



Delaware
NorthSM

Fundraising Training '22-23

Chaifetz Arena

Fundraising Training '21-22 - Syllabus



- Guest Path
- Covid-19 Safety
- Workplace Safety
- Food Safety
- Fundraiser Procedures
- Food Preparation
- Responsible Alcohol Service
- POS Training
- Required Paperwork
- Assessment
- Q&A





GuestPath

TM



To delight guest by creating world's best experience today while reimagining tomorrow

OUR VALUES

Lean Forward We are innovative creators who continually reimagine what's next.

Come Together We work collaboratively with each other and believe in the power of partnership.

Stand Up We lead by example, own our decisions, and take initiative.

Do Right We value integrity and always do the right thing, especially when no one is looking.

Think Guest The guest experience is at the heart of everything we do.

NEXT



GuestPath® Improvement Process



STANDARDS

Our comprehensive standards define the minimum expectations and the correct way to perform tasks and describe the outcomes or desired end results. They are specific and measurable.

TRAINING

The next step of the process is to provide all of our associates with industry-leading training programs on everything from developing leadership skills to greeting guests.

MEASUREMENT

By using guest satisfaction surveys and quality assurance assessments, we constantly monitor and drive to improve the guests' experience.

REWARDS & RECOGNITION

Continuous improvement isn't just about striving to be better. It's also about celebrating our success together and providing positive reinforcement.

GAP ANALYSIS

We consistently elevate performance by addressing gaps through identification, reduction and elimination of suboptimal operational processes. And then we put a plan in place for the incremental, continual steps of improvement.

THE 4 KEY ELEMENTS OF SERVICE DELIVERY



1. Be ready to serve

- ★ Uniform clean, well-maintained & pressed
- ★ Shoes clean, polished & in good repair
- ★ Name badge worn & visible
- ★ Conservative jewelry (if allowable)
- ★ No visible body piercings
- ★ Hair natural & neatly groomed
- ★ Facial hair neat & well-groomed
- ★ Bathed/showered with deodorant
- ★ Posture attentive, friendly & eager to serve
- ★ Courteous & professional demeanor & language
- ★ Displays a team effort
- ★ Pride in facility appearance & maintenance
- ★ Demonstrates product knowledge



2. Create a welcoming environment

- ★ Smile & make eye contact with guest
- ★ Acknowledge guest within 10 feet
- ★ Greet guest within 5 feet by speaking first
- ★ Make an offer of service



3. Personalize the experience

- ★ Use the guest's name at least once, if known
- ★ Make the experience special & personal



4. Demonstrate gratitude

- ★ Thank the guest for the opportunity to serve
- ★ Provide a farewell wish

About COVID-19



COVID-19 is a new strain of coronavirus that has affected the entire world. While a vaccine is available, the best way to prevent illness is to avoid being exposed to this virus.

ALL VOLUNTEERS MUST PROVIDE PROOF OF COVID-19 VACCINATION TO FUNDRAISE AT CHAIFETZ ARENA

MOST COMMON SYMPTOMS INCLUDE:

Cough

Shortness of breath or difficulty breathing

Fever of 100.4° or greater

Chills

Muscle pain

Sore throat

Recent loss of taste or smell

SLU's Vaccine Policy: <https://www.slu.edu/back-to-slu/vaccine/index.php>

How COVID-19 Spreads



COVID-19 IS SPREAD PERSON TO PERSON:

- People in close contact with one another (within about 6 feet)
- Spread through respiratory droplets when a person coughs, sneezes or talks
- COVID-19 may be spread by people who are not showing symptoms (asymptomatic)
- Monitor yourself to ensure you are free of COVID-19 symptoms (shortness of breath, coughing, fever of 100.4° or greater)

Play it Safe



Play it Safe by Social Distancing

- Stay at least 6 feet apart from other people
- Do not gather in groups
- Avoid close contact with people who are sick
- The CDC's website ([cdc.gov](https://www.cdc.gov)) provides useful social distancing tips



Play it Safe



By Practicing Cough and Sneeze Etiquette



- Cover coughs and sneezes
- If there is no tissue, cough or sneeze into the bend of your elbow, like a vampire
- Immediately wash your hands

Play it Safe



By Washing Your Hands

DON'T FORGET TO WASH

- **1** WET YOUR HANDS
- **2** APPLY SOAP
- **3** WASH YOUR HANDS
for 20 seconds
- **4** RINSE WELL
- **5** DRY YOUR HANDS
- **6** TURN OFF WATER
with paper towel

m1 DEPARTMENT OF HEALTH
857-201-5414, www.health.state.mn.us

Don't forget to scrub between your fingers, under your nails, and the top of your hands.

