



Carolina v. Tennessee Titans - Sunday, November 13, 2011

Email delivered on 11.08.2011



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

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.

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
65° F

Precip
10%

Last Updated Monday, Nov 7, 11:16 AM Eastern Standard Time

FLORIDA
NOI 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 11.18.2011

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, 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.

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 - 9:30am

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 10.30!!



**Becky Sellers
Dale Wilbanks
Robbie & Suzanne Kerns**

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.

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

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).



As always 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

Volunteer Group SPOTLIGHT: Fort Mill District Band Booster Club

The Fort Mill District Band Booster Club (FMDBBC) has worked at Bank of America Stadium events off and on for the past 10 years and has been in stand 132 the past two years. The FMDBBC is a non-profit group that assists in funding the Fort Mill and Nation Ford high school band programs, and all middle school band programs in Fort Mill, South Carolina.



Since 1976, the Fort Mill High Marching Band has won 22 State Championships and appeared in every major parade in the U.S.A. including the 1976 Bicentennial Parade in Philadelphia, the Tournament of Roses Parade, and the Macy's Thanksgiving Day Parade. This past year, the band was awarded the Championship trophy at the Bands of America Regional Final in Akron, Ohio. They have performed as far away as Hawaii and have a highly competitive record at the Bands of America Regional and Grand Nationals level.

The Nation Ford High School band started in 2007 and has made extraordinary strides in just four and a half short years. In the Fall of 2007, the band competed in their first ever state marching band championship and finished in second place. This was a first for a South Carolina band. By the Fall of 2009, the Nation Ford band won their first state marching band championship and finished 7th in class AA at the Bands of America Grand National Championships in Indianapolis, IN. The Fall of 2011 brought the band their 3rd consecutive state championship and a performance in the prestigious Macy's Thanksgiving Day Parade in New York City!



Focus on Universal Service Standard #8: Pride in Facility Maintenance and Appearance

The appearance and cleanliness of our facility has a direct impact on the guests' perceptions of the quality of experience at our events. By ensuring that your work area is tidy and in order, you'll make it more inviting and comfortable for guests. If you come across a piece of trash or debris, whether it's in your area or not, please properly dispose of it and positively contribute to the overall appearance of the facility, making it a better place for all of us to work and a better place to entertain our guests on game day!

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

Join us on Saturday, December 24 for a fun day of work & holiday festivities... Can't wait to share the fun with you!

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.