



Centerplate

# OPERATIONS MANUAL

For  
CIVIC GROUPS

2008

*"Excellence in Hospitality"*



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# INTRODUCTION

Welcome to Centerplate at Durham Bulls Athletic Park. We are very pleased to have you join our Foodservice Operation this year. We anticipate a great year for the 2008 season.

This year's focus on improved Customer Service matches our Company's Theme, "Creating Something Special", as we strive to provide the highest level of friendly, courteous and proficient service to all patrons.

You are an integral part of an organization that takes pride in the quality of its products, its services and its employees. We value your services as a Centerplate representative. Although our work force is large, each one of you contributes a great deal to our overall success.

We depend on each scheduled group to be here on time and execute the duties entrusted to you. The guidelines in this manual are designed to help you perform your jobs properly while at the same time having an enjoyable time.

Here's to lots of fun, hard work, and much success!!!

Centerplate Management Staff  
&  
Jamie Jenkins  
General Manager  
Centerplate at Durham Bulls Athletic Park

Centerplate  
Durham Bulls Athletic Park

# BUSINESS OFFICE INFORMATION

## Address:

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Ballpark  
Centerplate  
409 Blackwell Street  
Durham, NC 27701

## Telephone Numbers:

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	<u>Ballpark</u>	
Main Switchboard <a href="http://www.durhambulls.com">www.durhambulls.com</a>		687-6500
<b>Rain Hotline</b>		687-6556
Jamie Jenkins <a href="mailto:james.jenkins@centerplate.com">james.jenkins@centerplate.com</a>	General Manager	688-1338
Tammy Scott <a href="mailto:Tammy.scott@centerplate.com">Tammy.scott@centerplate.com</a>	Asst. General Manager	688-1338
Al Hopkins <a href="mailto:Alfred.hopkins@centerplate.com">Alfred.hopkins@centerplate.com</a>	Operations Manager	688-1338

## Office Hours:

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<u>Ballpark</u> 10:00 AM - 4:00 PM	Monday through Friday - In Season <b>Extended hours on event days</b>
10:00 AM – 4:00 PM	Monday through Friday – Off Season

# GENERAL INFORMATION

## CIVIC GROUP REQUIREMENTS:

Your group shall provide sufficient personnel to operate your assigned concession stand. We will designate the total number of people needed to operate the stand. This number will be broken down into the following personnel:

- Cashiers (adults over the age of 18 where beer is sold)
- Prep Personnel
- Back-up Personnel

Each group shall designate a group Leader for each stand per event. The leader is responsible for the inventory and for the group personnel in the booth. If your group is unable to provide the required number of personnel needed to efficiently operate the assigned stand, we will provide hourly personnel to fill in and the labor cost will be deducted from your group's earned commission.

Each stand must function as a team, with each member doing their part to ensure its successful operation. If you are assigned to be a cashier, your primary function is serving the patrons and keeping your area clean. The prep personnel have the important task of keeping product prepared and stocked. The back-up personnel will be utilized to fill in for No Shows. Everyone helps with the setting up of the stand and with the final clean up.

## ACCOUNTABILITY:

Centerplate operates on an inventory control system. Under this system all items must be accounted for. From the time the inventory is checked into the warehouse, any time inventory is moved, spoiled, consumed or sold, it must be properly recorded on the appropriate form. All Centerplate representatives are held accountable for inventory and funds entrusted to them. If the inventory is not properly taken and accounted for, a commission cannot be accurately calculated.

## AGE REQUIREMENTS:

**THE MINIMUM AGE REQUIREMENT TO WORK is 14 years old.** [Every group member working an event must be at least sixteen \(16\) years of age with a valid worker's permit.](#) Small children should **NOT** accompany working members of your group.

**The minimum age requirement to work a register is 18 years old.** This is Operations Policy. If the group does not supply enough cashiers, abiding by this policy, Centerplate will provide hourly personnel to fill in and the labor cost will be deducted from your group's earned commissions.

## COMMISSION:

Commission is paid on your net inventory sales (gross sales less sales tax of 7.00%). All shortages are deducted from your commission earned.