Play it Safe



By Washing Your Hands

WASH HANDS BEFORE THE START OF YOUR SHIFT AND...

- Before putting on single-use food service gloves
- Before and after preparing food
- Before and after eating food
- Before and after treating a cut or wound
- After using the bathroom
- After blowing your nose, coughing or sneezing
- After touching garbage
- After you have touched an item or surface that may be frequently touched by other people
- Before and after touching your eyes, nose or mouth

Play it Safe



By Wearing Gloves

Disposable gloves will be provided for handling food

- Gloves must be changed frequently
- Gloves should not be used as a substitute for handwashing
- Avoid touching your mouth and eyes when wearing gloves



COVID-19 Exposure

Volunteers who have been in close contact with a *confirmed positive COVID-19 case*:

- Quarantine for 5 days

Volunteers who have symptoms, but *no confirmed COVID-19 illness*:

- May return to volunteer if they are free of fever and any other symptoms for at least 72 hours
- At least 5 days have passed since the beginning of symptoms

Health and Safety Protocols



COVID-19 Confirmed Cases

Volunteers who have *tested positive for COVID-19*

- **STAY HOME AND REST**
- Volunteers may return after at least 5 days since their latest positive COVID-19 test AND:
 - Are symptom free for 72 hours
 - Have no other subsequent illness
 - Feel mentally and physically capable of volunteering
 - Provide medical authorization to return to volunteer



Workplace Safety

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Workplace Safety Tips



- Alert people when moving about
- Know what surfaces are hot
- Be mindful of sharp objects
- Use equipment only for its intended use
- Clean up spills immediately!





FOOD SAFETY

Food Safety: Washing Hands



Wash Hands & Arms

- Wet hands with warm water
- Use soap
- Rub hands briskly together
- Rinse hands under running water
- Dry hands on paper towel

1 IN 5 PEOPLE DON'T
WASH THEIR HANDS. EW.



DON'T MAKE IT WEIRD
WASH YOUR HANDS.

Food Safety: When To Wash Your Hands



BEFORE

- Touching anything used to prepare food
- Putting on disposable gloves

AFTER

- Touching bare human body
- Using the restroom
- Coughing or sneezing
- Eating, drinking, smoking
- Handling trash or dirty utensils
- Touching a dirty apron/clothing
- Cleaning or using chemicals
- Working with raw meat

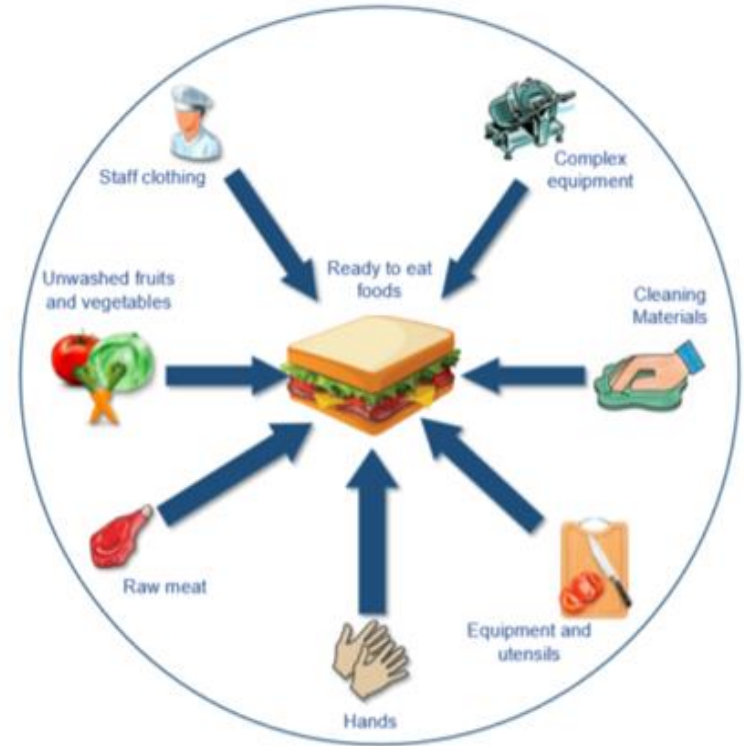


If you have to think about it, just do it!

