



Sports & Entertainment  
FIRST NIAGARA PAVILION

## The Top 10 Things You Need to Know as a Volunteer Worker

### 1. Uniforms

- You are required to be in full uniform by the time the gates open – pick up your shirts when you first arrive from the money trailer located on the same side as your stand.
- A uniform shirt will be provided at each concert and must be worn tucked in.
- Shirts and aprons must be turned in at the end of the night – DUE TO THE LACK OF RESPONSIBILITY FOR UNIFORMS, GROUPS WILL BE ASSIGNED SHIRTS AND APRONS (if needed). GROUPS FAILING TO RETURN ITEM(S) WILL RECEIVE A NOTIFICATION AND THEN BE CHARGED FOR THE MISSING ITEM(S). I understand some people work every concert with the group or have allergies to our detergent and would like their own shirt – please see Annette.
- Wear black pants or shorts; denim or athletic styles are prohibited.
- Wear comfortable shoes; sneakers are preferred. The shoe must fully enclose your foot and you must also wear socks. NO SANDALS OR FLIP FLOPS.
- Long hair must be tied back and jewelry kept to a minimum. Facial piercings are prohibited.
- Bring a pen, pencil, calculator and any other supplies you think you will need.
- Refrain from the use of cell phones while working for ARAMARK.

### 2. Check-in

- Parking is free but the First Niagara Pavilion parking staff will direct you to a permitted location. Volunteers will receive passes to be shared for the season. Please have it visible when you enter the lot. Parking in an unauthorized area may result in your vehicle being towed or impounded at your expense.
- Volunteers will enter through the employee entrance. After getting checked in by a facility representative, you must check-in with the Alcohol Compliance Supervisor who will give you a wristband if you are TEAM trained. **You must do this before every event that you work. You should be at your stand location at the report time.**

### 3. Inventory

- Your group is responsible for verifying the beginning inventory, accurately tracking sales and spoilage and counting the ending inventory to balance against the cash receipts. Make certain that you know the differences between the different sizes of cups and boats. If there is any item that cannot be used, DO NOT THROW IT AWAY. Place it in the spoilage box and make sure that it is documented on the spoilage list. Be neat – these items will be counted by your supervisor at the end of the night.
- Make sure you receive transfer slips for any product delivered to you during an event.
- We offer an employee meal for each group member that consists of a hot dog, pretzel, and small soda. You may receive your meal from the employee window located at B-Main or C-Main. Items that you sell in your stand are not for you to eat – such as chicken tenders, nachos and fries. These items and others are available for half-price at the employee window.
- Your stand area should be pleasing to the eye, by maintaining sufficient product and keeping it organized. Be certain to have your stand ready and your registers open by the time the gates are open.

### 4. Safe Food Handling

- Wash your hands.
- Check your food temperatures and fill out the logs.
- Wear gloves.
- Cook food to the correct internal temperatures.
- If you are sick, please stay at home.

#### 5. Product Knowledge

- We cannot stress enough how important it is to know the product you are selling. We offer Coca-Cola products, Brew City fries and much more. Your stand may not sell every product – know your surroundings so you can direct customers to where they can obtain other items. ASK QUESTIONS about the product so that you will be able to answer the customers' questions. You will better serve the customer by knowing that the larger items are the better value and suggesting items that are sold as pairs.

#### 6. Serving

- We believe that if you greet and assist the customer just as you would expect to be served, you will provide first-class service. Keys to good customer service include a greeting, a smile, accuracy, and a good thank you. Our standard greeting is: "Hi, Welcome to First Niagara Pavilion. How may I help you?"
- Remember to wash your hands when you have been away from the counter and return to work. Do not handle cash and then handle any food item directly. It is important to keep the counter clean and immediately wipe up any spills. Clean as you go to save time and keep up a good appearance.

#### 7. Cash Handling

- Your group is responsible for proper cash handling. You will be given one bank per stand. The banks can be signed out with a valid driver's license from the money trailer located on the same side as your stand. The money should be divided among the registers so that proper change can be given to the guests.
- Pick-ups will be done at a specified time – please be ready.
- At the end of the event, the person responsible for the money should collect everything in the bank bag and take it directly to the money trailer to be counted. For safety reasons – money should not be counted in the stand!
- Make certain that you understand how to handle any coupons. VIP checks are utilized every show – know what they look like and understand how they work. No change is given and they get turned in with your bank at the end of the night. DESIGNATED DRIVER COUPONS CAN BE REDEEMED AT ANY STAND THAT SELLS SMALL FOUNTAIN SODAS.
- It is a violation of ARAMARK policy to solicit any tip. You are prohibited from having tip containers visible to the customer and no money should be left out so as to entice tips.

#### 8. Breaks

- Make sure you are ready for peak business. BREAKS SHOULD NOT be taken during intermissions. Eating is allowed only in the back of the main stands and out of the view of the public. Smoking is allowed only in these designated areas and you should not take a smoke break when there are guests in line.

#### 9. Cleanup and Closing

- Stand cleanup is everyone's responsibility. This includes sweeping and a general wipe down of counters and equipment. Failure to properly clean up the stand will result in your group being fined per the group agreement.
- Make sure you complete a Maintenance Repair Form if anything needs repaired in the stand.
- Make sure all paperwork is signed before you leave!

#### 10. HAVE FUN

- This is a fun environment and we hope you enjoy the atmosphere. While it may seem there are a lot of rules, we have those for your protection and to provide the best quality service available. This is our livelihood and we take it very seriously. Remember when you are here, you are representing your group, ARAMARK, and Live Nation. We want this to be a great experience for everyone involved.

## **THINGS TO KNOW:**

- There are 4 entrances – South Gate (on the left-side of the bathrooms on C-Side), West Gate (C-Side top-by the box office), VIP Gate (B-Side) and the East Gate (top - B-Side).
- Police and First Aid are located at the top of the plaza on the East next to B-Main
- There are 2 main bathrooms located in the middle of the East Plaza and West Plaza
- There are 4 ATM machines located inside – (1) behind the box office at the top of the West Plaza, (2) on the front of B-Main on the East Plaza, (3) by the VIP Club on the East, AND (4) by the South Gate Entrance
- The VIP Club is located towards the bottom of the East Plaza
- There is a Guest Service location at the top of each plaza – designated driver coupons are available here.
- The Box Office is located at the top of the plaza next to the West Gate
- People to know:     Mike Gentile – Live Nation GM  
                              Don Griffin – Aramark GM
- Specialty Stands:   Ice Cream Stand - middle East Plaza  
                              Funnel Cakes/Shaved Ice – middle West Plaza  
                              Grill Stands (4)– middle East Plaza, next to the VIP club in the East,  
                              middle West Plaza, and in the lower West Plaza