Commission rates:

Full Season	11.25% of all net sales
Partial Season	09.25% of all net sales
Canned Beer Cart Sales	07.25% of all net sales

Checks are issued out of our Spartanburg, South Carolina corporate office and are mailed directly to the address indicated on your group application. Please allow three (3) weeks (4-6 weeks for a new group) for your check to arrive. Be sure to notify Tammy Scott of any change of address for your group.

If you have any questions concerning your check, parking, check-in, stand assignments, or any other group matter, please direct them to Tammy Scott @ 919-688-1338.

### **EVENT DAY CHECK-IN:**

The usual report time for group members is one hour before the gates open. Everyone should be checked in to work by the time the gates open to the public. Be sure to arrive on time. Late arrivals may cause your group to forfeit your location for that event. No Shows may cause your group to forfeit your location for future events.

Check-in at the ballpark is on Jackie Robinson Street. There is a sign that reads Staff Entrance. After entering the gate please turn left and enter the park through the Centerplate office. There you will check in and be directed to your stand.

Group members will sign in & pick up the clipboards for the scheduled stand on the back wall of the office as well as the group sign to post in the stand. **T-shirts** will be checked out from the office. At the Conclusion on an event, each group member is to return his/her Centerplate T-shirt back to the cash room. **Any missing T-shirts will result in that group being assessed \$25 per T-shirt.**

### **PERSONAL PROPERTY:**

Centerplate will not be responsible for your personal property if misplaced or stolen. We encourage you leave pocketbooks, purses, backpacks, billfolds etc. at home, in the trunk of your car or some other safe place. Large bags or packs will not be allowed in the workplace. All bags, purses, etc are subject to search.

### **TELEPHONE CALLS:**

In case of emergency, calls can be directed to our office (688-1338). You will be allowed to respond to emergency calls; however, callers should identify themselves and the nature of the emergency in order for us to properly respond. Make sure the caller knows the name of your civic group.

### **DRUG AND ALCOHOL POLICY:**

No group member shall participate in the sale, purchase, transfer, use or possession of any illegal drug or controlled substance while working an event at the ballpark or while on company property. Additionally, no person shall report to work while under the influence of an illegal drug or controlled substance. Violation of this policy will result in the immediate dismissal of the person(s) involved. **Consumption of alcohol during an event could result in that group losing their location.**

### **PERSONAL CONDUCT:**

As Centerplate representatives, you are expected to behave in a professional manner at all times while you are working at **Durham Bulls Athletic Park**. Loud or crude behavior, profanity, or abusiveness will not be tolerated. **Group members are not allowed in any seating area prior to or during each event.**

## **CELL PHONES:**

Cell Phones should not be used during the hours of operation. Any calls must be made/received during assigned breaks. At NO time should a cell phone be used while at your work station or in front of a Patron.

## **UNIFORMS:**

The basic required uniform for civic group members is:

- **Black or Khaki** pants or shorts (no other color will be allowed)
- Shorts must be knee length (Bermuda type walking shorts). No cutoffs, short shorts, spandex, jean shorts, or bike shorts will be allowed.
- **Closed-toe shoes or sneakers**
- No sandals or flip-flops will be allowed.
- **Only T-shirts provided are acceptable.**
- Durham Bulls Team Hats & Civic Group Recognition Hats may be worn. Civic Group Recognition Hats must be approved by Centerplate prior to the start of the season. **NO OTHER HATS** may be worn unless they are issued by Centerplate. Hats must be worn in the correct manner at all times. We encourage you to wear a hat!

Centerplate will provide T-shirts, which may be required for a particular job. **Following each event, all T-shirts must be brought to the cash room. Please do not leave uniforms in the concession stands, on the portables, or in the vending rooms.** Groups will be charged for all missing uniforms \$25.00 per T-shirt.

## **IMAGE/PERSONAL HYGIENE:**

Your personal appearance is an important part of your job in a food service establishment. Good grooming and hygiene are essential to our patrons.

Employees are required to report to each event in clean attire, and be well groomed. We encourage moderation in personal appearance.

No excessive Jewelry. Earrings are only allowed on or in the ears. No big dangling earrings, they may present a safety hazard.

## **MEALS:**

Concession Stands – Employee meal coupons are issued at the Main office. Centerplate will provide the Conex Cups for soda, **you may bring your own but it must have a lid and a straw, and must be kept beneath the countertops.** There are no exceptions to this rule. This is a health Dept. Code requirement as this is an ongoing operation, breaks will be approved and scheduled by your stand manager/supervisor. Eat while you are on break. Employees are not permitted to eat in view of the patrons, please use the break room located inside the last vomitory on the 1<sup>st</sup> base line.

