

Levy Restaurants

RAYMOND JAMES STADIUM



**SPORTS & ENTERTAINMENT
CONCESSIONS DEPARTMENT**

Raymond James Stadium

**NON PROFIT VOLUNTEER
TRAINING GUIDE**

MARCH 2006

Welcome to Levy Restaurants!

Congratulations on joining a winning team!

You have been selected to represent us to the most important people in our organization....our guests!

At Levy Restaurants we firmly believe that in order to be successful as a volunteer, you must have the knowledge and skills to represent us in a positive, confident manner. We are committed to helping you achieve this goal through hands on training. We have put together this training guide that contains a variety of information to assist you during and after training. Take the time to read this guide, to understand and learn your duties and our expectations of you as a volunteer at Raymond James Stadium.

Welcome to the Levy Restaurants team at Raymond James Stadium!

Brian Ford	Director of Operations
George Blieka	Assistant Director of Operations
Gary Gsell	Director of Sales
Terry Hartley	Regional Controller
Janet Fogarty	Accounting Manager
Casey Dearolf	Human Resources Manager-Volunteer Coordinator
Mick Sabo	Executive Chef
Daniel Martin	Executive Sous Chef
Bryan Russell	General Manager of Concessions
Andy York	Senior Concessions Manager
Travis Morris	Concessions Manager
Frankie Rodriguez	Warehouse Manager
Ty Grass	Purchasing Manager
Darlene Wilhite	General Manager Suites & Catering
Craig Bergeron	Senior Suites Manager
Jimmy Evans	Maintenance Manager

Who Is Levy Restaurants?

Since its entrepreneurial founding in 1978, the Company has grown from a single delicatessen in Chicago, to an industry-leading food organization. Today, as a result of its commitment to its restaurateur mindset, Levy Restaurants has been recognized as one of America's fastest growing companies in its industry, with one of the most diverse portfolios that celebrates food in restaurants, sports stadiums, arenas, convention centers, zoos, racetracks, and music festivals in every major market.

Levy Restaurants at Raymond James Stadium

Raymond James Stadium is a 66,321 seat facility that is home to the World Champion Tampa Bay Buccaneers and Big East University of South Florida Bulls football teams. Other events hosted at the stadium include the Outback Bowl, the Superbowl of Motorsports and the American Invitational. There is always something going on here at Raymond James Stadium and Levy is the Premium Food & Beverage Service provider for all events. Levy's services cover all areas from Concessions to Suites & Catering.

Our Vision – The Levy Difference

As a family of passionate restaurateurs, we live “The Levy Difference” by creating great restaurant experiences wherever our innovative approach might take us.

Our Values

There are three Levy Values that guide everything we do – family, passionate, and restaurateur.

Our Customers

As restaurateurs, we never forget the value of each customer and how important it is to continuously focus on what they need, and anticipate what might make their overall experience enjoyable.

General Information & Policies

Contact Information

Main address:

Levy Restaurants– Raymond James Stadium
4116 North Himes Avenue
Tampa, FL 33607

Main phone number:

813-350-6401

Main fax number:

813-875-7757

Concession Managers:

Bryan Russell	813-350-6402	brussell@levyrestaurants.com
Andy York	813-350-6425	ayork@levyrestaurants.com
Travis Morris	813-350-6417	tmorris@levyrestaurants.com

Human Resources Manager/Volunteer Coordinator:

Casey Dearolf	813-350-6419	cdearolf@levyrestaurants.com
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Volunteer Parking

Volunteer parking for Buccaneer football games is located at Hillsborough Community College. A shuttle will bring you from HCC to the stadium and will return you back to HCC at the end of the event. The bus will begin running 7 hours prior to the start of game and will end when Levy Restaurants authorizes them to stop. All volunteers should be dressed in their uniforms when boarding the shuttle. The following items will not be allowed on the bus:

- Coolers
- Chairs
- Food (except for dietary / medical necessities)

The shuttle service is provided by Levy Restaurants and Tampa Sports Authority, please **DO NOT** abuse this privilege.

Volunteer parking for USF games will be in Lot 4 on the north side of the stadium.

Parking for all other events will be announced prior to the event.

Please visit www.rjsnfp.com for a parking map and any parking updates.

All parking is free of charge.

Rosters & Stand Assignments

A roster of the names of the volunteers working a specific event must be submitted to Casey Dearolf **by noon 2 days prior to the event**. Rosters may be e-mailed directly or sent via the on-line roster option on www.rjsnfp.com. All rosters received via e-mail or online will receive a confirmation of receipt within 24 hours. Faxed lists will not be accepted. Any rosters not received by the deadline will not be guaranteed a stand placement for that event.

Stand assignments are based on a variety factors, prior work history, reliability and meeting bonus criteria each event. Any group that does not maintain their relationship will not be guaranteed a specific stand assignment. A specific stand assignment will also be taken away if the group fails in any of these areas.

Each group is responsible for filling the minimum staffing guidelines set forth by Levy Restaurants. In addition each group must provide one person that is responsible for the inventory and one member that is responsible for the money. These two functions cannot be handled by the same person. By staffing accordingly, you enable your group to increase the funds earned for your organization. The Stand Supervisor will be doing periodic roll calls prior to and during the event. These roll calls will be used for evaluating the group's bonuses. Any group that does not bring the required amount of volunteers to staff a stand properly will be removed from their location or supplemented with volunteers from other organizations.

Staffing Guidelines:

Sideline Stands – Minimum 15 Maximum 19

End Zone Stands – Minimum 28 Maximum 35

Reporting Times & Locations

All volunteers will enter the stadium through Gate B pass through at the north end of the stadium. Please do not bring in excessive personal belongings and or hand bags that are larger than 4"x 8". In the event that it is raining, volunteers may bring umbrellas into the check-in area but will be asked to leave the umbrella and pick it up at the end of the event.

Volunteers will then enter the check-in line. All volunteers must have a valid picture ID that includes a birth date. Please present your ID to the check-in person. Each group must provide a roster of volunteers that will be working the game. If a volunteer's name is not on the roster than the group leader must be able to verify that the volunteer is with the organization and scheduled to work that event prior to the volunteer being allowed access to the stadium.

Once a volunteer is through the check in line they will receive a colored wristband and a printed meal ticket. The colors of the wristbands correspond to the areas that you are permitted to enter. Do not assume that you are working in the "usual" concession stand or are working in a stand that you were told from previous conversation. All stand locations are tentative until the day of the event. The printed meal ticket will have the volunteer's name, group name and stand location printed on it. The meal ticket should be shown to the Levy Restaurants Stand Supervisor upon arrival at the stand. This ticket is also the volunteer's meal voucher. Only one meal ticket will be issued person. Unless

otherwise communicated, the meal voucher is good for \$9.50 of Levy Restaurants concessions food or beverage. Alcoholic beverages may not be purchased with meal tickets. The meal tickets are not valid at any stand that is not run by Levy Restaurants (i.e. Carvel, Frozen Lemonade, Dippin' Dots etc.)

Once you have confirmed your location and received your wristband and meal ticket you may proceed to the location.

