



Carolina v. New Orleans Saints - Sunday, October 9

Email delivered on 10.04.2011



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.

Check In opens at 6:00am

Gates open & Check In closes at
11:00am

Your clock in time is listed by position along
the right side of the Insider.

We are unable to allow anyone to enter the
stadium to work after gates are open.

Kick off at 1:00pm

Parking

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
77° F

Precip
10%

Last Updated Monday, Oct 3, 3:15 PM Eastern Daylight Time

PERSONAL 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 10.14.2011

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 09.25!!



**Randy Provance
Tripp McGill
Christian Kerr**

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 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.



Updates & News

Welcome to game day! This Sunday the Panthers return home to take on the New Orleans Saints.

With the first win of the season under our belts against Jacksonville, Panthers fans are sure to return in full force, and we will be ready for them. We are all doing really well with serving our guests and making sure their experience is a good one. This week, let's crank it up to take that experience from good to great! During your GuestPath training, you were given a "pocket guide" so that you could carry the Universal Service Standards with you. We encourage you to keep your card with you, look at it when you have a chance and make a point of working hard to meet those standards.

We hope you all remember our service promise, "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!

Teamwork, teamwork, teamwork is the name of the game! At our last home game against the Jacksonville Jaguars, we had the great pleasure of recognizing four associates who put on great displays of teamwork.



Dave Hunt is a Luxury Suites Level Manager and has always proven himself to be very dependable. At a recent game, when an issue arose with a Suite Attendant and we were one Suite Attendant short, Dave stepped in to cover for her. He performed all of his regular duties prior to kickoff and still remained available to perform as Level Manager while serving in the suite. After closing out the suite at the end of the night, Dave returned to his job as Level Manager. Luxury Suites Liaison, Jennifer Wu said, “Dave truly represents teamwork, commitment to service, and flexibility.”

Catering Manager, *Molly Loizeaux* also recently went above and beyond the call of duty. After selling a large number of luxury suites for the Green Bay game, we found ourselves needing an additional Suite Attendant on game day. When Molly overheard this issue, she jumped right in to help. She is typically responsible for Terrace Dining and Suite 87, but at this game, she provided service in a suite throughout the day while communicating with supervisors when she needed to step away to take care of her own areas. Jennifer Wu was overjoyed by Molly’s willingness to help, “She helped us out in a major way that was selfless and very much appreciated.”

Warehouse Runner, *Michael Norwood*, does a great job each week, and his manager as well as his fellow associates comment on what a great asset

he is to their team. At a recent game, Michael showed that he is one of our MVPs! When an issue arose regarding the pump rooms, Michael jumped in to help right away. Everyone involved was impressed with how much Michael knew and how willing he was to share his knowledge with the rest of team -- resolving a complex issue in no time at all. Michael is a great example of Universal Service Standard #9, Product Knowledge and Associate Skills.

Lori Sistare has been the Volunteer Group Lead for Rock Hill Band Boosters at Stand 102 for over 7 years. She has always been willing to fill in and help whenever needed, but at a recent game, Lori took it upon herself to help staff a stand when the assigned group became unavailable at the last minute. Without her help, our management staff would have had a very difficult time filling that location on such short notice. Lori helped create a special experience for both our internal and external guests.

The celebration doesn't end with these associates. Look for ways to WOW us so that we can WOW you!

Focus on Universal Service Standard #5: Greeting the Guest

This week, we encourage associates to focus on graciously greeting guests, GuestPath Universal Service Standard #5. Greetings can begin with "Welcome...", "Good to see you again...", and "How are you today..." You can add warmth and sincerity to your greeting by doing so with a smile and friendly eye contact. It is best practice to engage guests within 5 feet as they approach us or as we approach them. Create special experiences this week with kind and cordial greetings, and make your guests feel at home!

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

What are you doing on Saturday, December 24? Don't forget... we have a home game and you are scheduled to work.

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