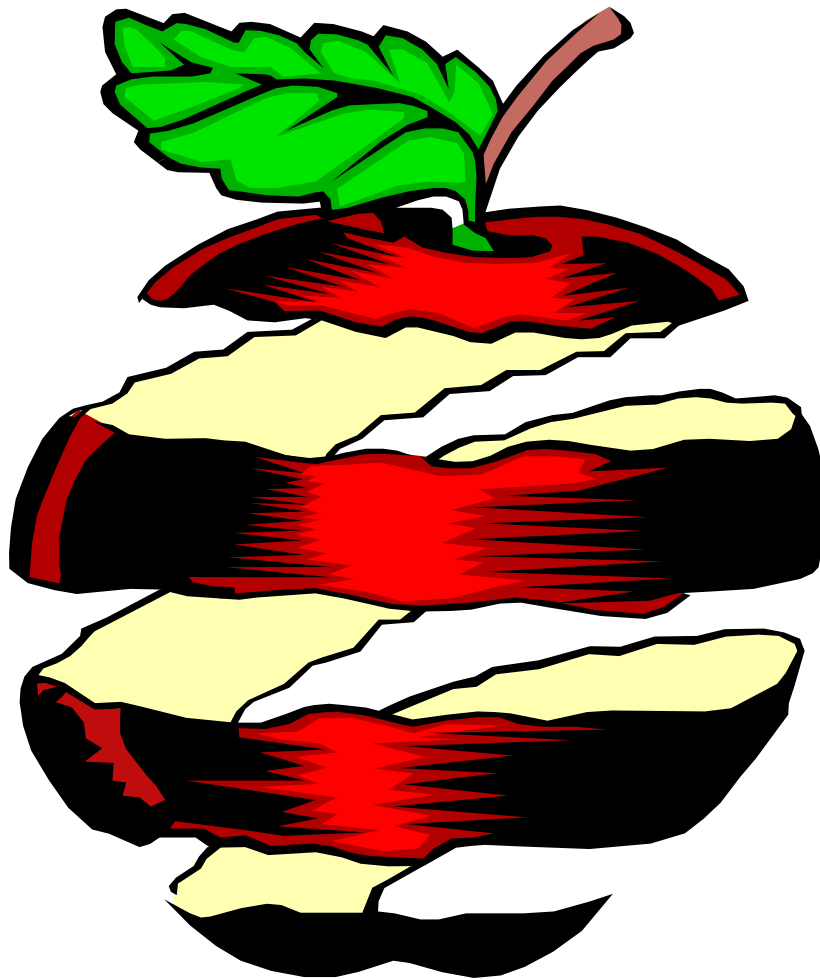


“Food for Funds”

Not-for-Profit Leader Handbook

April 2009



Welcome to a season of volunteering at the Abbotsford Entertainment & Sports Centre!

Each new season brings us new opportunities to improve and find better ways to serve you and your group. Group leaders and co-leaders are the most dedicated, hard-working and flexible volunteers imaginable! Your job often places you in challenging situations and we want to provide you with a resource to help guide you through murky territory – to that end, we have compiled the new NFP Leader Handbook.

Please take the time to look it over and familiarize yourself with the Table of Contents...if there's any topic you think we've overlooked, please don't hesitate to let us know – as always, we welcome your valuable input! Although the handbook covers many commonly asked questions, please don't hesitate to contact us directly if you need more information.

As the leader of your group, the most important thing to remember is that YOU play a very important role in determining how successful (and profitable) your group will be! Leaders who are well organized, understand the Abbotsford Entertainment & Sports Centre policies and procedures, and can motivate their volunteers positively and enthusiastically are those who ensure their groups are profitable, successful...and having fun!

We're here to help you accomplish this in any way we can – let us know how we can help.

Wishing you all a successful (and profitable) year of fundraising!

*Jennifer Peden
Concessions Manager*

No statement of policy or practice contained in this handbook is intended as a contractual commitment or obligation of Ovation Food Services, LLP or affiliates to any individual or group. These policies may be changed, amended, added to or terminated by OFS without notice. In the application of these policies discretion may be used which, by its exercise, may not be deemed as a policy change or precedent.

Table of Contents

April 2009

<i>Welcome Letter</i>	<i>2</i>
<i>Table of Contents</i>	<i>3</i>
<i>Who Are My Rose Quarter Contacts?</i>	<i>4</i>
<i>What are the group leader's responsibilities</i>	<i>5</i>
<i>Food For Funds Program – Most Frequently Asked Questions</i>	<i>6-9</i>
<i>Scheduling Flow Chart</i>	<i>10</i>
<i>Scheduling – Most Frequently Asked Questions</i>	<i>11 - 17</i>
<i>Compensation – Most Frequently Asked Questions</i>	<i>18 - 20</i>
<i>Vault & Cash Handling Guidelines</i>	<i>21 - 22</i>
<i>Sample Cash Slip</i>	<i>23</i>
<i>Sample NFP Commission Check</i>	<i>24</i>
<i>Training – Most Frequently Asked Questions</i>	<i>25-27</i>
<i>OLCC Alcohol Service – Most Frequently Asked Questions</i>	<i>28 - 30</i>
<i>What Kind of Hats Will My Group Need?</i>	<i>31</i>
<i>NFP ID Badges & Facility Access</i>	<i>32 - 34</i>
<i>Responsible Volunteer Tips</i>	<i>35</i>
<i>Let's Communicate</i>	<i>36</i>

Who Are My Rose Quarter Contacts?

The OFS Human Resources department oversees the administration of the Food for Funds program. We handle all contractual matters, scheduling, training and communication between OFS and the NFP groups, and serve as your partners in ensuring that your time at the Rose Quarter is a fully satisfying experience.

We're here to answer questions, address concerns, provide information . . . and even just to chat about how you are doing here! A Human Resources representative is generally available at all event check-ins or you can contact us via email or phone. Due to the huge number of volunteers in the FFF program (over 2,000!), we prefer that Group Leaders serve as our primary point of contact:

Kareen Muros, SPHR
Director of Human Resources
503.797.9752
kareen.muros@rosequarter.com

Holli Mattter
Staffing Coordination Manager
503.797.9754
holli.matter@rosequarter.com

Gina Fox
Human Resources Coordinator
503.797.9893
gina.fox@rosequarter.com

If you have questions regarding your compensation please contact our Accounting Department during business hours (Mon. - Fri., 7am – 6pm):

Raquel Werner
Office Manager
503.797.9762
raquel.werner@rosequarter.com

Jerry Strand
Accounting Assistant
503.797.9757
jerry.strand@rosequarter.com

What are the group leader's responsibilities?