## **GUEST SERVICE:**

Great GUEST SERVICE is the cornerstone of our industry; without it we have nothing. Serving our guest with respect and a SMILE is something that should make us proud. How we serve our patrons can make a difference between a good experience and a bad experience.

We need your assurances that you will do your best to make everyone you come in contact with at the facilities know they had a better experience because of how you served them. Listed below are some key points to remember when serving customers:

- **MAKE EYE CONTACT & SMILE.** Start and end every guest contact and communication with direct eye contact and a sincere smile.
- **GREET and WELCOME** your guest to **Durham Bulls Athletic Park** and give prompt & courteous service with a smile.
- Display **Appropriate Body Language** at all times. Be alert, good posture and a smile add to guest services. Do not lean or sit on counters. Look like you want to service our guests.
- Always ask, "Would you care for anything else." Try some suggestive selling.
- If you have a problem customer, **DO NOT** become a problem yourself, even if the customer is using foul language. If the customer gets out of hand, call the Centerplate supervisor or manager.
- If the customer has a complaint, **DO NOT** get defensive. **LISTEN**, be apologetic in a courteous way; inform the patron that you will try to correct the complaint if possible or that you will immediately notify your Supervisor for help with this complaint. It is the responsibility of each staff member to attempt to the best of their ability to immediately resolve a guest service failure before it becomes a Guest Service Problem. Notify the Centerplate manager at once.
- Work your lines in the quickest and most pleasant manner possible.
- When accepting the customer's money, first lay it on the counter next to the register, and then make change and count the change back before putting it into the cash drawer.
- Always remember to **THANK** your customer in a sincere manner for their patronage.

The conduct of our customers must not affect our own conduct. We are in a service business where patience and understanding are required. These required attitudes are sometimes difficult in the face of unfair criticism by a customer, but patience and understanding must be practiced if we are to succeed.

If you should encounter a problem that you cannot handle by yourself, ask your group leader, manager or supervisor for assistance.

### **ALCOHOL AWARENESS:**

Serving alcoholic beverages carries a serious responsibility for the non-profit group as well as for Centerplate. You are responsible for all alcohol sales. Do not serve to minors or intoxicated patrons.

### **ALCOHOL / I.D. POLICY:**

Please check for positive I.D. with **ALL CUSTOMERS** (Please use common sense if customer appears to be over 40 years of age). If unsure of the person in the picture, ask for additional I.D. and then ask a few questions so that you are sure that the person matches the I.D. There is a limit of Two (2) drinks per person per purchase when serving alcohol. Selling alcohol to an intoxicated person is prohibited by law. Drinking alcohol is a privilege not a right. As a server of alcohol, you must monitor the privileges you give out. Spotters and Agents will be used to insure adherence to these policies.

If a customer **DOES NOT** have an I.D., our policy is:

1. **OUR POLICY IS NOT "NO I.D., NO SERVICE"**. Our policy is, if the Patron appears to be under 40 years of age, they must have I.D. **USE YOUR BEST JUDGEMENT.** Be realistic.
2. Please be courteous when asking for an I.D. Also, be considerate of a patron's age and appearance, some people are very sensitive.
3. Acceptable I.D.s: Current State Driver's License; NC State issued I.D.; Passport; Military I.D.  
**All I D's must have a photo.**

4. **Remember, as a line worker serving alcohol, you can be held liable for serving alcohol to a minor or intoxicated person. Consequences can include arrest and a possible fine.**

Please remember, we are in the **SERVICE BUSINESS**. We serve customers with a smile and at no time do we want to upset our customers. A thank-you using the customer's name would be appreciated when returning the I.D.

If you have decided you are not going to serve a patron, use the following guidelines:

- Say no, and then move on to your next customer.
- Give clear reasons – **DO NOT JUDGE** the customer. Tell them, "I am not legally allowed to serve you more alcohol." Never Say, "You're Drunk".
- Call your Supervisor or Event Staff if you are having a problem with a patron.
- Alcohol cannot be served past the specified times. Alcohol sales may be further restricted during some events.