Group Leader Arrival Times

- Buccaneer Games 5 hours prior to event
- College Football 4 hours prior to the event

Volunteer Arrival Times

- Buccaneer Games 4 hours prior to event
- College Football 3 hours prior to the event

Uniforms

All volunteers must be in complete uniform 1 hour prior to the gates opening. The uniform will consist of a Levy Restaurants issued shirt and apron, hat, black pants, and comfortable shoes.

All shorts must be no shorter than mid thigh.

- Levy issued shirt and apron. These items must be picked up and returned each event.
- A set amount of hats will be issued to each group at the beginning of the season. Additional hats can be purchased at \$3 a piece. Hats are yours to keep and are not returned.
- Black "Dockers style" pants (provided by team member) Capris are acceptable. No jeans.
- Closed toe, closed heel, rubber sole shoes (preferably slip-resistant)
- Jackets or sweatshirts worn while working must be the home team for that event (Bucs, USF) no other sports team may be worn.
- Hair shoulder length or longer must be pulled up.
- No excessive jewelry. Only one set of earrings may be worn and may only be worn in the ears. No eyebrow, nose, tongue piercings etc.

Shirts and aprons are accountable items. The group will be financially responsible for any item that is not returned at the end of the event.

Remember: Image Is Everything! First Impressions are Lasting Impressions!!

Training Overview

As a volunteer you will be responsible for the efficient operation of the concession stands assigned to you during an event or a game. To be successful in this position you will need to understand many aspects of our business. **All new volunteers** will be required to attend a 3 hour Day 1 Training session. A Day 2 Training session is mandatory for all group leaders, inventory and money people.

Training

Day 1 – 3 hour Policies & Service Training

- Welcome to Levy Restaurants - Introductions
- Policies & Procedures
- Guest Service
- Food Safety & Personal Safety
- Questions & Answers

Day 2 – 3 hour Operational Training

- Local Policies and Procedures
- ServSafe (overview) – Food Handling & Preparation
- Equipment Usage – Hands on training
- Safety – Accident Reporting
- Inventory – Stand Paperwork
- Cash Handling
- Event Checklists



WOCAAT – How we Deliver “The Levy Difference”



W *Winning*
O *One*
C *Customer*
A *At*
A *A*
T *Time*

Raymond James Stadium is your **HOME** for the day. We want you to treat our event guests as if they are guests in **YOUR OWN HOME**. When there is a problem, before speaking, put yourself in our guests' place. Your goal is to motivate our guests to return.

- **Guests** are the most important part of our business.
- **Guests** should feel we have “**gone out of our way**” to help them resolve their problems.
- Treat all **guests** with warmth, equality, understanding, politeness, and concern.
- A **guest** is not dependent on us; we are dependent on him/her.
- Our goal is to provide total quality service to our **guests**.
- If you don't know the answer to a **guest's** question, direct them to someone who does.
- Treat all **guests** in a friendly manner...with a smile.
- The most important words in our vocabulary are **courtesy** and **service**. Courtesy is contagious, so...let's have an epidemic.
- Attitude is everything and it is contagious!
- Neat appearance and clean uniforms make a good impression.

There are no customers, only **guests**.



Remember:

**If we do not take care of our
guests, someone else will.**

Levy Liquor Philosophy

We need to realize the importance of treating our guests as though they are “guests” in our own home. In our effort to Win One Customer At A Time, we must not allow our guests to endanger themselves or others by overindulgence in alcohol. The most obvious, but certainly not the only problem with overindulgence is guests who drive drunk. It is our goal that these guests understand our genuine concern for their welfare, not only as a guest, but also as a human being. Each member of our team must read and thoroughly understand our philosophy on responsible alcohol service. Be sure to execute these standards on a daily basis.

Our liquor license is a valuable asset, which is indispensable to our operation. The issuance of the liquor license offers a privilege, not a right, to dispense liquor to the public. Failure to exercise this privilege responsibly could threaten one of our most valuable opportunities. The use of common sense and responsibility on the part of all our team members will insure adherence to the law while ensuring the guests enjoys their experience with Levy Restaurants.

Regulatory Compliance Services Training

All team members of Levy Restaurants and all those that will be serving/selling alcohol are required to attend alcohol service training. All new volunteers must attend a training session at the stadium. The following topics will be covered:

1. Proper Identification Checking/Minors
2. Intoxicated Patron/Intervention
3. Illegal Drug Activity Prevention
4. Responsible Service of Alcoholic Beverages
5. Local & State Laws/Ordinances
6. House Policies
7. Proper Management Practices

Alcohol Policies

- Anyone serving or selling alcohol must be at least 18 years of age and have attended an alcohol awareness training class. Any team member or volunteer who has not been through the training may not serve or sell alcohol.
- We do not serve or sell alcohol to anyone who is under age 21.
- We do not serve or sell alcohol to anyone who appears to be intoxicated.
- We serve and sell no more than 2 alcoholic beverages per ID, per transaction.
- No alcohol or beer will be served or sold after the “cutoff” as directed by Levy Restaurants management.
- Alcoholic beverages cannot be sold prior to 11:00 AM on Sundays.
- No refills of alcohol are allowed in any type cup under any circumstances.
- Consumption of alcoholic beverages by Levy Restaurants team members is permitted only if:
 - The team member is at least 21 years of age and is

- The team member is on a scheduled day off and not wearing any part of a Levy Restaurants uniform, logo, or name tag.
- Team members shall not become intoxicated on the client's premises.
- Consumption of alcoholic beverage by a Levy Restaurants team member is strictly forbidden at anytime while the team member is on duty.
- Non-profit volunteers may not consume alcohol at anytime while working at the facility.

Alcohol Sales

The sale and service of all alcoholic beverages will cease at a specific times during events.

Football: Start of the 4th Quarter for all locations with the exception of the Club area. The Club Grill and Bars "B" and "D" will remain open for up to 2 hours after the end of the event.

** Variation from these policies at anytime is up to the discretion of the client and the local Levy Restaurants management team.*

Checking ID's

As a server or seller of alcohol you must make certain that the person you are serving is of legal age. Check for valid ID from anyone who looks to be under 30 years of age. Determining if an ID is valid can be one of the toughest yet most important responsibilities a server of alcohol can face. When checking IDs you must be aware of the acceptable and unacceptable forms of ID.

Commonly Acceptable Forms of ID

Valid driver's license
 Valid state-issued ID card (Florida only)
 U.S active –duty military ID
 Passport

Unacceptable Forms of ID

Counterfeit IDs
 Student ID
 Altered ID
 Borrowed or Stolen ID
 Expired IDs
 Order-by-mail IDs

Steps to Follow to Check IDs

1. Ask the guest to remove the ID from his/her wallet
2. Determine whether the ID is valid by:
 - a. Checking the birth date
 - b. Checking the expiration date
 - c. Examining the lamination. (Is it torn, frayed or damaged?)
 - d. Looking at the composition of the ID. (Does it correspond with the ID book?)
 - e. Comparing the guest's signature with the one on the ID.
 - f. Comparing the photo to the person in front of you.
 - g. Shining a flashlight to the back of the ID to spot any cuts or abrasions.
3. Communicate with the patron by asking questions such as his/her:
 - a. Astrological sign
 - b. Year of high school graduation

You don't need to know the answer. You are simply looking for hesitation in the patron's response that might suggest this is not really their ID.

