

# Nissan Pavilion Worker Guidelines

Last Updated: July 25, 2008

The purpose of this document is to help answer questions for CGGBC workers at Nissan. It is specifically oriented towards people who haven't worked Nissan events before. If I've left anything unanswered, please let me know.

## Getting There, Parking, and Checking In

Nissan 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.

Nissan 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 2nd light and turn right onto Sudley Manor Drive. Turn Right at the next light onto Wellington Road. Nissan Pavilion is 3 miles ahead on the left.

OR

I-66 West to exit 43B. Follow Pavilion 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. Nissan Pavilion is ¼ mile ahead on the right.

When parking at Nissan, 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 with Aramark (that's technically who we contract with). The employee lot is located at the 2nd entrance if Nissan is on your right (the first entrance if Nissan is on your left).

Our entrance is at the very back of the parking lot, and you should ask for the Aramark check-in. Once at the Aramark 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 Aramark staff should be able to help direct you to your stand location. You are entering on the South Side of Nissan --- 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).

If you have a TIPS card, it's best to have it with you. If you do not have a TIPS card and are questioned, let the people know that you DID take the TIPS training, but are waiting on your card. If they don't ask about this, there is no reason to discuss it.

## **The Concert Manager**

I will appoint one or more people from our group to act as Concert Managers. These are people who have worked at Nissan multiple times. They are also familiar (at least, somewhat) with how things work. As a result, they should be an excellent resource for your questions.

Make sure you know who your Concert Manager is (indicated on the worker list email I send out for each concert), and find them immediately after the Aramark check-in.

If our group has multiple stands, the Concert Manager will tell you where you are working. The Concert Manager has final say over who works where --- unfortunately, you may not get the assignment you want.

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

If you have a problem with the Concert Manager, 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 – Nissan provides shirts at the Park for everyone. Unfortunately, they are running low this year, so there may not be enough for all workers on any given occasion. In that case, I recommend wearing a solid colored t-shirt (or similar). The shirt you wear should be decent looking, but not something that you are afraid to have ruined by food stains, etc. If you wear a Nissan shirt, always make sure to bring a backup shirt just in case they ask for yours on the way out of the door.

Hats / Visors – Again, Nissan should have these, but they currently don't. If you have a Nissan hat or visor, feel free to wear it.

Equipment – While working at Nissan, 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 to bring 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 Nissan, you should never:

- Drink Alcohol.
- Smoke.
- Talk excessively on your cell phone. Cell phone use should be minimal, and never in front of customers.
- Eat or drink concessions. The exception to this is that we are allowed to drink soda from the fountains (ask for a courtesy cup or bring your own) and eat pretzels and hot dogs. You may wish to bring your own water bottle.
- Pay more attention to the concert, then to your job.

While working at Nissan, you should always:

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

Before the concert:

- The Concert Manager should assign work, as it needs to be done. The amount and type of work varies by concert --- it depends on which stands we get and what we are selling.
- 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. which beers go with which cups; per Aramark policy we can’t give glass bottles to customers, so we are required to pour the contents into a plastic cup; per Aramark policy we can’t give customers the bottle caps for a water or soda bottle).
- 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 Nissan 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 Manager – 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 Manager, 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 Manager 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.