**ALL MANAGERS - YOU ARE RESPONSIBLE TO MAKE CLEAR DECISIONS ON WHETHER TO SERVE ALCOHOL OR NOT. IF YOU ARE NOT 100% SURE SOMEONE IS OF AGE, DO NOT SERVE THAT PERSON.**

**Adherence to the Alcohol Policy is extremely important to Centerplate.**

Please use our Policies to dispense alcoholic beverages. We will strictly enforce our policies. Not adhering to these policies could result in, but not limited to, the following:

- Server not checking ALL ID's caught selling to a minor or intoxicated person will be removed from that event and be requested not to work the next event. The group will be fined, from earned commissions, \$50.00 per incident.
- After a violation, the entire group will be dismissed from working this operation.

We will review each violation individually and counsel as necessary. It is impossible to foresee all circumstances and we will address each issue as it arises.

#### **HEALTH GUIDELINES:**

- Wash hands when you first arrive and as often as needed thereafter. Wash hands thoroughly each time you start & finish a job or project.
- No smoking in the ballpark!
- Long hair must be pulled back away from your face.
- Sanitizer must be kept at all workstations.
- Ice scoop should NOT be kept in the ice bins.
- All utensils should be cleaned and sanitized properly.
- Do not handle exposed or cooked food without wearing plastic gloves or proper utensils.
- Keep cold foods at or below 40°F, keep hot foods at or above 160°F.
- Only thaw meats under cold running water.
- Do not transfer utensils from pot to pot as cross contamination can occur. Use clean, sanitized utensils.
- Store food products only in approved stainless steel or plastic containers. Do not store food products in metal #10 cans. .
- Try to cover your uniform whenever you take a break or must leave your work location *for any reason.*

## **SAFETY:**

Safety is an integral part of each person's job. Please use protective equipment where provided or available. Take care of/report any accidents and unsafe conditions to your Supervisor.

- Immediately report all accidents, even minor ones to a Centerplate Supervisor or Manager. In case of injury, seek First Aid at once.
- Walk, DO NOT run. Use the handrails while ascending and descending stairs.
- Lift Properly. Place your feet close to the object, bend the knees, and get a good handhold, using both legs and back lift straight up. Do not attempt to lift especially heavy objects by yourself. Get Help.
- Prevent falls and slips. Watch for loose objects or spills on the floor, especially grease or water. Clean up spills and pick up debris IMMEDIATELY.
- Be careful when working near hot surfaces, especially ovens, grills, food warmers and nacho pots.
- Never mix two cleaning agents together.

## **STAND CLEANLINESS:**

It is the group's responsibility to leave the stand clean and clutter free. All inventories should be repacked in the same quantities they originally were received in and neatly stored (this makes for easy counting). All surfaces should be wiped and free of food spatter. Sinks should be left clean. Grease from a grill **MUST NOT** be dumped in a sink or down a drain. All equipment and utensils properly stored. Nothing left stored on the floor. Equipment turned off. Any Storage Units, Displays, Warmers, Hot Boxes, Bun Warmers, Nacho Warmers, etc should be free of water and wiped clean. The stand food product should be stored in proper containers and wrapped. The floor swept and mopped. Each Stand and Portable should be inspected by the Area Supervisor before the group is finished for the event. A closing checklist is posted inside each stand, **Please** refer to it.

Any Stand left unclean and in disarray will be subject to a \$100.00 cleaning charge as per your contract.

**Please help us work in a neat and clean environment.**

## **EMERGENCIES:**

There may be times during the course of your work when emergencies occur. Phone numbers are listed in each concession stand for the Office, First Aid and Security. Always remain calm and give as much detailed information as possible.

**Disturbances** – Never get involved in any disturbances such as fights. Call the office immediately to have security dispatched. Give location or seat section information.

**Accidents** – If a patron has an accident, call the office to have First Aid dispatched. Remain calm and when First Aid has arrived, return to work. Let them do their Job.

**Robbery** – Remain CALM and remember that your personal safety should be your first concern. Should you be confronted, do not try to protect money or merchandise. Try to get a good description of the individual and call the office immediately.

**Evacuation of the Building** – When there is an emergency that requires evacuation of the building, all stand personnel should remain in the stand and all vendors should go to the vending room. All distribution workers should return to the warehouse. When all personnel have been accounted for in that area, the Supervisor will instruct the group on the safest evacuation route. An Evacuation Plan is posted, PLEASE familiarize yourself with this information.

