



THANK YOU FOR JOINING US AS A CONCESSIONS VOLUNTEER!

All of the proceeds from our relationship with the Broncos concession group will directly benefit the 2010 National Veterans Wheelchair Games, a major undertaking sponsored by the VA and the Paralyzed Veterans of America, Mountain States Chapter. This partnership with the Broncos has the potential to be a HUGELY successful fundraising venture! By joining us as a volunteer in this project, you are making a difference for thousands of people...and hopefully having a great time as well!

Below are some general guidelines established by the Broncos concessions group to ensure our success in this partnership. Please make sure to read and understand them all. If you have any questions, please call Jordan Schupbach at (303) 597-0038.

General Volunteer Guidelines

Please be aware that a violation of any of the following will result in disciplinary action including discharge of individual person(s) or the entire non-profit organization:

1. UNDER NO CIRCUMSTANCES ARE GROUP MEMBERS ALLOWED IN THE SEATING AREA.
2. Theft or unauthorized use of and/or removal from INVESCO Field of food, company or client property, or property of another volunteer, employee, or customer.
3. Willful destruction of INVESCO Field or Centerplate property.
4. Possession of firearms or any weapons on the premises.

5. Coming to work under the influence of narcotics or alcohol, bringing narcotics or alcohol into the workplace, or consuming alcohol at the workplace.
6. Violent or disorderly conduct, gambling, or fighting by any member of the non-profit organization.
7. Smoking in areas where food is being prepared.
8. Disobedience or insubordination by any members of the non-profit organization.
9. Immoral conduct or sexual harassment of others by any member of the non-profit organization.
10. Falsification of sales reports, eat sheets, or group data sheets by any member of the non-profit organization.
11. Reuse of any cups, containers, and/or food items furnished by the employer; unauthorized use of or presence of cups, containers, and/or food and drink items in the concession stand.
12. Understating inventory sales for personal gain by any member of the non-profit organization.
13. Cell phones are to be turned OFF and hidden from customer's sight during an event.

Dress Code & Uniforms

1. All group members must wear a white shirt and BLACK pants or BLACK jeans. NO shorts, short skirts, khakis, Capri's or BLUE jeans are allowed.
2. Wear comfortable, close-toed, dark colored shoes. NO sandals or flip-flops will be allowed. Tennis Shoes are recommended for comfort.
3. All volunteers must wear a BLUE INVESCO Field or BLACK Club Level baseball cap. These caps will be available for purchase from Centerplate at stadium events.
4. Name tags, badges, or any forms of advertising for your group are not permitted. Stadium events require that every member wear a credential identifying them with their organization.
5. Purses, coats, umbrellas, and other similar items should be left at home or in the car. These items are not allowed up in the work areas. Centerplate and INVESCO Field is not responsible for any lost or stolen items. If a volunteer must bring in an item, there are lockers next to the warehouse where they can store anything of value.
6. Failure to adhere to the uniform policy will result in deductions from the organization's commission.

If you are an Inventory Manager, your additional responsibilities are:

1. Count and verify all beginning and ending inventories.
2. Assign tasks to ensure the smooth operation of the stand during the game.
3. Monitor food preparation for peak and lag periods.

4. Work with the Centerplate Supervisor to ensure efficient operation of the stand.
5. Complete all paperwork for the stand at the end of the game.
6. Make sure the stand is clean and in good order before dismissing workers.

If you are an Assistant Manager, your additional responsibilities are:

1. Check-in at the training room to receive bank ticket and then proceed to the Event Center.
2. At the Event Center, a cash room attendant will take your bank ticket and hand you a bank bag. You MUST verify the bank bag at the Event Center.
3. Make sure all cashiers know how to work the terminals and have no problems with cash handling procedures.
4. During the event, frequently check to see if cashiers and portable operators need change.
5. Coordinate all pick-ups. Cash pick-ups will take place at kickoff and just after half time. All pick-ups must be ready at these times to expedite the process.
6. Remember: The bank is the responsibility of the entire group! No one is to touch the bank bag except you. Never leave your bag unattended. Keep back doors closed and locked at all times.
7. Assistant Managers will have to stay at the Event Center until their cash is verified and counted by a member of Centerplate's Event Center staff.

Event Check-In Times

Managers and Assistants:

- 5 hours before game time
- 3 hours before gates

Stand workers:

- 4 hours before game time
- 2 hours before gates

Gates Open:

- 2 hours before game time for all Bronco Football games.

Parking

Parking is at the Denver Coliseum. A shuttle bus will drop off volunteers at the north tunnel of INVESCO Field below gate 5.

Thank you again for your help! If you have any questions, please call Jordan Schupbach at (303) 597-0038.