

NOTICE TO ALL VOLUNTEER GROUPS AND EMPLOYEES

AS YOU KNOW, BOSTON CONCESSIONS AND THE BANKATLANTIC CENTER HAVE A DRESS CODE.

BEFORE GOING UP TO YOUR AREA THE FOLLOWING DRESS CODE MUST BE FOLLOWED:

- 1. HAIR LENGTH LONGER THAN THE COLLAR MUST BE NEATLY TIED BACK**
- 2. MAKEUP SHOULD BE LIGHTLY APPLIED AND LOOK APPROPRIATE FOR THE WORK PLACE.**
- 3. NAILS MUST BE CLEAN, NOT EXTEND BEYOND THE FINGER TIPS AND POLISH MUST BE CLEAR OR A PALE CONSERVATIVE COLOR.**
- 4. JEWELRY MUST BE LIMITED TO A SINGLE RING ON EACH HAND, STUD EARRINGS NO LARGER THAN A NICKEL AND ONLY ONE EARRING IN EACH EAR. A SINGLE LIGHT WEIGHT NECK CHAIN MAY BE WORN, IF CONCEALED BENEATH THE UNIFORM SHIRT.**
- 5. ALL T-SHIRTS WORN BENEATH THE UNIFORM SHIRT MUST BE WHITE AND SHORT SLEEVED.**
- 6. ALL BEEPERS OR PORTABLE PHONES NOT TO BE VISABLE.**
- 7. COMFORTABLE SHOES ARE REQUIRED. NO OPEN TOED SHOES, SANDALS OR THONGS ARE ALLOWED.**

BOSTON CONCESSIONS VOLUNTEER

ACCIDENT/INCIDENT REPORT

NAME OF INJURED: _____

GROUP NAME: _____

DATE OF ACCIDENT/INCIDENT: _____

TIME OCCURRED: _____

NATURE OF INJURY, INJURY TYPE AND PART OF THE BODY EFFECTED:

DESCRIBE HOW ACCIDENT/INJURY OCCURRED:

NOTE: THIS REPORT IS FOR THE VOLUNTEER'S INFORMATION ONLY. AS AGREED UPON AT TIME OF CONTRACT SIGNING, ALL VOLUNTEER GROUPS ARE RESPONSIBLE FOR ANY AND ALL ACCIDENT/INJURY EXPENSES AND MEDICAL COVERAGE. ALL GROUPS ARE TO HOLD BOSTON CONCESSIONS, NATIONAL CAR RENTAL CENTER, LEISURE MANAGEMENT, INC., BROWARD COUNTY HARMLESS IN ANY AND ALL CASES OF INJURY. BOSTON CONCESSIONS DOES NOT COVER ANY INJURY OF ANY TYPE THAT MAY OCCUR TO ANY VOLUNTEER IN THE COURSE OF VOLUNTEERING FOR THE CAUSE OF RAISING MONEY FOR ANY SPECIFIC GROUP.

CC: BOSTON CONCESSION GROUP FILE

Important Money Room Procedures

1. Upon receipt of the bags, sign out for the money in the money room.
2. Money must be verified inside the money room to ensure that there are no discrepancies, before going to your assigned are.
3. Please make sure you label all your documents with the name of your money bag.
4. The first pick up is at the beginning of each game. (This means that the pick up money should be ready at that time, not start to count your money at this point.)
5. The second pick up for Hockey games is at 9:15p (this means that the pick up money should be ready at that time not start to count your money at this point)
6. All none essential money must be given on your second pick up. Check each cashier to ensure that your stand does not have more than \$200.00 in singles after second pick up.
7. At the close of the night, your money bag needs to be cleaned out. No rubber bands, paper and garbage. The only items should be in the bag are money, coins and coupons.
8. Your final sheet must be wrapped around the money.
9. All monies must be banked faced (that is all the President's heads are facing one direction. To help yourself, have all cashiers place their money in the register this way. Banked faced).
10. Panther bucks and Promotional items that are taken must have your stand number on the back.
11. If you have more than \$10.00 in loose quarters, you must roll them.

If you have any questions or if you need help, the money room personnel will be more than happy to assist you.

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Cashier Procedures

- Report to the Cash Manager, confirm stand assignment and sign in (print and sign your name only).
- Get register assignment and beginning bank from the Cash Manager.
- Count your beginning bank and verify the amount by initialing the total on the cash log.
- Put your cash drawer into your register and have it locked by the head cashier. Keep your drawer locked until gates open and you are in place.
- Before the gates open **all cashiers** will help with the set up of cups, trays, napkins, straws, and anything else needed for operation Cash Manager will assign these duties.
- Cashiers are not to leave the stand **for any reason** without permission of the Cash Manager.
- Once the gate are open, **DO NOT leave your register unattended!!!** You alone are responsible for your money.
- Greet guests with a smile and welcome them.
- Repeat the guests order before entering items into the register.
- Do not place any money inside the register until you've given the proper change back to the guest. This will avoid any confusion concerning how much money was given to you.
- Count back the change out loud.
- Keep your counter top clean and wiped off.
- Keep napkins and straws filled.
- NO** lids or trays are to be kept on the top of the counter.
- NO** cashiers are allowed to leave the location until the stand is cleaned. It is everyone's responsibility to see to the cleanliness of the stand at the end of the event.
- The Stand Manager will release you and sign you out when all assigned duties have been completed.

PICK UPS

- The Cash Manager will make two pick ups. This means you will pull all of the large bills and any excess bills you have in your register and count the money with the Cash Manager, verify the amount, and initial that amount in the pick up column on the cash log.
- You are responsible for verifying your money. NO one else belongs in your register your cash.
- At the end of the event a final reading will be taken from your register. You and the Cash Manager will count out your drawer, verify the total, and balance the total cash amount with the register reading. The total money counted, including the pick ups, should match the register reading.

VOIDS If necessary.....

- For example: a customer changes his mind about the items he wants after you have already rung up his/her order. Make the Cash Manager aware of the voided amount.
- Repeat the guests order BEFORE you enter it into the register.

PANTHERS BUCKS

- Panther Bucks are just like cash. They come in five dollar denominations and you may give change for them.

SHORTAGE POLICY

- The cashier must balance to within one half of the percent (cash vs. final register reading).