## **RULES AND REGULATIONS:**

The following list outlines rules and regulations for civic/non-profit organizations working with Centerplate. We encourage strict adherence to these policies:

- I. Inform Centerplate as soon as possible if your group cannot fulfill an assignment or will be late.

2. All workers must wear prescribed uniforms. Any other attire is unacceptable. You will be denied access to the stadium if you are not in proper uniform.
3. **NO CHILDREN** are allowed *at any time* in a concession stand, a food portable, or a vending room. Please have an alternative plan for your child's care while you are working here at the ballpark.
4. In compliance with Corporate Policy, no one under sixteen (16) years of age is permitted to work in any capacity for Centerplate. Your group must comply with this guideline. Anyone found working an event that is under age will be required to leave the ballpark immediately and will not be allowed to return.
5. The minimum age for serving alcohol in the Stadium is eighteen (18) years old. No one under 18 is to handle alcohol at any time. Violation of this rule will result in termination of the group (see Page 4). Operational Policy states that anyone working a register must be at least 18 years of age.
6. The legal age for purchasing/drinking alcohol in the State of North Carolina is 21 years old. Proper I.D. must be presented before a patron may be served alcohol. A state-issued valid driver's license or military I.D. cards are acceptable forms of identification. It is the responsibility of the person serving the alcoholic beverage to ensure that the patron is old enough to purchase alcohol. Selling to a minor is a criminal offense and could result in fines and an arrest.
7. There is a limit of two (2) drinks per person per purchase when serving alcohol.
8. Group members must not use alcohol before, during, or after working an event or while on ballpark property.
9. **"Tip Cups" are not allowed** in plain sight at any location in the ballpark. Infraction of this rule will result in the tip cup being confiscated and the group being subjected to disciplinary action. Any confiscated tip money will be donated to a worthy charity. **Please do not solicit with a tip cup in the guests sight.**
10. Each group must provide enough people to adequately staff its location. If your group fails to supply sufficient personnel, then you must PURCHASE labor at the rate of \$10.50 per hour per individual needed to bring staffing in line with Centerplate's requirements. The purchased labor cost will be deducted from the group's commission due for the event.
11. Group members are to report to and remain in their assigned work area unless they are on a short break or need to go to the restroom. Workers should not wander throughout the ballpark once they have been checked in and issued a uniform.
12. It is against Centerplate policy to solicit (i.e. Autographs, tips, **give aways** and team paraphernalia) on Company and /or Client premises during working time.
13. Centerplate discourages bringing personal possessions (large purses, backpacks, etc.) into the ballpark. We will not be responsible for any lost or stolen personal items.
14. No smoking is permitted within the ballpark.
15. Do not refill any cups, other than the \$1.00 refill Diamond Club Cups. All drinks must be sold in a new cup. Refilling cups is grounds for immediate dismissal. No employee is permitted to give away free product.
16. **ABSOLUTELY NO FOOD ITEMS (COOKED or UNCOOKED) ARE TO BE CARRIED OUT OF THE Ballpark BY ANYONE! IF ANY MEMBER OF YOUR**

GROUP IS FOUND REMOVING COMPANY PRODUCTS, YOUR GROUP WILL NOT BE ALLOWED TO RETURN TO WORK AT THE STADIUM.

17. Group members are here to earn funds for your organization. Do not go out and watch the game with the fans.
18. No excessive Jewelry please. This may present a safety hazard.
19. At NO time shall any Handwritten or Unapproved Signs be displayed.
20. Menu Boards should NEVER be altered in any shape or form, without the consent of management.