The most important role in a group is the leader. The success of this program is contingent upon excellent, consistent communication between OFS staff and the NFP group leaders; being well organized and detail-oriented are critical attributes of an effective group leader. OFS provides specific training for leaders, as well as a monthly newsletter and on-going event updates to ensure that these key positions are as effective a possible. The group leader will directly impact the overall attitude, productivity and profitability of the group. They must possess time and organizational skills to coordinate their volunteer efforts, be flexible, reliable, committed to adhering to the policies and procedures governing the FFF program and have a positive attitude. It is important for each group to have a leader and co-leader who are the

designated contact people. Group leaders must have an email address or dedicated fax line to receive scheduling information and voice messaging or answering machine on their phone line. A list of general responsibilities is below:

- ▶ Act as the liaison between OFS and the group (this includes questions regarding compensation).
- ▶ Track the volunteer OLCC cards and provide copies of each valid permit to OFS every year and as updates are warranted.
- ▶ Maintain a roster of the group's active volunteers and provide it to OFS.
- ▶ Schedule volunteers for events and trainings.
- ▶ Complete the FFF agreement and any other required paperwork to participate in the program and submit it to OFS by the designated deadline.
- ▶ Ensure that volunteers arrive on time with a positive attitude for all shifts.
- ▶ Submit the Insurance Roster to the OFS accounting department by the 10th of each month.
- ▶ Provide a letter outlining how the funds earned through the group's participation in the FFF program will be utilized.
- ▶ Ensure that volunteers adhere to and are aware of all OFS policies, practices and procedures.
- ▶ Designate a volunteer each confirmed or adopted event to pick-up the bank for your assigned location.
- ▶ Group leaders should be knowledgeable about fielding OLCC questions (i.e. renewal, duplicates, lost Permits, etc.).

Food For Funds Program – Most Frequently Asked Questions:

How many members does our group have to have?

We suggest that groups have a volunteer pool of at least 50 active volunteers over the age of 18, at least half of which must be willing to serve alcohol and receive the OLCC training and permit. This does not mean that all of them work at once. Our permanent concession stands vary in size, theme and location. Depending on where your group is assigned, you will need to provide anywhere from 4 to 16 people per event (6-16 for a Blazer game).

What is the minimum age requirement to work in a stand?

Anyone working an event during which alcohol is served out of the stands must be 18 years of age or older (that includes "runners" as well as volunteers who handle the alcohol transaction) **and MUST** possess a **valid** OLCC Service Permit. During events in which alcohol is not sold out of the stands, an individual must be at least 16 years

of age. Events such as concerts, circuses and conventions are an ideal way to involve the young adults (under 18) in this program, **provided they've gone through our orientation class.**

Do we have to serve alcohol (beer)?

Yes. During Blazer, Winter Hawks and Fire games beer is sold out of the stands. ALL volunteers working these events **MUST** have a valid OLCC Alcohol Server's Permit. **NO EXCEPTIONS.** During concerts, circuses and conventions beer is not sold out of the stands. Since the majority of our events sell beer out of the concession stands, *ALL GROUPS PARTICIPATING IN THIS PROGRAM MUST BE ABLE TO SERVE BEER, IF REQUIRED.* We recognize that a small number of volunteers within each group may not opt to become certified to serve alcohol. We can accommodate these volunteers, along with the 16 and 17-year old young adults, at events during which alcohol is not served out of the concession stands (i.e. concerts, circuses, conventions).

Where can we park?

We are very pleased to be able to offer free parking to volunteers and employees working events at the Rose Quarter. It is however, recommended that groups travel by carpool as traveling to the Rose Quarter prior to events may be difficult due to traffic. A packet outlining the parking options along with our parking hotline number will be provided to individual volunteers at our orientation or upon request.

Can we watch the game (event)?

Volunteers are not permitted to enter "the bowl" (interior of the arena) while working an event. There are closed-circuit television monitors inside the permanent stands that enable employees and guests to follow the basketball or hockey game live, however not every event is televised (most concerts and circuses, for example, are not). Occasionally, OFS will offer free tickets to events to groups. These free tickets can serve as rewards for deserving members or for charitable causes.

Where can we get help during the event?

We expect that people will experience challenges from time to time and want to ensure that they are resolved quickly. We have a number of managers working each event that are available to address any concerns or provide assistance to you and your group. You can reach these managers either by stopping them on the concourse (we spend a lot of time touring the different locations) or calling the OFS Commissary at 8879 for RG events or 8869 for MC events and request to have a manager stop by your location. Make sure that you leave a contact name and the location number when you call. Location managers are also an excellent resource regarding the location operation, break room locations, and other general building information.

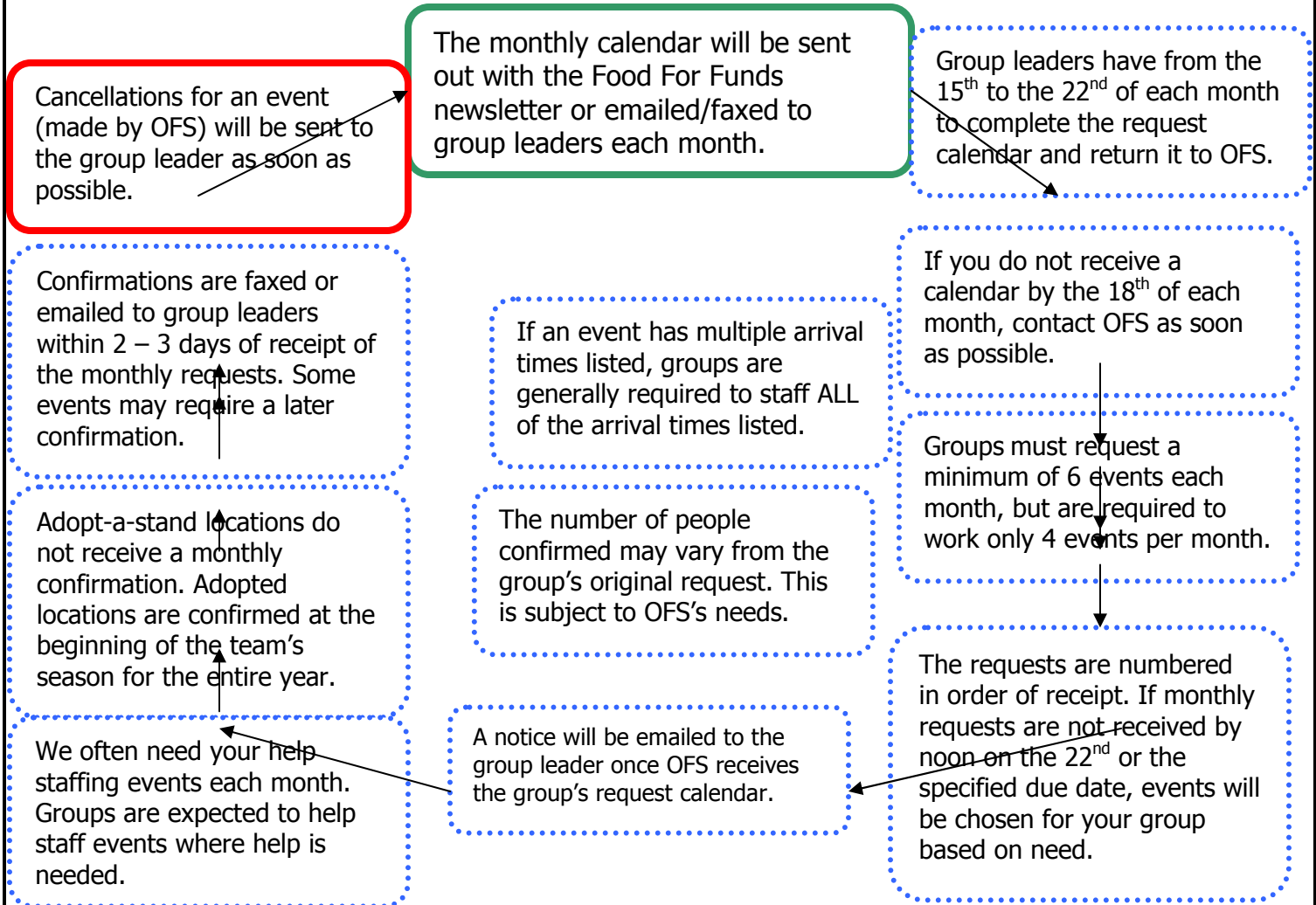
What's the Adopt-A-Stand Program?

