



Two Games in Three Days...

Email delivered on 08.29.2011



Delaware North Companies
Sportservice - Carolina Panthers

2011 Season

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www.StadiumFoodandBeverage.com

This is a special edition of the Game Day Insider and contains information about both the Thursday, September 1 and Saturday, September 3 games. It's going to be a busy week & we are excited that you will be a part of it!

Please note that not all locations are open on Saturday, if you aren't sure whether you are scheduled to work, please contact your manager.

Game Day Information

Please remember to bring 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.

Thursday, September 1

Check In opens at 1:00pm

Gates open & Check In closes at 6:00pm

Kick off at 8:00pm

Saturday, September 3

Check In opens at 12:00pm

Gates open & Check In closes at 5:00pm

Kick off at 7:00pm

Parking

The shuttle from the parking lot begins at 1:00pm on Thursday and 12:00pm on Saturday.

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

09.01 Clock In Time - 4:30pm

09.03 Clock In Time - 3:30pm

Check In Staff

[Kelly Kennedy](#) - 704.358.7139

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

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




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

09.03 Table 4, 5, 6, 7 In Time - 2:00pm

Game Day Check In Phone # - 704.358.7190

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

Weather

Thu Sep 1	Fri 2	Sat 3
		
Mostly Sunny	Isolated T-Storms	Isolated T-Storms
90°	87°	91°
69°	69°	72°

Congratulations to the winners of the Carpool Lottery on 08.13.2011!

~Gina Mundy~
~Kelly Randall~
~Cindy Geouge~



The pay date for these games is 09.09.2011

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.

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.

Catering

Bar Staff

[Mike Henrie](#) - 704.358.7184

09.01 Runner/Supervisor In Time - 3:30pm

09.01 Bartender Clock In Time - 4:30pm

09.01 Miller Terrace In Time - 5:00pm

09.03 Runner/Supervisor In Time - 2:30pm

09.03 Bartender Clock In Time - 3:30pm

09.03 Miller Terrace In Time - 4:00pm

Internal Runners/Press Box 400 Staff

[Liz Ballenger](#) - 704.358.7170

09.01 Internal Runner In Time - 1:00pm

09.01 Press Box 400 Clock In Time - 3:15pm

09.03 Internal Runner In Time - 12:00pm

09.03 Press Box 400 Clock In Time - 2:15pm

Market/Perk/BBQShack/KKreme Staff

[Kacey Faberman](#) - 704.358.7161

09.01 Supervisor Clock In Time - 4:00pm

09.01 Attendant Clock In Time - 4:30pm

09.01 Cashier Clock In Time - 5:00pm

09.01 PPerk/KKreme In Time - 5:00pm

09.03 Supervisor Clock In Time - 3:00pm

09.03 Attendant Clock In Time - 3:30pm

09.03 Cashier Clock In Time - 4:00pm

09.03 PPerk/KKreme In Time - 4:00pm

Suite 87/Terrace Dining Staff

[Molly Loizeaux](#) - 704.358.7130

09.01 Supervisor Clock In Time - 4:00pm

09.01 Suite 87 Clock In Time - 4:30pm

09.01 TD Server/Runner In Time - 4:30pm

09.01 TD Host Clock In Time - 5:00pm

09.03 Supervisor Clock In Time - 3:00pm

09.03 Suite 87 Clock In Time - 3:30pm

09.03 TD Server/Runner In Time - 3:30pm

09.03 TD Host Clock In Time - 4:00pm

Suites and Pantry Staff

[Jennifer Wu](#) - 704.358.7135

**FLORENCE
CORPORATION**

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 Thursday. Alcohol sales will stop at the end of the third quarter.

- 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 will result in your termination.



09.01 Supervisor Meeting Time - 2:30pm
09.01 Lead Runner Clock In Time - 2:30pm
09.01 Pantry Runner In Time - 3:15pm
09.01 Suite Attendant In Time - 3:45pm
09.03 Supervisor Meeting Time - 1:30pm
09.03 Lead Runner Clock In Time - 1:30pm
09.03 Pantry Runner In Time - 2:15pm
09.03 Suite Attendant In Time - 2:45pm

All Suites & Pantries associates are scheduled to work the East Carolina-South Carolina event. Everyone is expected to work; therefore you do not need to call/email to confirm your assignment. In the event that you cannot work and have not already told us, please contact Jen Wu at jwu@dncinc.com. Thank you.

