



# Fan Fest - Saturday, August 6

Email delivered on 08.02.2011



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)

This email is being sent to **ALL** current associates. **You may not be scheduled to work this event.**  
If you aren't sure, please contact your manager now.

### Game Day Information

Please remember to bring your time card badge to clock in and out.  
If you turned it in at the end of last season, you may pick this up at check in.

Check In opens at 11:30am

Gates open at 2:30pm

Practice begins at 4:00pm

### Parking

The shuttle from the parking lot begins at 11:30am.  
You do not need to carpool to park in this lot for this event. The Carpool Lottery will not be held.

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

**Game Day Check In Phone # - 704.358.7190**

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

### Admin.

Cash Room Staff  
[Patrick Kennedy](#) - 704.358.7183

Check In Staff  
[Kelly Kennedy](#) - 704.358.7139

### Catering

Bar Staff  
[Jeff Golden](#) - 704.358.7184



Internal Runners/Press Box 400 Staff  
[Liz Ballenger](#) - 704.358.7170

Market/Perk/BBQShack/KKreme Staff  
[Kacey Faberman](#) - 704.358.7161

## Clock In Times for this event

Concessions Level & Stand Managers & POS Support Staff - 12:00pm  
 Volunteers - 12:30pm  
 Retail Stand Sales - 12:30pm  
 Team Store - 1:00pm (new associates)/1:30pm (returning associates)

## Weather

Day	Night
 <p>Scattered T-Storms</p> <p>High <b>95°F</b></p> <p>Precip 40%</p>	 <p>Partly Cloudy</p> <p>Overnight Low <b>74°F</b></p> <p>Precip 20%</p>
<p>Last Updated Monday, Aug 1, 7:20 PM Eastern Daylight Time</p>	



NFL clubs have approved the terms of a comprehensive settlement of litigation and a new 10-year collective bargaining agreement with the NFL Players Association.

**And, we are Back to Football...**

Please review this season's schedule and be sure that you complete all required training prior to our first game on August 13.

### PRESEASON

Saturday	Aug 13	NEW YORK GIANTS	8:00 pm
Thursday	Sept 1	PITTSBURGH STEELERS	8:00 pm

### REGULAR SEASON

Saturday	Sept 3	ECU vs. USC	7:00pm
Sunday	Sept 18	GREEN BAY PACKERS	1:00pm
Sunday	Sept 25	JACKSONVILLE JAGUARS	1:00pm
Sunday	Oct 9	NEW ORLEANS SAINTS	1:00pm
Sunday	Oct 23	WASHINGTON REDSKINS	1:00pm
Sunday	Oct 30	MINNESOTA VIKINGS	1:00pm

Suite 87/Terrace Dining Staff  
[Molly Loizeaux](#) - 704.358.7130

Suites and Pantry Staff  
[Jennifer Wu](#) - 704.358.7135

## Culinary

704.358.7160  
[John Morey](#)  
[Martin Gray](#)  
[Patrice Evans](#)  
[Becky Bolton](#)  
[India Watkins](#)

## Concessions & Vending

[Jason Black](#) - 704.358.7173  
[Jeff Kelly](#) - 704.358.7124  
[Amy Penwell](#) - 704.358.7172

POS Support & Warehouse Staff  
[Dean Kleto](#) - 704.358.7185

## Retail

Retail Warehouse  
[Graham Clark](#) - 704.358.7141

Stand Sales Staff  
[Sharon Van Poole](#) - 704.358.7145

Team Store Staff  
[Steve Roznowski](#) - 704.358.7158 or  
 704.358.7159

Sunday	Nov 13	TENNESSEE TITANS	1:00pm
Saturday	Dec 3	ACC CHAMPIONSHIP	8:00pm
Sunday	Dec 11	ATLANTA FALCONS	1:00pm*
Saturday	Dec 24	TAMPA BAY BUCCANEERS	1:00pm
Tuesday	Dec 27	BELK BOWL	8:00pm



FLORIDA  
PAPER  
NO INFORMATION

*The pay date for this game is 08.12.2011*

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.

***Please review our alcohol service policies.***

*If you have any questions, please speak with your manager on Thursday. Alcohol sales will stop XXX.*

- 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 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 will result in your termination.*

## **GuestPath in Your Own Words - We want to hear from you!**

**How does GuestPath inspire you? Send us your thoughts & it may be displayed on the GuestPath board. Visit the GuestPath page of our website for more details...**

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