

Procedures for Fundraising at the Patriot Center

Scheduling

1. Scheduling is based on a “first come, first serve” basis. I send out the schedule by email. You reply and sign up for whatever shifts you are interested in working. I assign workers to stands in the order the replies are received.
2. Once you sign up for a shift, the shift is yours. If you cannot work it after you have signed up for it, then it is your responsibility to find a replacement. Once you find one, please email me so that I can ensure the correct person gets paid for working.
4. Volunteers must be 16 years of age or older to work at the Patriot Center.
5. Most shows are a 4-5 hour commitment.

Before Working

1. There is a TEAM training required by Ovation. As long as some of our group have the Tips or TEAM training we are allowed to work.
2. Ovation provides a stand manager for each of the 12 stands.
3. We are responsible for picking up the bank money downstairs at the Ovation office. Stairs to get there are across from door #12.
3. We count inventory, before and after is closed.
4. Arrive at the report time – when I send out the schedule, the time listed is the report time. The time given is usually 1 hour before the doors open for the event.

Uniforms

1. You must wear black or khaki pants. No blue jeans. You can wear black jeans, but please ensure that they are dark black. Ovation does not want faded, “used to be black” jeans. No capri pants. You must wear closed-toe shoes (no flip flops or sandals).
2. Proceed to stand 12. Enter the door that says “Sub 12” to get a maroon/black shirt. These shirts must be returned at the end of the night. Place dirty shirts in the grey tub so they can be washed. You are not allowed to take the shirts home, even if you are working the next day.

Report to Stand

1. Park in the West lot and enter through the West entrance, to the left of the ticket window.
2. Know the stand where you are working before arriving to the Patriot Center. Patriot Center employees do not know the stand assignments.

3. Sign in on paper that is at the stand. If there isn't one there, ask the stand manager.
4. Always wear gloves when handling food.

Eating/Drinking/Calling While Working

1. No eating in the stands. You may eat something in the storage area, out of sight of the customers. Management does not want you drinking anything in front of the customers either.
2. Do not use cell phones while working. If you have an emergency, please go out of sight of the customers to make your call.

Viewing the Entertainment

1. Employees should stay in the stand during the shows. No going into the portals to watch the entertainment. No Peeking!!

Beer Stands

1. Getting beer stands is up to Patriot Center management. Recently they have been manned by Ovations employees.
2. **Management wants to be very clear about this: If you are working a beer stand, it is your responsibility to make sure that the person you are serving beer to is 21 years old.** There are usually security guards there checking IDs and assigning wrist bands to "of age" drinkers. However, the security guards are not the ones who will have legal issues if you hand someone a beer that is underage – you will! If the customer doesn't look 21, **card him or her!**
3. It is your responsibility to find out the beer rules for the evening you work a beer stand. Usually there is a quick meeting before the shift begins if beer is being sold. If you miss that meeting, find out the beer information for that night (i.e., how many beers per person to sell).

Payment

1. We earn 10% commission on food sale and 6% on alcohol sales.
2. When a show is expected to be slow a flat fee of \$35 is guaranteed.
3. All commission and fundraised earnings (including tips) are split by all volunteers who work that night.
4. Checks usually take 3-4 weeks to arrive. Once the money arrives, I send out an email notifying you of how much you earned when you worked. If it's been more than 4 weeks and you haven't received notice of earnings, please email me and let me know.

5. You may sign up for more than one slot on one night if you have another person over age 16 willing to work. For example, if you and your husband want to work, you will get paid for working two slots that night.

Customer Service

1. Patriot Center is all about customer service. Always be polite and courteous. Never argue with a customer. Let your Ovation's stand manager know if you have any issues.

2. Count back the customer's change – don't just hand them the money.

3. Remember that customers have come to see a show or event so move the line as quickly as possible – especially during the intermissions. Also, the more sales, the better for us! You want your stand to have the reputation for a “fast line” so people will come back.

4. Any questions regarding amount of food preparation or procedures regarding food preparation can be directed to the Ovation's stand manager. When in doubt, ask!