**AHS**

**Music Boosters**

**Orioles Stand Lead Guidelines**

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**OVERVIEW**

**The AHS Music Fundraising Team**

We are a community of families united by one purpose – to raise the funds needed to provide our children/students with the highest quality music experience possible. We work the Orioles Concessions with this goal in mind; volunteers are flexible with assignments, jump in to help others whenever needed, and seize the opportunity to learn additional skills. We’re a diverse team with different backgrounds and experiences, but on game day we’re all there for the O’s fans and to chip in however we can in order to make money!

**2017 – A *Reboot* Year**

The 2017 season officially kicks off the passing of the torch. The original organizers initiated this fundraiser in 2011. These organizers and the supporting volunteers have moved on over the years as their students have graduated; though there are a few who keep coming back! May 2016 saw a large number of the remaining original experienced volunteers have their youngest student graduate. For 2017, we are excited to kick off a new committee and usher in new ways of doing things. As we make this transition, we look to you for your support and flexibility as we may have some road bumps along the way.

**Gaining Experience**

We encourage completing four games. It takes three games to attain a good understanding of the basics. The additional game will reinforce your knowledge and further sharpen your skills.

**2017 CHANGES**

**Contract Changes**

We will be running smaller food stands and fewer beer portables this to year match volunteer capacity. DNC has advised that we should *expect the type of stand and locations to change with each game*.

**Stand Assignments**

DNC will make stand assignments for stands/portables before each home stand (first day of home game series), which is up to ten days in advance.

**Union**

DNC has also advised us that the union has priority over all beer portables. This happened in 2015 and the restriction lasted a matter of days. For 2017, stand leads should expect an impact on portables worked until restrictions are lessened.

**Volunteer Guidelines**

Check the Atholton Music site’s Orioles’ Volunteer area for the new Volunteer Guidelines: http://www.atholtonmusic.org/volunteer-area.html. These guidelines were reviewed with new volunteers at the new AHS training and they set expectations for the fundraiser and game-days. Take a moment to review these expectations before your first game to ensure you have a greater understanding of the volunteers’ perspective.

**Opening Huddle**

We plan to start each game-day with a short huddle. Suggested items to cover:

* Introduce yourselves
* Check that everyone is in proper uniform; badges on right side
* Distribute meal tickets
* If you are serving beer
  + Identify the birth date for a customer who has birthday on the same day and is turning 21
  + Remind everyone of beer cutoff: immediately after the last out of the eighth inning or 3-1/2 hours after scheduled first pitch (whichever comes first) You need to know the time of game start!
* If you are serving food: remind everyone of food temperatures
  + Keep hot food at 135˚F (57˚C) or higher
  + Keep cold food at 41˚F (5˚C) or lower
* Remind everyone that a credit card receipt is need for $50 and over
* Tour the stand to make sure everyone knows where everything is kept; pointing out details that matter (e.g., distinguishing Designated Driver cups from others) and set any expectations that may be needed for a particular game (e.g., sold out games).
* **Identify and** assign opening stand jobs and serving fan jobs (what does the stand require in the way of jobs to function smoothly?)

**Hours**

Stand leads are expected to stay until the laundry and binder are turned in.

*All volunteers are required to arrive early – 3.5 hours pre-game – for opening activities.* All times listed on SignUpGenius are arrival times at the stand, not the parking lot. *All volunteers are required to stay after the game until the books are balanced and the stand is clean -- up to 2 hours -- for safety and inventory recount purposes.*

**ADDTIONAL ITEMS**

**Parking Lot Shuttle**

***Keep in mind that the last shuttle back to the parking lot is two hours after game end****.* The concessionaire has no control of this. Note: Know when to walk away from the books – consider sales vs. shortages and use best judgment to determine whether to stay to do recounts/recalculating. Any shortages will be deducted from commissions.

If a final call has not been made to have the concessionaire concur on the paperwork within one hour 45 minutes post game, or less if stand is farther away from other stands closer to Eutaw Street:

* The stand lead will designate one volunteer to leave in time to take the bus and return with their car to a lot near the employee entrance. Once this person arrives at the closer lot, he/she will text the stand lead to determine whether to wait at the employee entrance or return to the stand based on estimated time for the remaining people to finalize closeout. After the paperwork is closed out, the binder is returned, and uniforms taken to the laundry, the person who brought their car to the closer lot will drive all remaining people back to the employee lot and stay until everyone is in their cars. All drivers are to quickly prepare to leave and drive out together. Please avoid delaying other drivers.

Note: Keep in mind that while the stand leads can do everything within their control to leave on time, there are times when the concessionaire causes delays due to the inability to contact them for the final call down. In short, delay translates into a long busy signal - stay on the line or you will lose your place in line.

**Delegate**

You will need to delegate so you can leave at a reasonable hour. You can delegate just about everything on the checklist, except picking up/dropping off cash. Plus, you are training the next season’s leads.

**Sharing Space**

We are allowed to use the kitchens in the larger stands, which means they are sharing their space with us. Please be friendly and considerate of keeping their space clean. It is very important to maintain a positive relationship with those in the larger stands.

If we are sharing inventory space with a large stand, please remember to keep the inventory separate. Mixed inventory impacts significantly end of night closeout.

We are permitted to use the larger stands’ phones. Please share the phone graciously. Whoever is first in line, keeps the closeout person on the line and gives the phone to the next lead.