The Adopt-A-Stand program allows groups to "adopt" a permanent location for either Blazer or Winter Hawk games, in addition to staffing other events. This means that they commit to staffing the "adopted" location for ALL Blazer or Winter Hawk home games for the team's season. The team schedules are published at the beginning of each season and allow group leaders and their members to plan several months in advance. Groups that adopt locations have the advantage of staffing the same location, which builds familiarity, ease and usually results in increased sales. Groups that would like to be considered for the Adopt-A-Stand program need to fit the following criteria: work at least 6-10 events per month, have a large, active group (3/4 of which are OLCC certified), contribute above and beyond their requested events by providing help for additional events each month, have had less than 4 staffing shortages for the past year and have two dedicated group leaders. The group's overall performance is considered when being evaluated for the adopt-a-stand program. Groups are awarded a \$1,000 bonus for perfect attendance for Blazer games and a \$500 bonus for Winter Hawks games (Winter Hawks have fewer home games). Please keep in mind that if your group is selected to participate in the Adopt-A-Stand program, the group will be responsible for staffing a minimum of 4 events *in addition* to the adoption commitment each month. *[In the case of an abbreviated season – i.e. caused by a labor dispute – the bonus amount is prorated based upon the total number of games.]*

Do I need to notify anyone if I am going out of town?

If you are planning on going out of town, on vacation or unavailable due to personal reasons, family emergency, etc. please notify us and provide an alternate contact (if you don't have a co-leader) for event related changes, issues or concerns during your absence.

NFP Scheduling Flow Chart



Scheduling – Most Frequently Asked Questions

How often do we have to work?

Groups commit to working a minimum of 4 events each month. However, groups can request to work as many events beyond the minimum 6 as they would like. Most groups work more than 4 events each month, depending on their financial goals. Our most successful groups work between 6 – 10 events each month.

How many events do we have to request?

Groups are required to request a minimum of 6 events per month. This allows us to be equitable when we distribute a limited number of events, to be fair to all groups and gives us a broader selection when matching our staffing needs to your requests. If your group has adopted a location for either Blazer or Winter Hawk games, you do not need to include those events in your request. Please keep in mind that if your

group is selected to participate in the Adopt-A-Stand program, the group will be responsible for staffing a minimum of 4 events *in addition* to the adoption commitment each month.

What do I do if I don't receive a monthly request calendar?

The NFP request calendars are sent to the group leaders on the 15th of each month. It is very rare for a group leader to miss the monthly request calendar. If you do not receive a calendar by the 18th of each month, contact Holli immediately. The "Food For Thought" newsletter is also sent out by the 15th of each month and contains a request calendar along with other Food For Funds information.

How many people should I put down for events?

We have 18 permanent concession stands in the Rose Garden and 7 permanent concession stands in the Memorial Coliseum. Each of these locations varies in size and theme. The smallest location we have requires 6 people (Blazer games = 8 people). The largest location requires 16 people (Blazer games only). Group leaders should request between 6 – 14 people per event (excluding Blazers). We do not have locations available for 1-4 people.

How do we get confirmed to work an event?

Group leaders submit a request calendar, including the number of people available to work, each month by the 22nd. The requests are numbered in order of receipt. Confirmations for events are faxed or emailed to group leaders within 2 – 3 days of receipt of the monthly requests. Some events may require a later confirmation due to varying ticket sales. The group is required to staff the events that appear on their confirmation **only**. The group is **not** scheduled to work any events that do not appear on the confirmation.

What if my group can't work an event we have been confirmed to work?

Once a group has been confirmed for an event they have requested to work, we are counting on the group to staff the event. If your group cannot meet their commitment there are two options, find another group to replace you, at OFS's approval or cancel the event. If your group cancels a confirmed event the group will be assessed a \$250 deduction. It is imperative that group leaders contact OFS immediately if they believe the group cannot meet their commitment. Please do not wait until the day of the event to notify us of any staffing challenges. The more advance notice we receive, the better we will be able to adapt to staffing challenges and help you without punitive damages to the group.

What does the OLCC and NO OLCC mean on the confirmation?

The Rose Quarter hosts many types of events, some require OLCC permits and some do not require permits. The **OLCC** on your confirmation indicates an event that *requires* volunteers to have an OLCC permit to work. **NO OLCC** on your confirmation indicates an event that *does not require* volunteers to have an OLCC permit to work.

What if the arrival time on our confirmation is different from the calendar?

The arrival times for events are subject to change. If the arrival time for the event has changed it will be **bolded**, underlined and *italicized* on the confirmation. Please consider the confirmation as the most current information and adjust your group's arrival time accordingly. Read your confirmations carefully for arrival time, venue and If the event has multiple arrival times, do we have to provide people for each arrival time? staffing level changes. Please feel free to contact us if you have any questions or concerns about the arrival time for an event.

If the event has multiple arrival times, do we have to provide people for each arrival time?

