



Carolina vs. Atlanta Falcons - Sunday, December 11, 2011

Email delivered on 12.06.2011



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

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 6:00am

Gates open & Check In closes at
11:00am

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 1:00pm

Parking

The shuttle from the parking lot begins at 6:00am.

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 - 9:30am

Check In Staff

[Kelly Kennedy](#) - 704.358.7139

Table 1, 2, 3 Clock In Time - 7:30am

Table 4, 5, 6, 7 Clock In Time - 8:00am

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



Mostly Sunny

High
50° F

Precip
0%

Last Updated Monday, Dec 5, 4:11 PM Eastern Standard Time

FLORIDA
NOI INFORMATION

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 12.16.2011

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 24th, 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 - 8:30am

Bartender Clock In Time - 9:30am

Miller Terrace Clock In Time - 10:00am

Internal Runners/Press Box 400 Staff

[Liz Ballenger](#) - 704.358.7170

Internal Runner Clock In Time - 6:00am

Press Box Clock In Time - 8:15am

Market/Perk/BBQShack/KKreme Staff

[Kacey Faberman](#) - 704.358.7161

Supervisor Clock In Time - 9:00am

Attendant Clock In Time - 9:30am

Cashier Clock In Time - 10:00am

KKreme/PPerk Clock In Time - 10:00am

Suite 87/Terrace Dining Staff

[Molly Loizeaux](#) - 704.358.7130

Supervisor Clock In Time - 9:00am

Suite 87 Clock In Time - 9:30am

Server/Runner Clock In Time - 9:30am

Host Clock In Time - 10:00am

Suites and Pantry Staff

[Jennifer Wu](#) - 704.358.7135

Supervisor Meeting Time - 7:30am

Lead Runner Clock In Time - 7:30am

Pantry Runner Clock In Time - 8:15am

Suite Attendant Clock In Time - 8:45am

Culinary

704.358.7160

[John Morey](#)

[Martin Gray](#)

[Patrice Evans](#)

[Becky Bolton](#)

[India Watkins](#)

See Kitchen Schedule for Clock In Times

Congratulations to the winners of the Carpool Lottery on 12.03!!!



**Leah Shakespeare
John Parson
Gary Steele**

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.

- 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.
- Check the ID of anyone who appears 30 years old or younger attempting to purchase alcohol. If you don't feel confident in guessing the age of a fan, it is okay check everyone's ID. However, please use your common sense when serving repeat guests.
- 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 4th 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 - 7:00am

Vending Room Manager In Time - 7:45am

Stand Manager Clock In Time - 8:00am

Volunteers In Time - 9:00am

POS Support & Warehouse Staff

[Dean Kleto](#) - 704.358.7185

POS Support Clock In Time - 7:30am

Runner Clock In Time - 7:00am

Pump Room Clock In Time - 9:00am

Retail

Retail Warehouse

[Graham Clark](#) - 704.358.7141

Clock In Time - 9:00am

Stand Sales Staff

[Sharon Van Poole](#) - 704.358.7145

Clock In Time - 9:00am

Team Store Staff

[Steve Roznowski](#) - 704.358.7158 or

704.358.7159

Clock In Time - 8:00am



'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!



Welcome to gameday! Coming off an exciting win against the Tampa Bay Buccaneers, the Panthers return home this week, fired up and ready to go against the Atlanta Falcons. As always after a win, fans will be fired up as well and will come back to Bank of America Stadium with energy, enthusiasm and great expectations for service from the food and beverage staff. Let's do all we can to make their experience on Sunday one they will not soon forget.

As we round out the season, everyone is busy -- not just with work -- but with making holiday plans, spending time with friends and family and finishing their holiday shopping. Especially during this time of year, do what you can to go the extra mile for our external guests, as well as our internal guests -- your friends and co-workers.

In all that you do, remember our service promise, "creating special experiences, one guest at a time." Happy Holidays!

We hope that you enjoy this portion of your Game Day Insider as it will include some important notes about GuestPath throughout the season, including updates, associate spotlights, a review of the Universal Service Standards, and more! If there is anything you would like to see featured here or if you have any comments, questions, or concerns regarding GuestPath, please let us know at:

GuestPathPanthers@dncinc.com

WOW

We had the great pleasure of celebrating the efforts two associates at the ACC Championship game! We WOW'd Cindy Geouge, a Level Manager on 100. This is Cindy's first year as a Level Manager but she has continues to impress her manager as well as her co-workers. Cindy started working with us a volunteer a few years ago, and she loved what she did so much, that she wanted to come back as an associate. Volunteers and Stand Managers witness Cindy's enthusiasm and leadership every single game and by watching her, they become better at what they do as well. Cindy is a great example of our Universal Service Standards at work. "As a first year Level Manager, I could not have asked for more," said Jason Black, Concessions Manager. We send a big shout out to Cindy for her hard work!

We also celebrated the work of Dale Quinto in the Cash Room. Dale has been an outstanding and dedicated employee, committed to being here and giving 110% at every single game. Patrick Kennedy and Bethany Jack, both report that Dale is an invaluable Cash Room associate, who doesn't just show up to work, she goes above and beyond by always making herself available to help fellow associates and doing whatever she has to do to get the job done. We thank Dale for all that she does to make the DNC team as strong as it can be!

We want to WOW you, too. Look for ways to create special experiences for our guests and you might be the next associate or volunteer to be WOWd!

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.