Preventing Cross Contamination



- **Wash your hands**
- Minimize bare hand contact with exposed food
- Use utensil only once when taste testing
- Use utensils to handle ready-to-eat-food
- Wash raw fruit and vegetables



Food Safety: Hygiene



Good Hygiene Practices

- Wear hair restraints or hats
- Keep fingernails clean and trimmed
- Keep clothing and aprons clean
- Apron must remain in the kitchen when using the restroom
- **ALWAYS WEAR YOUR MASK**



If You're Sick, Stay Home



- **Fever or chills**
- **Cough**
- **Shortness of breath**
- **Difficulty breathing**
- **Fatigue**
- **Muscle or body aches**
- **Headache**
- **New loss of taste or smell**
- **Sore throat**
- **Congestion or runny nose**
- **Nausea or vomiting**
- **Diarrhea**
- **Hepatitis A**
- **Infected cut or burn**

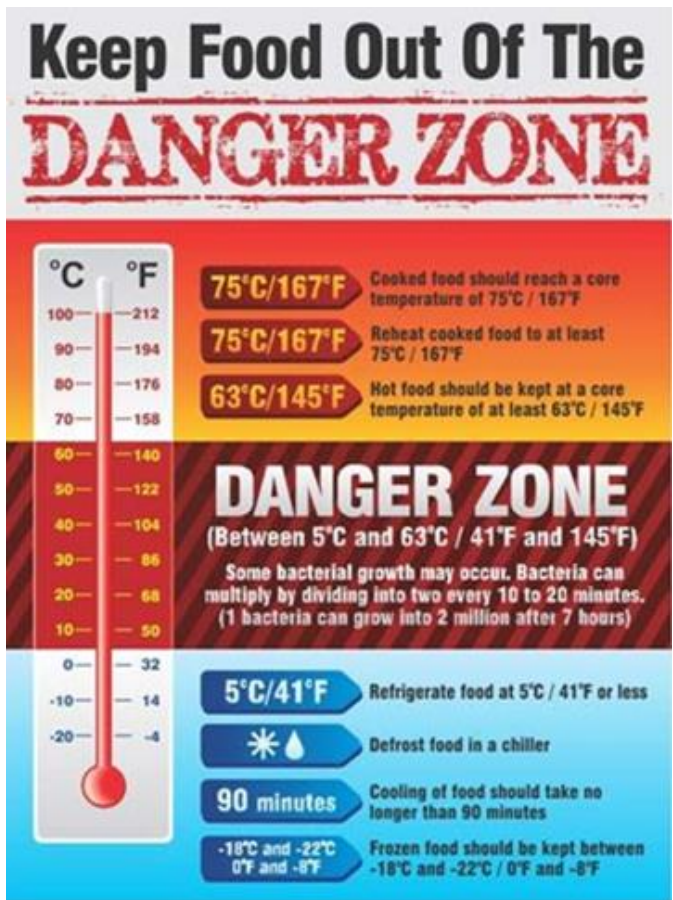
Dealing with Food Allergies



- The tiniest speck of an allergen can make a person sick or even cause death
- If a guest tells you they have an allergy, don't guess!