The Rose Quarter hosts a number of all day and sometimes all day and evening events. In order to make these events easier on volunteers we create a number of arrival times to shorten the shifts. As a rule groups are required to provide volunteers for all of the arrival times for an event. If the event occurs on multiple days with multiple arrival times, the group will only have to provide people for each arrival time for the day they request to work. For example, if your group has requested to work a circus on a Saturday for 5 people with an arrival time at 8:45am, 2pm and 5pm, the group is required to provide 5 volunteers at 8:45am, 5 volunteers at 2pm and 5 volunteers at 5pm. All day events are considered one event with multiple arrival times. The confirmation will list the arrival times that your group is required to provide volunteers to staff.

Do we have to use the request calendar to submit our requests each month?

Group leaders can submit their requests each month by listing the event and number of people in an email or fax. Please submit all event requests in writing. The NFP request calendar is provided as a guide or tool for group leaders to use for the events. Make sure that requests, if submitted by email or fax, include the number of people available to work, event name and date. We will confirm groups based upon our staffing needs.

How do we let you know if we want to work additional events?

We know that many groups have aggressive fiscal goals and large pools of volunteers to draw from and may appreciate volunteering for additional events. If this applies to your group, please contact Holli. The confirmations will include a listing of open or

available events each month. We also distribute flyers and emails outlining available locations or additional events. Group leaders can request additional events by emailing or faxing their request to us. Please make sure the request includes the number of people available to work, event name and date. We will confirm groups for additional locations based upon our staffing needs.

What do I do if I don't receive a confirmation?

Contact us immediately if you do not receive a confirmation by the 22nd of each month, unless instructed otherwise by OFS.

What should I do if my group is working multiple locations and I want to group people together according to experience?

If your group is working multiple locations and you would like to select the groups that they work in, simply email a roster of the people working to us prior to the event. We will send the volunteers to work in the location you specified. Please make sure that the volunteer doing the money for each location is aware that the group is working in multiple locations. If you would like to specify who will be responsible for the money in your group for each location, please feel free to do so, however it is not required.

Can NFP Groups Help Each Other Out?

"Our group has to attend out-of-town competitions during the entire month of March and we don't have enough volunteers who can cover our commitment during that time. XYZ High School has offered to cover for us. Is that OK?"

The following policy addresses trading confirmed events with another group.

1. If your group cannot staff its Adopt-A-Stand location for their Blazers or Winter Hawks games, they cannot use another group (or another group's individual volunteers) to cover their shortfall. Allowing groups to "cover" for each other would defeat the purpose of the Adopt-A-Stand arrangement. This option was designed to serve as a "reward" for our groups who were seasoned, well organized and large enough to commit to the staffing levels they were aware of well in advance of the season. Most importantly, to assure continuity of the best guest service possible by having the same volunteers in the same location (i.e. familiarity with the location, menu offerings, operation, etc.). That's why we pay a \$1,000 bonus. NO replacement groups will be allowed to "cover" another group's Adopt-A-Stand commitment. If you are having difficulty meeting your obligation for a specific game, it is your responsibility to contact Holli Matter as soon as you are aware of the problem and OFS will determine the best course of action. Any group attempting to meet their Adopt-A-Stand obligation through using another group will be disqualified from receiving the completion bonus and may suffer expulsion from the program.

2. If a group anticipates a challenge with staffing a non-Blazer or non-Hawks event, and they have found another group which is open to assuming the commitment for them, the following policy applies:
 - a. We will only allow an entire group to substitute for another group, not individual volunteers. That means that if ABC High School needs 3 more volunteers to staff a concert, they can't "borrow" volunteers from XYZ Soccer Team. The entire staffing commitment for that location needs to be reassigned to XYZ Soccer Team and OFS will compensate the substituting group per the regular compensation terms. Per IRS regulations, one group is NOT permitted to pay another for their volunteer efforts. This applies equally to compensating individual members.
 - b. ALL changes to staffing must be PRE-APPROVED by Holli Matter, Staffing Coordination Manager. Groups cannot make staffing changes, transfer their commitment, or "give away" their event confirmation to another NFP group without Holli's written approval. OFS recognizes that an "emergency substitution" may occasionally be necessary; over-use of the substitution policy will be construed as abuse of the program and result in separation from the program.
 - c. Some individual NFP volunteers may belong to more than one NFP group (i.e. a family who volunteers for the son's soccer team, the daughter's high school dance team, and their church, all of which may be active NFP groups.) This is fine **AS LONG AS THE INDIVIDUAL VOLUNTEER IS LISTED ON THE ACTIVE ROSTERS OF EACH GROUP HE/SHE IS A BONA FIDE MEMBER OF**. And, yes, OFS will be checking this. To allow non-members to "volunteer" for an organization is not in keeping with the spirit of volunteerism and organizational support the FFF program promotes. To compensate non-members for their individual "volunteerism" is illegal.

Compensation – Most Frequently Asked Questions

Why are we short?

Cash shortages occur for several reasons; group members are not counting their voids and over rings, incorrectly entering discounts or not counting or incorrectly entering coupons.

- Voided transactions cannot be completed by the cashier (volunteer). Group members need to notify the stand manager (OFS employee) of all sales or items that need to be voided. Make sure your money person takes a print out of the voids for each till or a print out of the total voids at the end of each event for your records.

- Employee and VIP discount transactions must be entered into the cash register correctly. Make sure that volunteers follow the instructions from the NFP Guidebook carefully when completing discounted transactions.
- Verify your inventory. It is very important that groups verify their inventory. If you or your group has questions about the inventory, the best time to address your concerns is **BEFORE** the location opens to the public.

What information appears on our checks/compensation invoices?

- Compensation invoices show a breakdown of the group's compensation per event. The invoice will include the location worked, number of volunteers in attendance, cash turned in, credit card sales, staffing shortages, OLCC class no shows, coupons and cash shortages.
- Beer tenders, beer vendors and stand leaders will each have their own invoice indicating the number of volunteers and the flat fee earned by the group.
- The compensation check includes the event date and location along with the amount compensated for the event. The checks often include compensation for a number of events.
- The checks will also include deductions for hats and OLCC class attendance shortages. The deductions will appear on the top of the check, along with the volunteer's name. The name of the volunteer will also appear in the bottom left corner of the invoices included with the check.

When are checks mailed?

Compensation for an event is mailed within 30 days of the date of the event worked per the NFP agreement. We generally try to mail the compensation checks out a minimum of twice a month.

What should we do if our check is lost?

If you have not received your compensation check and invoice in the mail, check with your post office first. There are times that certain envelopes or packages are not delivered to an address and left in a general delivery box at your location's post office. If the check has been lost and you need another one generated there is a \$25 fee applied to each reissued check.

Why haven't we received our compensation for an event?

Please double check the compensation invoices and checks you have received to verify that you have not received compensation for the event before contacting OFS. Contact Cindy Foster once you have determined which event is missing.