4. If you have any reservations, ask the guest for a second form of ID or tell them that you'll have to get the ID approved.
5. **If you still have doubts – don't serve!**

Food Safety Program Overview

MISSION STATEMENT

Levy Restaurants intends to:

Provide the highest quality food service and protect our guests from food-borne illness.

Maximize our sanitation and food safety practices, and thereby minimize our clients' and our own risk and potential liabilities in this area of food service.

Contribute to our goal of continued recognition as the leading preferred provider of quality services.

Why is Food Safety so important?

- Serving safe food is the most important aspect of our business, as well as financial reasons.
- Food safety directly affects you, your co-workers, your guests, and the foodservice operation itself.
- Although serving safe food takes a little extra time and effort, it is part of being professional.

Food Safety Definitions

Food Safety – The set of guidelines and procedures that when used properly and continually can ensure food product is safe to eat and free of contamination.

Potentially Hazardous Foods – The group of foods which are more likely to breed bacteria and generate food borne illnesses. This group includes, but is not limited to: meat and meat products, dairy products, eggs and poultry, mayonnaise and mayonnaise-based foods, cooked rice, cooked potatoes, cooked pasta, cantaloupe and other melons, fish and other seafood.

Around here this means hot dogs, chicken tenders, chili, sausages, barbecue, pizza, and a whole bunch of other things. Can you think of a few?



Food Preparation Area – The area in the stand where all food is prepared for serving. This is usually the area surrounding equipment like the grill, fryers, and pizza ovens. The counters, holding boxes, coolers, and shelves in this area are considered part of Food Preparation too, and must be kept within the same guidelines.

Cross-contamination – This occurs whenever anything that should not be found in a food product is introduced into it. This happens in a variety of ways. Some examples are: handling food without properly washing hands introduces dirt and bacteria, allowing cleaner to fall into food introduces chemicals, placing cooked food on unsanitized surface (like stainless steel countertop) introduces chemicals and bacteria, using dirty pan introduces bacteria.

A good way to avoid cross-contamination is to make sure you follow food safety guidelines and hygiene guidelines at all times. Remember, any cross-contamination can be hazardous to the health of our guests, no matter how insignificant it may seem.

Can you think of another example of cross-contamination?

Spoilage – Spoilage is any chargeable product which cannot be sold, regardless of the reason. Usually this is because it is returned or refused by a guest or because it has been holding too long and is no longer of high quality or appeal. Spoilage in the food preparation area can be generated by burning cooked food, by preparing too more than is needed, by dropping food on the floor or onto an unsanitized surface, or when a potentially hazardous food has been held too long or at the improper temperature. Cross-contaminated foods should ALWAYS be spoiled immediately!

Temperatures and Holding

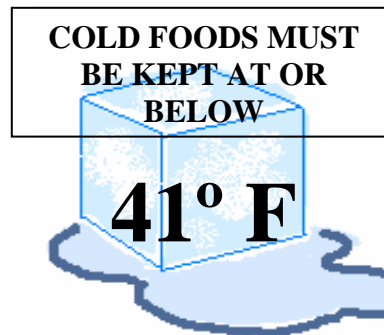
Cooking Temperatures

This chart is a reference tool which lists the most common types of potentially hazardous foods and gives the minimum temperature these foods must reach during the cooking process. The minimum duration in all cases is 15 seconds. This means that the food must cook at the listed temperature for at least 15 seconds without dropping before it can be considered safe to serve.

Product	Minimum Cooking Temperature	Minimum Duration
Poultry and all Poultry Products; Stuffed Meat or Fish; Stuffed Pasta; Stuffing which contains meat or fish; Hot Dogs and Sausages.	165° F	15 seconds
Ground Beef; Hamburger Patties	155° F	15 seconds
Pork and all Pork Products including Bacon and Sausage	155° F	15 seconds
Beef Roast	140° F	15 seconds
All other Potentially Hazardous Foods	145° F	15 seconds

Holding Temperatures

All potentially hazardous foods must be held according to the following guidelines. In no circumstances must any potentially hazardous food be held for longer than 3 hours.



How to Handle Ice Safely

When you think about it, ice often isn't thought of as "food," but according to the current Food Code, it is. As such, ice should be handled with the same care you'd use when handling any potentially hazardous food. After all, it melts into drinks, chills food on raw bars and buffets, and it helps hold foods cold in walk-ins and freezers.

Whatever type of ice machine your operation uses, you need to follow some basic guidelines when handling ice.

The Human Touch

The biggest concern with ice safety is what happens when humans come in contact with it. Every time an ice bin is opened, there is a possibility for cross-contamination. A waiter or busser, for example, might have just cleaned a table and hustling to serve the next guests with ice water. Or, a kitchen worker might be working with poultry and go to the ice machine to fill the bin for icing the chicken. Even if a proper metal or plastic scoop is used, there's a huge potential for passing microorganisms if these workers don't wash their hands properly before retrieving the ice.

The first line of defense with ice safety, as with all tasks in a foodservice operation, is to constantly remind staff to properly wash their hands between tasks prevent ice from being contaminated.

Ice On The Move

The containers you use to transport and hold ice must be dedicated to ice alone. Designate special bus tubs, bins and buckets to hold only ice and label them as "Ice Only" with indelible markers. Make sure to clean and sanitize these containers properly before and after each shift. Make it clear to all team members that "Ice Only" containers are just that and should never be used for anything else.

Personal Hygiene

These guidelines are meant for team members like Cooks and Servers who handle food products directly, and so that you can make certain they are following the rules they are outlined here for your reference. Of course, following them yourself – especially the ones about hand washing and shoes – is still a good idea.

- ✓ Hair must be clean and cut short or tied back in a braid or ponytail. In addition, a hair restraint must be worn at all times when in a Food Preparation Area. Hair restraints are baseball caps, hats, or hair nets and must fit close and cover hair completely.
- ✓ Fingernails must be kept short, clean, and free of polish.
- ✓ Open sores or wounds must be covered completely with a clean bandage. If you have a cut or wound on your hand, you cannot handle food. Please notify your Supervisor and/or a member of the Management Team.
- ✓ Rings and other jewelry must not be worn on the hands while handling food.

- ✓ If you are sick, please call off. Sick persons cannot be allowed to work in Food Preparation Areas or near any food or beverage service operation. Anyone calling in sick will be required to provide a doctor's note verifying the illness.
- ✓ Uniform must be kept clean. Not only is a dirty uniform unattractive, but it is a breeding ground for bacteria.
- ✓ Shoes must be flat-heeled and must cover the foot completely. Sandals and open-toed shoes are strictly forbidden in a Food Preparation Area. For personal safety and comfort, rubber-soled shoes with non-slip soles are recommended.
- ✓ Excessive facial hair is not permitted under Levy Restaurants company policy, and is also forbidden in Food Preparation Areas.
- ✓ Personal cleanliness is especially important for people who handle food. Frequent bathing and clean clothing is very important not only for making a good image for our guests, but also for eliminating risks caused by bacterial growth. Proper hand washing is vital as well, and the correct procedure is outlined below.

