

Pelicans Volunteer Guide – 2014 Season

Hello Everyone,

Family Fund Raising (FFR) will again provide volunteers to staff the concessions operations for Pelicans home games at Pelicans Stadium. As always ours is a critical role in the success and profitability of the concessions operation under the guidance of Food and Beverage Director Brad Leining. I want to welcome back my returning veterans and welcome also our new volunteers. Each and every one of you contribute to our continuing success as a group.

During the 2013 season almost 220 different volunteers filled over 2800 staffing positions over the course of the year and raised in excess of \$124,000 to help their selected causes – churches, schools, youth sports, dance, music, gymnastics, scouting and more. I look forward to 2014 being another successful season.

The following sections present the rules under which we will operate for the 2014 season. Please read them carefully.

THINGS YOU WANT TO KNOW

1. **How much can I raise?** Each volunteer, parent and child alike, will be credited **\$34.00** for each game worked. If a parent and a child work a game together they will each be credited \$34.00 for a total of **\$68.00** for that game.
2. **Can I receive additional donations? Yes.** We place donation boxes at each cashier location. Each night the donation boxes will be collected from all concession areas and added into a single, season-long pool. The amount of nightly donations collected is posted on the FFR website on a per-game basis. At the conclusion of the season each volunteer will have credited to their account a portion of the pool based on the number of games worked for the season. Everyone shares equally, with no regard for when or where volunteers worked or what portion of the total donation pool was received for the games a volunteer worked. All donations from patrons are to be placed directly into the donation boxes – volunteers who keep donations for themselves are stealing from their peers. Anyone who is caught keeping donations for themselves will forfeit the portion of the donation pool for which they would have been credited and forfeit any future opportunity to volunteer.
3. **It's raining – now what?** If a game is canceled for any reason you will be credited \$7.00/hour or the regular game credit of \$34.00, whichever is the lesser amount, for any time worked prior to the game's cancellation. In the event that a game is likely to be cancelled without ever being played we may instruct some or all volunteers to not come to ballpark. When that happens there will be no credit awarded for that game to volunteers who are instructed not to come. **I will contact you if you should not come to the ballpark. Do not call me.** If you do not hear from me you are to report to the stadium on time regardless of the weather conditions.
4. **Let's play two!** - Doubleheaders may result when scheduled games are cancelled due to inclement weather. When this occurs (generally two or three times a year) they are treated as one game for scheduling purposes. There will be a credit of **\$51.00** given per volunteer when a doubleheader is worked. Doubleheaders are credited at 1½ times the regular rate instead of twice the normal rate because a make-up doubleheader has two seven inning games instead of two nine inning games. Doubleheaders count as one game worked for donations computations.
5. **How can I use the money I've been credited?** We're a non-profit organization, and that means the money you've been credited will never be disbursed directly to you. When you would like to have some or all of your credited funds disbursed, you must identify the organization that you would like to receive the money so that we can verify that the intended recipient is a permissible organization. **Remember – the credit you receive is not personal income.**
6. **How and when can I request a disbursement?** **All** check requests are made through the FFR website. You will be asked to provide the name of the recipient, the amount, and any mailing or pickup instructions for the check you are requesting. It is always my intent that check requests will be processed within 72 hours of submission, whether we are in-season or not, subject to the following stipulations:

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- a. Check requests will only be processed up to the amount of your available balance. The available balance is defined as credits received up to but not including the last 14 days.
 - b. Check requests received via e-mail will not be processed. The website exists for a reason – use it.
 - c. No requests for disbursements of your portion of the donation pool can be made until two weeks after the conclusion of the 2014 season.
7. **What is my credit balance?** You can use the FFR website at any time to check your credit balance. You can see your credits earned, disbursements made, and your available balance. You can also see your projected end-of-season share of the donations pool.