Who from our group should contact accounting?

The group leader and co-leader are the only people that should contact OFS's accounting department. Please do not have any other volunteers from your group contact the accounting department with compensation questions.

What are the office hours for the accounting department?

Our accounting department works Monday – Friday from 7am – 6pm. If you are calling after office hours please feel free to leave a message on our voicemail system or send your questions or concerns by email. Please keep in mind that the question or concern you have may take some time to research prior to receiving an answer or solution.

Vault / Cash Handling Guidelines For NFP'S

Group leaders need to designate a vault or money person for each event and/or location the group is working. It is important that group leaders select a vault/money person who is reliable, trustworthy and possess good cash handling skills. The volunteer responsible for picking up the bank for the events is the only person that should handle the money for the event. Do not allow another volunteer or employee to " help " you with the cash. The volunteer who checks out the bank will be responsible for all cash transactions for his/her assigned location. The group is held accountable for cash shortages.

- ❑ **Picking up your bank:** Always verify the cash in your bank against the cash slip you receive. Always count each bundle of bills. After verifying the cash, write down the cash box number and sign your name on the bank signature sheet *before* leaving the vault room. If the cash box does not have a number on it, write down the lock number next to your signature. Please remember to get plenty of drop slips and envelopes prior to going up to your location. All starting banks are issued with a cash drop slip for reconciling your total cash count at the end of the event.
- ❑ **Taking the bank to your location:** ONLY use ELEVATOR #5 (the BIG freight elevator located just outside of the vault area) to take the bank to your assigned. **DO NOT TAKE THE BANK INTO THE STAIRWELLS, UNLESS IT IS AN EMERGENCY. NEVER TAKE THE BANK THROUGH THE LOCKER ROOM.** Tip: When you reach the floor of your location, note the arena entry number closest to the elevator. This will help you find the correct elevator at the end of the event.
- ❑ **What to do once you get to the location:** The cash box **MUST BE LOCKED DOWN** in the location. The NFP volunteer in charge of the cash must keep the cash box key on his/her person at all times. This person needs to take his/her break at non-peak times, and after drops have been completed and picked up

by OFS vault staff. Remember to make sure that all tills have sufficient change before leaving for your break. Do not count your bank in the location unless you are preparing a drop for the vault staff during the event. NO EXCEPTIONS.

- ❑ **Preparing drop slips:** Please remember to write the correct stand number, your group name, the number of each denomination, the total of each currency and the total cash at the bottom of the slip. Please take the time to review and double check all of your entries before giving your cash slip to the vault staff. All drops should be organized & ready prior to the arrival of OFS vault staff. (Pick up time is notes on the bank signature sheet in the vault.) The NFP volunteer in charge of the cash SHOULD NOT BE ASSIGNED TO A TILL. Your location may be busy when the vault staff arrives for your cash drop; please make it a priority to have your drop ready. We recommend that you drop as much cash as possible. This will speed up your check out at the end of the event. Change can be purchased for your location from our vault staff during your cash drop.
- ❑ **Before you leave your location:** Remove all of the cash from the drawers and put it in the cash box. Remove the black cash drawer tray and leave it on the counter. Remember to check the cash drawer carefully for remaining cash that may have been jammed behind the black cash tray. Check all of the aprons for cash.
- ❑ **Returning to the Vault:** ONLY use ELEVATOR #5 (the BIG freight elevator located just outside of the vault area) when returning to the vault at the end of the event. DO NOT TAKE THE BANK INTO THE STAIRWELLS, UNLESS IT IS AN EMERGENCY. NEVER TAKE THE BANK THROUGH THE LOCKER ROOM.
- ❑ **The Final Drop:** YOUR FINAL DROP SHOULD BE COUNTED IN THE OFS VAULT AREA ONLY. If you are assigned to a location that partially closes do not count the cash from the closed tills in the location.
- ❑ Currency should be facing the same direction, quarters (above \$10.00) need to be rolled and currency of the same denomination should be bundled together. Bundle currency in the following amounts: \$One's bundled in 25, \$five's bundled in 20, \$ten's bundle in 25, and \$twenty's bundled in 25. The OFS vault staff has been instructed to refuse final drops should the quarters not be in rolls. All additional loose change should be placed in a separate envelope and itemized separately from the rolled coin. Please take the time to write legibly so check out goes smoothly. All of the cash should be separated with rubber bands before being placed in the bank bag. Rolled quarters should also be placed in the bank bag.
- ❑ **Coupons:** Should be bundled in groups of 25. The stand number should be indicated on the top coupon for each bundle. Enter the number of coupons on the cash slip. Each coupon has a \$.50 value.
- ❑ **Credit Card Slips:** All credit card slips must be totaled, entered on the cash slip and turned in to the vault with the cash.
- ❑ Sign the cash drop slip for the beginning bank, and give the yellow slip and over ring receipts to the check out person along **with the rest of the yellow cash slips at the end of the shift.**

Please do not hesitate to ask your floor supervisor or any OFS manager-on-duty if you have questions or concerns regarding the bank or cash handling guidelines. We would be happy to provide one-on-one training at any time.

Sample Cash Slip

Write the location # your group is assigned to work for the event & your group name. Example: 251 Blaze/ABC Group.



CASH SLIP

Location 251 Blaze/ABC Group Date 5/25/02

	#	Dollars	Cents
CURRENCY			
Hundreds	5	500	
Fifties			
Twenties			
Tens			
Fives			
Twos			
Ones			
ROLLED QUARTERS		125	
LOOSE COIN ONLY			
Dollars			
Halves			
Quarters	19	\$4	.75
Dimes			
Nickels			
Pennies			
Credit Cards			
Travelers Checks			
Rose Qtr Dollars	10	30	
Family Fun Pack			
Season Ticket Holders			
TOTAL		\$659	.75
Less Bank	Write Starting Bank Here	\$300	
Deposit		\$359	.75

Write the # of bills of that type of currency here. Example: If you have 5 100- dollar bills, write 5 in this column.

Write the total cash amount of the type of currency in this column. Example: If you have 5 100-dollar bills. write \$500.

Write the total cash amount of the rolled quarters only in this column.

Write the # of coins of the currency type here. Example: If you have 4.75 in quarters, enter 19.

Write the total cash amount of the type of currency in this column. Example: if you have 19 quarters, enter \$4.75

Write the # of travelers checks, Rose Quarter dollars or coupons in these columns. Example: If you have 10 Rose Quarter Dollars (5 \$1 RQ Dollars & 5 \$5 RQ Dollars), enter 10.

Write the total value of the coupon in this column. Example: If you have 5 \$1 RQ Dollars and 5 \$5 RQ Dollars enter \$30 (\$25 in \$5 RQ Dollars & \$5 in \$1 RQ Dollars).