## MANAGER RESPONSIBILITY

The Group Manager of a location (concession stand, portable, or vending room) is the person whose primary function is to oversee the general operation of the location. The manager is in charge of the inventory and works closely with the Area Supervisor (a Centerplate employee). The manager will:

1. Arrive 30 minutes prior to group members.
2. Pick up the clipboard from the office. The clipboard contains the inventory sheet and other pertinent information for the day's event. Be sure to read all memos, special instructions, changes in procedures, etc. It is the manager's responsibility to pass along this information to the other group members.
3. Assign the group members specific duties (cashiers, cooks, runners, etc).
4. Count and record the beginning inventory, noting any discrepancies. Verify counts with the area supervisor and have him/her sign-off on your inventory sheet.
5. Verify all incoming inventory during each event. Sign the delivery tickets accordingly. Keep all transfer tickets with your inventory sheet and have verified by your Supervisor.
6. Keep track of spoiled/damaged goods and all allowable gratis (eaten) items. Record on your inventory sheet and have verified by your Supervisor.
7. Count and record the closing inventory at the end of each event.
8. Have the area supervisor verify and sign-off on the closing inventory figures.
9. Extend the inventory sheet. Be sure to add (+) all items transferred in, and subtract (-) all items transferred out as well as items gratis (eaten) or spoiled.
10. Ensure that the group's location is left clean and that the cleaning crew places all trash outside of the location for easy pick-up.
11. Be sure that all uniforms from your group are returned to the check-in table at the end of the event.
12. Managers of portables are to be advised that portables cannot be recounted once the warehouse crew removes the product from the location. **IT IS ABSOLUTELY CRUCIAL TO COUNT YOUR CLOSING INVENTORY ACCURATELY AND HAVE THIS COUNT VERIFIED BY YOUR SUPERVISOR BEFORE THE PRODUCT IS CONSOLIDATED AND BEFORE YOU LEAVE THE STAND**

**SPECIAL NOTE:** An accurate opening and closing inventory count is crucial to the successful and profitable operation of any location. Proper documentation of gratis as well as spoiled product items is very important. It is the manager's responsibility to see that all of those tasks are carried out to the highest level of efficiency. It could mean the difference between a profit or loss for the day's event.

**All shortages** (the difference between inventory sales and cash turned in) will be deducted from disbursements due. **Inventory sales** are determined by subtracting the ending inventory from the beginning inventory of all controllable items (cups, buns, meats, etc.), deducting spoilage and authorized employee meal items, and

multiplying the result by the selling price of items. The result is called Inventory sales. Overages are the property of Centerplate. All unsolicited gratuities (tips) are the property of the Group.

## Manager Responsibilities contd.

### **MONEY HANDLING PROCEDURES:**

The Manager will appoint someone to be in charge of the money for the group. He or she will work closely with the Centerplate Area Supervisor. **Note: No one person can be responsible for the inventory as well as the cash.**

### **QUESTIONS? PLEASE CALL THE CASH ROOM AT EXT 6801.**

#### **Pre-Event:**

1. Arrive with the group members.
2. Report to the Cash Room. Verify and sign for the beginning till BEFORE leaving the Cash Room. Also report any discrepancies to the Cash Room Supervisor BEFORE leaving the Cash Room.
3. Check to be sure the Cash Box has the following supplies:
  - Blank cash slips -pencils & pens
  - rubber bands & paper clips
  - bag for loose coins at the end of an event
4. Verify pick-up times. They are usually one hour after the gates open.
5. Report to your stand and begin opening procedures.

#### **Register Set-Up:**

1. Review the following with the cashiers (as a group) *before* the gates open.
  - Quest register procedures
  - Types of meal vouchers, coupons, promotions and how to handle them
  - Cash handling rules
  - Break procedures
3. Don't leave money unattended in registers.
4. **Notify the Cash Room immediately at 682-9530 if you have any register problem.**
5. Keep the cash box in a secure location. Don't allow stand workers access to money. Limit access to *yourself only*. Your group will be responsible for any loss.

## MANAGER RESPONSIBILITY – (continued)

### **After Gates Open:**

1. “Cash holding” boxes are located in all permanent concession stands. The purpose of this box is to secure monies that are in the stand. The “cash holding” box should be used to:
  - a. Secure remaining till after monies have been distributed to the registers.
  - b. Secure monies that are collected from the register pick-ups.
2. Prepare for pick-ups.
3. Monitor the registers closely. Collect all large bills (i.e., 100's, 50's, 20's, etc.) and keep smaller bills (i.e., 5's, 1's) below the overflow point. Record these register pulls on your Cash Register Log Sheets and have cashiers initial amount of each pull.
4. Provide change to cashiers as needed.
5. Rotate breaks for cashiers. Don't leave registers with money in them unattended
6. As you collect meal tickets, coupons & Bulls Bucks treat them like cash but bundle separate. In the cash area, place all coupons in the provided envelopes.

