



Carolina v. Jacksonville - Sunday, Sept. 25

Email delivered on 09.20.2011



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



Partly Cloudy

High
83° F

Precip
0%

Last Updated Tuesday, Sep 20, 3:10 PM Eastern Daylight Time

FLORIAN
PARENT
INFORMATION

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 09.30.2011

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

Miller Terrace Clock In Time - 10:00am

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 - 9:00am

Attendant Clock In Time - 9:30am

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 09.18!



**The Kiley family
Irene Better
Kristi Thomas**

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.

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

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.

Message from our General Manager...

Guest Path is a tool to make our jobs better while making our fans at Bank of America Stadium have a more enjoyable experience. Here are four helpful tips we can use from our guest path training to make this happen each day.



- 1) ***Work as a team!*** If we work together we are able to move line faster as well help each other out during busy periods.
- 2) ***Greet the guest!*** Say hello, it's the best way to make the fan feel welcome. We would not open our doors at home and say nothing, no... we would say Hey!, Hello!, How are you!, Welcome!, Hola!, Bonjour!
- 3) ***Thank the guest!*** Make them feel like we care. Enjoy the game! Have a nice day! Thank you! Go Panthers!
- 4) ***Asking for ID's*** This is a great service tool to make our fans feel special.

Have a great day and remember our fans 1st!

Tom

Updates & News

Welcome to game day! On Sunday the Carolina Panthers take on the Jacksonville Jaguars and at Stadium Food and Beverage we take on hungry, thirsty fans.

As we continue with football this season, we want to continue to improve our guests' experiences in every way possible. The Universal Service Standards are not just words on a poster; they are what we can do, what we should do, to ensure that fans have such a great time that they want to return to Bank of America Stadium over and over again.

Take some time to look over the standards and think about what you can do at this week's game to make this game special for our guests. Keep our service promise in mind, "Creating special experiences one guest at a time."

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 had our first WOW Celebration of the season at the Carolina-Green Bay game on September 18, and what a WOW it was! Sabrina Smith works in the Scoreboard Market on the 500 LEVEL and game after game she does an outstanding job, truly putting the Universal Service Standards into action. At the ECU-USC game on September 3, Sabrina was asked to work in a different location and with a different team than where she is regularly assigned. With this last minute change, she did not know what to expect from the location, fans or fellow associates. But Sabrina accepted this challenge with ease and enthusiasm. Her Supervisor, Kacey Faberman, had this to say about Sabrina's grace under pressure: "Sabrina's dedication and hard work exemplifies Universal Service Standard #7—Teamwork—and ensured that a market other than the one she normally supervises ran smoothly and that the guest experience lived up to what our fans have come to expect at Bank of America Stadium."



Prior to gates opening at the Green Bay game, Sabrina was surprised with a presentation by our Rewards and Recognition Team. Her Supervisor presented her with a Stadium Food and Beverage Pin and a \$20 Target gift card as a small token of our appreciation for her work. The Rewards and Recognition Team love celebrating and would like to WOW as many associates and volunteers as possible. So look for ways to go above and beyond in your interaction with all your guests, both internal and external. You never know, you could be the next person to be WOW'd!



Volunteer Group SPOTLIGHT: Boy Scouts Troop #13

Boy Scouts Troop #13 has been serving at the stadium for the past 8 years and keeps coming back for more! Aaron Smith leads the group at Concession Stand #125 and says the money they raise is essential in funding their outdoor activities that makes the Boy Scouts so unique. The Troop's high adventure outings, summer camps and wilderness survival trips all depend on the funds they receive by working at the stadium.

What makes working at the stadium so exciting for the Troops? Aaron says, "I enjoy meeting all the fans that come out to the games. They really do put the fun in fundraising."



Focus on Universal Service Standard #4: Using the Guests' Names

This week, put a "purr"-sonal touch on great service by focusing on using the guests' names when interacting with them! Guests' names should be spoken clearly and professionally and when possible, used at the beginning, middle, and end of an encounter. Two good ways of obtaining guests' names are by noticing it on the card they use for payment or by introducing yourself. Treating guests as individuals makes them feel more comfortable and more likely seek your service again next time!

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.