Write the total amount of cash in this column.

Subtract the amount of the starting bank and write the amount in this column.

Completed By: Please print your name Time:

Received By: Time:

Sample NFP Commission Check:

Ovations Food
Services, LLP

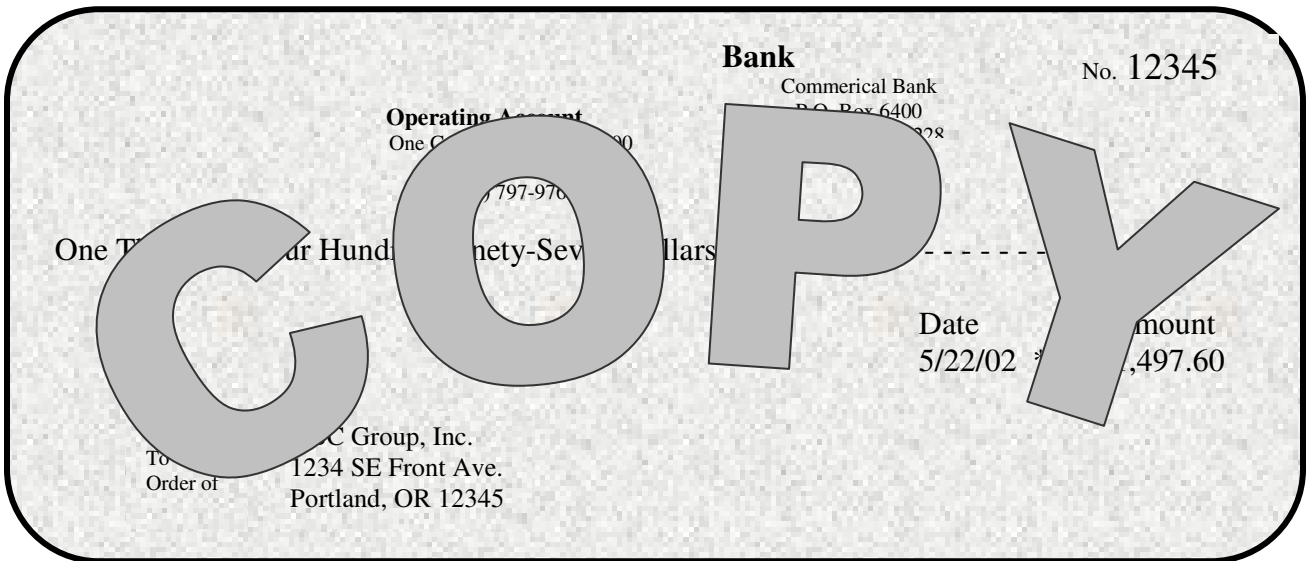
Operating Account
One Center Court, Suite 150
Portland, OR 97227
(503) 797-9760

DETACH BEFORE DEPOSITING

No. 12345

Ref. Nbr.	Inv. Nbr.	Inv. Date	Inv. Amt.	Amt. Paid	Disc.	Net Check
000002	0503 - 251	5/15/02	500.00	500.00	0.00	
000003	0515 - 233	5/15/02	350.00	350.00	0.00	
000004	0520 - OLCC	5/15/02	15.00	-15.00	0.00	
000005	0525 - Hat	5/15/02	5.00	-5.00	0.00	
000006	0530 - 550	5/15/02	750.00	750.00	0.00	
000007	0530 - 550	5/15/02	50.00	-50.00	0.00	
						1,497.60

5/15 OLCC No Show - Jane Doe
5/15 Hat Deduction - John Doe



Reference & Invoice Number Key:

000004 = OLCC class shortage, deducted \$15 from group's earning for no show.

000005 = NFP group member purchased a hat using Hat Replacement Form, \$5 deducted from the group's earnings.

000007 = Staffing shortage for the event, \$50 was deducted from the group's earnings.

What is the NFP Orientation?

The NFP Orientation is a 3-hour class that covers the practices, policies and procedures for Ovations Food Services, LLP and the Rose Quarter. Volunteers will receive a volunteer guidebook that details parking information, directions to the Rose Quarter, NFP check-in, ID badges, break areas, dress code and many other topics pertinent to the volunteer experience as well as a brief tour of the Rose Garden (mostly the areas they will be entering/exiting the building and working) and hands-on experience with our cash register system. This is a mandatory training for all group members that plan to participate in the Food For Funds program. Group members must attend the training prior to volunteering at the Rose Quarter.

What is the OLCC class?

The OLCC Class is required for all volunteers that plan to serve alcohol at the Rose Quarter. It is a state mandated 5½-hour course that teaches the alcohol service laws for the state of Oregon and concludes with a multiple-choice test. Volunteers that take the class through OFS (we offer classes onsite at a discounted price) will also have the added benefit of learning the state laws for service in conjunction with the Rose Quarter alcohol service policies. The Rose Quarter is subject to specific policies mandated by the OLCC that are unique to any other alcohol service establishment in the state. Volunteers that receive a passing grade will receive an OLCC Service Permit. The minimum age requirement for the OLCC class is 18 years old.

Are volunteers required to attend the training classes before they work at the Rose Garden?

Yes! All volunteers that are interested in participating in the Food For Funds program are *required* to attend the NFP Orientation *prior* to working at the Rose Quarter. Volunteers are not required to attend an OLCC class prior to working at the Rose Quarter, however they will not be eligible to work events where alcohol is served out of the locations without a service permit. The majority of our events require an OLCC permit (Blazer games, Winter Hawks games, Fire games, Monster Trucks, Motor-cross). Volunteers that opt not to take the OLCC class will limit their opportunities to volunteer in the program. Groups are required to have at least 2/3 of their group OLCC certified. We recognize that a small number of volunteers within each group may not opt to become OLCC certified to serve alcohol. We can accommodate these volunteers, along with 16 and 17-year old adults, at events during which alcohol is not served out of the concession stands (i.e. concerts, circuses, conventions).

How do I find out when a training class is scheduled?

We will notify group leaders of upcoming training classes by email as soon as the classes are scheduled. We try to schedule classes every 45 days to allow group leaders time to gather interested volunteers and schedule them for the class. We also include training class dates and times in the NFP Newsletter.

How do I sign people up for the NFP Orientation or OLCC class?

We list the contact people for training class reservations when we notify you of upcoming classes. Volunteers **MUST** have a reservation to attend **ANY** of the training classes. Please do not send volunteers down to the training classes if they do not have a reservation, they may be turned away if the class is full. If you would like to reserve a space in one of the classes simply email your request to any one of the contact people listed in the notification email or on page 4. We will add the volunteers name to our class roster. Please make sure you include the volunteer's first and last name along with your group name in the email.