**Pick-Up Procedures:**

1. The most important thing is to be ready for the pick-ups. **BE READY!!!! DON'T DELAY!!!!**
2. You need to bring the cash to the cash room located inside the Centerplate office.
3. Sort bills by denominations, keeping bills face up.
4. Include loose coins in the FINAL PICK-UP ONLY.
5. Include a completed cash count ticket with each pick-up.
6. List each denomination by total number of bills and the dollar amount. Secure bills with rubber bands and place them with a cash slip into the box.

**End of Event:**

1. When the Centerplate supervisor instructs you to, begin to close down the registers.
2. Place all loose change into an envelope and all quarters into the rolls provided.
3. After all registers are closed, remove from Cash Box: Currency (make sure all bill face the same and are sorted neatly by denomination), Coins, Meal Vouchers, Coupons & Bulls Bucks.
4. Sort meal vouchers, coupons & Bulls Bucks by type..
5. **DOUBLE CHECK ALL REGISTERS FOR ANY MONEY OR MEAL VOUCHERS, COUPONS & Bulls Bucks LEFT IN and UNDER DRAWERS.**
6. **DOUBLE CHECK ALL APRON POCKETS FOR ANY MONEY AND COUPONS.**
7. Place all Meal Vouchers, Coupons & Bulls Bucks in the Proper Envelope provided and record the Total on the top of the Cash Slip.
8. Prepare Cash Slips as you did for the pick-ups, including loose coin figure, and meal voucher amounts.
9. Make sure all paperwork turned in has the correct stand # and event date on it.
10. After all money has been counted and placed back into the moneybox, turn it into the Cash Room window for verification.
11. After your money has been verified, notify your stand of the amount to balance your sheet. Your
12. Inventory sales should equal your cash turned in, plus meal tickets, coupons & Bulls Bucks less the bank that was provided for you.
13. Total cash turned in plus the meal ticket total should be used to balance your stand sheet.

**IT IS ESPECIALLY IMPORTANT FOR PORTABLES TO VERIFY THEIR INVENTORY AND CASH TOTALS BECAUSE WE ARE UNABLE TO VERIFY ANY COUNTS AFTER THE INVENTORY AND PRODUCT HAS BEEN REMOVED**

**Bulls Bucks will be in \$2 denominations. Cash & change is given for redemption of these coupons.**

**Follow the instructions on each of the Meal Tickets & Coupons.**

### **PORTABLES:**

For the convenience of our patrons, food and beverage portables are located throughout the main and upper concourses.

It is very important for individuals who are working a portable to provide fast, friendly service with a smile to their customers. Patrons visit a portable to avoid the crowd and sometimes the long wait at the concession stands. Therefore, swiftness and accuracy are essential to those individuals who operate a portable.

It is permissible for employees to accept tips; however, Centerplate **DOES NOT allow soliciting for tips or displaying tip cups or any other solicitations on the portable** or at any other service location in the ballpark.

Individuals who operate a portable are issued food vouchers for each event. Please use your voucher PRIOR to the time the gates open. Do not eat at the portable while you are working.

It is the policy of Centerplate to always portray a professional image while serving the customers; therefore, we ask that you take your break away from your portable. Use the ramps or other designated areas.

### **PORTABLE ACCOUNTABILITY:**

At the end of an event, NO Product should be removed from a portable until a final count and verification by the assigned supervisor has been done. If product is removed, it MUST be accompanied with a transfer slip. If this is not done, there is no process for verifying ending inventory once it has been removed. It is necessary for a group member to monitor the ending inventory until said inventory is secured.

### **PORTABLE CLEANLINESS:**

It is the group's responsibility to leave the portable clean and clutter free. All surfaces should be wiped clean. Any utensils need to be properly cleaned and stored.

Each Portable should be inspected by the Area Supervisor, before the group is finished.

Any Portable left unclean and in disarray will be subject to a \$50.00 cleaning charge.

**A clean work area is a safer work area.**

**ACKNOWLEDGEMENTS**

**I have read and understand the policies and statements contained  
in the 2004 Civic Group Manual.**

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**Name of Organization**

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**Name of Group Leader or Contact Person (please print)**

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**Signature of Group Leader or Contact Person**

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**Date**