About Your Hands

The following are some guidelines for when your hands or gloves have become contaminated and must be washed/changed immediately:

- ✓ You just finished cutting raw meat and now you must begin cooking it.
- ✓ You just helped a coworker carry a box of carry trays to the front of the stand.
- ✓ You just picked up a bottle of cleaner or bleach and moved it to make room on a shelf.
- ✓ You just wiped the countertop with a towel.
- ✓ You just touched your face, apron or other articles of clothing.
- ✓ You just swept the floor.
- ✓ You just took a drink of water.
- ✓ You just took a dirty pan to the dishwashing area.
- ✓ You just returned to your work area from the restroom or any other area.
- ✓ You just returned from a smoke break.
- ✓ You just finished your eating anything.
- ✓ You just returned a box of unused hot dogs to the cooler.
- ✓ You just picked up some dropped food off the floor.
- ✓ You just coughed or sneezed.
- ✓ You just handled money.

These are just a few examples of times when it is necessary to wash your hands and change your gloves. Can you think of a couple more?

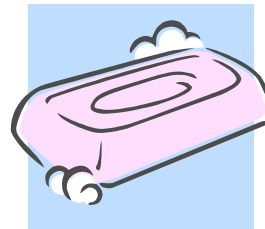
Proper Hand Washing Procedure

The following chart is an outline of the proper way to wash your hands when handling food or entering a Food Preparation Area. Please be sure to follow this procedure, as Hand Washing is the number one line of defense against food borne illness!

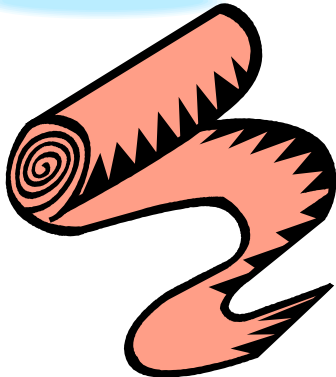


Use the designated Hand Washing Sinks ONLY for washing hands. Never wash your hands at the big 3-compartment sink, and never use the Hand Washing Sink to clean utensils or drain food products.

**Use antibacterial Hand Soap.
Never wash your hands with Dish Soap.**



Lather up to the elbows and scrub hands for twenty seconds before rinsing. Twenty seconds is approximately the length of time it takes to sing “Happy Birthday” all the way through twice.



Dry hands with single-use paper towels and then use paper towel to turn off sink faucet.



Plastic Gloves

It is Levy Restaurants’ standard policy for plastic gloves to be worn at all times when handling food products directly. Plastic gloves are a useful tool in maintaining Food Safety, but they are not a substitute for Hand Washing. Gloves can become contaminated just like hands, and must be changed as necessary. Also, the warm environment inside your gloves is an ideal place for bacteria to breed – as soon as you’ve taken them off, wash your hands! Always be sure to throw

away used or otherwise contaminated gloves. Some examples would be when unused gloves have fallen on the floor, when there are any tears or cuts in any part of the glove, or when you have carried money while having gloves on.

Cleaning Procedures

Concessions/ Portables

Daily Cleaning Procedures

The following constitutes the definition of a clean stand. The following list must be completed at the conclusion of every event to insure that your stand will meet company standards.

- All counters are to be wiped down and polished.
- Clean all sneeze guards and windows with glass cleaner.
- Empty and wipe out all bread warmers and lexans.
- All equipment is cleaned, polished, and properly shut down.
- Insure grill and surrounding area have been cleaned properly, and grease wells emptied.
- Insure no grease is poured down any drain, but rather is placed into black grease buckets to be picked up after event.
- Trash is to be bagged, tied, and prepared for pick up.
- Cardboard boxes are to be broken down and placed with trash.
- Ice cream machines wiped down and cleaned properly.
- Pizza ovens are to be scraped, cleaned, and polished. Crumb trays are to be emptied.
- Soda machines and drip trays cleaned and sanitized. Pour hot water and sanitizer down drains.
- Beer taps and drip trays cleaned and sanitized. Pour hot water and sanitizer down drains.
- All steam wells are emptied and cleaned properly.
- All walls are cleaned and polished.
- Wash all dishes and small wares and place in proper storage location in stand.

- Clean and polish condiment carts. Wash out condiment pumps and store leftover product in cooler. Empty trash from underneath carts.
- Sweep and mop floors, including under and behind all equipment.
- Empty and rinse mop bucket when finished. Ring out mop and hang above mop sink.
- Rinse and polish all sinks.
- All non-chargeable cleaning supplies and chargeable items are organized and properly stored in storage location.
- Do one final check to make certain entire stand has been thoroughly cleaned.

Trash Removal

All trash throughout the course of and at the end of the event must be placed in garbage bags. Trash barrels and trash liners are provided by Levy Restaurants. Any trash created prior to the opening of the gates must be placed outside of the concession door no later than (15) fifteen minutes prior the opening of gates. Levy Restaurant personnel will make one sweep of the stadium and pick up any garbage that has accumulated to this point. After this point all garbage must remain in the concession stand. Please make sure that all garbage is in garbage bags and tied and all boxes are broken down. Throughout the course of the event Knight Facility Services' personnel will make rounds and pick up and trash that has accumulated. If for any reason the trash is not picked up and becomes a hazard please notify your supervisor and they will make arrangements.

Closing Procedures

Non-Profit organizations may not completely close down a concession stand without prior approval from a Levy Restaurants manager. Circumstances will arise in which supervisors will partially close down a concession stand. At this time, all roll-down gates must remain open until the event is completely over.

Leftover Product

Any cooked product that is leftover at the conclusion of the event **MUST** be thrown away. All trash/leftovers must be placed in a trash bag and placed outside the concession door. **NO PRODUCT** may be taken outside of the building. Security will be checking all bags that leave the premises. Please do not allow or offer team members from other entities to remove or take leftover product with them.

Safety & Accident Reporting

What is Safety?

Safety is about preventing accidents.
All of us are potential accident victims.

Safety is a State of Mind

Negative attitudes and bad habits set the stage for accidents. Don't trust your luck – accidents are caused by factors you can do something about.

Everyone should take personal responsibility for safety – it is up to you.

For example:

- ✓ *Don't pretend you are immune to danger.
You're inviting trouble if you think "it can't happen to me."*
- ✓ *Expect the unexpected.
The more types of accidents you can foresee, the better you can guard against them.*
- ✓ *Decide not to gamble with your safety or someone else's – if in doubt, ask.*

It is important to develop an awareness of the environment and the dangers that could be found there if we are about to keep our workplace a safe place.

