

VOLUNTEER CONCESSION APPLICATION

NAME OF GROUP: _____

CONTACT PERSON: _____

MAILING ADDRESS: _____

CITY: _____ STATE: NC ZIP: _____

HOME PHONE: (____) ____ - _____

WORK PHONE: (____) ____ - _____

CELL PHONE: (____) ____ - _____

E-MAIL ADDRESS: _____

FEDERAL NON PROFIT NUMBER: _____

STATE NON PROFIT NUMBER: _____

ORGANIZATION BENEFITS:

COMMUNITY ACTIVITY PARTICIPATION & REFERENCE CONTACT INFORMATION:

Activity	Date	Reference Name	Email/Phone

NUMBER OF VOLUNTEERS AVAILABLE PER EVENT: _____
(MINIMUM OF 10 REQUIRED PER EVENT)

NUMBER OF ACTIVE VOLUNTEERS IN ORGANIZATION: _____

**U. S. CELLULAR CENTER
ASHEVILLE, NORTH CAROLINA**

VOLUNTEER CONCESSION CONTRACT

Fiscal year July 2018-June 2019

Last Revised 6/6/2018

DATE: _____ **ORGANIZATION:** _____

STAFF: We agree to provide the following number of volunteers to work for the U.S. Cellular Center Food & Beverage Department when assigned to specific locations. Assigned volunteer staff is established as the following, specific volunteer requests for given events will be dictated during the scheduling process.

- Arena 1 – 5 volunteers
- Arena 2 – 8 to 10 volunteers
- Arena 3 – 5 volunteers
- Concourse 3 – 10 to 12 volunteers
- Concourse 4 – 10 volunteers
- Concourse 5 – 10 volunteers
- Thomas Wolfe – 6 to 8 volunteers
- Portable Locations – 2 to 3 volunteers

Staffing numbers will be confirmed during the scheduling process. Any above locations with a range of volunteers will be communicated in advance of the event for the exact number of staff needed. Please refer to page 5 for an additional breakdown of each stand and portable location.

All volunteers must be over the age of 18. One (1) volunteer should be designated as Volunteer Group Leader. Only working volunteers are permitted to enter the U. S. Cellular Center for free, with the purpose of working in a concession stand. Family and friends are not permitted to accompany volunteers to work and are not permitted to visit with working volunteers. We request that the same volunteers work through the whole show and not rotate with other volunteers. Any rotation of volunteers during a shift **MUST** be approved in advance by the Food & Beverage Manager or designee.

CALL TIME: We agree that all volunteers will arrive 1-1 ½ hours prior to doors opening for each event to set-up our stand and will work through the conclusion of each event; including Stand clean-up. The volunteer group leader must provide a list of names of volunteers working a given shift in advance. Volunteers whose names are not on the sign in sheet will be denied access, unless approved by the manager on duty. All volunteers must sign in on the “sign in sheet” inside the concession stand for each event worked. For larger events, call times may be earlier than 1 ½ hours prior to doors openings. All call times will be communicated with the volunteer group leader in advance of events.

SCHEDULING: Volunteer Group Leader will work with the Food & Beverage Manager or Designee to schedule groups for events. Currently (FY 2018-2019) Anthony Sforza, Assistant Food & Beverage Manager is handling scheduling; asforza@ashevillenc.gov, (C) 828-779-0666, (O) 828-259-5766. USCC will try to notify groups at least four (4) weeks in advance of staffing needs for a given event. Final call times, number of volunteers and the volunteer member list to be provided two (2) weeks in advance of the event. Management will also be introducing a “Master List” of permanent volunteers for the 2018-19 year. Any substitutions on this list must be approved in advance by management.

RESPONSIBILITIES: Concession stand set-up and breakdown, accurate selling of all products, including beer and wine sales, accurate tracking of stand inventory, and cleaning each stand at the completion of each event.

DRESS CODE: The U. S. Cellular Center encourages all volunteers in a group to dress alike. If your organization does not have a group shirt/sweatshirt, we ask that you wear a plain white polo or collared shirt and long black pants. We want our presentation to remain professional at all times. All volunteers must wear closed shoes and socks. Organizational caps are recommended as well.

