



Carolina v. Washington Redskins - Sunday, October 23

Email delivered on 10.18.2011



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



Mostly Sunny

High
67° F

Precip
10%

Last Updated Tuesday, Oct 18, 3:12 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 10.28.2011

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 10.09!!!



**Jessica Woodward
John Formica
Keenan Dixon**

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: Exiting the Stadium at the end of the day

Game day staff must enter and exit through the designated employee entrance on the 000 Level. Staff may **not** enter and exit through the stadium gates on the main concourse.



Updates & News

Welcome to game day! This Sunday the Panthers are ready to do battle against the Washington Redskins. Despite its record, the team is playing well and Panthers fans are excited! The better our team plays, the more fans want to see them play, so we have to be ready each game to serve a packed house of Carolina Panthers fans.

Last week, we talked about the importance of carrying your pocket guide to the Universal Service Standards, and in your pre-shift meetings Managers spoke with food and beverage staff about the importance of extending a gracious greeting to guests. This game's pre-shift meeting will focus on Universal Service Standard #6 --Thanking the Guest. Impress your Supervisor by coming in ready to share your thoughts with your team about the importance of this final way that we communicate our appreciation and pleasure to provide service to our guests.

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@ncinc.com

WOW!

Prior to gates opening for the Saints game, the Rewards and Recognition Team had the great pleasure of WOW'ing two outstanding associates.



Erin Brooks is an alternate associate in retail, filling in wherever she may be needed in the absence of a regular associate. During the Jacksonville game she was assigned to the retail trailer, which is a mobile Team store that sells Panthers merchandise outside the stadium on game days. At halftime of each Panthers game, the trailer is closed and most associates come inside the stadium to take their break.

But during the Jacksonville game on September 25, a little rain turned into a torrential downpour leaving many fans to fend for their selves in the wet weather. Instead of taking her break as scheduled, Erin came inside to find retail management delivering ponchos to other retail stands. No one expected Erin to pitch in and help and no one asked her to help, she just went to her manager and asked, "What can I do to help?" She spent the remainder of halftime handing out ponchos, making many fans' experience much more pleasant and making the job of her fellow retail associates a little easier.

This is Universal Service Standard #7 – Teamwork – in action! We thank Erin, for her hard work and for sacrificing her break.

RaySean Stinson is an associate in the kitchen. Since most kitchen associates don't have an opportunity to interact with fans on a regular basis, it can be easy to forget how important it is to uphold our standards when working behind the scenes, but RaySean takes pride in his work every day and it shows

His manager, India Watkins, reports that RaySean not only knows the 10 Universal Service Standards and can recite them by heart; he puts them into action by doing his job well and by regularly asking for new responsibilities. He was hired for a specific job in the kitchen, but the staff has watched as RaySean has learned to do his regular job and so much more. RaySean doesn't wait for someone to ask for help, he looks for ways to help, even outside of the kitchen.

For example, after a recent long game day, RaySean and India were leaving the stadium when RaySean noticed a bag of trash that had been left by someone else. Not willing to just walk by and ignore it as others had done, RaySean stopped to pick up the trash and dispose of it properly. RaySean exhibited teamwork, as well as Universal Service Standard #8 – Pride in Facility Maintenance and Appearance.



These associates continue to do an outstanding job and we know many others of you are as well. Let's keep the party going all season long! Continue to WOW us so that we can WOW you.

Volunteer Group SPOTLIGHT: Ashbrook High School Chorus

A veteran volunteer group at Bank of America Stadium, Ashbrook High School Chorus has been fundraising with the Panthers for 12 years.

Their fundraising dollars have taken them far and wide, helping the chorus travel to New York City to Carnegie Hall and for their European Concert Tour. Locally, the money has also gone towards improving the school's chorus room with a new grand piano, filing cabinets, and plenty of music for the 9th Grade Chorus, 10th Grade Chorus, and the Concert Choir.

Trip McGill leads the group and says this experience has gone beyond just raising money; it has also really helped build relationships over the years with the parents and students. These strong bonds have crossed over into the classroom, making teaching even more positive. Also, the students getting to know each other across grade levels has led to developing deep relationships that make the chorus community more like a family.

While they are so appreciative for this opportunity to volunteer and generate the funds needed for the program, Trip says that the relationships being built will outlast the dollars raised.



Focus on Universal Service Standard #6: Thanking the Guest

This week, we encourage you to focus on Universal Service Standard #6: Thanking the Guest. Our guests make a strong sacrifice by choosing to spend their time and money with us on game day. Therefore, it is important that we communicate to them our sincere pleasure for the opportunity to serve them. By letting the guests know how appreciated they are, they will be more likely to enjoy their experience and give us more opportunities to serve them again in the future!

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.

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.