**AHS**

**Music Boosters**

**Orioles Fundraiser Volunteer Guidelines**

**2017**

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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 alum parents 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.

**APPROACH TO RAISING MAXIMUM FUNDS**

**Game Selection**

We are required to work a minimum of 15 stand games per the contract. When selecting games, we consider the opponent, attendance, the time of day, the possible weather (cold in April/May/Sept & hot in July/August), known possible AHS/other groups’ schedule conflicts, the number of stand leads (the turn around from a night game to a day game the next day); and the high vacation season (July/early August). Examples:

* Work a Friday stand because the opponent is the Yankees
* Work a holiday (Memorial/Labor Days) or 4:05pm game start because they tend to have high attendance
* Work a Spring Break/ holiday weekend such as Father’s Day to avoid having more games in July/August/September
* Work more night games in July/August to avoid the heat

**Pop Up Opportunities**

From time to time, the concessionaire offers additional volunteer opportunities. Look for emails announcing these opportunities; consider signing up for another game if your schedule allows. The more games we work, the more money we bring in.

**SIGN UP & ATTENDANCE**

**Sign Up**

Keep in mind that the Boosters sign a contract with the Orioles’ concessions vendor, Delaware North Corp (DNC), for 15 games and if we cannot keep that commitment then we are in breach of contract.

Games are posted on SignUpGenius and you can go to the website directly to sign up. We ask that you sign up for a *minimum of three games*. The intent is to fully staff the stands as we have a contractual requirement to do so.

Beer portables are generally viewed as a *promotion*. Returning volunteers are usually assigned to them, unless otherwise needed.

All Volunteers**:** Sign up and complete you first game in April-May; second in June-July; third in August-September. New Volunteers: this will ensure that your experience level matches fan service expectations. As the season matures, you as a new volunteer will mature your skills and increase your knowledge. Returning Volunteers: This arrangement ensures mentoring of our new volunteers.

**Cancelling**

Each volunteer has a role to play for the day, so it’s critical that you meet your commitment for your games. First, this is important because it leaves the rest of the team short-handed and if we don’t have volunteers to fill orders quickly we may raise less money than normal for that game. Second, this is also important because there is a minimum number of volunteers that we must have to run a stand, and if we do not meet that minimum 10% will be deducted from our earnings for that game.

Although you may change your choices for games throughout the season in the sign-up tool, the roster for each game will be set 14 days prior to that game. If you are committed to a game and have an emergency less than 14 days prior to a game, please contact the stand lead for that game and we’ll help you find alternatives.

**No Shows**

No shows are disruptive to game-day operations. Please plan accordingly, mark your calendars, and set reminders. The chairperson or designee will send a reminder approximately two weeks before game-day. The sign up tool will release a reminder a few days in advance. These will be your only reminders outside of your personal reminders.

**Staffing Games/Full Rosters**

To effectively manage game-day and maintain an optimal relationship with the concessionaire, we look to fully staff games at a minimum of three weeks in advance of game - preferably earlier.

When games have a reduced roster, the chairperson or other designee releases a volunteer-wide request for volunteers. We look to the volunteers to respond to these emails with their availability. If you have the flexibility to work that particular game, please sign up as soon as possible. I*f everyone waits for someone else to sign up, no one signs up.*

When someone cancels, a similar volunteer-wide request is made. While we request that cancellations occur no more than 14 days prior to a game, emergencies do happen. If you have the flexibility to be available, please respond *immediately* to the request.

Those who can fill low-roster games and replace those who cancel are *true heros/team players*. Without you, the game-day experience can be disruptive.

**UNIFORMS**

**Hats & Badges**

We will provide hats and badges for first time volunteers at the first game worked, if not aready received.

**Pants/Shirts**

* Docker-style pants or shorts black in color, slip proof shoes/comfortable, e.g., running/walking shoes; Capri or skort styles are ok for women. No cargo like pants.
* White or black plain shirt/no insignias or other visible marking.
  + Early spring/late fall – suggest wearing athletic type long sleeve shirt as an under layer (e.g., Under Armour Cold Gear). The smaller stands do not have a kitchen, rather they are open to the elements. Multiple layers, including fleece (black), worn under the uniform may require sizing up to accommodate the layers. Contact the chairperson or designee 24 hours in advance and stand leads will do their best to swap out the size when the bin is retrieved.
  + Other than the official Orioles uniform windbreaker, no jacket/pullover etc., can be worn over the uniform. While we cannot fully endorse the wearing of an unofficial uniform windbreaker, a very few people have purchased plain black windbreakers. See this [site](http://www.augustasportswear.com/shop/en/augusta/nylon-coachs-jacket-lined#.WH9ksbYrKb8) for an example windbreaker. We suggest wearing the windbreaker unsnapped for better visibility of the Orioles uniform shirt.
  + AHS is assessed penalties for not having full uniform/hat/badge - ID badge $10 replacement fee; hats $12 purchase; overall fine of $250 if missing item other than hat or badge