TRAININGS: All volunteer group leaders will be required to attend training sessions on alcohol policies, POS and inventory management and review of the Buncombe County Health Department regulations. Management will communicate exact training dates once all details are finalized.

To assist in the understanding of NC A.L.E. and A.B.C. regulations, the Food & Beverage Department holds a “TIPS – Training for Intervention Procedures” class annually, to teach/train volunteers responsible for serving beer to meet the above requirements. Additionally, the Food & Beverage Department will provide the website address to obtain “Free” Online Alcohol Seller Training for those volunteers unable to attend either in-house TIPS training; or, occasional training provided by the Alcohol Beverage Commission (ABC).

HEALTH DEPARTMENT REGULATIONS: All volunteers must meet Buncombe County Health Department requirements including, but not limited to; washing hands after using a restroom facility, washing hands prior to touching any food on a stand, wearing sanitary gloves while handling food, and wearing a hair restraining device (hat or hair net). No jewelry is to be worn, with the exception of a single wedding band. Hand washing must be done with an anti-bacterial soap, which is provided at all U. S. Cellular Center sink areas.

All volunteers should possess good hygiene. We will give each Volunteer Group a copy of our “Important Rule Changes to the NC Food Service Sanitation Rules; and, ask each member to sign a copy of the :Food Employee/Conditional Employee Health Policy Agreement to make sure they are aware of medical conditions which would not allow them to work for specific time periods.

BEER & WINE SALES: The U. S. Cellular Center Concessions will be supplying a Bartender/Stand Assistant from our staff to assist with the pouring of liquor. Volunteers will sell alcohol to customers at a register. In accordance with the NC A.L.E. (Alcohol Law Enforcement) rules, anyone purchasing alcohol must be 21 years of age or older. All alcohol drinks can only be served “One (1) Beverage per Person, per Sale,” with Thomas Wolfe events having exception to that rule. Groups will be notified before the event starts if more than one (1) drink is allowed per person. For example, if a person orders two (2) beers and a glass of wine, and there is only one (1) person of legal age at the counter, you can only sell them one (1) drink. This will be the case with a majority of the events we have Volunteer groups working. The seller MUST see and confirm the age of each purchaser of any Beer or Wine sale. The seller of any Beer or Wine product must be age 18 or older. This is a NC A.L.E. regulation. For most big events, Wristbands will be used as a means of identifying those of legal age. In these cases, Lack of wristband equals no sale, without exception. **NO VOLUNTEER MAY CONSUME ALCOHOL WHILE WORKING AT THE U. S. CELLULAR CENTER.** The U. S. Cellular Center reserves the right to terminate or suspend a group immediately if a member or the entire group does not comply with the above regulations. Additionally a group’s slated commissions from said event may be held until conclusion of any potential investigation of a rule violation.

CONCESSION SALES: All concession items are for sale at the U. S. Cellular Center. Complimentary non-alcoholic drinks are permitted for “working volunteers ONLY”. Group members, family or friends attending events must pay for all concession items. For Events which last longer than six hours, volunteers are permitted to eat according to guidelines in our Employee Meal Policy; a copy of which is provided to each Volunteer Group. Volunteers are permitted at least one complimentary non-alcoholic drink; and, will receive a U. S. Cellular Center meal privilege if working a 6-hour shift. All volunteers must purchase any additional food items. Any purchased items may be purchased at a 25% discount. Complimentary food items can only be approved by the Food & Beverage Manager or Assistant Manager. The stand manager (provided by the U. S. Cellular Center) can authorize refund or exchange items for customers. All volunteers working the stand must be able to work the registers to ring up the customer’s orders. The registers will keep up with the sales and monies expected at the end of the event. All paper work must be completed at the end of the event. Register Point of Sale training is provided in advance of volunteer group’s first shift. If additional training is needed or requested the volunteer group leader should make the request to the Food and Beverage Manager.

CELL PHONES: Volunteers are not permitted to use cell phones at any time during their shift, unless on an “Approved Break”, and NEVER in view of the public. Cell phone usage includes, but not limited to, flash photography and/or filming “Sound Check”, or any part of the event.