Summary – General Safety Rules

1. You must report all misses & near misses.
2. No job is that important that we cannot take time out to do it safely.
3. Never attempt to do a job if you do not understand what is required.
4. Always maintain a safe work site – good housekeeping and an orderly work place save you time effort.
5. If you observe an unsafe condition, report it immediately.
6. Always wear the personal protective equipment as instructed.
7. Do not engage in horseplay or distract your workmates while they are working.
8. Whenever you or the equipment you operate is involved in an accident, regardless of how minor, report it immediately.

9. Obey all rules, signs, and instructions – they are for your safety.
10. Develop a healthy, positive attitude towards safety.

Accident Reporting

What is an accident?

An accident is an unplanned event which may or may not cause injury. And yet, all accidents can be prevented.

What to do in the Event of an Accident

Act calmly and quickly

- **All accidents and near misses, no matter how trivial, involving personnel or equipment/machinery must be reported to your supervisor immediately.**
- If the accident is serious contact your supervisor stating the location and nature of the accident.
- Do not move injured personnel unless they are in immediate danger.

Non-Profit Group Accident Reporting

Volunteers are not employees of Levy Restaurants and so are not covered by Levy's Workers Compensation insurance. If a volunteer is involved in an accident it must be reported immediately to the Levy Stand Supervisor. Any medical treatment costs are the responsibility of the Volunteer Organization or the volunteer's own personal insurance.

Emergency Procedures

In case of an emergency, remember to be professional, courteous and firm when necessary. **Always remain calm.**

In case of an emergency...

General Do's

- Report all emergencies immediately.
- Always move guests to a safe area.
- React quickly regarding any issues where someone may need to be apprehended by security or police.
- If emergencies involve cooking or energized equipment, turn off all fuel or power sources only if it is safe to do so.
- Know how to evacuate your area. Always locate the next exit, stairwells and ramps.

- Direct and assist guests and other staff members to the nearest safe exit.
- Keep all entrances clear for emergency personnel access.
- Remain at your work location until you receive additional instructions.

General Don'ts

- Do not leave the emergency until management, security or emergency personnel release you.
- Do not respond in any matter that puts your own life in danger.
- In an emergency, do not use elevators. Exit by using the stairs or ramps.

Please ask your Levy Restaurants Stand Supervisor as to what specific directions to follow during an emergency.

Levy Safety and Sanitation Guidelines

Historically, restaurant team members have a higher incidence of accidents than team members of other service industries. Levy strives to attain the highest levels of safety and sanitation possible in the food service industry. It is the responsibility of each and every team member to know and follow closely the policies and procedures listed below. These are of the utmost importance, as they directly affect the health and well being of every

Slips and Falls

Slips and falls are the most common and may be the most severe type of injury. They can be prevented when you observe the following guidelines:

- Keep floors clean and dry.
- Notify management of spillage immediately. The sooner spills are cleaned up; the less likely it is that there will be an accident.
- Perform your duties quickly and efficiently, but do NOT run.
- For sure footing, wear flat shoes with non-slip soles. Sandals, sneakers, high heels, canvas, and open-toe shoes are not allowed.
- Never climb on shelves. Use a step ladder to obtain out of reach items. Have someone hold the ladder to provide greater stability.
- Keep aisles, stairways, and passageways clear of obstructions. Store brooms, mops, and pails in designated areas for cleaning equipment. Close drawers and doors immediately after use to prevent others from tripping.
- Always wipe dry bus pans after emptying them to prevent water from spilling on to the floor. Never carry wet dishes or bus pans through service aisles.
- Use portable signs to indicate a damp floor when mopping an area to warn others of a dangerous condition.
- Travel slowly up or down any stairway. Use handrails at all times.
- Notify management of any unsafe conditions (i.e., leaking water, broken or loose handrails, etc).

Burns

- Avoid collisions by using terms such as “behind you” or “hot food” as a warning when walking behind someone.
- Use only dry cloths, towels, mitts, or potholders when handling hot utensils. Keep utensils away from an open flame.
- Avoid overfilling coffee cups and soup bowls.
- Do not reach over your guests to pour coffee.
- Do not overload trays with hot coffee, soup, etc.
- Do not clean the oven or stove until it has completely cooled.
- Hold trays away from guests when serving. Be especially careful when serving hot cups, plates, or bowls to warn your guests. Do NOT hand any hot item to a guest. Place the item at their place or on the table for them to pick up. Warn guests of hot dishes.
- Carry coffeepots slowly and evenly. Do not tilt them. When carrying coffeepots on a tray, hold the handle at all times. Avoid quick turns, which may cause coffee to spill.
- Never throw food products into hot grease or water. Instead, gently place the food product into the basket when using a deep fryer or slowly into water by using a cool utensil. This will prevent splattering of hot grease or water onto you or others.
- Cook in minimum amounts of water to avoid boiling over. This also reduces handling problems when pouring off excess hot liquids.
- Keep water or moisture from dropping into a deep fat fryer. It will cause hot grease to splatter or “spit.”
- Carefully remove pot lids; always use dry towels or potholders and open away from your body.
- Keep pot handles from extruding into high traffic areas and turn them away from the aisle ways.

Cuts

Cuts can be caused by a variety of reasons, observe the following rules for particular situation.

Broken Glassware

- Inspect glassware and dishes thoroughly before using and discard any chipped or broken items in a proper container. Notify management of what was discarded.
- Do not try to catch a falling dish; let it fall.
- Never pick up broken glass with your hands. Always use a dustpan and handbrush or broom to sweep up the pieces. Place broken items in a proper container.
- When returning glassware to storage, rotate cold glassware to the front. Never place cold food products (i.e., ice water or ice cream) in hot glassware: The glass will break if cooled too rapidly.
- Do not reach into sinks or ice bins for broken glassware until they are completely drained and empty.
- Avoid overloading bus pans. Glass and other dishes may break in an overloaded bus pan. When unloading bus pans, be alert for breakage and remove it carefully.
- Always use a metal ice scoop to fill ice in a pitcher or put in a water glass. Never use glassware.

Knives

- Use the correct knife for the job.
- Always cut away from your body and away from fellow team members.
- Do not separate frozen foods, such as hamburger patties, with a knife.
- If you drop a knife, don't grab it. Let it fall.
- Do not use knives as a substitute for a screw driver or a can opener.
- Never place knives in a sink, under food or hidden locations. Place knives where they can be seen, preferably in the middle of the cutting board with the cutting edge facing away.
- Keep all knives in their proper storage place when not in use. Take care of your equipment and it will take care of you.
- Keep your knife sharp. A dull knife is more likely to miss its mark and cut you.

Machines

- Never use any machine until you are properly trained on how to use it. Be sure all safety devices are in place.
- Be sure the machine is off and pull the plug before cleaning or adjusting any machine.
- Be sure all electrical appliances are in the off position before plugging them in.
- Take particular care when cleaning a slicing machine.
 - Pull the plug.
 - Do not touch the edge of the cutting blade.
 - Clean from the center out.
 - Use a protective cloth to hold the edge on one side and rotate the blade to provide thorough cleaning
- Always use a tamper to push food into a grinder.
- Use metal mesh gloves, when available, for your protection.