THINGS YOU NEED TO KNOW

1. **Volunteering with FFR at Pelicans games is a privilege, not a right.** No one is guaranteed that they will be scheduled simply because they are available to work. When you arrive at the stadium and don your uniform shirt you are representing the Pelicans, our organization, and your fellow volunteers. Have fun, enjoy your volunteer time, but be professional in your appearance and in your demeanor. Be respectful of our customers and of your fellow volunteers at all times. Those who behave unprofessionally towards a customer or a fellow volunteer or whose actions jeopardize the continuation of this wonderful opportunity we've been given will be permanently removed from the staffing schedule.
2. **Be prompt, and be prepared to work - pre-opening time is not social time.** When you are volunteering you will need to be at the stadium ready to work **30 minutes prior to the opening of the gates**, which occurs 1 hour and 5 minutes prior to the start of the game. All stands must be open when the gates open. If you want to wander around talking to your friends, don't volunteer - buy a ticket and watch the game instead. Your supervisors will typically arrive at the park 2 hours before game time, and will assign your pre-opening responsibilities to you when you arrive. If you think your schedule will make it difficult to meet this timeline, discuss this with me **before** you confirm your assignments on the website. We will try our best to work with you, but neither Brad nor I tolerate last minute surprises. The old adage that it is better to ask for forgiveness than permission does not apply here.
3. **You will let us know when you would like to work; we will tell you when you are scheduled to work.** Through the FFR website you will indicate what games you are available to work. I will generally ask for everyone's availability one month at a time, and allow 7 – 10 days for you to provide your availability. Using the information gathered from all volunteers I will make assignments. Once I have completed the assignments you will receive an alert on the website stating that you have pending assignments. You will review your assigned games and via the website either confirm or reject them. If the website does not indicate that you have been assigned to work a specific game, please do not show up expecting to work. I try to have the assignments completed about a week before the first game in the requested range of dates.
4. **What if something comes up and I can't work?** Emergencies arise, and we are reasonable, but there are limits. We are volunteers, but we are staffing a business. If you were unable to be at your regular job when scheduled you would never just send someone else in your place so don't try that here. Nor would you not contact your employer to alert them to your situation. Don't try that here either. When you accept an assignment you make a commitment. If you fail to fulfill that commitment you will have one game's credit deducted from the credits you have received. The responsibility to find your replacement is yours, but **don't send a friend or family member in your place without prior approval**. I need to approve the change. Assignments are made based on who is supposed to be working. Every volunteer is not interchangeable with every other volunteer. If you cannot work your assigned shift notify me as early as possible – don't wait until your designated arrival time. I may forgive a conflict but I will not forgive a lack of courtesy. If my schedule permits, I will try to assist you with finding your suitable replacement. Remember – a child is never a suitable replacement candidate for an adult.
5. **Is there a limit to how many games I can work?** There are no limits on the number of games for which you may be selected to work. How often you may be selected to volunteer depends on

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several factors, including how many other individuals are available for any given game. Just remember that if you confirm an assignment and do not show up or find an approved replacement you may forfeit your chances to volunteer in the future. Don't confirm an assignment unless you are committed to fulfilling it.

6. **Don't be in a hurry to leave.** Plan on your volunteer shift lasting 4 to 5 hours. For example, if the game starts at 7:05 PM you will need to be at the game ready to work by 5:30 PM and you should expect to work until at least 9:30 PM, possibly later, depending on the speed at which the game is played. Your shift responsibilities include helping to clean the stands – sweeping floors, washing pots and pans, wiping down counters, pulling floor mats, etc. - when your stand closes. In addition, because the main stand is the largest stand and always the last one to close, you may be directed by your supervisor to report to the main stand to assist with cleaning there after your duties are completed where you were assigned. Volunteers scheduled to work in the main stand want to go home just as much as volunteers working in other stands, and they have no more control over where they are assigned to work than volunteers assigned elsewhere. Refusal to help when directed to do so will result in permanent loss of volunteering privileges.
7. **Turn your cell phone off. Cell phone use of any kind - calls, texting, e-mails, etc. - is PROHIBITED while you are working.** There are no exceptions. This applies to children AND adults. If you have children at home alone while you are working, make arrangements for them to have an alternate adult as their emergency contact and instruct them **NOT** to call you. If you are on call for work and need to take or make a call, answer a page, respond to an e-mail or reply to a text message, get permission from your area supervisor - **first** - to leave the stand so you can respond. Do not leave the stand without permission, and do not make a call from behind the counter where customers can see you. If your supervisor can give you a break to use your phone they will, but breaks are not guaranteed. Failure to adhere to this policy will result in the loss of your opportunity to volunteer for future games.
8. **There is a dress code - DRESS PROPERLY.** When you are volunteering you must wear **khaki** pants, khaki capris, or khaki shorts (no short shorts). **NO HOLES OR TEARS IN YOUR KHAKIS. And except with prior approval from Brad or myself, NO BLUE JEANS.** You must also wear shoes that enclose the **entire** foot – crocs, sandals, and any open toe or open heel shoes are not permitted. Remember, you are going to be on your feet the entire time – wear comfortable shoes. **If you are a returning volunteer you know that my attempt to convert to t-shirts last season never got off the ground. This season we will make the change. Each volunteer will have the choice to wear a T-shirt from the pool of shirts in Brad's office, or FFR will purchase up to 2 T-shirts (identical to the pooled shirts) per volunteer that the volunteer will own.**
 - **If you choose to request that FFR purchase shirts for you and you are a returning volunteer this will be the procedure: I will deduct the cost of up to 2 shirt(s) requested per volunteer on your account from your account. I will then credit the cost of each shirt back to your account after the 4th and, if a second shirt is requested, 8th games worked by each volunteer. Each volunteer who wants their own shirt(s) must work a minimum of 4 games per T-shirt requested to receive credit in their account. For example, if a family has two adults and a child and they all want their own shirt, the adults and the child must each work at least 4 games for FFR to credit back to their account the cost of 3 shirts. If one adult works 10 games, the child works 4 games, and the other adult only works 3 games the account will only be credited for 2 shirts. My willingness to commit FFR funds to make this offer is based entirely on each individual's commitment to support our organization by volunteering.**
 - **If you choose to request that FFR purchase shirts for you but you are a new volunteer in 2014 you will need to work the 4 games required per shirt **before** a shirt will be purchased for you.**