What do I do if one of the volunteers cannot make it to the training?

If a volunteer that has been signed up for a training class cannot make the class, email one of the contact people listed in the notification email or on page 4 prior to the class check-in time. If the volunteer has a reservation for the OLCC class the cancellation must be received prior to 4pm the day of the class. If a volunteer for your group does not show for the OLCC class the group will receive a \$20 deduction to cover the cost of the class.

Do volunteers need to bring any materials for the trainings?

Volunteers do not need to bring any writing materials, etc. We will provide the necessary items for both training classes. Volunteers will not be required to take notes on any of the material covered in the NFP Orientation (the information is covered extensively in the NFP Volunteer Guidebook provided at the training), however if they would like to take notes they will need to bring a pen. Pencils are provided for the OLCC class along with textbooks. We will provide complimentary beverage service for both the NFP Orientation and OLCC class. We recommend that volunteers taking the OLCC class bring a meal or snack items due to the class duration (5 ½ hours).

What is the minimum age requirement to attend training?

Volunteers must be 16 years or older to attend the NFP Orientation. Volunteers must be 18 years or older to attend the OLCC Class.

Where can we park for training?

We try to schedule our training classes on dark or non-event nights to allow volunteers access to free onsite parking. The parking options will be included in the email notification to group leaders. Parking for classes on dark or non-event nights will be available at the **Restaurant/One Center Court Parking Garage** and the **Rose Garden Parking Garage**. **Do Not** park in the turnaround area in front of the Ticket Box Office off of Winning Way. If volunteers park in that area they may be towed at their own expense.

OLCC Alcohol Service – Most Frequently Asked Questions

How Do I become eligible to serve alcohol at the Rose Quarter?

Volunteers must take and pass an OLCC Alcohol Servers Education class to be eligible to serve alcohol at the Rose Quarter. Additionally, they must have either the yellow application with the test scorecard indicating a passing grade **OR** a valid OLCC Service Permit in their possession in order to serve alcohol at the Rose Quarter. Volunteers who arrive to work an OLCC event that *do not* have either the yellow application with test scorecard indicating a passing grade or a valid OLCC Service Permit will not be able to work the event and will be sent home. The group will receive the \$50 staffing shortage fee if the volunteer is sent home.

What happens if I take the class offsite?

If a volunteer takes a class offsite, they must contact Kareen Muros to make arrangements to complete the Service Permit Application in person. Due to the unique requirements for service alcohol at the Rose Quarter, applications signed by an instructor will not be accepted for serving at the Rose Quarter. If a volunteer brings a Service Permit Application to the Rose Quarter that has not been signed by the licensee representative of the Rose Quarter, they will not be permitted to work until we have had an opportunity to verify the validity and timely remittance of the fee with the OLCC or they receive their OLCC Service Permit Card.

What if I can't take the class through OFS?

If a volunteer is unable to **renew** their OLCC Service Permit through the classes offered by OFS, please instruct them to call the Oregon Restaurant Association directly at www.ora.org. Please let us know the first time they will work an event at the Rose Quarter. We will need to go over the alcohol service policies specific to the Rose Quarter before they serve alcoholic beverages for an event. Please note the information above regarding the application and service permit for people who take the OLCC class away from the Rose Quarter. We prefer the volunteers that are new to the program attend an OLCC class offered through Ovations.

What do I do if I don't receive my test scorecard or permit?

Once a volunteer has taken the class they should receive their test scorecard within 2-4 weeks. If the volunteer does not receive their test scorecard they need to contact Kareen Muros. The OLCC service permit should arrive within 4 weeks of the date of the class. If the service permit does not arrive the volunteer will need to contact Kareen Muros. Please **DO NOT** instruct them to contact the OLCC. OFS is the OLCC's largest customer in regards to service permits and applications, because of that we have a dedicated contact at the OLCC that works directly with Kareen to address any questions or concerns on behalf of our employees and Not-for-profit volunteers.

How do I renew my permit?

The OLCC service permit is good for 5 years of service at any venue in Oregon. If a volunteer's permit has expired or will expire within the next month they need to sign-up for an OLCC class to renew their permit.

Lost your OLCC card? Need a Duplicate?

If your permit is lost, stolen, destroyed, etc. you will need to apply for a duplicate permit in order to serve alcohol at the Rose Quarter. Volunteers should contact Kareen Muros to set-up a time to fill out an OLCC application for a duplicate permit. If a copy of the valid service permit is not on file with OFS we must verify the information through the OLCC prior to signing a duplicate request. Volunteers will need to call Kareen Muros **AT LEAST TWO BUSINESS DAYS PRIOR TO THE DAY OF THE EVENT THEY ARE SCHEDULED TO WORK** in order to provide ample time for the OLCC to verify the information. When they contact Kareen they will need to provide their social security number, name and if possible their OLCC service permit number. Please be aware that if they do not contact Kareen well in advance of the event they we may not be able to secure the verification required to issue a duplicate. This may mean that they will not be able to volunteer for your group during the event and your group may be docked \$50 for the staffing shortage. If we have a copy of their valid service permit, volunteers need to contact Kareen, PRIOR TO CHECK-IN and she can verify their copy and issue a duplicate application at check-in. When the volunteer meets with Kareen to complete the duplicate application they will need to bring \$5 (cost of a duplicate permit, cash or check made out to "OFS") and a photo ID. Please remember to alert Kareen WELL IN ADVANCE of check-in to assure that she will be available to complete a duplicate application. If the volunteer lost their OLCC service permit and we have a copy of their permit on file, we may be able to complete a duplicate application at check-in. Please keep in mind that this is subject to the availability of a licensee representative of the Rose Quarter.

Who should I contact with questions about alcohol service or OLCC service permits?

Group leaders should contact Kareen Muros with ALL OLCC service permit and alcohol service questions or concerns. DO NOT contact the OLCC regarding alcohol service at the Rose Quarter or with service permit questions or concerns.

How old do you have to be to beer vender or beer tender?

Volunteers must be 21 years or older to work as a beer vendor or beer tender. They must possess a valid orange and white OLCC service permit. Volunteers will not be permitted to work as a beer vendor or staff a beer tending position with a yellow application and test scorecard.

What Kind of Hats Will My Group Need?

