

Concession Information

Name _____

Address _____

Cell Number _____

Email address _____

In case of an emergency please contact:

Name phone number

Name of Player or players

Alcohol Contract

The following rules are set to protect the Jaguar Hockey Club and the individuals participating in group concessions from any possible criminal or civil consequences. IF any individual is found to be in violation of the terms of this agreement they will be immediately terminated and any/all concessions credits earned will be revoked. This is a voluntary job if you are not in agreement with any of these rules you do NOT have to sign, but you will not be allowed to work in alcohol sales as part of concessions.

Any volunteer that is unsure or having an issue with a customer please contact stand lead or venue staff for assistance. These individuals will support you!

Alcohol Rules:

- All volunteers must have a valid BASSET Certification to sell alcohol
- Acceptable forms of ID are an over 21 driver's license, military ID, state ID or US issued passport.. Unacceptable forms of ID include but are not limited to under 21 ID's (even if the individual is over 21), FOID card, US resident card, or any other form of ID not listed above.
- Volunteers may NOT accept any ID that shows signs of tampering.
- Volunteers WILL card every customer for every drink. Regardless if they have already been carded or not
- Volunteers MUST adhere to 2 drink limit per valid ID. If a customer wants to order 6 drinks the volunteer must see 3 valid ID's.
- No customer can have more than 2 drinks in hand at any time. IF a customer orders drinks that put them over that limit they must dispose of drinks to get to the 2 drink max or they will be denied service.
- Volunteers will NEVER serve alcohol after cutoff. Any volunteer found serving alcohol after cut off will be immediately removed from volunteer position and any and all credits will be returned to the pool.
- Volunteers will use training to identify over served patrons and refuse service accordingly.
- IF a volunteer chooses to deny service to any individual due to intoxication or any other reason the volunteer must use tactics from basset training.
- Volunteers will not accuse customers of being drunk, too drunk, or intoxicated or any other accusatory terms when denying service
- Volunteers MUST contact stand lead or venue support when denying service for support.
- Venue wristbands are **NOT** a substitute for an ID. Venue wristbands indicate that the customer is allowed to walk around the venue with alcohol in their hand.

By signing this contract you agree to abide by ALL alcohol rules. Any persons not abiding by these rules will be immediately terminated.

Player(s) name: _____

Print name: _____

Signed: _____

Date: _____

The rules set forth below are to ensure the safety and productivity of all. As well as to maintain our relationships with the venues we service. This is a volunteer opportunity as such if any volunteer feels they cannot follow these rules they should not participate. If any volunteer is found to be in violation of these rules the minimum penalty is a 20 hour deduction.

- Volunteers will refrain from taking any photos on site including but not limited to backstage, artists, stage setup, other employees
- **No venues may be tagged in any social media posting** related to your work with concessions.
- Volunteers **MUST** remove their hats throughout the performance of the National Anthem.
- Volunteers are **NOT ALLOWED** to leave the stand to watch any game or performance.
- Volunteers **MUST** be early or on time. Tardiness will not be tolerated.
- Volunteers that are running late will report to the stand lead at that time the stand lead will decide if the tardy volunteer will be needed.
- Tardy Volunteers that are sent home will incur a 20 hour deduction.
- Tardy Volunteers that are allowed to arrive late need to sign in at their arrival time. Not their call time.
- Volunteers will remain on post unless the lead has given permission to break.
- Volunteers will refrain from using cell phones while customers are present. Unless it is to contact stand lead or venue staff for assistance.
- Volunteers will comply with all venue rules and requests made by venue staff to volunteers.
- Volunteers will sign up for events using the Dibs portion of the Jaguar website.
- If an event is full and a volunteer would like to be added, contact Concessions Coordinator to check availability.
- Volunteers who need to cancel their Dibs claim must find their own replacement if the event date is 10 days or fewer in the future. Cancel requests outside of 10 days will be honored with no penalty or need to find replacement.
- Volunteers who are canceling within 10 days of the event are required to find their own replacement. Best practice is to post in Concessions Facebook Group for replacement.
- Concessions Coordinators are not required to find your replacement.
- Volunteers will adhere to the dress code for all venues. If a volunteer is in violation of dress code and cannot rectify the issue the volunteer will be sent home which will result in a 20 hour deduction.
- Volunteers will remain positive, productive and work as a team.
- **The Jaguar Board of Directors has the right at any time to expel from the concessions program any person/persons for any reason.**

Please note: **You are only earning credits to be used to lower your hockey fees. There will be no money given to you if you earn more credits than what your fees are and the credits cannot be given to anyone else. Concessions credits will be applied to your account in December. You will be required to make payments before your credit is applied to your account. ____initial here**

Venue Information

Credit Union One Amphitheatre

Concerts

- *Must have training required by the venue before working any events.
- *You must be 21 years or older to sell liquor at this venue. We have been able to use 16 year olds for food.
- *Dress Code upon arrival at the venue: Black pants, shorts or capris, white shirt, closed toed shoes with socks and black hat. You will be given a venue shirt when you arrive at the venue.

