



Delaware North Companies  
Sportservice - Carolina Panthers

2011 Season

800 South Mint Street  
Charlotte, NC 28202  
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[www.StadiumFoodandBeverage.com](http://www.StadiumFoodandBeverage.com)

Gold Cup Soccer - Thursday, June 9

Email delivered on 06.06.2011

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.*

#### Parking

Check In opens at 2:00pm

The shuttle from the parking lot begins at 2:00pm.

We recommend carpooling to work with another employee to ensure there are enough parking spaces available for everyone.

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

Gates open & Check In closes at 6:00pm

Costa Rica v. El Salvador Kick off at 7:00pm  
Mexico v. Cuba Kick off at 9:00pm

*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

*POS Support Staff*

[Dean Kleto](#) - 704.358.7185

Clock In Time - 2:30pm

## 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

Day	Night
 Partly Cloudy High <b>92°F</b> Precip 20% Wind: From WSW at 5 mph Humidity: 60% UV Index: 10 Very High	 Mostly Clear Overnight Low <b>70°F</b> Precip 10% Wind: CALM Humidity: 73%
Last Updated Monday, Jun 6, 11:23 AM Eastern Daylight Time	

*The pay date for this game is 06.17.2011*

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 after the half time of the second game.

- 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

### Catering

#### Bar Staff

[Jeff Golden](#) - 704.358.7184

Runner/Supervisor 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 - 4:15pm

Press Box 400 Clock In Time - 4:15pm

#### Market/Perk/BBQShack/KKreme Staff

[Kacey Faberman](#) - 704.358.7161

Supervisor Clock In Time - 3:30pm

Attendant Clock In Time - 4:00pm

Cashier Clock In Time - 5:00pm

PPerk/KKreme Clock In Time - NA

#### Suite 87/Terrace Dining Staff

[Molly Loizeaux](#) - 704.358.7130

Supervisor Clock In Time - NA

Suite 87 Clock In Time - NA

TD Server/Runner In Time - NA

TD Host Clock In Time - NA

#### Suites and Pantry Staff

[Jennifer Wu](#) - 704.358.7135

Supervisor Clock In Time - 2:45pm

Lead Runner Clock In Time - 2:45pm

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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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.*



As we kick off our 2011 season with Gold Cup Soccer, we are pleased to introduce GuestPath and Delaware North Companies' service promise of *Creating Special Experiences One Guest at a Time.*

Your manager will be contacting you in the coming weeks to sign you up for a GuestPath session, and we are excited to bring this program to Bank of America Stadium and the Carolina Panthers!

GuestPath focuses on our ten Universal Service Standards, and we'd like to share these with you as we prepare for Gold Cup Soccer this week.

If you have any questions regarding GuestPath or any of our upcoming GuestPath training sessions, please contact Jen Wu at [jwu@dncinc.com](mailto:jwu@dncinc.com).

*Universal Service Standard #1: Professional Appearance and Grooming*

*Universal Service Standard #2: Attentive Posture*

*Universal Service Standard #3: Gracious & Friendly Service*

*Universal Service Standard #4: Guest Name*

*Universal Service Standard #5: Greeting Guests*

*Universal Service Standard #6: Thanking the Guest*

*Universal Service Standard #7: Teamwork*

*Universal Service Standard #8: Pride in Facility Maintenance & Appearance*

*Universal Service Standard #9: Product Knowledge & Associate Skills*

*Universal Service Standard #10: Telephone Courtesy*

## *Concessions & Vending*

[Jason Black](#) - 704.358.7173

[Jeff Kelly](#) - 704.358.7124

[Dean Kleto](#) - 704.358.7185

[Jessica Gregory](#)/[Amy Penwell](#) -  
704.358.7172

**Level Manager Clock In Time - 2:00pm**

**Vending Clock In Time - 2:45pm**

**Stand Manager Clock In Time - 3:00pm**

**Volunteers In Time - 4:00pm**

*Warehouse Staff*

[Chad Henley](#) - 704.358.7137

**Runner Clock In Time - 2:00pm**

**Pump Room Clock In Time - 3:00pm**

## *Retail*

*Retail Warehouse*

[Graham Clark](#) - 704.358.7147

**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 - NA**



[Click to view this season's schedule.](#)

Information about required training for the season will be emailed to you later this month.  
If your email address has changed, please let us know.

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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.