Food Safety : Danger ZONE



Temperature Danger Zone

- Leaving food out too long at room temperature can cause bacteria to grow to dangerous levels that can cause illness
- Bacteria grows rapidly in the range of temperatures between 40°F and 140°F . This is known as the **DANGER ZONE**



Cold Foods: -8°F to 40°F



Hot Food: 145°F to 170 °F

Food Safety: Temperatures



When Checking Food Temperatures

- Insert the thermometer into the thickest part of the food
- Allow 15 seconds after you insert the thermometer into the food
- Before recording a temperature, wait for the thermometer reading to steady
- Thermometers must be washed, rinsed, & sanitized before and after every use to prevent cross contamination



Cold Foods: -8°F to 40°F



Hot Food: 145°F to 170 °F

Food Safety: Thawing



- Keep frozen foods frozen
- Thaw in a refrigerator
- Thaw under running water
- Thaw in a microwave
- Never thaw food at room temperature



Food Safety: Reheat & Cooling



Reheating

- Reheat rapidly, within 2 hours
- Reheat food up to 165°F (74°C)
- Stove, oven, double boiler
- Microwave—stir, cover, stand for 2 minutes



Cooling

- Cool cooked food quickly
- Use shallow pans
- Separate into smaller, thinner portions
- Use rapid cooling equipment
- Place in an ice water bath
- Use containers that facilitate heat transfer
- Loosely cover containers

Food Safety: Food Storage



- Clean, dry location
- Not exposed to splash, dust, contaminants
- 6 inches above the floor
- Away from chemicals



Food Safety: Sanitation



Any surface that touches food should be sanitized

- Before you begin prepping any food
- After they are used
- Before food handlers start working with a different type of food



Food Safety: Manual Dishwashing



1. Rinse or scrape dishes
1. Wash items in the first sink at 110°F (43°C) or higher
1. Rinse items in second sink at 75°F (24°C) or higher
1. Sanitize items in third sink at 75°F (24°C) or higher
1. Air-dry items on a clean & sanitized surface





Fundraiser Procedures

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Check In Procedure



Paid parking is available around Chaifetz Arena

- Olive/Compton garage - handicap parking available
- Street metered parking
 - All metered parking is free on Sundays
 - Parking on Market Street is always free



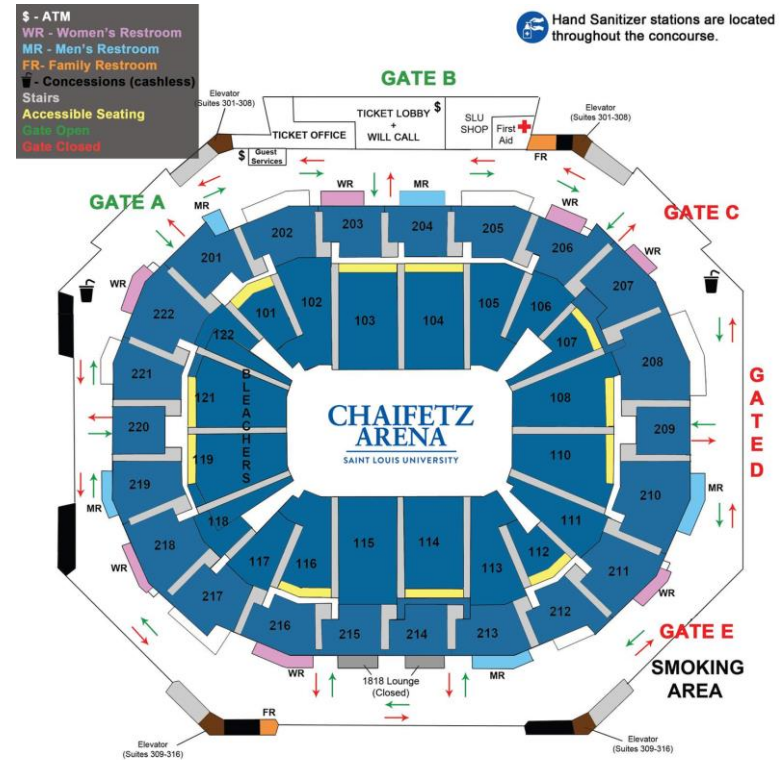
No parking on the Fred Weber lot at any time without a valid parking pass. Violators will be ticketed by SLU DPS.