BREAKS: Volunteers are permitted to take one (1) fifteen minute break per four hours. Smoke breaks should be limited to the above-mentioned time frame. Prior to taking a break, approval must be received from the U. S. Cellular Center Stand Manager and Volunteer Group Leader to ensure breaks are split up and evenly distributed. We expect everyone to be on the stand working during the time from opening of public doors to start of show and at intermission.

EATING & DRINKING POLICIES: Volunteers are not permitted to eat in any stand or portable location, unless approved by a stand manager or management. Volunteers will not eat in the view of the public. All drinks must have a lid and/or cap, and must be placed in a designated area, per the Buncombe County Health Department regulations.

U. S. CELLULAR CENTER STAFF:

In a Concession Stand:

The U. S. Cellular Center will provide at least one (1) Stand Manager and when possible one (1) grill or fry cook at minimum to oversee and assist with the successful operation of the stand, and to ensure additional stock is added when needed. They will also oversee all financial transactions and will work with your group to ensure success.

At a Portable Liquor Bar:

The U. S. Cellular Center will provide one (1) Bartender at minimum to oversee and assist with the successful operation of the portable bar and to ensure additional stock is added when needed. They will also oversee all financial transactions and will work with your group to ensure success.

The Stand Manager and the Volunteer Group Leader will oversee and approve the cleanup of the equipment and the stand before everyone goes home.

COMPENSATION: For providing the volunteer staff to run a Concession Stand the Volunteer Group will receive 10% of the Gross foods and non-alcoholic beverage sales; and 5% of Gross alcoholic beverage sales; **LESS ANY STAND SHORTAGES.** For example, if the gross food and non-alcoholic beverage sales are \$1000, then 10% is \$100. If the stand was short \$10 after the money is counted, then the commission earned by the group would thus be \$90. Gross Sales are calculated by subtracting the ending inventory from the beginning inventory and adding any items received throughout the event and then comparing them with the total cash received. The total cash must equal the final inventory number. Cash

shortages will be deducted prior to issuing a commission check. A Shortage Tolerance of 1% will be allowed to eliminate possible false shortages.

Checks will be issued by the City of Asheville within thirty (30) business days after the completion of each event.

COMPENSATION MINIMUMS:

Permanent Stands:

If a volunteer group does not earn at least \$250 while at a given event due to low volume, the group will receive a minimum payment of \$250 per stand worked. The U.S. Cellular Center may increase this minimum for any events that do not earn the minimum and are longer than 6 hours.

Portable Beer/Liquor & Wristband/Water Locations:

If a volunteer group does not earn at least \$150 while at a given event due to low volume, the group will receive a minimum payment of \$150 per portable or wristband location requiring two (2) or less volunteers. The U.S. Cellular Center may increase this minimum for any events that do not earn the minimum and are longer than 6 hours.

Please see the below chart on what stands are classified as “permanent” and “portable beer/liquor & wristband/water” locations:

Permanent Concessions Stands

Arena 1 & 3	Arena 2	Concourse 3	Concourse 4	Concourse 5	Thomas Wolfe
5 Volunteers	8-10 Volunteers	10-12 Volunteers	10 Volunteers	10 Volunteers	6-8 Volunteers

Portable Beer & Liquor Stands

Arena Beer Trailer	Commissary Beer	Lower Ramp Beer	Mid-Ramp Beer
5-8 Volunteers	2-3 Volunteers	2-3 Volunteers	2-3 Volunteers

Smoking Patio	Concourse 3 Liquor/Beer	Concourse 4 Liquor/Beer	Section 223 Beer
5-8 Volunteers	2-3 Volunteers	2-3 Volunteers	2-3 Volunteers

Wristbands & Water Locations

Concourse Water	Concourse Wristband	Arena Water	Arena Wristband
2 Volunteers	2-3 Volunteers	2 Volunteers	2-3 Volunteers

TIPS: The U. S. Cellular Center Food & Beverage Department does not allow collection of tips at concessions stands, portable beer and liquor stands, or any other portable sales locations.

ADDITIONAL DONATIONS: Volunteer groups may, when covering the entirety of a given location, place donation jars on the counters. These jars must be plastic and must clearly state that any money placed in the jar is a direct donation to the group or the organization. All cash funds placed in these jars will be counted and verified by both the volunteer group leader and the stand manager. These funds will be turned in to management in the cash room. The total amount of cash donations will be added to the group's commission check and mailed as referenced above.