**Uniform Shirt Purchase**

The concessionaire does not have the capacity to sell new uniform shirts to its nonprofits. If you prefer to purchase a previously worn shirt, please:

* + Notify the chairperson within 10 days of your first game; the chairperson will inform the stand leads.
  + On game-day, remind the stand leads again when you arrive and before you leave. Game-days are busy and there are many details to attend to.
  + Reimburse the AHS Music Boosters $25.00 to cover their loss of a $25.00 deduction from commissions.

**Uniform Service**

The concessionaire runs a *uniform service*, which means you are given a shirt at the beginning of each game and are expected to return it at the end of the same game. $25 is deducted from commissions for any shirt not returned.

* We request uniform shirts for each game two weeks in advance of game-day. While we request the size each volunteer gives us, there is no guarantee a particular size will be available on game-day and we ask for flexibility with wearing larger sizes. In the rare case that available shirts are smaller than needed, we will do our best to accommodate by exchanging the smaller shirt size for size needed on game-day.

**BEFORE GAME-DAY**

**Carpooling**

*Express your interest in carpooling when you sign up for each game.* A question for this will appear on the signup tool after you click Submit and Sign Up. Carpooling is self-organizing; use volunteer directory to reach out to others.

**Verify Arrival Time**

The concessionaire reserves the right to change the hours and expects all nonprofits to adjust their hours to meet the change. Anticipate changing of hours with high profile games - gates may open two hours earlier, which means our arrival time is changed to two hours earlier. You will be alerted by email. Please check your emails the evening before and the morning of game-day. While earlier arrivals can make for a long day, it is an opportunity for increased commissions. This translates into more music funding.

**GAME-DAY: BEFORE YOU LEAVE**

**Check the Weather**

We advise checking the weather in advance of leaving to determine appropriate clothing for before, during, and after the game. Example: Extra layers may be needed during the game; rain jackets may be needed for the return to the parking lot. See the Uniform guideline below for more details.

**Eat**

We suggest eating a hearty meal before you leave. Inventorying begins upon arrival, followed by stand set up. To meet the requirement to have the stand ready 15 minutes before arrival, we move at a fast pace. Eating before you leave is particularly important when games are sold out. Lines can be over 10 customers deep resulting in short breaks. *FYI: We do not eat in front of customers; go to an eating area or to a the back of a larger stand with a kitchen.*

**Hours**

All volunteers are required to arrive early – 3.5 hours pre-game – for opening inventory and food prep. All times listed on SignUpGenius are *arrival times at the stand*, not the parking lot. All volunteers are also 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.

**Uniform**

*Wear uniform and bring hat/badge*. Hats will be provided for first time volunteers at the first game worked. You are expected to wear your uniform while setting up through the time when fans have completely left the stadium.

**Items to Bring/Not Bring**

Bring

* A large plastic cup with a straw/lid or water bottle. Cups may be purchased for approximately $5.00. Note - it is often difficult to distinguish personal stand cups from fan trash and you may find that your cup has been tossed.
* Snacks and sandwiches.
* Place your items in either a clear bag - Amazon sells clear stadium bags, 12x12x6 (general stadium guide) or backpack. Backpacks should be no larger than 16x16x8. Expect to open your backpack for inspection.

Not to Bring

* Any item that is not allowable in the stadium - refer to the Security [site](http://baltimore.orioles.mlb.com/bal/ballpark/information/index.jsp?content=security) for more details. We have had volunteers return to their cars to drop off pocketknives.
* Handbags/purses - Security does not permit employees to bring handbags/purses. If you forget, you are required to dump your items into a clear bag, which you may purchase. Be aware that Security can make having a handbag/purse a very unpleasant experience. If a stand lead is required to assist you at Security, it extends your time at the Security station and leaves the stand without the necessary leads.