Back Strains

- Be sure of your footing. Position your feet about shoulder width apart, with one foot slightly ahead of the other, facing the item you are about to lift.
- Bend your knees and squat down, keeping your back straight. Don't curve your back over the load. Get a good grip on the item before starting to lift it.
- Tighten your stomach muscles and lift steadily with your legs. Don't snatch or jerk the item.
- While lifting, be sure to keep your back straight so that you don't add the weight of your trunk to the item you're lifting. Keep the item close to your body. The closer it is to you, the easier and safer it is to lift.

Fire Prevention

- Clean oil and grease spills as soon as they happen; use appropriate cleaners and grease solvents.
- Keep oil below its flammable temperature limit.
- Smoking is never allowed near the kitchen or kitchen equipment.
- Never mix chemicals or place them near heat or a flame.

Fire Fighting

- Call the fire department for virtually all fires.
- Turn off the gas or other heat sources.
- For pan fires, use another pan to smother the fire.
- Let the hood extinguishers release.
- Use the correct fire extinguishers for the job.
- If the fire is higher than three feet or wider than three feet, call the fire department.
- Clear the immediate area of other items which may catch fire.

Types of Fires

- Class A Fires - paper, cardboard, plastics, and wood
- Class B Fires - grease, oil, liquid shortening, pressurized cans and flammable liquids
- Class C Fires - electrical equipment cords, equipment, motors and wiring

How to Use A Fire Extinguisher

- Pull the pin
- Aim at the base of the fire
- Squeeze the trigger
- Sweep from side to side
- Assure all personnel are clear of the area before pulling the trigger

Electric Plug Safety Hazards

- Too many plugs in an outlet
- Frayed cords
- Broken cover plate
- Two-prong plugs in a three prong outlet
- Electricity toward/near water
- Non-grounded outlets

Chemical Safety

- Never mix two chemicals together.
- Only store chemicals in designated areas away from food and high heat sources.
- Don't smoke when using chemicals.
- Label chemical containers to identify the contents.
- Read the directions before using any chemicals.

Other General Safety Rules

- Avoid horseplay and practical jokes. Such actions have caused some of the most serious injuries in restaurants.
- Be alert for foreign matter in food (i.e., paper, glass, etc.). If foreign matter is found report it to your Chef or Supervisor immediately.
- Do not wear loose sleeves, ties, or aprons when working with grinders, mixers, fryers, etc.
- Do not wear dangling jewelry that may drop into food or get caught in moving machines.
- Any equipment or furniture in poor repair should be removed from service. Tell your Chef or Supervisor if equipment does not work properly.
- When storing materials on shelves, always put heavier and bulkier materials on the lower shelves.
- Report any unsafe condition (i.e., a water leak, frayed electrical cord, etc.) to your Chef or Supervisor for proper handling.
- Look where you're going. Don't block your view by carrying items that are stacked higher than eye level.
- Watch for hazards in your path. BE ALERT!
- Never use a glass to scoop ice. Always use a metal or plastic scoop.

Inventory- Stand Paperwork

Spoilage

While it may be impossible to avoid things like dropped food, spoilage amounts can be controlled using the proper part of the Product Preparation Guide (to avoid burned food) and by following the Cooking Projections sheet included with the opening stand sheet. Not only does the Cooking Projections sheet help you to avoid excessive spoilage, but it can help you to control quality by making sure there is plenty of fresh products available to our guests at peak demand times.

Gratis Items/ Comps

Coupons / Meal Vouchers

Throughout the course of the year there will be both meal vouchers and stadium dollars in circulation. Those coupons and vouchers that are valid will be posted in the supervisors stand manual. It is the responsibility of the group leader and supervisor to make the group aware of those which can be accepted. All other coupons valid for a "choice of" should be counted as gratis. If you are unsure of how to account for your coupons please check with your immediate Levy Restaurants Stand Supervisor.

All coupons must be collected by the cashier and turned in at the conclusion of the event with your final cash drop. **NO** cashier should be giving change back to a stadium team member, or any other individual that uses a coupon.

Team Member Meals

All members of your organization that are volunteering may consume beverages from **ONLY** the stand that they are working, the team member meal cards may be redeemed at the nearest concession location. Each team member is allowed up to \$ 9.50 worth of food and beverages at the closest concession stand. However, no team member should be using any controllable cup for the consumption of beverages. Courtesy cups are provided for the team members to use. Team members may use their allowable meal expense for bottled water or Gatorade, provided they do not exceed the \$ 9.50 limit.

No one may consume food and or beverages in the concession stand in the sight of the public. Team members and members may eat either in the back of the stand or away from the stand at the tables provided. Anyone not adhering to this policy will lose these privileges. All team member meals **MUST** be recorded on the inventory sheet as “*gratis*”. Team member meal coupons must be retained until the end of the night; the concession supervisor must sign off and verify all team member meal coupons.

Transfers

Transfers of product can happen in several different ways, all of which must be documented properly to maintain accurate inventories for both the issuing stand/warehouse and the receiving stand. Below is some information on various types of transfers, and some guidelines:

- **Warehouse to Stand Transfers:** These transfers are generated when a stand calls the Warehouse to request more product, or are generated prior to an event as the Warehouse pre-stocks stands. These transfers can also be generated when a Supervisor reports to the Warehouse during an event to pick up product. These transfers should always be accompanied by a Transfer Sheet, which must be signed by the Supervisor or Stand Manager of the receiving stand.
- **Store Room to Stand Transfers:** These transfers are generated when product is removed from a Store Room on the floor and delivered to a Stand. This is done to expedite delivery of items during peak times, or when the Warehouse is out of a particular item. *These transfers must be approved by a Level Manager!* A Manual Transfer Form must be filled out by the initiating Supervisor, and one copy must be left in the Posting Room to be entered into the computer system. One copy should accompany the product to the destination stand.
- **Stand to Stand Transfers:** If a product item is needed immediately and is available in a nearby stand for transfer, product can be moved from one stand to another. It is a good idea to notify the Level Manager of this activity, if possible. Item quantities must be carefully counted and verified by both the issuing Stand Manager and the receiving Stand Manager. Information must be recorded on ‘Spoilage/Transfer’ sheet for **BOTH** Stands involved, and initialed by Supervisor.

Stand Paperwork

The stand sheets are the most important tool for organizing and calculating stand inventory and sales information. The information recorded on them **MUST** be kept accurate and up-to-date! It is very difficult to verify and balance sales at the end of the night if you and your stand manager have not kept an accurate record of spoilage and transfers.

- All paperwork must be filled out and signed by the stand manager.
 - All stand sheets must be filled out in non-erasable black or blue ink. **NO PENCIL!**
 - Stand sheets must be fully extended across and calculated, and added down.
 - Supervisors will initial each checked column.

- All beginning counts (chargeable items) will be verified by both the stand manager and the supervisor. Any variances must be recounted by supervisor and initialed.

- All ending inventory counts (chargeable items) will be performed by the stand manager and verified by the supervisor. Supervisor will add all coupons and comps on the 'Spoilage and Gratis Report' to ensure accuracy and completeness, prior to sheet being turned in.