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If you want more than 2 T-shirts per volunteer you will need to purchase them directly from Brad. We will place the initial order for the T-shirts by mid-March. One additional note: if you opt to have your own shirt, you are responsible for its laundering, and of equal importance, remembering to bring it to each game you are working. The number of pooled shirts will be scaled down to reflect the personal T-shirts given to volunteers. Until we receive the new T-shirts you will be provided a button-down uniform shirt to wear when you arrive for your shift as we have done in the past, and you will want to wear a thin t-shirt or tank top under the uniform shirt. Rolling up uniform sleeves or tying up uniform shirts in the front or back is NOT permitted. It is your responsibility to make sure you arrive at the stadium in proper attire. This will include your T-shirt if you choose that option. **If you show up wearing shoes or clothes that are not in accordance with the dress code you will be sent home, and you will lose one game's credit from your account.**

9. **Age matters - all adults who are 21 years of age or older, are required to serve alcohol - no exceptions!!!!!!** We serve beer at our concession stands. If you are 21 years or older and not willing to serve alcohol, please do not volunteer.
10. **Age matters, part 2 – if you are under 18 you may not handle money where beer is sold. If you are 18 but under age 21 you may not handle alcohol in a stand, even if you did not pour it.** We enforce the alcoholic beverage laws of South Carolina as follows:
 - No one under the age of 21 may handle beer or wine - period.
 - If you are at least 18 but not yet 21 you may, with direct adult supervision, act as a cashier where alcohol is sold, provided you do not handle any alcohol.
 - No one under 18 is to ever handle money where alcohol is actively being sold, even if there is no alcohol involved in a given transaction.
 - Children may be given a chance to act as a cashier in a stand where alcohol is sold but only after alcohol sales are concluded in the stadium, and with a supervisor's permission.
11. **Age matters, part 3 – except in extreme situations all children who volunteer for FFR must be 14 years old BEFORE THEY CAN WORK.** A copy of a birth certificate or other valid document indicating a child's date of birth must be provided to me. I must have documentation on file for anyone under the age of 18 before that individual will be scheduled. If you already provided this documentation to me in a previous year you do not need to provide it again. Children who volunteer may be called upon to do all the cashier tasks that their adult counterparts do. Children must be able to make change quickly and accurately without direct adult supervision, and understand that when volunteering they are not at the stadium to socialize. **In 2014 this also means they will need to be able to operate the POS system, and, separately or through the POS software, run credit cards.** For some, volunteering will be their first attempt at a formal job, and we are happy to help them develop skills that will serve them in the work force as they get older. In return, we expect our volunteers to understand that just as with a "real" job, if a child (or adult) is disrespectful to their supervisor, peers, or the customers, or careless handling money they will forfeit the opportunity to continue to volunteer.
12. **One parent, one child** – To ensure that the greatest number of families have a chance to volunteer we will typically limit one child (anyone under age 18) to work with each parent. If staffing needs and the available volunteer pool necessitates it, we will from time to time make exceptions to allow one adult with two or more children at our sole discretion. We can always use more adults than children. Remember - we can always schedule an adult to sell ice cream, but we can never schedule a child to work as a cashier where beer is sold.
13. **I'm hungry, I'm thirsty** - Volunteers may never keep personal food anywhere concessions food is being sold or prepared. If you bring something from home to eat on a break, store it only in an approved location designated by your supervisor. If you bring something to drink from home it must be in closed container. **Under no circumstances should a personal drink ever be kept in a beverage cooler or an ice bin. This is a violation of state health regulations and failure to adhere to this rule will result in a suspension from volunteering for 20 games – no exceptions.** Supervisors will designate an area in each stand where drinks may be kept in accordance with health regulations. In addition, if game attendance and staffing permit,