Check In Procedure



Enter through Gate E

- Pass through security check-point
- Sign-in station will be to your left
- Uniforms will be available at sign-in station
 - To speed up sign-in, please provide shirt sizes in advance
- Personal items can be stored in locker room, please bring a lock as they are not provided



Check In Procedure



Fundraiser Sign-in Sheet

- Find your group's sign in sheet
 - Group name is located in the top left corner
- If your name is not on the please, please print it clearly in a blank row
- Fill out the time you arrived and your badge ID number
- Check your stand location

| Cheer STL | | Register: | Date | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|------------------------------------------|---------|----------|
| Expected: | Actual: | St. Louis Sportservice at Chaifetz Arena | | |
| <p>I understand that the following violations of the Company's Alcohol Service Rules will result in immediate disqualification to volunteer, even for a single infraction:</p> <ol style="list-style-type: none"> 1. Serving a visibly intoxicated person; 2. Serving a minor; 3. Refilling a cup; 4. Service of more than the allowed number of drinks to a patron <p>Number of drinks per transaction / patron for today's event: _____</p> <ol style="list-style-type: none"> 5. Serving after the scheduled hours of service (last call) _____ 6. Any other violation of law. <p>Hours of service for today's event: Start: _____ End: _____</p> <p>I understand that the following violations will result in counseling and retraining or, where a volunteer has previously engaged in a similar act, will result in disqualification to volunteer:</p> <ol style="list-style-type: none"> 1. Failure to ask for a valid, acceptable form of identification from an individual who appears to be under the age of 30 (not resulting in service to a minor). 2. Any other violation of the Company's Alcohol Service Policy or Unit Service Rules. <p>The above list of violations is not exclusive.</p> <p>By signing below, I hereby certify that I: (a) understand and agree to abide by the Company's Alcohol Service Rules; and (b) understand that I may be unable to volunteer if I do not comply with the Alcohol Service Policy as indicated above.</p> <p>I hereby acknowledge my understanding and agreement that I am volunteering my services at the Location listed above directly to the Tax Exempt, Charitable or Not-For-Profit Group listed above ("My Group").</p> <p>I understand that I am voluntarily providing my services to My Group, and that My Group will receive a donation for my services and the services of the other volunteer members of My Group. This donation will be governed by the terms of the Volunteer Group Agreement My Group has entered with the above listed Entity.</p> <p>I hereby represent that I have been told and understand that I am strictly a volunteer of My Group and not an employee of My Group, the above listed Entity, Unit or anyone else relative to my volunteer services at the Venue. I also represent and warrant that I have not been promised, and neither I, nor any members of my family, are personally receiving, any payment or direct benefit of any kind from My Group or anyone else as a result of the services I am providing to My Group at the Location. I understand and represent that if anyone, at any time, offers me personally any money or any direct benefit to me or a member of my family as the result of the services I provide to My Group, I will immediately notify a representative of the Entity above or, if such a representative is unavailable call the Compliance Hotline at 1-800-441-5645. I further represent that I have read, understood and signed the Volunteer Release, Waiver, Indemnification & Arbitration Agreement.</p> | | | | |
| Location | Name - <i>Please Print Clearly</i> | Sign Name | Time in | Badge ID |
| Stand | 1 Adkins, Andrew | | | |
| | 2 Amos, Penny | | | |
| | 3 Amos, Scott | | | |
| | 4 Bowen, Jennie | | | |
| | 5 Capps, Nicole | | | |
| | 6 Chapman, Matt | | | |
| | 7 Dale, Heather | | | |

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Uniform Policy



Uniform Appearance Standards

- A clean and wrinkle-free uniform
- A clean solid color, black shirt may be worn under your issued uniform shirt
- Black pants
- Closed-toe, closed heel, flat, slip-resistant, rubber-soled shoes
- A visor/cap - plain black or group name/logo
- Hair is groomed, not covering your eyes, and pulled back or restrained by a hair net

Uniform Policy



- Cell phones should not be visible to the guest at any time while in uniform
- Bags must be clear, vinyl, and meet standards for bags brought into the arena

CHAIFETZ ARENA CLEAR BAG POLICY

APPROVED BAGS

LARGE BAGS



ONE GALLON CLEAR RESEALABLE PLASTIC STORAGE BAG

OR



SMALL BAGS



Small clutch bags or purses do not have to be clear but cannot exceed 4.5" x 6.5"