All supervisors are responsible for completing and turning in the mandatory event paperwork. The mandatory paperwork includes but is not limited to:

- ✓ Event Checklist
- ✓ Integrity Check
- ✓ Cleaning Checklist
- ✓ Group Roll Call
- ✓ Inventory
- ✓ Alcohol & Beer Servers – Guidelines for Serving and Selling Alcohol
- ✓ Non-Profit Group Statement of Intent to Volunteer Labor

Cash Handling

Cash Distribution

The cash handling process begins with the issue of a “starting” bank or work bank so that the first guests can receive change if needed. As the sales period progresses it is necessary to prepare and execute “cash pickups” to clear excess cash from the stand to a more secure area. Performing pickups not only satisfies security requirements it allows the cash counting and verification process to begin as early as possible. When concession stands are instructed to close, the “final turn in” is prepared and delivered to the Money Room, on the north side of the stadium, service level.

Work Banks

A predetermined amount of coin and currency is prepared and placed in a canvas bag by a Levy Restaurants cash vault staff. The vault staff will have work banks available for a specified period of time prior to “gate” at the money room location.

Please note the following:

1. Work banks will only be issued to individuals with a Money Card in their possession.
2. Individuals receiving work banks must print and sign their name in the appropriate spaces on the Bank Sign out Sheet.
3. Individuals receiving a large amount of coin must arrange for assistance from within their own group.
4. Work Banks must be verified prior to leaving the money room.

Cash Pickups & End of Event Turn-In

The money room will start their first pickup at the start of the event. The group member responsible for the money must have the first pickup ready prior to the money room arriving at the stand. The pickup slip labeled “pick up #1” must be filled out correctly and accurately. The white part or the original should be placed in the pickup envelope along with the money being deposited or picked up. Seal the envelope and hand it to the money room personnel. Repeat this procedure for the second pickup. The second pickup during football games will be at the start of the half. For the second pickup, please use the slip labeled “**pickup # 2**”.

At the conclusion of the event the final drop must be done. Approximately ten minutes after the game a police officer and a money room attendant will go around and escort all those responsible for the money down to the cash room. All final drops must be counted in the cash room. **NO-ONE** should count their money in the stand. Use the slip labeled “**final drop**” for your final cash turned in. Please fill out the form completely, include the previous pickups. Record these in the spaces provided on the form. All calculations should be made on the form to determine the actual cash turned in for the event. The second copy or yellow copy of all the forms is for the group’s records. Only the original should be turned in with any money.

Proper cash handling is a key element of successful concession operation. This document will define “proper” cash handling procedures for the Levy Restaurants team members, nonprofit group participants and subcontractors.

All supplies to correctly prepare cash pick-ups will be included in the Stand Folder. These include sealable plastic money bags, rubber bands, and two-part pick-up slips. Careful adherence to the procedures listed below will insure cash security and fast, accurate cash verification and matching to the correct stand during the final accounting process.

Please follow these instructions carefully:

1. All money must be laid out straight so it can go through the counting machines.
2. Money must be denominated together (all 1’s, 5’s, 10’s etc.) and “Bank-Faced”.
3. Money should not be banded.
4. Cash pick-ups that are not the final turn in should not include 1’s, or coin.
5. Do not roll or fold money.
6. Open coin rolls only as needed.
7. Keep money dry and clean.

Cash Pick-up Documentation

Complete and accurate information on the two-part cash pick-up slip is an essential part of the cash handling process.

1. Fill out two (2) part “Stand Pick-up Slip” completely and accurately before pick-up time. Make sure stand name and number is correct and matches other documentation such as stand folder, label on sealable pick-up bag, etc. **If stand name is blank or inaccurate you cannot be assured of credit for money.**
2. Rubber band a copy of the pick-up slip and all cash and place in sealable bag.
3. Give sealed pick-up to LEVY RESTAURANTS Supervisor picking up money.
4. Keep other copy for your receipt.
5. **IMMEDIATELY** brings any discrepancies or inconsistencies to the attention of a level supervisor.

Cash Pick-up/Final Turn-in – Timing

The availability of your properly completed cash pick-up at the appropriate time is essential to maintaining security. Pick-up team members and cash counters (professional bank tellers) depend on accurate, timely pick-ups in order to function optimally. The following will detail pick-up timing:

USF Games:

First Pick-ups = Opening kick off

Second pick-up = start of second half

Final turn-in = Directed by supervisor. Ask Supervisor where to take the final money

NFL Games:

First Pick-ups = Opening kick off

Second pick-up = Start of second half

Final turn-in = Directed by supervisor. Ask Supervisor where to take the final money

Who Needs To Do a Pickup?

The following locations are required to do a cash pickup at the proper time:

First Pick up

- All Permanent Stands
- All Vending Rooms

Second Pickup

- All Permanent Stands
- All portables
- Vending Rooms
- All Subcontractors

No Pickup

- In seat food and beverage
- Bartenders
- Restaurants

Change runners will be available in the Vending and In Seat rooms located at the following locations:

<i>Vending Room</i>	<i>128</i>	<i>QUAD C</i>
<i>Vending Room</i>	<i>104</i>	<i>QUAD A</i>
<i>Vending Room</i>	<i>305</i>	<i>QUAD A</i>
<i>Vending Room</i>	<i>330</i>	<i>QUAD C</i>
<i>In Seat Food</i>	<i>230</i>	<i>QUAD C</i>
<i>In Seat Food</i>	<i>204</i>	<i>QUAD A</i>

Change will be available from ½ hour after gates open until the start of the fourth quarter.

Please make arrangements to go to these locations.

General Cashier and Cash Handling Policies

- No more than \$1.00 in personal money may be on the cashier at any time.
- All transactions must be rung by the cashiers
- All cashiers should be smiling and greeting customers and all items are being "called" out to the customers. For example: "One hotdog with fries, one soda, one small yogurt. "Your total is \$10.00, please".
- Cashiers that are receiving money from a customer must be sure that the amount of money received is "called" to the customer. The cashier must also count the amount of change given back to the customer back, aloud.
- All cashiers must face bills when placing in cash drawer. All cashiers must close the drawer after each transaction and place all money in the cash register drawer. Any money not in the drawer can be cause for immediate removal of the cashier.
- Cashiers are not to bring any personal belongings to their register including, but not limited to, bags, wallets, purses, or containers of any sort.

Over/Short Policy

At the end of an event, if the cash turn-in is short, the amount of the shortage will be deducted from the group's donation. Extra donation will not be paid on overages.

All overages and shortages will be tracked. If it becomes an issue, appropriate disciplinary action will be taken.

