



Carolina vs NY Giants - Saturday, August 13

Email delivered on 08.09.2011



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 turned it in at the end of last season, you may pick this up at check in.*

Parking

Check In opens at 1:00pm

The shuttle from the parking lot begins at 1:00pm.

Gates open & Check In closes at 6:00pm

You must carpool to park in the Penman Street parking lot.

Kick off at 8:00pm

[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 - 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

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
 Scattered T-Storms High 89°F Precip 40%	 Scattered T-Storms Overnight Low 70°F Precip 60%
Wind: From SSE at 5 mph Humidity: 76% UV Index: 9 Very High	Wind: From SW at 2 mph Humidity: 88%
Last Updated Tuesday, Aug 9, 1:12 PM Eastern Daylight Time	

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The pay date for this game is 08.19.2011

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 at the end of the third quarter.

- Alcohol service is a privilege, not a right.

Catering

Bar Staff

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 - 1:00pm
Press Box 400 Clock In Time - 3:15pm

Market/Perk/BBQShack/KKreme Staff

[Kacey Faberman](#) - 704.358.7161
Supervisor Clock In Time - 4:00pm
Attendant Clock In Time - 4:30pm
Cashier Clock In Time - 5:00pm
PPerk/KKreme Clock In Time - 5:00pm

Suite 87/Terrace Dining Staff

[Molly Loizeaux](#) - 704.358.7130
Supervisor Clock In Time - 4:00pm
Suite 87 Clock In Time - 4:30pm
TD Server/Runner In Time - 4:30pm
TD Host Clock In Time - 5:00pm

Suites and Pantry Staff

[Jennifer Wu](#) - 704.358.7135
Supervisor Clock In Time - 2:30pm
Lead Runner Clock In Time - 2:30pm
Pantry Runner Clock In Time - 3:15pm
Suite Attendant Clock In Time - 3:45pm

Culinary

704.358.7160

[John Morey](#)

[Martin Gray](#)

- 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.



Message from our General Manager...

2011 the Football Season of smiles!

Share your smile with your friends, family, coworkers and most importantly our Fans. Make them feel welcome, help them feel a part of our family here at Bank of America Stadium. A warm smile is the best way to greet someone and make them feel welcome. So today start with the Smile, add a Hello and give your new family here at the Stadium a thank you or enjoy the game!! The team is not just the people you work with; but all the people around us.

Welcome back for another exciting season with the Panthers!

Be on the lookout for exciting ways to win prizes for great fan experiences and excellence with Guest Path.

Tom Crocker

General Manager
DNC/Stadium Food & Beverage

[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

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

POS Support & Warehouse Staff

[Dean Kleto](#) - 704.358.7185

Runner Clock In Time - 2:00pm

Pump Room Clock In Time - 3:00pm

Retail

Retail Warehouse

[Graham Clark](#) - 704.358.7141

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

Store opens at 12:00pm

Clock In Time - varies

Updates & News

Welcome to game day! We are excited to start the season with GuestPath and hope you are looking forward to a great day. This portion of your Game Day Insider will include some important notes about GuestPath; 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.

GuestPath Day

Our Sportservice managers are ready for the season and excited about GuestPath! On July 21, we held GuestPath Day for our management team to devote time to GuestPath and our Universal Service Standards. Our managers presented sessions on a variety of topics – including our standards, the continuous improvement process and creative ways to implement GuestPath.

This was a great time for our team and a real opportunity to focus on service – both for our internal and external guests.

Here are a few shots of the day's activities. Enjoy!



Frontline Leader Workshops for Game Day Supervisors

In an effort to further provide our associates with the resources needed for a successful game day, we are offering our Frontline Leader Workshop for our Game Day Supervisors. There will be two sessions offered on Tuesday, August 23. The first session is from 2-4p.m., with the second choice being offered from 5:45-7:45p.m. If your manager has not contacted you about this training, please follow up and let them know your choice for time.

Focus on Universal Service Standard #1: Professional Appearance and Grooming

As we kickoff the season, it is important to set the tone and implement GuestPath standards from the opening whistle. There is no more visible way to do this than to follow the first GuestPath Universal Service Standard: Professional Appearance and Grooming. Even if all nine of the other standards are successfully applied when serving a guest, lack of professional appearance can detract from each of them, reducing the guest's

perceived quality of service.

So remember, be sure that both your company-issued and personal clothing is clean, well-maintained, pressed, and fits properly, jewelry is in compliance with guidelines, hair is neatly groomed, and you're wearing your name tag when serving at events!

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 

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