



Happy Holidays!

Email delivered on 12.21.2011



Delaware North Companies
Sportservice - Carolina Panthers

2011 Season

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This is a special edition of the Game Day Insider and contains information about both the **Saturday, December 24** and **Tuesday, December 27** games. It's going to be a busy few days & we are excited that you will be a part of it!

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.

Saturday, December 24

Check In opens at 6:00am

Gates open & Check In closes at
11:00am

Kick off at 1:00pm

Tuesday, December 27

Check In opens at 1:00pm

Gates open & Check In closes at 6:00pm
Kick off at 8:00pm

Parking

The shuttle from the parking lot begins at 6:00am on Saturday and 1:00pm on Tuesday.

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
12.24 Clock In Time - 9:30am
12.27 Clock In Time - 4:30pm

Check In Staff

[Kelly Kennedy](#) - 704.358.7139
12.24 Table 1, 2, 3 Clock In Time - 7:30am
12.24 Table 4, 5, 6, 7 Clock In Time - 8:00am
12.27 Table 1, 2, 3 Clock In Time - 2:30pm
12.27 Table 4, 5, 6, 7 In Time - 3:00pm

Game Day Check In Phone # - 704.358.7190

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

Game Day Weather



Showers

High
55° F

Precip
60%

Last Updated Wednesday, Dec 21, 9:18 AM Eastern Standard Time

FLORIDA
NO INFORMATION

If you forget your time card or don't clock in and out, you may not be paid properly.

The pay date for the 12.24 game is on 12.30.2011.

The pay date for the 12.27 game is on 01.06.2012.

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.

Catering

Bar Staff

[Mike Henrie](#) - 704.358.7184

12.24 Runner/Supervisor Clock In Time - 8:30am

12.24 Bartender Clock In Time - 9:30am

12.24 Miller Terrace Clock In Time - 10:00am

12.27 Runner/Supervisor In Time - 3:30pm

12.27 Bartender Clock In Time - 4:30pm

12.27 Miller Terrace In Time - 5:00pm

Internal Runners/Press Box 400 Staff

[Liz Ballenger](#) - 704.358.7170

12.24 Internal Runner Clock In Time - 6:00am

12.24 Press Box Clock In Time - 8:15am

12.27 Internal Runner In Time - 1:00pm

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

Market/Perk/BBQShack/KKreme Staff

[Kacey Faberman](#) - 704.358.7161

12.24 Supervisor Clock In Time - 9:00am

12.24 Attendant Clock In Time - 9:30am

12.24 Cashier Clock In Time - 10:00am

12.24 KKreme/PPerk Clock In Time - 10:00am

12.27 Supervisor Clock In Time - 4:00pm

12.27 Attendant Clock In Time - 4:30pm

12.27 Cashier Clock In Time - 5:00pm

12.27 PPerk/KKreme In Time - 5:00pm

Suite 87/Terrace Dining Staff

[Molly Loizeaux](#) - 704.358.7130

12.24 Supervisor Clock In Time - 9:00am

12.24 Suite 87 Clock In Time - 9:30am

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.



**Congratulations to the winners of the Carpool Lottery
on 12.19!!!!**

**Sharon Williams & Heidi Bodah
Meredith & Bob Clark
Heather Salts**

12.24 Server/Runner Clock In Time - 9:30am
12.24 Host Clock In Time - 10:00am
12.27 Supervisor Clock In Time - 4:00pm
12.27 Suite 87 Clock In Time - 4:30pm
12.27 TD Server/Runner In Time - 4:30pm
12.27 TD Host Clock In Time - 5:00pm

Suites and Pantry Staff

[Jennifer Wu](#) - 704.358.7135

12.24 Supervisor Meeting Time - 7:30am
12.24 Lead Runner Clock In Time - 7:30am
12.24 Pantry Runner Clock In Time - 8:15am
12.24 Suite Attendant Clock In Time - 8:45am
12.27 Supervisor Meeting Time - 2:30pm
12.27 Lead Runner Clock In Time - 2:30pm
12.27 Pantry Runner In Time - 3:15pm
12.27 Suite Attendant 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

Concessions & Vending

[Jason Black](#) - 704.358.7173

[Jeff Kelly](#) - 704.358.7124

[Amy Penwell](#) - 704.358.7172

12.24 Level Manager Clock In Time - 7:00am
12.24 Vending Room Manager In Time - 7:45am
12.24 Stand Manager Clock In Time - 8:00am
12.24 Volunteers In Time - 9:00am
12.27 Level Manager In Time - 2:00pm
12.27 Vending Clock In Time - 2:45pm
12.27 Stand Manager In Time - 3:00pm
12.27 Volunteers In Time - 4:00pm

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.