Detecting Counterfeit Money

ACTIONS TO TAKE IF YOU HAVE QUESTIONS REGARDING THE AUTHENTICITY OF CURRENCY

Either by visual examination or through the use of an approved method for detecting possible counterfeit currency, you may have reason to question the authenticity of a bill. Although, a guest may have innocently received a counterfeit bill themselves, entertainment venues of the type serviced by Levy Restaurants are popular locations to pass counterfeit currency. The following steps are recommended in the event that a suspicious bill is encountered:

1. Tell the guest that you are required to check with your supervisor prior to accepting the suspicious bill.
2. Do not return the bill to the guest. **HOWEVER, DO NOT PLACE YOURSELF IN JEOPARDY BY BECOMING INVOLVED IN AN ARGUMENT OR ALTERCATION WITH THE GUEST. LOCK YOUR REGISTER AND WALK AWAY IF NECESSARY.**
3. Immediately contact your supervisor.
4. Provide the bill to your supervisor.
5. **DO NOT ATTEMPT TO PHYSICALLY DETAIN THE GUEST.**
6. If the guest leaves, write down a complete description of him/her as well as that of any companions, and the license numbers of any vehicles used.
7. The supervisor will inform the guest that there are questions about the currency and that the supervisor is required to notify security or the police (which ever applies).
8. Take steps to limit handling of the bill, by placing it in an envelope as soon as possible.
9. Where possible, the team member who first obtained the bill should place their initial and date on a corner of the bill.
10. The supervisor will immediately contact security or the police department, identifies the guest to them, if possible, and provides them with the bill and all available information.
11. Fill out the attached "Counterfeit Note Report".

Understanding our issues of creating long lines at concession stands, the following suggestions are being made:

- Feel the paper
- Hold the bill up to a light and look at the watermark image of the same president that is on the bill which is located on the right hand side

- Also note that the 20's 50's and 100's have a new color shifting ink that is discernable.
- Check for the security thread running down the left hand side.

Detecting Theft

We would all like to think the best of everyone and hope that no one would want to steal from Levy Restaurants or their own organization. Unfortunately, this is not always the case. Below is a list of items to keep an eye out for that might mean that someone is attempting to steal product or money.

- Any chargeable item that appears to washed out for reuse.
- Excessive spoilage or overproduction
- Guests coming up to the stand with empty cups asking for refills
- Utilizing chargeable items incorrectly (i.e. putting beer in a soda cup)
- Utilizing chargeable items from another stand that are not used in that stand
- Someone keeping tic marks on a sheet of paper
- Excessive over-rings
- Making change out of their apron, purse, wallet etc.
- Not opening register drawer.

If you observe any of these items, please get your Stand Supervisor involved immediately.

Armed Robbery

All Levy Restaurants personnel and volunteers should know how to act in the event of an armed robbery. An armed robbery includes robbery using force and those involving the threat of force.

A. GUEST AND TEAM MEMBER PROTECTION

Team members should be instructed to act in a calm manner, restrain themselves and to the extent practical under the circumstances, from any rash behaviors that could provoke a criminal assault or result in harm to the team member or guest. Team members should also comply with instructions from the robber. Under no circumstances should an attempt be made to subdue or chase an armed robber.

B. ALARM

Provisions should be made for rapid notification of Police. If not posing any additional threat to team members or guests, try to notify Police while the perpetrators are still on the premises.

C. IDENTIFICATION OF CRIMINAL

Team members should be instructed to notice as much of the personal characteristics of the robber as they can, in order to provide the Police with as accurate a description as possible. Focus on race, height, age, hair color and style, clothing and other distinguishing characteristics.

D. WITNESSES

If possible, guest witnesses should be asked to wait for the Police to arrive in order to assist with the questioning process. If a witness must leave before law enforcement arrival, their name and phone number should be obtained. An attempt should also be made to secure any outside witnesses that may have noted the robber's direction and/or means of escape. Any item handled by the perpetrator(s) should not be touched and should be secured for latent fingerprint examination.

2006 - 2007 Donation/Bonus Structure

Outlined below is the donation structure for the 2006-2007 season. This structure applies to all events. Levy Restaurants management reserves the right to add additional bonus criteria to special events.

Standard donation payout

In addition to the standard donation payout, each group is eligible for incentive bonuses on an event by event basis. The total bonus amount will be paid to the group on the current event check. The Levy Concessions Supervisor will be responsible for recording and signing off if the bonus criteria were met at the designated time. This will be turned into the Volunteer Coordinator at the end of the event. The Volunteer Coordinator and other members of the Concession Management team reserve the right to override the decision of the supervisor on all bonus decisions.

Bonus Structure

In addition to the standard donation payout, each group is eligible for incentive bonuses on an event by event basis. The total bonus amount will be paid to the group on the current event check. The Levy Restaurants Concession Supervisor will be responsible for recording and signing off if the bonus criteria were met at the designated time. This will be turned into the Staffing Coordinator at the end of the event. The Staffing Coordinator and other members of the Concession Management team reserve the right to override the decision of the supervisor on all bonus decisions.

Bonus Criteria

Requirement	Payout	
Mandatory minimum staffing requirement must be met 1 hour prior to gate opening	Food & Non Alc Bev	4% of net sales
	Alcoholic Bev	2% of net sales
All volunteers in complete uniform 1 hour prior to gate opening	Food & Non Alc Bev	1% of net sales
Mandatory minimum staffing requirement maintained at 5 minutes before halftime	Food & Non Alc Bev	2% of net sales
Concession stand is cleaned prior to group leaving. All cash registers must be open from gate opening thru 3 rd quarter.	Food & Non Alc Bev	1% of net sales
Proper paperwork and event closing procedures completed	Food & Non Alc Bev	1% of net sales
Total bonus payout if all requirements met	Food & Non Alc Bev	9% of net sales
	Alcoholic Bev	2% of net sales
Total payout (4% donation +bonus)	Food & Non Alc Bev	13% of net sales
	Alcoholic Bev	6% of net sales

Donation & Bonus Payout Example

Total Gross Sales: \$11827.75

	Gross Sales	Tax	Net Sales	% Earned	Comm	Under Achiever	"Star" Achiever
Base Donation							
Food Sales	5205.75	351.45	4854.30	4%	291.26		
Alc Sales	6622.00	447.07	6174.94	4%	370.50	441.17	441.17
On Time Bonus							
Food Sales	5205.75	351.45	4854.30	4%	194.17		
Alc Sales	6622.00	447.07	6174.94	2%	123.50	0	317.67
Uniform Bonus							
Food Sales	5205.75	351.45	4854.30	1%	48.54	0	48.54
Halftime Roll Call Bonus							
Food Sales	5205.75	351.45	4854.30	2%	97.09	0	97.09
Full P.O.S/Cleaning Bonus							
Food Sales	5205.75	351.45	4854.30	1%	48.54	0	48.54
Proper Event Closing Bonus							
Food Sales	5205.75	351.45	4854.30	1%	48.54	0	48.54
Total Donation Payout						441.17	1001.55
"Star Achiever" earned an additional →							560.38

Training Guide Agreement – 2006

LEVY RESTAURANTS SPORTS & ENTERTAINMENT

NON PROFIT VOLUNTEER TRAINING AGREEMENT

I, _____ have read the Levy Restaurants Non Profit Volunteer Training Guide.

I understand its contents and have been provided with adequate information & training to fulfill all aspects of the position.

I also understand if I/my organization do/does not follow the guidelines and policies set forth in this guide, I /my organization will receive disciplinary action up to and including termination of our volunteer contract.

Date: _____

Name: _____

Signature: _____

Organization: _____