PROHIBITED BAGS

- Purses
- Coolers
- Backpacks
- Fanny packs
- Cases (camera, binocular, etc.)
- Briefcases
- Cinch bags
- Luggage
- Computer bags
- Reusable grocery store totes
- Mesh or drawstring bags
- Duffel bags
- Large totes



In Stand Procedures



At the Stand

- Turn on all equipment
 - Lights
 - Grill/Flat top (high)
 - Fryer (Already preset)
 - Pretzel machine (140°)
 - Nacho warmers
 - Pizza oven (If applicable)
- Wipe down all counters
- Inventory



In Stand Procedures



CYCLE INVENTORY ITEMS BELOW FOR TODAY. PLEASE COUNT AT THE BEGINNING AND END OF YOUR SHIFT.

Please Make Sure to Turn Into Your Supervisor Once Ending Counts are Completed!

Friday, 11/05/21 – AEW
Wrestling

Stand /Portable: 3

Attendant's Name: _____

Beer Michelob Ultra 16oz. (Beg) 115 (End) _____

Dorito's Nacho Cheese (Beg) 8 (End) _____

24oz. Pepsi Cups (Beg) 366 (End) _____

Popcorn Tub 85oz. (Beg) 53 (End) _____

PLEASE REMEMBER TO WRITE DOWN ANY GRATIS WASTE & SPOILAGE ALSO!

Cycle Count Inventory

- Count items listed on sheet
- Exact numbers are needed
- Count at beginning and end of event
- Use sheet to write down spoilage, gratis items, and volunteer meals

In Stand Procedures



Soda Machines

- Soda nozzles will be in a bin by the sinks
- Place inner piece into nozzle
- Insert nozzle, push up, and twist to right
- Turn key on right of machine to turn on



Other Before Gates Duties



- Fill nacho boats with chips and place in warmers
- Wrap cooked hot dogs and burgers
- Place out all other pre-packaged product
- Stock ice, lids, cups and other non-food items
- Open gates



Foods We Serve



Let's Make Pretzels



1. Turn pretzel machines on to 140°
1. The kitchen staff will bring you warm pretzels to fill your machine
1. Pretzels can be served with or without a side of cheese



Let's Make Nachos



Regular Nachos:

- Pour nacho cheese over chips
- Add jalapenos

Loaded Nachos:

- Pour nacho cheese over chips
- Add shredded cheese
- Add 1 scoop salsa and sour cream
- Add jalapenos

*Seasoned beef can be added to nachos for an additional fee



Let's Pour Draft Beer



Pouring the Perfect Pint



Place the glass at a 45° angle, one inch below the faucet. Do not let the glass touch the faucet. Open the faucet all the way in one swift motion.



After the glass has reached half full, gradually bring the glass to an upright position.



Let the remaining beer run straight down the middle. This insures proper release of CO₂ by producing a ¾" to 1" foam head.



Close the faucet completely and quickly.

Back of House Duties



- Wrap hot dogs and burgers
- Replenish
 - Pretzels
 - Nacho cheese & meat
 - Salsa and Jalapenos
 - Ice (soda machines)
 - Water bottles
- Dishwasher/cleaning
- Clean and sanitize all areas every hour



What is Spoilage?



- Items that gets returned by the guest
 - Items dropped on the floor
 - Items that are damaged
 - Cooked items left over after the event
-
- ❖ Create a small spoilage box in back of stand and put all items in that box

 - ❖ At end of the night, make sure all items are accounted for on the cycle count sheet





Responsible Alcohol Service

TM

Responsible Alcohol Service



Sportservice Alcohol Policies

- ID anyone who appears to be ***30 years or younger***
- Alcohol may only be sold to guests ***21 years or older***
- ***When in doubt, you must ask for ID!***



Responsible Alcohol Service



Acceptable Forms of Identification

- Valid driver's license or non-driver's card from any state
- Valid state ID card from any states
- Valid United States military identification card
- Valid United States or foreign **PASSPORT BOOK**



Responsible Alcohol Service



Sportservice Alcohol Policies

- All volunteers must sign the Alcohol Service Rules sheet at their assigned stand
- Only volunteers 21+ can sell or serve any alcoholic beverage
- Two (2) Alcoholic Beverages per person, per valid ID
- All caps must be removed and discarded or cans opened by employees 21+
 - Do not give the guest the cap for their drink, even if they ask
- We do not refill guests cups under any circumstance

ALL ALCOHOL SALES MUST STOP:

- **Concerts or Comedy Shows** – 30 minutes before end of show
- **Men's Basketball** – When there are 7 minutes left in the game
- **Women's Basketball** – End of the 3rd quarter

Responsible Alcohol Service



Sportservice Alcohol Policies

Consumption of alcohol is a privilege, NOT a right!