Culinary

704.358.7160

[John Morey](#)

[Martin Gray](#)

[Patrice Evans](#)

[Becky Bolton](#)

[India Watkins](#)

See Kitchen Schedule for Clock In Times

Concessions & Vending

[Jason Black](#) - 704.358.7173

[Jeff Kelly](#) - 704.358.7124

[Amy Penwell](#) - 704.358.7172

09.01 Level Manager In Time - 2:00pm

09.01 Vending Clock In Time - 2:45pm

09.01 Stand Manager In Time - 3:00pm

09.01 Volunteers In Time - 4:00pm

09.03 Level Manager In Time - 1:00pm

09.03 Vending Clock In Time - 1:45pm

09.03 Stand Manager In Time - 2:00pm

09.03 Volunteers In Time -3:00pm

Message from our General Manager...

“Football”

My favorite time of the year

Be a team player;

Come to work prepared, ready to take care of all our fans needs, Team work starts with being prepared to help your coworkers in each department. Support for your managers and supervisors and being open with communication. Have fun today, think as a Team, work as a Team and take pride as a Team and most importantly; smile as a Team.

Support the Team, smile and have fun today!!

Tom

General Manager
DNC/Stadium Food & Beverage



Updates & News

Welcome to game day! We are excited for the Carolina-Pittsburgh game, but don't forget about East Carolina-South Carolina. College games are an exciting time to welcome new fans to our stadium and show them how well we treat our guests here.

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 a review of the Universal Service Standards; updates; associate spotlights 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 jwu@dncinc.com.

Frontline Leader Workshops & Coaching

On August 22, we held Frontline Leader workshops for game day supervisors. We were lucky to have two of DNC's GuestPath Business Partners – Ray Hentze and Matt Hamann, come in to present this session.

Our supervisors learned about pre-shift meetings, validations, working with associates and participated simulations for enhanced game day service and support. Morgan Schau, internals coordinator, noted “it was interesting and really put things into a new perspective to give you new ideas. It made me think about things in a different way. It was helpful, and I enjoyed it. “

On August 23, Ray and Matt facilitated a coaching workshop for our full-time managers – focusing on recognition, redirection and providing the best possible follow up and support for our game day associates.

POS Support & Warehouse Staff

[Dean Kleto](#) - 704.358.7185

09.01 POS Support Clock In Time - 2:30pm

09.01 Runner Clock In Time - 2:00pm

09.01 Pump Room Clock In Time - 3:00pm

09.03 POS Support Clock In Time - 1:30pm

09.03 Runner Clock In Time - 1:00pm

09.03 Pump Room Clock In Time - 2:00pm

Retail

Retail Warehouse

[Graham Clark](#) - 704.358.7141

09.01 Clock In Time - 4:00pm

09.03 Clock In Time - 3:00pm

Stand Sales Staff

[Sharon Van Poole](#) - 704.358.7145

09.01 Clock In Time - 4:00pm

09.03 Clock In Time - 3:00pm

Team Store Staff

[Steve Roznowski](#) - 704.358.7158 or

704.358.7159

09.01 and 09.03 Store opens at 12:00pm

Clock In Time - varies

This was an interactive day filled with scenarios, discussions and reenactments of potential game day issues. According to Liz Ballenger, catering manager, "it was very beneficial because it helped me practice using key phrases, and I liked hearing others so that I could continuously practice. The entire workshop was important because we all need to learn the proper way to coach. I took away new and improved ways to work with my associates."

Be on the lookout for additional trainings and workshops throughout the season.



Volunteer Group SPOTLIGHT

Rock Hill Band Boosters have been serving at Bank of America Stadium for over 10 years and they are excited that the season is underway! One of 55 volunteer groups working at the stadium, Rock Hill uses the money they raise at the games for competitions, to help feed band camp participants, and to put on mini camps. Lori Sistare, Group Lead of 9 years for the organization, says this is a better way to fundraise than just selling items because it "gives the kids the opportunity to have a little ownership in what they are doing and allows them to share the responsibility of paying the fees." Why does Lori keep coming back each year? She says, "It's exciting to be at the stadium and to see the joy on the faces that we serve."

Focus on Universal Service Standard #2: Attentive Posture

Stand tall. Attentive posture while interacting with guests shows your eagerness to assist them. It makes them feel welcome and enhances their perception of you and the overall experience. On game day, you should also be careful to practice the other elements comprised in Service Standard #2: positive facial expressions, friendly eye contact, acknowledgement of guests within 10 feet of your position, and carrying the appropriate items that allow you to best serve the guests. Focus on executing these practices as you help create special experiences on game day!

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

www.StadiumFoodandBeverage.com 

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.