



ACC Championship - Saturday, December 3, 2011

Email delivered on 11.29.2011



Delaware North Companies  
Sportservice - Carolina Panthers

2011 Season

800 South Mint Street  
Charlotte, NC 28202  
Phone: 704.358.7100  
Fax: 704.358.7147  
SFB@dncinc.com

[www.StadiumFoodandBeverage.com](http://www.StadiumFoodandBeverage.com)

## Game Day Information

*Don't forget your time card badge to clock in and out!*

*If you have lost your time card badge, please let your manager know so that we can have a new one for you at check in. \$5.00 will be deducted from your paycheck for this replacement card.*

Check In opens at 1:00pm

Gates open & Check In closes at 6:00pm

Your clock in time is listed by position along the right side of the Insider.

We are unable to allow anyone to enter the stadium to work after gates are open.

Kick off at 8:00pm

## Parking

*Due to events going on surrounding the stadium, we recommend allowing for extra travel time to get to work.*

The shuttle from the parking lot begins at 1:00pm.

You must carpool to park in the Penman Street parking lot.

[Click here for a map to the game day parking lot on Penman Street.](#)

*Enter the Carpool Lottery & win a \$25 gas card!*



*Admin.*

*Cash Room Staff*

[Patrick Kennedy](#) - 704.358.7183

**Clock In Time - 4:30pm**

*Check In Staff*

[Kelly Kennedy](#) - 704.358.7139

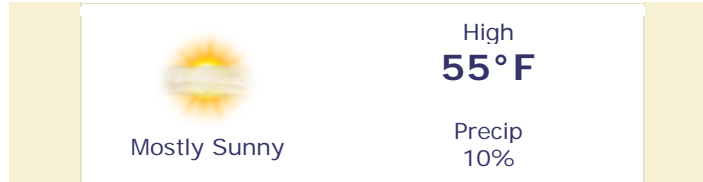
**Table 1, 2, 3 Clock In Time - 2:30pm**

**Table 4, 5, 6, 7 Clock In Time - 3:00pm**

## Game Day Check In Phone # - 704.358.7190

On game day, if you are running late or unable to work, please call check in.

### Game Day Weather



Last Updated Monday, Nov 28, 12:12 PM Eastern Standard Time

*If you forget your time card or don't clock in and out, you may not be paid properly.  
The pay date for this game is on 12.09.2011*

Pay checks are mailed from Buffalo, NY. We ask that you do not call to inquire about your paycheck until after five business days have passed.

*Do you need to make changes to your contact information or direct deposit account?*

Don't forget to let us know... Click [HERE](#) to download the Personal Information Change Form.

To sign up for direct deposit or change your direct deposit information...

Click [HERE](#) to download the Direct Deposit Authorization form.

You must submit a voided check or letter from your bank with all account information (your name, account number, and routing number) pre-printed, not handwritten.

Submit completed forms to Human Resources. Please note that all changes must be submitted by 10:00am on Monday to be reflected on your next paycheck.

### **Why wait for your W-2 to be mailed?**

Your original W-2 statement will be mailed to your home around January 24<sup>th</sup>, 2012 unless you consent to electronic delivery. Please allow at least five days for U.S. Mail delivery.

Don't waste time at the mailbox waiting for your W-2 to be delivered...Get it fast electronically!

Go to [the Work Number page](#) of our website for more information.

## Catering

### Bar Staff

[Mike Henrie](#) - 704.358.7184

Runner/Supervisor Clock In Time - 3:30pm

Bartender Clock In Time - 4:30pm

Miller Terrace Clock In Time - 5:00pm

### Internal Runners/Press Box 400 Staff

[Liz Ballenger](#) - 704.358.7170

Internal Runner Clock In Time - 1:00pm

Press Box Clock In Time - 3:15pm

### Market/Perk/BBQShack/KKreme Staff

[Kacey Faberman](#) - 704.358.7161

Supervisor Clock In Time - 3:30pm

Attendant Clock In Time - 4:30pm

Cashier Clock In Time - 5:00pm

KKreme/PPerk Clock In Time - 5:00pm

### Suite 87/Terrace Dining Staff

[Molly Loizeaux](#) - 704.358.7130

Supervisor Clock In Time - 4:00pm

Suite 87 Clock In Time - 4:30pm

Server/Runner Clock In Time - 4:30pm

Host Clock In Time - 5:00pm

### Suites and Pantry Staff

[Jennifer Wu](#) - 704.358.7135

Supervisor Meeting Time - 2:30pm

Lead Runner Clock In Time - 2:30pm

Pantry Runner Clock In Time - 3:15pm

Suite Attendant Clock In Time - 3:45pm

## Culinary

704.358.7160

[John Morey](#)

[Martin Gray](#)

[Patrice Evans](#)

[Becky Bolton](#)

[India Watkins](#)

See Kitchen Schedule for Clock In Times

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## Congratulations to the winners of the Carpool Lottery on 11.13!!