- Refuse to sell to guests who appear to be intoxicated
- Sportservice reserves the right to deny the service of alcohol

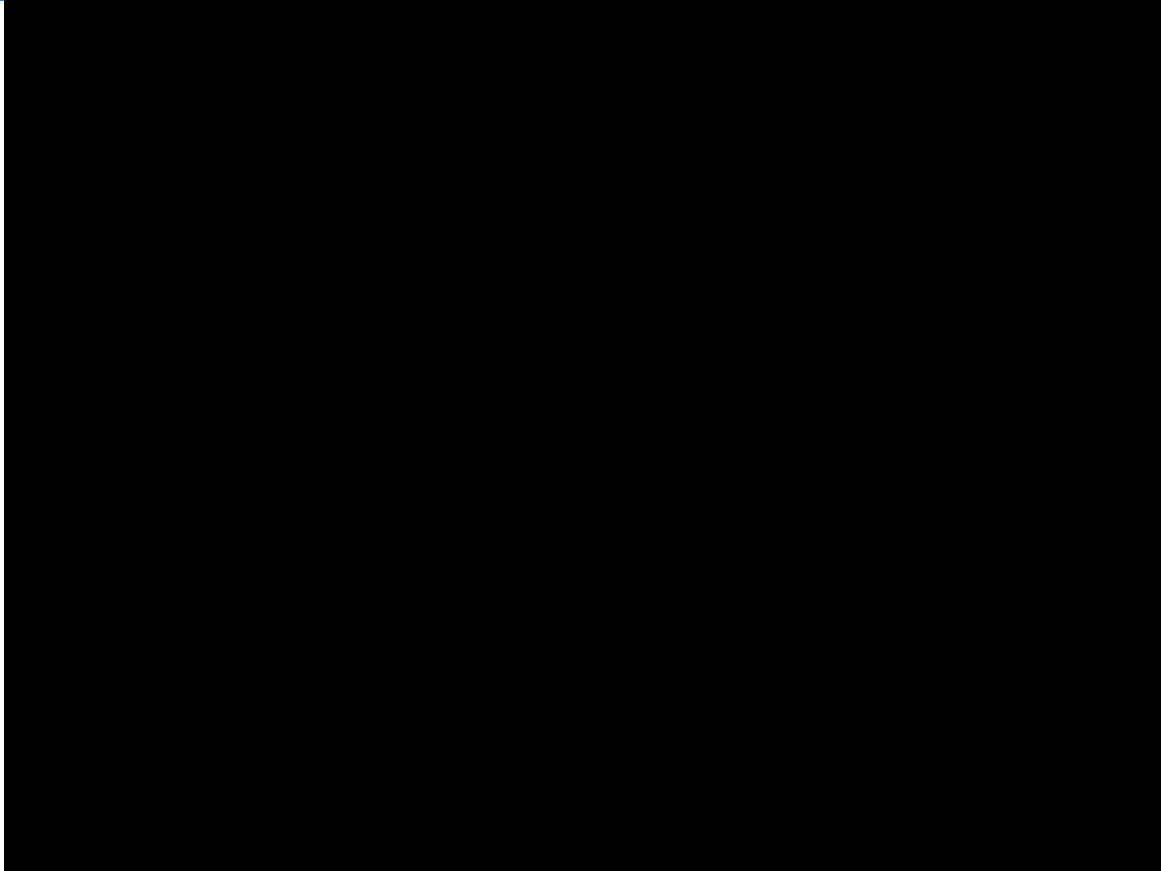
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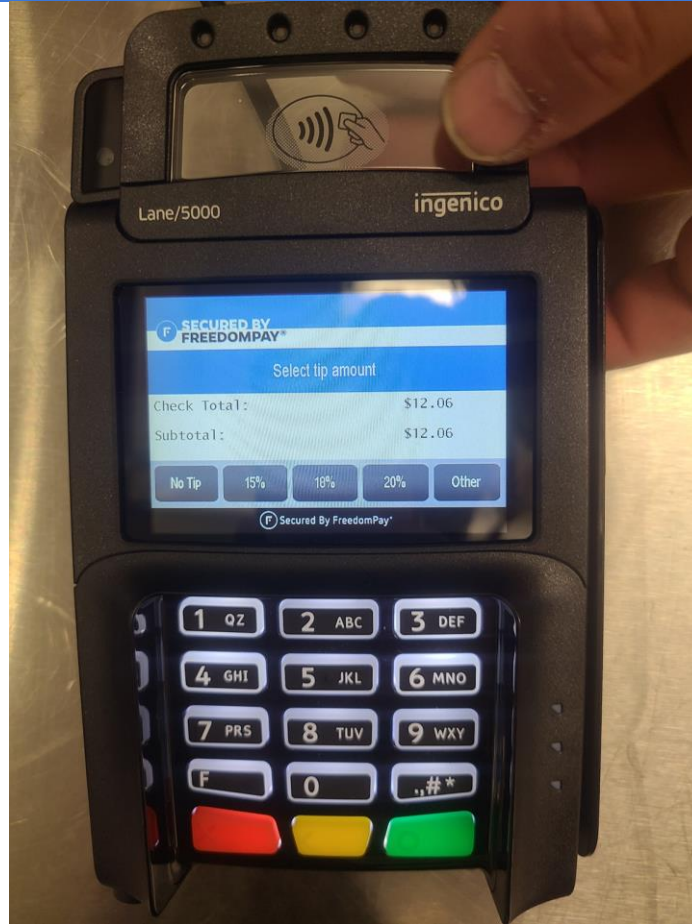
Point of Sale Training

