will be posted in the BoosterHub Volunteer slot. Group Leaders/Experienced Volunteer slot can expect to arrive approximately 1.5 hours prior to event start and Group Members approximately 1hr prior to start. Shifts are expected to last 4-5 hours but can be shorter or longer depending on the event.
- You will receive a “meal ticket” valid for the day of your shift, valid for concessions available in specific booths or the employee break room (popcorn, hot dog, or nachos).
- Lenovo Center will provide a ‘Panther Creek HS Band Booster’ sign to display at the cart.
- Volunteers must be a Minimum 16 years old to work, with notarized parental consent form. Parents must also be present working same event.
- You are required to leave the arena when the shift is over. Staff is unable to stay and watch the remainder of the event after the shift ends.
- *We will receive a penalty if we need to cancel our shift within 24 hours of the event, so please be certain of your availability when you sign up. If an emergency comes up, please communicate ASAP.*

TRAINING

- Directions from Fundraising will be provided to you via email and a representative of the Lenovo Center will check in during the shift to make sure you know how to work any of the equipment. The Lenovo Center will also periodically check in to see if additional assistance is needed.
- New volunteers will be paired with an experienced volunteer to ensure new hires are onboarded properly and have an opportunity to learn all aspects of how to run a booth.

PAPERWORK/PAYMENT

- Waivers and health forms must be signed by each person annually (to be signed before your first event at check in)
- Lenovo Center will submit an earnings report to our VP/Treasurer after approximately every 5 events worked. This report will be reconciled with a list showing event date, who worked, and \$ earned.
 - The band will receive 10% Commission on total sales and 100% of tips earned.
 - The band's earnings will then be split as follows: 10% to the band and the remainder split between the people/families working.

Please contact Fundraising, fundraising@panthercreekband.org, with any questions!