**Kendra Grant  
Carol Thomas  
Rebecca Lyon**

**To help keep our stadium fan- and family-friendly, please review our alcohol service policies.** *If you have any questions, please speak with your manager on game day.*

**FOR THIS EVENT ONLY - alcohol will only be served on the Club Level. All fans should be ID'd regardless of what you think their age is.**

- Alcohol service is a privilege, not a right.
- Fans must be 21 years old or older to purchase and/or consume alcohol.
- Anyone serving alcohol must be 18 years old or older.
- You may sell only two alcoholic beverages at a time per person, or one drink per hand. If they have an alcoholic beverage in their hand, you may only sell them one more. You should not encourage them to quickly finish the beverage in their hand so that you may sell them two.
- Know where the alcohol is going. Watch for fans giving drinks to others who may not be of age, or setting drinks down and immediately coming back for another round.
- Alcohol sales stop at the end of the 3rd quarter; once the 4<sup>th</sup> quarter begins no more alcohol may be sold. In private areas, like luxury suites and Suite 87, guests may be served until the area closes.
- Employees must remove the tops from all bottled beers. Glass containers are not permitted in public areas of the stadium; beverages in these containers must be poured into a plastic cup.
- If you decline service to a fan, *immediately* notify your supervisor. DNC will back your decision by 100%.
- It is your responsibility to ensure fans do not over-consume alcohol while at Bank of America Stadium, and we must all work together to prevent alcohol related incidents.

*Violation of any policy regarding alcohol service may result in your termination.*

### *Concessions & Vending*

[Jason Black](#) - 704.358.7173

[Jeff Kelly](#) - 704.358.7124

[Amy Penwell](#) - 704.358.7172

Level Manager Clock In Time - 2:00pm

Vending Room Manager In Time - 2:45pm

Stand Manager Clock In Time - 3:00pm

Volunteers In Time - 4:00pm

### *POS Support & Warehouse Staff*

[Dean Kleto](#) - 704.358.7185

POS Support Clock In Time - 2:30pm

Runner Clock In Time - 2:00pm

Pump Room Clock In Time - 3:00pm

### *Retail*

#### *Retail Warehouse*

[Graham Clark](#) - 704.358.7141

Clock In Time - 4:00pm

#### *Stand Sales Staff*

[Sharon Van Poole](#) - 704.358.7145

Clock In Time - 4:00pm

#### *Team Store Staff*

[Steve Roznowski](#) - 704.358.7158 or

704.358.7159

Clock In Time -



# 'Tis the Season

to spread the holiday cheer!

Saturday, Dec. 24th, Bucs vs. Panthers  
all DNC associates will enjoy...

complimentary  
hot chocolate

gift bags with coupons,  
souvenirs, and candy

raffle for a chance to  
win a 22" TV, \$800 in  
gift cards, and more

& a fun, festive atmosphere!

Best day ever.  
See ya there!





### Universal Service Standards

1. Professional Appearance & Grooming
2. Attentive Posture
3. Gracious & Friendly Service
4. Guest Name
5. Greeting the Guest
6. Thanking the Guest
7. Teamwork
8. Pride in Facility Maintenance and Appearance
9. Product Knowledge and Associate Skills
10. Telephone Courtesy

### REMINDER: Elevator Use on Game Day

The freight elevator is not to be used to transport passengers. **Only employees transporting freight will be allowed to use the freight elevator.**

Prior to gates opening, from the 000 Level, all employees must walk, using the D2 ramp, to the 100 Level. From the 100 Level, if employees wish to use an elevator to access the 300, 400, and 500 Levels, they may use the NW passenger elevators (elevators #12 and #13).

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This email is intended for game day employees of Delaware North Companies Sportservice - Carolina Panthers, and is being sent to provide information regarding working at Bank of America Stadium. **DO NOT REPLY TO THIS EMAIL**, unless you would like to be removed from this distribution list. To be removed, please reply to this email with the word "REMOVE" in the subject line.