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supervisors will grant one 10 to 15 minute break during a shift for each volunteer. You may use this time to eat or watch the ball game for a few minutes. Each volunteer will receive a food voucher from their supervisor with a value of \$6.50, good for only that game. The voucher may be applied towards the purchase of most items (excluding alcohol, of course) sold at any one concession stand of your choice. Items which Brad has excluded from voucher use (for example, food from the Ring of Fire) will be noted on the voucher. Brad will revoke eating privileges from anyone who violates his restrictions. If your purchase totals more than \$6.50, you must pay the difference. While you are volunteering you are entitled to drink, at no cost to you, as much as you'd like from the soda fountains, and disposable cups will be provided. Hydration is especially important in the summer months.

14. **Whew, I need a stiff drink!** – Although this should be obvious to everyone, consumption of alcohol is strictly forbidden when you are volunteering. **You are considered to be volunteering from the moment you walk in the gate until your shift is concluded. For regular volunteers this means you have turned in your shirt and you have been dismissed by your supervisor. For supervisors and volunteers who need to turn in money and inventory sheets, your shift does not conclude until your stand has been reconciled and you have been dismissed by Brad.** Violation of this policy will result in a permanent loss of opportunity to volunteer.
15. **When do I get a break?** – As previously stated, supervisors will attempt to give everyone a 10 to 15 minute break during the game, but breaks are not guaranteed. If you are given a break, pay attention to the time you are allotted, and return to the stand when you are told to return. Be considerate of those waiting behind you to take their breaks, they cannot start their breaks until you return from yours. If you are on a break and see or are informed of an unexpected sales rush at your stand, end your break immediately and return to your stand to assist. Supervisors will grant you a second break under this circumstance, and if you did not have time to eat the food you ordered from a stand new food will be prepared for you at no expense to you. Failure to comply will result in a loss of volunteering privileges. Volunteers working the beer stands will normally not be given a break to eat until their stands close, since the beer stands close first, at the top of the 8th inning. Those volunteers will have their chance to eat after turning in their money and inventory numbers.
16. **Breaks and uniforms – In the past going on break meant you would remove your button down uniform shirt. The transition to T-shirts means you will still be in uniform now when you take your break, and you will stick out from the crowd if you are ordering food at one of the stands. Please be sensitive to that fact, and always remember that since you are in uniform you are representing our organization and the Pelicans.**
17. **Can I smoke? - Smoking within the confines of the stadium by Pelicans staff or volunteers is strictly prohibited.** Pelicans' management has designated the area near the dumpster in the suites parking lot for staff and volunteers to use for smoking. If you are a smoker, you may exit and re-enter through the gates in front of the main stand to use this area to smoke a cigarette ***DURING YOUR ASSIGNED BREAK ONLY.*** Volunteers who smoke are not entitled to additional breaks to smoke, so please do not ask for them. If you choose to smoke during your break identify yourself to the gate staff as a volunteer so that they will allow you to re-enter the park. Violation of the smoking policy will result in a loss of opportunity to volunteer.
18. **Can I bring my kids with me? NO.** No child of a volunteer, regardless of their age, will be permitted in the park prior to the gates opening unless they are scheduled to work. No child of a volunteer will be permitted in the park after the gates open unless they purchase a ticket. If the child is under the age of 14 they must be accompanied by an adult – WHO IS NOT A VOLUNTEER - who will be responsible for their supervision throughout the game. **PELICANS STAFF ARE NOT BABYSITTERS.** If a child of a volunteer is identified by Pelicans staff or one of our supervisors as interfering with game staff or patrons, is cited for misbehavior, is shown to be under 14 and without proper supervision, or interferes with the operation of our concessions operations, both the child and the volunteer parent will be asked to leave. Additionally, the volunteer will forfeit their credit for that game and will lose the opportunity to volunteer at future games. Furthermore, no one who is not scheduled to work during the game should ever be in a

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stand before, during, or after a game. These are extremely serious issues for Pelicans management. Please do not risk your chance to volunteer by violating these rules.