Groups will need to provide a baseball hat with the group's logo for volunteers to wear. Name brand hats are not allowed (i.e. Nike, Adidas, etc.). The hats can be any color as long as they are approved by OFS, professional in appearance and cover the head. If groups choose to order their hats through a vendor other than the one used by OFS, the hat style, logo and color must be approved by OFS. We do offer groups the opportunity to order hats for their group through the same vendor OFS uses for our employee hats. The group needs to provide the logo or artwork for the hats and the quantity desired. The hats are black baseball hats with an adjustable tab to create the perfect fit. If your group would like to order hats through OFS contact the Staffing Coordination Manager to place an order. The cost of the hat purchase can be deducted through the group's compensation, if the order is placed through OFS. Please keep in mind that pricing is subject to change. The pricing information is listed below:

- New Logos (initial artwork set-up fee, a one time fee): \$25.00 per color/per location.
- Hat: 50+ Hats = \$3.48 each, 100+ Hats = \$3.39 each.
- Reprints of original artwork (periodic charge): \$6.00 per color/per location
- Art time as needed, depending on the camera logo or product sample is \$55.00 per hour.

Example:

1. If your group is placing an initial order for 50 hats, the cost would be \$25.00 for the artwork and \$174 for the hats = \$199.
2. If your group is placing an order for hats and your artwork has already been submitted to the vendor the cost artwork would be \$6.00 per color/per location for reprints of original artwork already on file with the company plus the cost of the hat (varies based upon quantity ordered).

NFP ID Badges & Facility Access

NFP Volunteers are required to have an ID badge issued by OFS on them at all times while working at the Rose Quarter. Volunteers are required to swipe their ID badge in and out to gain access to the Rose Quarter facilities. Access is determined based upon their schedule of confirmed events as entered into TMSS. TMSS is the computerized scheduling and time keeping system used at the Rose Quarter. The volunteer hours are not monitored for NFP groups, only access to the facilities. The TMSS system provides security with the necessary tools to better provide us with a safe and secure

work environment as well as accurately assess the number of people onsite in the event of an emergency. Group leaders are issued 75 ID badges for their volunteers to use for events at the Rose Quarter (this includes the Rose Garden and Memorial Coliseum). *The ID badges are numbered 1 to 75.* The ID badges need to be shared between volunteers and are not intended to be issued to each individual volunteer. Each volunteer working an event must each have an ID badge to gain access to the buildings. ID badges should be given to volunteers working the event only. The badges are yellow in color and will have a logo for the group in place of an individual picture and identify the person carrying the ID as an NFP volunteer. The ID badge will also function as the volunteer's onsite parking pass. The information regarding use of the onsite parking is in your parking packets. This is **NOT** intended to track the hours worked by volunteers for events nor is it capable of tracking their time. ***Volunteers are still required to check-in at the OFS check-in table for ALL events prior to proceeding to their assigned location for the event.***

Check-in and out: Instructions outlining the check-in and out procedure for the TMSS system are on pages 44-45. Volunteers are required to check-in with a member of the OFS HR staff prior to going to their assigned location for ALL events. A OFS representative will be available to assist group members with checking in on the system during the designated check-in time.

Badge roster: Groups leaders will need to keep a roster of the volunteers that have been assigned ID badges. A sample roster is provided in the NFP Sample Forms Packet.

Lost/Damaged/Stolen Badges: Group leaders need to contact Holli regarding replacing lost, stolen or damaged ID badges. You will need to provide the badge number that needs to be replaced and why it needs to be replaced in your request. A sample badge replacement form is provided in the NFP Sample Forms Packet.

Volunteers are required to show their ID badge upon request.

How to Check-in/out of the facility with your ID badge

NFP group leaders are issued 50 badges, similar to the one shown below, to distribute to their group members to use for staffing events. NFP volunteers are required to have their group ID badge with them at all times while staffing events at the Rose Quarter. TMSS is intended as a means to provide better security as well as accurately assess the number of people onsite in the event of an emergency. The ID badge will also function as the on-site parking pass. Volunteers are required to check-in on the TMSS system to get into the Rose Quarter facilities. You will also need to checkout on the system when you are leaving at the end of the event. TMSS is **NOT** intended to track the hours worked for volunteers for events nor is it capable of tracking your time.

LOCATIONS:

Rose Garden:

- Employee Entry (2 terminals for check-in). These terminals are available on event days only.

Memorial Coliseum:

- Employee Entry (1 terminal for check-in). This terminal is available on event days only.
- OFS Commissary/Check-in (1 terminal for check-in). This terminal is available on event days only.

PLEASE NOTE: VOLUNTEERS ARE REQUIRED TO CHECK IN AT THE CHECK-IN TABLE WITH A OFS REPRESENTATIVE PRIOR TO PROCEEDING TO THEIR ASSIGNED LOCATION FOR ALL EVENTS!

NFP TMSS ID Card Access:

This is the first screen you will see when checking in and out of the facility for each event. You can check in or out by taking your ID badge and sliding it through the card reader.

After sliding your card through the reader, you will see the buttons to either "check in" or "check out". Press the "check in" button to check in or the "check out" button to check out. In place of a picture, the group logo will appear.

Responsible Volunteer Tips:

Teamwork:

Teamwork is a very important part of a successful volunteer's experience at the Rose Quarter. Teamwork also enables our staff and volunteers to meet and exceed the expectations of our guests.

Grievances:

OFS expects that people will experience challenges from time to time and wants to ensure that they are resolved quickly. If you or your group have a problem or a complaint during an event you should first discuss it with a floor supervisor or OFS manager. If your group members are not satisfied with the response, they should discuss it with their group leader or the Human Resources department.

Harassment and Discrimination Policy:

Harassment and discrimination is prohibited at the Rose Quarter. At no time should an employee or volunteer harass or discriminate against another employee, volunteer

or guest based on sex, race, religion, disability or any other reason protected by local, state or federal law. All intentional or unintentional harassment or discrimination will be viewed as a serious violation of the company policy.

Incident Reporting:

Stand leaders are responsible for reporting all accidents/incidents that occur in your location, no matter how slight, immediately to a floor supervisor or a OFS manager. Please DO NOT wait until the end of the event to communicate accidents/incidents. If a volunteer or employee needs to see a medical technician first aid stations are located at entry A9 on the 100 level, entry C11 on the 300 level in the Rose Garden and at entry OO in the Memorial Coliseum. Medical Technicians are onsite during events only.

Let's Communicate

We want to hear from you! If you have questions or concerns during an event please feel free to stop a OFS manager on the concourse or call 8759 in the Rose Garden or 7060 for the Memorial Coliseum and request that a OFS manager stop by your location. We would prefer to have general questions or concerns directed through the group leaders, however if it is an urgent matter please instruct your volunteers to contact a OFS manager immediately (particularly event related concerns). We expect that people will experience challenges from time to time and want to ensure that they are resolved quickly. We also have event evaluation forms on the clipboards for each location. Please encourage your volunteers to take the time to express any concerns, questions or comments regarding their experience with us at each event. Your success and satisfaction with staffing events is important to us. Our partnership with your group is invaluable and we welcome your input and suggestions.