Point of Sale



<https://drive.google.com/file/d/143gamxn2sdqNGLqpPwQ3w0RrCYQa1zPf/view?usp=sharing>

Learn How to Use the P.O.S.



P.O.S. Tips and Suggestions



- Gather all food items for the guest before completing payment
 - This will allow for last minute additions
- Remind the guest to take their card back at the end of the transaction
 - If they forget their card, please turn the card in to a supervisor immediately
- ***We cannot ask our guests to leave a tip for your organization***

End of Event Duties



- Centralize all stock for inventory
- Disassemble soda machine
- Clean pretzel warmer, popcorn machine and grills
- Wipe out the bun warmer drawers and clean the outside
- Clean counter tops
- Refill all bottled drinks
- Turn off all equipment
- Sweep and mop floor
- Close gates

When released, proceed to the locker rooms to return stand books, uniform shirts, volunteer badge and signs

Guest F.A.Q.

“I only brought cash! How can I buy anything if you’re cashless?”

- **There is a cash exchange machine that will give you a prepaid Visa card between gates A and B. Make sure you call the number on the back to activate the card first!**

“Where is the family bathroom?”

- **You can find a family bathrooms located in sections 105 and 116.**

“I wore the wrong shoes tonight and they are giving me a terrible blister! Is there anywhere I can get a bandaid?”

- **First aid is located by Gate C. They should be able to help you out!**

“I lost my phone! Do you know where it may have been turned in?”

- **You can check with Guest Services by Gate B near section 102. If they don’t have it, they can point you in the right direction.**

Paperwork



Complete and Submit

- **Volunteer Status Acknowledgement packet**
 - **Volunteer Release**
 - **Consent to Use Likeness**
 - **Violence in the Workplace Prevention Policy**
 - **PCI Associate Acknowledgement**
 - **St. Louis Sportservice Alcohol Service Rules**
 - **2022 Sportservice Uniform and Appearance Policy**
- **Delaware North Chaifetz Arena Onboarding Training packet**



Let's See What We've Learned



<https://forms.gle/3mUQvGnFbdsiH7kaA>



Q & A

Any questions or feedback you may have regarding training or your volunteering experience, please contact Aron Betts at abetts@delawarenorth.com