Seat Geek Stadium

Soccer and Rugby games and Selected Concerts/Events

- *Must be 18 years old or older (only will be allowed to do food prep or be a runner) to work in the stand, 21 years or older to serve/sell alcohol.
- *Dress Code upon arrival at the venue: Black pants, skid resistant shoes w/ socks, Jaguar shirt & hat.

Please remember that while volunteering, you are representing the Jaguar Hockey Club. All volunteers shall behave in a professional manner at all times while at a venue. NO alcoholic beverages, drugs, obscene/vulgar language, disruptive behavior or stealing will be permitted. If any volunteer is caught violating this code of conduct, or any code of conduct signed as a member of the Jaguar Hockey Club will forfeit the privilege of working any event, forfeit any credit earned, and possibly be taken to the Jaguar Hockey Club Rules and Ethics board for review.

I, _____, have read, understand, and agree to all of the above terms and conditions.

Volunteer Printed Name _____

Volunteer Signature Dat

Concessions Contract 2024 Jaguar Season

By signing this contract, you will be required to follow all rules listed. **This includes working a minimum of 9 events per family, at least 3 of which must be before May 1, 2024 and 3 events after August 15, 2024.** If the minimum number of events required is not met **ALL** credits earned will be lost. Volunteers may, of course, work as many events as possible.

Opportunity

Group concessions provide a volunteer opportunity to work at venues such as Credit Union One Amphitheatre and Seat Geek Stadium. By working concessions you will earn credits towards your ADM/house or travel hockey fees. The amount earned goes directly to player accounts. There is no guaranteed amount to be earned. The amount earned is the amount of sales earned at our contracted rates (rates vary by venue) plus all tip monies (cash and credit) divided by hours worked.

Requirements

Volunteers who choose to participate in Group Concessions through the Jaguar Hockey Club must have completed the following before allowed to work an event. Volunteers should be able to stand for long periods of time. Volunteers need to be able to lift items from time to time up to 50lbs.

- Signed 2024 Concessions Contract
- Signed Information Sheet
- Signed alcohol policy
- BASSET certification class completed and certificate sent to Concessions Coordinators

Events and Hours

Upon completion of the above each family will receive a concessions ID number. Volunteers will need to keep this number as it will be used to identify your events and hours worked.

Events are counted by the number of volunteers who volunteer for a specific event. Volunteers are welcome to have multiple volunteers contributing to their player account. For example if family x brings 3 volunteers to a concert and they all work 8 hours. Family x would earn 3 event credits and 24 hours.

Hours are recorded via timesheets. Time sheets can be either physical or a google form that is filled out for every event.

Events and Hours will be recorded by concessions coordinators, and totals will be posted frequently by concessions coordinators in the Facebook group. Should there be any discrepancy please contact Concessions Coordinator immediately to rectify.

Volunteers will not receive any money back if you have a credit at the end of the season. All concessions credits are applied to your account in December. You will be required to make payments before your credit is applied to your account. _____ initial here

Dibs and Attendance

Volunteers will in effect schedule themselves and any additional volunteers by using the dibs tab on the Joliet Jaguars website. It is **STRONGLY** encouraged that volunteers sign up as soon as possible. Volunteers who sign up for an event are obligated to attend that event for the number of dib slots claimed.

In the event a volunteer wants to sign up for an event, and no more dib slots remain the volunteer should contact Concessions coordinator and request to be added to the event.

Additions to schedule will be done on a case by case basis based on venue needs and requests along with preservation of volunteer hourly rate.

Any cancellation of a claimed dib will be requested through the concession coordinators. Volunteers who are requesting cancellation within 10 days of the claimed event ***MUST FIND THEIR OWN REPLACEMENT***. If you cannot find a replacement and you fail to report to the event you have signed up for you ***WILL RECEIVE A DEDUCTION OF 20 HOURS***. This policy applies to all spots claimed for a player account.

Repeat attendance violations may result in a forfeit of Concessions opportunity.

Communication

The primary method of communication will be the Jaguar Concessions Facebook group. This group will be used solely for the purposes of relevant concessions communications. Relevant communication will be posts from Concessions coordinators providing information to the group of events being added/removed or any other information that needs to be communicated to the whole group. Relevant communications from volunteers will be limited to volunteers looking for replacement and responses to those requests.

Should a volunteer have questions regarding a specific event or anything else those questions should be submitted via text, phone call, or email (in that order) to concessions coordinator(s).

Violations of this policy can result in a 20 hour deduction from the total. Repeat offenders will lose the opportunity to volunteer.

Email will be used to inform volunteers of start times and lead information for events.

Scheduling

Report times will be sent via email for each event from concessions coordinator(s). Volunteers will arrive at the given report time. Report times will vary for each event and volunteer. In the event a volunteer is not able to arrive at a given report time, volunteers must inform the Concessions Coordinator(s) before the event date.

