



## Non - Profit Orientation for FSU Football

### **Our Goal:**

**To maximize the quality and speed of customer service at Bulldog Stadium, while providing fresh quality products to all Bulldog fans.**

### **Checking In:**

- Parking will be at the North East Corner of Cedar and Shaw, just south of the campus tennis courts.
- Please provide a list of names for all volunteers for each game, as they will be checked in at game day.
- Stand Leader to arrive 3.5 hours prior to kickoff, rest of group 3 hours prior to kickoff
- Enter Stadium showing your credential at North East Gate and head up to your stand (except Head Cashier to Stand K to pick up opening bank)

### **Opening Procedures:**

- Verify opening inventory counts, alert management of any inventory variances from stand sheet.
- While counting opening inventory, start cooking hotdogs and transferring to drawer warmers.
- Each stand will be assigned at least one water/Gatorade cart, to be included in your stands inventory count. Make sure product is iced down early and created an ice bath
- Make sure initial soda machine, water stations, and chill cub iced down early and using ice from outside freezers.
- Instruct any new group volunteers on how to operate cash register, credit card machine, or any food preparation necessary.
- Gates will open 1 ½ hours (90 mins) prior to Kickoff, make sure your stand is completely ready by gate times.

**Closing Procedures:**

- Begin cleaning all equipment thoroughly
- Stand Leader Begin counting ending inventory with Stand Manager
- Head Cashier to collect all money, assist in batching credit card machines if needed, and make sure all receipts stay with appropriate credit card batch report
- Make sure all equipment is turned off, cleaned, and stand is swept and mopped as necessary. All small wares, pans, etc. must be put back in their place.
- Head cashier to count money in stand, and return to vault for verification. Once verified, take cash slip back to stand to balance with stand sheet.
- Once stand is balanced, return to Stand K for credentials and parking passes for next game.

**General Policies:**

- Alert manager of any complaints or problems with customers or staff that you are unable to resolve in a professional manner
- Be aware of your surroundings:
  - o Bathroom/ATM locations
  - o Other food item locations
  - o Food items locations that have changed from last year (reference map) Many items have moved locations
- Refund or replace any items that a customer unsatisfied with for ANY reason.
- Remember we are in the customer service industry our job is to enhance the fan experience by making sure customers are satisfied above expectations. The customer is Always Right.

**Dress Code:**

**Pants:** Pants must be khaki, ankle length and free of holes, rips, patches, patterns, and fading. Baggy pants, tight fitting or spandex type materials are NOT PERMITTED. Khaki shorts are permissible if they are NOT above mid-thigh.

**Shoes:** Shoes will be clean, sturdy, closed toed, and worn with socks. Non-slip style shoes are highly encouraged! Sandals, High heels, Flip flops, Slippers, etc. are not permitted.

**Hats:** Any headwear not provided by Pardini's or without express written consent from Pardini's management will not be permitted.

**Shirts:** Uniform Polo shirts will be provided by Pardini's at cost to your organization. Any shirts returned at the end of the season that are in good condition (free of damage or stains) will be credited back to your organization on your final event payment.

**Aprons:** Aprons, if provided must be worn.



**Health Department Inspection:**

- Health inspectors will be visiting each stand for at least the first two games, here are guidelines to prevent any violations:
  - Fill out sanitizer bucket using dispenser and have test strips ready
  - Make sure everything is off the floor
  - All cooked hot food must be at least 145 degrees
  - Have meat thermometer near hot dog roller grill or any other cooking meat cooking areas
  - Have three compartment wash, rinse, and sanitizer sections filled and ready
  - Do not use all hot water before Health Inspection!!
  - Make sure all cold prepped food is at 41 degrees or below
  - All condiment caddies must be iced down well.
  - All prepped Nacho trays must be covered with a layer of plastic wrap
  - Make sure all food preps are using gloves
  - All ice scoops must be in a cup or separate container, not in ice or on soda machine!
  - Make sure steam table lids are on and utensils are setting outside on separate plate or container
  - Holding Temperatures for warmers:
    - Pretzel/ Pizza Warmers – 150 degrees
    - Stand up Warmers for Meat – 160 degrees
    - Hot dog/Sausage Drawer Warmers – Set to High, fill bottom with 1 inch of VERY HOT water.
    - Steam tables – fill with 2 inch of water, set to Medium High

**During Game:**

- Cardinal Rule – NEVER RUN OUT OF ANY PRODUCT
- Pay Extra Attention to any food items coming from Kitchen trailer, as these items maybe take longer to receive from food runner.
- Be careful to not throw away any “spoils” without showing stand manager, every inventoried item is YOUR MONEY!
- Instruct all cashiers to use the same credit card machine throughout the game, and make sure to keep all receipts in their drawer. These receipts must be kept together with the batch report from the machine they were using.
- Ensure the Head Cashier is only handling cash, not prepping or running a register, giving change, making pulls, and putting drops together for vault staff
- Monitor cashiers for any Athletic employee 50% staff discount, make sure discounts are being tallied to Discount Sheets
- Be aware of coupons with \$\$ value, \$1.00 hot dog night coupon, etc.
- All volunteers and staff are allowed one hotdog or nacho for a meal. Soda or water from fountain using courtesy cups. No other food items, snacks, or bottled beverages allowed. 50% discount if they want to buy another item.

## **Credit Card Instructions**

- See quick Reference guide with stand paperwork

## **Onsite Contact Information**

**Shawn Munson (AGM Fresno State) – 559.907.3390**  
**Stadium Assistance (guest issues) text BADDOG to 69050**

### **Fresno State Bulldogs Schedule**

<b>Date</b>	<b>Gate Time</b>	<b>Game Time</b>	<b>Team</b>
10-Sep	5:30 PM	7:00 PM	Vs. Sacramento State
24-Sep	12:00 PM	1:30 PM	Vs. Tulsa
14-Oct	5:30 PM	7:00 PM	Vs. SDSU
28-Oct	6:00 PM	7:30 PM	Vs. Air Force
19-Nov	2:30 PM	4:00 PM	Vs. Hawai'i
26-Nov	11:00 AM	12:30 PM	Vs. San Jose State