**ARRIVAL AT CAMDEN YARDS**

**Parking/Shuttle**

On Fridays/Saturdays and holidays, carpoolers meet at the AHS music lot in front of the auditorium, approximately 45 minutes in advance of arrival time at the stand at Camden Yards.

On Sunday mornings, *please park in the left lot (*facing building - the lot in front of the doors leading to the music suite). Note: there is a church that rents the school auditorium on Sunday mornings. Carpoolers arriving to park on Sundays are usually greeted by the church members who are setting up.

The concessionaire charges $2.00/car for parking at the employee lot. A shuttle is provided from the lot to the main entrance, an easy walk to the employee entrance. On nice days, some volunteers choose to walk as a group to the Yards. Depending on when you arrive versus availability of a bus, it is often quicker to walk.

Remember to check that you have everything you need - phone, water bottle, badge/hat, etc. as it can take ~30+ minutes to complete a round-trip to your vehicle to pick these items up. This affects setting the stand up on time.

Remember to lock your vehicles. While the concessionaire provides a security guard, you are responsible for items left in your car.

The final shuttle back to the lot after a game is two hours post game completion.

**Security Note**

You are subject to a Security check upon arrival. Metal detectors are used and bags are inspected. You will get through faster with clear bags and having only the items that you need for the day.

Neither the concessionaire nor AHS can guarantee the security of your items. While no thefts have occurred in the course of this fundraiser’s six years, we suggest that you only bring what you need and no more. We are allowed to use the kitchens in the larger stands, which means they are sharing 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.

**Entrance to Camden Yards/Sign In**

Enter same door as used for training – breezeway underneath the warehouse building next to the ballpark. Enter door, turn left and go down steps; look for table on left side, find AHS sheet and sign in.

**Locate Stand**

From sign in, go back up stairs, turn left, then left again to door to ballpark. Go to the upper deck (ground floor) and walk through to the concession stand. You will be notified in advance of the particular stand we are working. Use the section numbers and stand numbers, which can be found on the employee doors leading into the concession stands, to find your way.

**ARRIVAL AT THE STAND**

**Uniform Shirt**

Upon arrival at the stand, grab a uniform shirt. If you arrive a few minutes early, you are more likely to have the shirt size that best fits you.

**Opening Huddle**

We plan to start each game-day with a short huddle. *Please arrive in time to participate*. Having everyone there on time will ensure we each have the same understanding of expectations. We will use this time to remind everyone of 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). We will also handout inventory assignments.

**Inventory**

Inventory counts are critical because this is how we account for items sold during the game. Very simply, count at opening minus count at closing equals items sold. This is critical to balancing out with the registers at the end of the night. Incorrect inventory counts lead to very long evenings after the game! Here’s an example list of *items counted*:

|  |  |  |
| --- | --- | --- |
| All bottled/canned beverages, including beer and water, by type | Soda cups, by size   * Designated driver * Small * Large * Souvenir | * Nacho trays * Cheese cups |
| Popcorn bags | Beer cups, one size | All snacks, by type   * Cracker Jacks * Peanuts * Chips |

Here’s an example list of *items not included in the inventory count*. They are still counted for commissary ordering purposes, but do not factor into reconciling the paperwork.

|  |  |  |
| --- | --- | --- |
| Nacho makings - chips, salsa, jalapenos, and cheese | Straws | Popcorn - kernels & oil; and big bag from commissary |

**ADDITIONAL THINGS YOU NEED TO KNOW**

**National Anthem**

EVERYONE STOPS – even if you are in the middle of a sale; both men & women remove hats; when anthem is done, put hat back on and resume your efforts.

**Solicitation of Tips**

The concessionaire does not tolerate soliciting tips, although we can accept if offered. We usually keep a box below the register for tips.

**Maintenance**

It is important to bring any maintenance issues to a stand lead’s attention so he/she can identify it in the paperwork.

* The concessionaire’s maintenance team is responsible for all equipment except the refrigerator with brand name beers. The company owning that brand is responsible for that refrigerator and this can cause repair delays.
* Popcorn making machines have long order times. If you need help making popcorn, please ask. A popcorn machine breakdown translates into a loss of sales, which means a loss of commissions.
* There are times when maintenance has a backlog of items to repair. This means that we may have multiple games with broken equipment. At times, this may require creativity.

**Clean Up**

You are required to clean up your stand space. Check the larger stands for brooms, etc. to borrow.