POS Support & Warehouse Staff

[Dean Kleto](#) - 704.358.7185

12.24 POS Support Clock In Time - 7:30am

12.24 Runner Clock In Time - 7:00am

12.24 Pump Room Clock In Time - 9:00am

12.27 POS Support Clock In Time - 2:30pm

12.27 Runner Clock In Time - 2:00pm

12.27 Pump Room Clock In Time - 3:00pm

Retail

Retail Warehouse

[Graham Clark](#) - 704.358.7141

12.24 Clock In Time - 9:00am

12.27 Clock In Time - 4:00pm

Stand Sales Staff

[Sharon Van Poole](#) - 704.358.7145

12.24 Clock In Time - 9:00am

12.27 Clock In Time - 4:00pm

Team Store Staff

[Steve Roznowski](#) - 704.358.7158 or 704.358.7159

12.24 Clock In Time - 8:00am

12.27 Clock In Time - varies

Store opens at 12:00pm



'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 game day. With the Panthers playing well and the bowl game coming up, it is an exciting time at Bank of America Stadium! There are only two games left in our season, the Panthers last home game of the season on Christmas Eve and the Belk Bowl that following Tuesday, December 27. It will be a very quick turnaround without much time between these two events. This will take a lot of time, energy and some serious dedication on behalf of all of our associates. But we have the right team in place for such a big job.

We appreciate your commitment to not just working with Delaware North at Bank of America Stadium, but working hard to ensure that our guests enjoy a FANTASTIC fan experience. On December 24, all DNC employees will enjoy a fantastic experience of our own. At the game on Christmas Eve, all DNC associates will get some great goodies, be entered into a raffle for prizes and we will enjoy this festive time of year together!

Thank you and 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 WOW'd two awesome associates at the Atlanta Falcons game on Sunday, December 5. The first person to be WOW'd was Francis Feimster. Francis is a Stand Manager at stand 545 as well as a Philly portable and beer portables. He works with one of our long-standing volunteer groups and their stand is always extremely busy. Never content to just stand back and let his volunteers do all the work, Francis will help in any way necessary. It can be difficult to deal with disappointed guests, but recently, a fan had an issue with an item that she had purchased at Francis' location.

Francis not only replaced her food, but did so – in the words of Concessions Manager, Jason Black -- “with a special touch of top notch service. Francis makes my job very easy.” Way to go Francis!

We also WOW’d Bart Mace, a Level Manager on 500. At the Atlanta game, Bart went above and beyond to help a new volunteer group get ready for service. By remaining calm and composed, Bart took a stressful situation and turned it into a position one for this group. Not only did the new group appreciate Bart’s help, concessions management staff did as well. This was just one of the many times that Bart has gone above and beyond to help our internal guests, making it easier for all of us to create special experiences for our external guests. We thank Bart for all that he does!

Don’t let these guys have all the fun. 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 WOW’d!



VOLUNTEER GROUP SPOTLIGHT: Odyssey Athletics

Odyssey Athletics is an All-Star competitive cheerleading gym and they have worked Panther games for the last 5 years. You can find them at various portables throughout the stadium and JJRs BBQ Shack on the 100 Level. As one of the Group Leads Brian Zaroff says, it's "the best barbeque in the city let alone the stadium." During this period the monies raised from their work has provided the opportunity for the cheerleaders to compete in over 50 competitions throughout the southeast. They have been fortunate enough to go on to win 19 national titles during this period!

Working at the games allows Odyssey Athletics to defer costs of competitions for their cheerleaders. We have helped over 60 families be able to compete who could not otherwise due to costs.

They like the fact that volunteering at the stadium allows them to work hard and have fun at the same time instead of trying to sell items to friends and family. The games with the Panthers have been great for the whole team. They hope to work in more areas at the stadium next year so they can help even more girls and hopefully get more titles!

Odyssey Athletics gym is located in Concord, NC and includes over 70 competitive cheerleaders on 6 different teams. They compete from beginning levels to senior and advanced levels and has an outstanding coaching staff. Brian Zaroff says "We are a great small gym and owe a lot of it to the opportunity we have working at the stadium."



VOLUNTEER GROUP SPOTLIGHT: Charlotte Catholic High School Band

The Charlotte Catholic High School Band Boosters supports and raises money for the school's band program. In addition to the fundraising aspects of our group, the Boosters help the band in other ways, such as moving equipment to setup for football games and competitions. We have been working at the Bank of America stadium as a vending group for 9 years now and are looking forward to many more! For our group, this is an essential part of our fundraising effort. We are currently preparing to buy new uniforms to replace the ones we have now which are wearing out. Without serious fundraising, this would not be possible. Working at Bank of America Stadium is a great opportunity for our students to participate in earning money for their uniforms and upcoming trips. Students work hard, but have fun "competing" against each other to see who can sell the most in the stands. Working at the stadium goes beyond raising money for the band – it builds relationship for both students and parents. The kids forge new bonds and for the adults, it's a chance to get to know the other parents in the group and create some great friendships.



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).

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.