

General Information – Principal Park

- **Uniforms – NPO**
 - Centerplate provides a Cubs Polo and Hat to be worn during the hours you are serving
 - This will be picked up at check-in. You will enter the volunteer gates which are the furthest gates to the North, on the West side of the stadium.
 - The shirt and hat will be returned at the end of your shift.
 - Hats have to be worn with bill facing front.
 - Dress pants/ shorts
 - Khaki/Black
 - No athletic (gym, basketball) shorts
 - No sweat pants
 - Short length must be mid-thigh or longer
 - Closed toe shoes – no sandals
- **No cell phones, iPods or any other electronic devices should be used during working hours**
- **No back pack, purses or personal bags (this is for safety reasons, plus to avoid being stolen)**
 - Please leave at home or in the car
- **No smoking**
- **No gum**
- **No Facial Piercings**
- **No Tip Jars**
- **Do not bring in any 20 oz or any other size Pop**
- **Check In Time: 2 hours 15 minutes prior to game time. This is for getting instruction, setting up, checking inventory, etc.**
 - Game Time Report Time
 - 7:00 4:45
 - 6:30 4:15
 - 5:00 2:45
 - 1:00 10:45 am
 - 12:00 9:45 am
- **Parking**
 - See Map
- **Games**
 - Games usually last approx. 3 hrs. So expect to be at the stadium on your feet for about 5 – 6 hours.
 - After the game or when your stand closes, you will be required to count sales (this should be done first), and count inventory. You will also be required to clean up your stand.

- **Break/Food**
 - All volunteers may, but are not required to, take a 10 – 15 minute break during slow sale periods.
 - All volunteers may receive a Cubbie Dog or Regular Nacho or Pretzel to be consumed outside of the concession stand. There will be a log that will need to be filled out, indicating what you received.
 - Please do not use picnic tables during busy times.
 - Food coupons can also be purchased at the Cubs Front Desk. I believe they are 50 cents for a \$1 coupon, to be used for everything except beer.
 - **No volunteer can consume alcohol during the hours they are working.**
- **Attendance**
 - If you are not able to attend and unable to find a replacement, we need to cancel with Centerplate within 48 hours. Failure to do that means we lose anywhere from \$75 - \$200 (food concession stands) from our commission, depending on the stand that we were to serve.

SSJP Habitat Volunteering

- **We are required to volunteer at a minimum of 8 events/games.**
 - However, depending on everyone's level of participation, we can do more than that.
 - We are starting out small and will be working either Beer, Popcorn, or Peanut portables.
 - We will evaluate at the end of the season to see if there would be interest in working concession stands again next year.
 - Also, if there is interest in volunteering for Dippin Dots, we would consider that above and beyond the 8 events of the above stations
 - These stations all require 2 volunteers (however for the beer portables, if we have a 3rd volunteer, we just need to let Centerplate know ahead of time so that they can expand the portable to be enough room for 3 to move around.
 - Commission rate from net sales of food & beverages will be 9% unless otherwise stated
 - During events with slower business, these stands are guaranteed a minimum of a \$50 commission. The larger concession stands are guaranteed a \$200 commission.
 - Volunteers need to be 21 or older for all stands except Dippin Dots, where they have to be 16 or older.
- **TIPS Training**
 - The only stand that does not sell beer is Dippin Dots. So no one working this stand is required to have TIPS training.
 - Beer portals require both volunteers to have TIPS training.
 - For Popcorn or Peanut portals, the person selling is required to have TIPS training.
 - Next TIPS training is on April 5th. Located in the Cubs Suites above left field. 6 – 9 pm
 - There are plans for another TIPS training the week of May 11th. Once we know more, we will let you know.

- There is also the capability to take the training online for a cost of \$40. Centerplate will reimburse up to 5 people. However, before anyone does this, please check with us to make sure more than 5 people haven't already taken the online training. In order for Centerplate to keep costs down, they would prefer that volunteers take the scheduled training classes if all possible.
- **Alcohol Responsibility**
 - **50% of their sales are alcohol related**
 - **Centerplate is dedicated to the responsible service of alcoholic beverages**
 - **All volunteers of Centerplate are required to strictly abide by state and local laws**
 - **Centerplate policy is to deny the sale of any alcoholic beverage to any person:**
 - Below the legal drinking age or
 - Who appears intoxicated.
 - Any questions or doubt regarding age, validity of ID, or whether a customer is intoxicated, **SERVICE OF ALCOHOL MUST BE DENIED**
 - **Alcohol Sales end at the 1st pitch of the 8th inning unless otherwise told**
 - **Serving Limits**
 - Limited to two (2) beverages per customer
 - Picking up the tab example – One person may purchase 8 beers if 4 people are present
 - Not all coupons allow for Alcohol sales, so make sure you check them. The exception would be Cubbie Bucks coupons, they are allowed.
 - There is no glass that can be used to get a free refill. (There is a refillable beer glass but it cannot be used at any of the stands that are volunteer stands)