



Carolina v. Green Bay - Sunday, Sept. 18

Email delivered on 09.13.2011



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

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.

Parking

Check In opens at 6:00am

Gates open & Check In closes at
11:00am

Kick off at 1:00pm

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 Cloudy

High
71° F

Precip
10%

Last Updated Tuesday, Sep 13, 3:11 PM Eastern Daylight Time

FLORIAN
PARENT
NOTIFICATION

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 09.23.2011

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.

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 - 9:00am

All Bartenders will meet in the NCL at 9am.

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 - 8:30am

Attendant Clock In Time - 9:00am

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 09.01 and 09.03!!



**Barbara Foxx
George Waldrop
Dianne Espinoza**

**Mary Hand
Steve Boles
Nathaniel Wackford**

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

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

Stadium, and we must all work together to prevent alcohol related incidents.

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

REMINDER: Elevator Use on Game Day

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).

At the end of the day, passenger elevators will be used exclusively by ticket holders for the 30 minutes following each game. ***If you leave the stadium during this 30 minute time frame, you must walk the ramps to the 000 Level.*** After all fans have exited the stadium, employees leaving the 300, 400, and 500 Levels may ride these elevators down to the 000 Level; the elevators will not stop on the 100 Level.

Updates & News

Welcome to game day! We are excited for our regular season home opener against the Green Bay Packers.

As we start the regular season, we would like to take a moment to remind each of you that GuestPath is part of what we do here. It is not something extra or above and beyond any previous standards; it is simply the embodiment of our commitment to guest services and the fan experience. That, for us, is nothing new.

GuestPath does bring with it an opportunity to better focus our efforts and provide a renewed effort to provide our guests with an outstanding experience and make them want to come back. It is how we work to Create Special Experiences One Guest at a Time. We know that each of you already do that every game.

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.

Focused Standards & Validations, Pre-Shift Meetings and a WOW!

Beginning with this weekend's game, we will be focusing more on our standards, including GuestPath as part of pre-shift meetings and looking for ways to reinforce the good work that you are all doing on game day!

We are also working to roll out our first WOW of the season! WOW is a way to recognize outstanding service and/or efforts from a previous game. We have some special treats and surprises in store, so look to the next Game Day Insider for a follow up on WOW!



Volunteer Group SPOTLIGHT: Clover High School Marching Band Stand 345C

Who are we? We are Clover High School Marching Band, and we represent 140+ of the hardest working young people in the state of South Carolina 4A schools.

Each year we present a unique program at competitive Marching Band events across the state of South Carolina, and support the Clover High School Blue Eagles Football Team. At the stadium, we work at stand 345 and have done so for over 7 years.

Our band members come from a cross-section of our community with a wide range of socio-economic backgrounds, and the economy from the past several years has been “challenging” for many of us with job losses/layoffs. The opportunity to raise funds by serving at our stand has been a blessing to our entire band, because it is the premier source of outside revenue for us.

Revenue produced by our efforts goes to provide scholarships for students who struggle to pay band fees, travel expenses to competitions, purchase of yearly sheet music, instrument maintenance/repair and other expenses associated with a championship program.

We invite you to come visit us and enjoy our food and company next time you are at Bank of America Stadium for an event, and we invite you to come to Clover, South Carolina to hear us perform.

Focus on Universal Service Standard #3: Gracious & Friendly Service

This week, be sure to provide gracious and friendly service when interacting with guests. This is best achieved through courteous and professional language and cordial, welcoming behaviors. When communicating with guests, phrases such as “I would be happy to” and “it is my pleasure” are preferred over short, insincere remarks like “Sure” or “OK”. Your friendly service goes a long way in creating special experiences for the guests!



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

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