At no point should a U.S. Cellular Center staff member or volunteer group member accept a tip or gratuity. Any offered tips should be politely declined.

COMMISSION: The U. S. Cellular Center reserves the right to REDUCE the volunteer group's commission if the volunteer group fails to provide the required number of volunteer staff for their assigned Stand. Commission will be reduced as a percentage of the missing individuals. Above is the breakdown of needed staff for each location.

Should a group be short, the staff shortage will be calculated as follows:

Alcohol Gross Sales:	\$	11,585.00
Food Gross Sales:	\$	9,856.00
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Gross Sales:	\$	21,441.00
5 % Alcohol Commission:	\$	579.25
10 % Food Commission:	\$	985.60
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Commission Subtotal:	\$	1,564.85
Adjusted/Min Commission:	\$	1,564.85
(Stand Shortage):	\$	-
(Staff Shortage):	\$	(111.78)
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Volunteer Donations:		
<hr/>		
Total Payment:	\$	1,453.08
		1
Volunteers Needed		4
		1
Volunteers Present		3
Shortage		-1

As you can see, we use the minimum number of volunteers needed for the stand & divide the commission subtotal into shares by the minimum number of volunteers. If your group is short 1 volunteer, we subtract 1 share from your commission.

USEAGE: Volunteer groups will be utilized as needed for U. S. Cellular Center events and are used to supplement U. S. Cellular Center Staff. Volunteer Groups will be requested on an event-by-event basis. The U. S. Cellular Center reserves the right to select groups based upon U. S. Cellular Center needs and performance. Groups are not guaranteed any location placement. **NOTE:** Groups which consistently fail to provide the required number of staff; or, cancel after being scheduled for an event will be removed from eligible groups.

Upon signing up for the program, your group agrees to be available to work at least one shift from the following list. This list will be updated as the official event schedule is released.

Event Name	Typical Annual Time Frame
Warren Haynes Christmas Jam	Typically the second weekend in December
Southern Conference Basketball Championships	Typically the first full weekend in March (5 day event)
Concert(s)	Halloween Weekend
Concert(s)	December 30 th and New Year's Eve

Independent Contractor: Volunteer groups and volunteers will be informed by the Volunteer group that, as volunteers on City Property, they are providing their services without compensation and will not be considered an employee, agent or representative of the City and are therefore not entitled to any benefits of any kind, including, but not limited to, unemployment, worker's compensation or retirement benefits from the City.

Release and Hold Harmless: The Volunteer Group and its volunteers agree to indemnify, release, discharge and hold harmless the City, its officers, employees, partners, and agents from any and all liability for personal injury and property

damage arising out of or resulting from the acts or omissions of the Volunteer Group, its volunteers or the actions of others, or from dangerous or defective property or equipment, known or unknown, now existing or which may arise in the future, on account of or in any way related to or arising out of participation in this volunteer service.

ADDITIONAL FORMS: Each Volunteer Group is required annually, to provide a current W-9, "Request for Taxpayer Identification Number and Certification".

CONTRACT PERIOD: This Contract is valid for a maximum of 1 year, from date of execution until the next 'open call' for volunteer groups. Open Calls will be completed annually. During the 'open call', a full evaluation of applicants will be made. Additional 'Open Calls' may occur out of sequence if need arises to fill a void of one or more groups leaving the program.

REPRECUSSIONS: Violation of U. S. Cellular Center rules/procedures, Inventory issues and, especially canceling or failing to show up to work for major events after making a commitment to work will result in the Group's Contract termination.

> **First Occurrence: Verbal Warning and/or Written Warning (via email)**

> **Second Occurrence: Removal from the program**

Additionally, failure to follow any other NC State Laws; or, City Policies can result in disciplinary action of group members or entire group up to and including contract suspension or termination. Theft, consumption of alcohol by a volunteer member or distribution of product without collection of funds may be grounds for immediate group suspension or removal from the program.

Agreed to and Accepted By:

Volunteer Organization Representative: _____
(Title)

(sign) (print)

Date: _____

Accepted and Executed By:

U. S. Cellular Center Representative: Assistant Food & Beverage Manager
(Title)

(sign) Anthony Sforza
(print)

Date: **June 6th, 2018**