

Jiffy Lube Live Worker Guidelines

Last Updated: September 2013

The purpose of this document is to help answer questions for CGGBC workers at Jiffy Lube Live (JLL). It is specifically oriented towards people who haven't worked JLL events before. If I've left anything unanswered, please let me know. Volunteers must be 18 years of age. Most concerts are a 7 to 8 hour commitment.

Scheduling

Schedules are sent out via e-mail. You reply and sign up for whatever events you are interested in working. Once you sign up for an event, it's yours. If you cannot work it after you have signed up for it, then it's your responsibility to find a replacement. Once you find one, email me so I can ensure the correct person gets credit for working.

Please refer to Article VII of the CGGBC Handbook for rules and penalties.

Getting There, Parking, and Checking In

JLL is located in Bristow, Virginia. More than likely, this is where you did your TIPS training. Make sure to allow yourself enough time to make the concert check-in time. The check-in is generally a couple of hours before the concert starts, and is indicated on the emails you receive.

JLL concerts go on rain or shine --- be prepared to work regardless of precipitation, temperature, etc.

Directions:

I-66 West to exit 44 (234 bypass / Prince William Parkway). Continue to 1st light and turn right onto Balls Ford Rd. Turn Right at the next light onto Wellington Road. JLL is 1 miles ahead on the left.

OR

I-66 West to exit 43B. Follow Amphitheater signs. Follow ramp to the right, onto Rt. 29 North. Stay in the Right lane and continue to University Boulevard. Take a LEFT on Wellington. JLL is ¼ mile ahead on the right.

When parking at JLL, remember to park in the "Employee" lot --- this will get you out quicker at the end of concerts. If someone questions you, tell him or her you are working that night. The employee lot is located at the 2nd entrance if JLL is on your right (the first entrance if JLL is on your left).

You'll need to walk diagonally to the very back of the parking lot, and you should ask for the volunteer check-in. Once at the volunteer check-in, you will sign in as part of Capital Gymnastics Girls Booster Club (be careful, as there are other groups with Capital in their name) and get your stand assignment. The JLL staff should be able to help direct you to your stand location. You are entering on the South

Side of Jiffy Lube Live --- some assignments are on the South Side, some are on the North Side (which means you will have to walk through the Pavilion to get to the other side).

Don't forget your I.D. It's a long walk back to your car if you forget it.

The Concert Leader

I will appoint one person from our group to act as Concert Leader.

If there is an incident or something that happens 'out of the ordinary' during the event, please report it to the Concert Leader. The Concert Leader will appropriately inform JLL management and me as to the events.

If you have a problem with the Concert Leader, or a decision he or she makes, please follow up with me after the concert.

Appearance

Pants – You must wear Khaki-colored shorts, pants, or capris.

Shoes – Closed toe **and** closed heel shoes only. Tennis shoes are OK. This is actually very important for insurance reasons.

Shirts – JLL provides shirts at the Park for everyone. Do not lose this shirt. You are responsible for replacing it if lost.

Hats – If you have a JLL hat, feel free to wear it. I would recommend purchasing one on your own. Make sure it is a solid black baseball style hat with no logo.

Equipment – While working at JLL, the following are always useful to bring if you have them: a pen (for credit card operations), rubber bands (for binding money), nail aprons (for holding money if you are working a non-register stand) and bottle openers. You ARE NOT required bringing these things, but it may make things easier and run smoother if you have them.

Working

**It is expected that the "veterans" help the "rookies" understand how things work. For people who are just starting, make sure to ask questions if there is something you don't know or don't understand.

While working at JLL, **you should never:**

- Drink Alcohol.
- Smoke.
- Talk excessively on your cell phone. Never in front of customers.
- Eat or drink concessions.

- Pay more attention to the concert, than to your job.

While working at JLL, you should always:

- Listen to JLL management.
- Keep busy and find things to do.
- Ask questions if you are unsure about how something should be done.

Before the concert:

- Count the inventory that we will be selling. **Getting an accurate inventory count is very important!**
- Make sure you understand how things are sold (i.e: per JLL policy we can't give glass bottles to customers, so we are required to pour the contents into a plastic cup; per JLL policy we must "pop" the top on bottles and cans).
- Gather supplies that are required for the stand, but not immediately available.
- Cleanup the stand and prepare the inventory for selling.

During the concert:

- Be nice to the customers --- the prices at JLL are very high, but it's not up to us. You may remind them that we are volunteers trying to raise money for our girl's gymnastics program --- that generally settles people down.
- In general, sell the concessions we are assigned to sell. It is better to be accurate than fast --- lost inventory or lost money hurts our commission. Sell things for the correct price --- giving away freebies or reduced items only hurts us.
- We can (and should) accept tips from customers, but we cannot solicit them. Keep your tips separate from the stand money --- they are not interchangeable.
- Make sure that the inventory is available. In some cases, we may need to get inventory to / from our stand.
- Organize your money --- keep big bills (\$20 and greater) away from the smaller bills so they are not accidentally confused with smaller bills. During the concert, a member of our group will tell you they need to do a money drop. Make sure you give them your big bills at this point in time.

After the concert:

- Turn in your tips to the Concert Leader – all tips received by all CGGBC workers get split amongst the all members that worked the concert.
- Turn your sales money over to the Concert Leader, or whoever is counting the money.
- Help count the final inventory. **Getting accurate an inventory count is very important!**
- Help count the money, if necessary.
- Cleanup the stand.
- The Concert Leader will dismiss you when all the work has been completed.

Hopefully, this answers many of your questions. If I've missed something, please let me know.