Volunteers are required to sign in at scheduled start time. Volunteers arriving before scheduled start time will still need to sign in at scheduled start time. Volunteers are welcome to arrive early to prepare for their shift or take advantage of the free meal offered by the venue (Credit Union One only). However, volunteers must sign in on time and be prepared to work at scheduled start time.

Tardiness

Please note that tardiness means that the day of the event a volunteer is not able to arrive at their scheduled start time.

Tardiness will not be tolerated.

In the event a volunteer is running behind it is the volunteers responsibility to contact the stand lead and inform the lead of expected arrival time. At that point it is up to the lead to decide if the volunteer will be necessary.

If it is deemed the tardy volunteer is not needed, that volunteer will receive a 10 hour deduction on their player account.

Event Day Procedures

Volunteers will report and check in to the appropriate location for each venue which will be detailed in the email informing volunteers of their start time.

There will be at least 1 lead assigned for each event. Leads are the supervisor for the stand for that event and responsible for making sure all tasks are completed before and after an event. Volunteers should refer to their

lead for assignment.

At the beginning and end of each event there is to be a physical inventory taken of stand items. The list of items in need of counting will be on the stand sheet provided by the venue. It is the responsibility of the lead to assign volunteers to count items as well as begin any food or drink prep that is needed to open the stand on time.

The lead will be in charge of any cash on hand and is responsible for the balancing of inventory and cash at the beginning and the end of each event.

Venues may or may provide an "employee meal". Volunteers may take time to eat with lead approval and should never be eaten in view of customers or at their station.

As the event progresses a lead may send volunteers home early at their discretion in effort to preserve Group Concessions hourly rate.

At the end of an event in addition to physical inventory the stand will need to be cleaned including dishes, sweeping, and returning items to their proper place in the stand.

Tips

Volunteers are allowed to take tips for the services we provide both cash and credit. Credit Union One allows us to have jars out for customers to leave tips in. Seat Geek does not allow us to have jars. At both venues it is encouraged to use language that will lead to tips. "Please select your tip amount then ok the total."

All cash tips will be turned into the stand lead at the end of the event. The lead(s) of the event will give the tip money to the Concessions Coordinator. ***The tip money must be turned in no later than 5 days after the event.***

Conduct

All volunteers represent the Jaguar Hockey Club. All volunteers shall act in a professional manner at all times while at the venues. No alcoholic beverages, drugs, obscene/vulgar language, disruptive behavior or stealing will be permitted. Volunteers must follow all venue rules as well. If you are caught violating this code of conduct, you will forfeit your privilege of working any event and you will forfeit any hours earned thus far.

By signing below you agree to all of the above terms and conditions.

Signature Date

Volunteers

Concessions Frequently Asked Questions

What is “concessions?”

- Concessions is a volunteer opportunity offered by the club. Volunteers work in various venues selling food and alcohol of which we receive a contracted percentage. The commissions earned at these events are shared among all volunteers and divided by hours worked to come up with an overall hourly rate. The final hourly rate times the hours a family worked will give the amount that your player account is credited.

How often do I have to work?

- You can work as much as you want, but you have to work at least 9 events between March and October. 3 of which before May 1 and 3 after August 15.

How do I sign up for the events I want to work?

- The various games, concerts and other events on the schedule are posted to DIBS on the Jaguar website.

Do I need certification for this?

- Yes. At your own expense, you need to complete an online BASSET training course, which costs \$14.75. You can get your training from www.illinoisbassetcertification.com. This training is good for three years.

What do we wear?

- **SeatGeek Stadium:** Black pants (even in the summer), Jaguar hat or plain black hat, your assigned Jaguar shirt, and non-skid shoes. NO JEANS, YOGA OR WARM-UP PANTS! NO SHORTS OR CAPRIS!
- **Credit Union One Amphitheatre:** You need to arrive in a solid white shirt, but a “uniform” shirt will be provided for you to wear during the event and leave at the facility. You also need a solid black hat and solid black shorts, capris, or pants. NO JEANS, YOGA OR WARM-UP PANTS!

How much money will I make?

- The amount of money is dependent on the total sales and tips from the entire concession season, as well as on the number of hours you work as a family. While past performance is no guarantee of future results, hourly rates applied at the end of the season have ranged over the past five years from as little as \$7 to over \$20 an hour..

What happens if I can't work?

- It is your responsibility to find a replacement. The Facebook group is best place to look for a replacement as you can reach all volunteers quickly

What if I can't fill my spot?

- If you can not fill your spot, you will be docked 20 hours per the concessions contract.

What if I don't work 9 events?

- You will lose all your credits gained.

Can someone else work for my family?

- Yes. They need to be BASSET-trained and they must be at least 21 years old.

Will I get a check every week like an hourly job?

- No. volunteers will get all your credits put towards your hockey fees at the end of the concessions season, usually around December.

If you are interested in working, please attend one of the upcoming concessions meetings. Meeting Dates are to be determined.

If you have any further question please contact:

John Wirkus

630-857-8366 (text preferred)

jaguarconcessions@gmail.com

Melissa Reese

815-557-7110 (text preferred)

jaguarconcessions@gmail.com