19. **I'll take the leftovers if you're just going to throw them out** – Volunteers are not permitted to take home food which was prepared but not sold during the game. If there are leftovers made available to volunteers and staff after the game they must be eaten before you leave the stadium.
20. **Where do I park?** – Pelicans game day staff and volunteers are to park on the east side of the parking lot, behind the home clubhouse, along the tree line (this is the very first right after you enter the parking lot from Grissom Parkway). When you arrive at the stadium be sure to identify yourself as a volunteer to the parking lot attendants so they can direct you to the correct location.
21. **What's my chain of command?** – If you have any questions, concerns, or problems during the course of a shift, please discuss them with your area supervisor first. Staffing sheets indicating the supervisors and the areas for which they are responsible are posted in the first and third base grills, in the main stand, and outside Brad's office. If your supervisor is unavailable, or your issue is with your supervisor, please direct your concerns to me, or to Brad Leininger, the Food and Beverage Director, or his assistant, Rickey Andrews. Please do not discuss your issue with the GM or other Pelicans staff; they have to worry about their own areas of responsibility. If you are asked to do something by a member of the Pelicans staff - for example, to replace food that was dropped by a patron or to provide complementary food or drink to someone – note the name of the individual making the request and do as asked. Then at the end of your shift or when time permits, inform your supervisor about what you did to help so that inventory can be properly reconciled.
22. **Can I hang with Brad in his office?** – In a word, no. Brad's office is just that – his office – and not a social hangout or restaurant. At the beginning of your shift get your shirt if you are wearing one from the general shirt pool, and if applicable, your bank, and then leave promptly. Don't stop in for a visit when you're on your break. If you are responsible for reconciling your stand at the end of the night, turn in your completed information and wait quietly, or wait outside his office. **Under no circumstances should anyone eat in Brad's office without his permission.** If you need to eat at the end of the night turn in your stand sheet and cash first and then leave his office to get your food. If you aren't responsible for a reconciliation at the end of the night you don't belong in his office – period. If I receive complaints about this you will lose your volunteering privileges. Remember, this is a business, and Brad's livelihood. It's not a party.
23. **How do I get to the website?** – The FFR website is located at www.pelicanvolunteer.com. Login credentials will be provided to you if you are a new volunteer.

FINALLY...

Besides scheduling and tracking your received credits you will use the website to maintain your contact information. If you volunteered last year please verify that everything is still correct, **including a mailing address for the primary volunteer (highlighted in yellow)**. If you are a new volunteer I will create a website login for you, enter basic information for the primary volunteer on the account, and ask you to fill in the blanks and add any additional volunteers for which you will be responsible. As always, **everyone** (adults and children) who wants to volunteer at the Pelican games this year must sign and return the 2014 acknowledgment form indicating that they have read and understand the *Pelican Volunteer Guide - 2014 Season* and agree to adhere to the above mentioned rules. You may download the form from the website (you do not need a login to download the form). You may submit your availability prior to providing me with a copy of the signed form, but you may not work until the form has been provided to me. Multiple individuals may sign on one form. Remember too that I must have a copy of a birth certificate or approved substitute document for volunteers under the age of 18 before they can work a game. Please be sure to indicate if you are working for yourself, or if your credits should be added to an account managed by someone else. For example, if you are one of several individuals volunteering to raise money for a single cause, as might be the case with a church or athletic team, your credits will be combined into a single total with the other individuals' credits. If possible, please scan the acknowledgment form as a PDF or JPG file and return it to me via e-mail (this is the preferred method) at pelicanswebmgmt@gmail.com. If you do not have the means to scan the document please bring the

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signed form with you to the stadium the first night you will be working or training. **Remember: if you show up at the stadium to work and I do not have a signed form you will not be permitted to work.**

Please e-mail or text me at the number below if you have any questions. Please do not call, it's very disruptive in my work environment. If your text or e-mail requires a phone call I will call you back as soon as I can. I will be happy to talk to anyone and to further explain how our volunteer program works. I look forward to seeing you at the stadium!

Sincerely,

Dave Griffis
Family Fund Raising
(843) 424-9220