



## **Atholton Music Boosters Orioles Fundraising FAQ's**

### **General FAQs**

#### **What is Orioles Fundraising?**

This is an opportunity for the Atholton music community to help raise funds for the music programs by volunteering to work Baltimore Orioles baseball games at Camden Yards. 12 people are needed to work a hotdog and beer stand for each game. Each year, we reserve 15 games (usually Saturdays and Sundays and an occasional Friday/holiday) to work at Camden Yards. The music program receives a percentage of the profit of the sales from our stands, so we work more of the high profile games like the Yankees, Red Sox, and Cubs.

#### **Who runs the Orioles fundraiser?**

The Atholton music community has put together a dedicated Orioles fundraising team that works with the Baltimore Orioles concession stand management company, Delaware North. The fundraising team works with Delaware North to schedule training, choose games, and manage volunteers participating for a game. Delaware North directs deposits commissions after each home-stand, withholding a percentage until the end of the season. All funds raised go directly to the Atholton Music Boosters' general fund.

#### **Why are we raising money?**

In 2016, it cost \$79,987 to run the music programs. Howard County only provides \$2,400 per year, so the rest must be made up from fees, revenue from events, and fundraising. \$52,931 was raised last year from fundraisers. The Orioles fundraiser brought in \$22,020, which was the highest grossing fundraiser for the music program. The money raised from all the music program's fundraisers help buy new instruments and sheet music, bring in music experts and special lecturers, and special musical programs. This is an extremely important fundraiser that brings in money outside the Atholton community, but needs lots of volunteers to help out.

#### **Who can participate?**

Since the stands serve beer, anyone 18 and over can participate. Although most of the participants are from the Atholton music community, other Atholton booster groups have participated and have earned a share of the commissions.

#### **Why do we need such a large number of volunteers for this?**

Running a hotdog stand and a beer portable efficiently, effectively, and with best customer service many times a season requires a large pool of volunteers. Having run this fundraiser for six years, we have found that there is a direct correlation between the number of volunteers and 1) the amount raised, and

2) the ability to ensure maximum sustainability of the fundraiser for the future. The scale below lists four ranges of number of volunteers along with the anticipated impact:

- 85-100 volunteers - 1) ensures the fundraiser is sustainable for the next 2-3 years; 2) provides maximum flexibility to act on opportunities to work additional games and raise more funds; and 3) easily provides for staffing of games as the numbers account for schedule conflicts during high vacation weeks and life events preventing volunteers from participating.
- 70-84 volunteers - 1) ensures the fundraiser is sustainable for the next 1-2 years; and 2) provides for sufficient staffing to meet contract requirements on game day.
- 60-69 volunteers - minimum numbers needed to staff game days appropriately; may require some volunteers (other than stand leads) to work more than three games.
- < 59 volunteers - can result in insufficient staffing of games, which impacts volunteer morale and may result in contract penalties.

### **What is needed to get started?**

The first step is training. All new volunteers will need to complete 1 day of training on a Saturday before the season starts. This training will begin at Camden Yards with basic training by Delaware North, and finish up with training with Atholton Orioles volunteers to provide a more in depth look at working an Orioles game. AHS training occurring immediately after Delaware North's is based on available space; and there may be times when there is a need to schedule a different day.

Next step would be reviewing your wardrobe to ensure you have the necessary items to wear to the game. Delaware North provides a polo shirt to wear at each game, but volunteers need to wear a black or white, plain (no logos) t-shirt underneath and plain black shorts or pants. No jeans, athletic, or cargo pants. Atholton will provide a hat.

### **Do we work all Orioles home games?**

No, Atholton signs up and chooses 15 home games, mostly Friday, Saturday, or Sunday games, with an occasional holiday game (Memorial Day, Labor Day). They usually start at 1:05pm, 4:05pm, or 7:05pm. You do not have to work all 15 games. We would like volunteers to commit to at least 3 baseball games, but you are welcome and encouraged to work more. If you commit to work a game we are expecting you to attend, as one person missing from a stand will likely result in a contract penalty, as well as make it much more difficult to work the stand. Last minute emergencies are understandable, but please make sure that you can work the days you commit to. There will be a SignUp Genius website for you to review the schedule with a place for you to sign up.

### **Why are we using SignUpGenius and not Charms as a sign up tool?**

As a user, SignUpGenius offers more convenience. You have the option of both a calendar view and a list view. The list view reduces the number of clicks. Note: the list view is the default. Click on Calendar View to switch to that view.

### **Why only 15 games?**

The AHS Music Boosters sign a contract that guarantees we will work a minimum 15 game stand

commitment. With a need to staff 12 people per game, it is a very big commitment. Throughout the season, however, there are multiple times when Delaware North offers Atholton Orioles Volunteers an extra beer or hotdog stand not listed on the schedule. If the Orioles make it to the playoffs, there are opportunities to work playoff games, which brings the music department much more money.

## **Game Day FAQ's**

### **What do we do during a game?**

The Atholton volunteers are responsible for running the entire stand, as if it were our own storefront, for the day. Delaware North has a supervisor who oversees several stands, but the volunteers are responsible for set up, selling, cleanup of the stand, and inventory count before and after game. During the game, a volunteer will be assigned a position to work. These positions are as follows:

- Stand Lead – there are two stand leads, Inventory and Cash Stand leads. Inventory Stand lead is responsible for counting and maintaining inventory in the stand during the game. The Cash Stand lead is responsible for picking up cash for the stand, completing cash drops and change requests, and closing out each cash register at the end of the game. These positions require additional Delaware North training above the basic stand training that all volunteers must attend.
- Cashiers – during the game, the cashier is responsible for greeting the customer, taking orders and payments during the game. They also assist in providing the customer their order. Cashiers also help with setup and cleanup of the front area of the stand. Cashiers duties are very similar if you are working a beer stand.
- Runners – Runners assist the cashier in completing the customer's order request. They will make nachos, or grab a pretzel or water from the cooler. Runners are also responsible for maintaining a level of supplies in the front. This would be filling ice coolers, filling cans and bottles of drinks in the coolers, or trays and cups from the inventory in the back section of the stand. They assist in the setup and cleanup of the front and back sections of the stand.
- Cooks – Cooks are responsible for cooking and distributing pretzels and hotdogs during a game. They oversee the inventory of cooked items and refill accordingly. They are the backups to the runners in helping to maintain drinks, popcorn, nachos, and other inventory supplies needed in the front of the stand. Cooks are also the all-around troubleshooters when the soda or beer isn't flowing, or other issues may arise. They assist in the setup and cleanup of the back sections of the stand before and after each game.

All volunteers pitch in to help in the setup and cleanup of the stand during game day.

### **Why do we count inventory?**

Inventory counts are critical to reconciling cashier sales at the end of the game. Most items, like beer, soda, and popcorn are counted by keeping track of the containers, so it is important to accurately count items like beer cups, popcorn bags, and nacho trays before and after the game. If we are short, the difference is subtracted from the Atholton commissions. A complete list of items to be counted will be provided on game day.

**How much time will I be working?**

On average, volunteers spend about 8-9 hours working a game day. All of the volunteers are responsible for the stand, so everyone is expected to arrive 1 1/2 hours before the gates open and will stay until the Delaware North supervisor signs off on the paperwork, ending the day.

**What happens if I can't make my shift?**

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 when the name list and uniform forms are submitted to Delaware North. 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. We understand that emergencies happen.