

PRATT & WHITNEY STADIUM AT RENTSCHLER FIELD

INTRODUCTION

OVG Hospitality's Non-Profit Organization Program (NPOP) helps local organizations such as schools, athletic clubs, and civic groups, fundraise for their benefit by serving in concessions stands and other spaces at the Pratt & Whitney Stadium at Rentschler Field. Used in many of OVG Hospitality's properties throughout North America, this program creates a special bond between the community and the venue all while helping you raise funds for your group's needs. It's a win-win!

Program Benefits

- A unique opportunity to meet fundraising goals in a fun environment.
- Student volunteers can earn credit towards their community service requirements.
- Fundraising coordinators can concentrate on one program instead of numerous smaller campaigns.
- Organizations have earned from \$2,000 to \$8,000 per season.
Note: this number varies based on number of volunteers, number of events the NPO commits to, and other factors.

OVG Hospitality provides your organization with the necessary training, proper equipment and product, uniform shirts, etc. and are 100% committed to making things fun and profitable. Our top two asks are: (1) only sign up for what you know you can fulfill and (2) be as passionate about GREAT customer service as we are. The rest we can help you with.

The Basics
<ul style="list-style-type: none">▪ Commitment to 6-8 games, 6-7 hours per game▪ Stands average 10 volunteers▪ All volunteers must be 18+▪ OVG Hospitality Stand Manager working with each group▪ Volunteers are not OVG Hospitality or Pratt and Whitney Stadium at Rentschler Field employees and are not entitled to compensation for their service

The Work
<ul style="list-style-type: none">▪ Group to have a Stand Leader that will act as liaison to OVG Hospitality for group▪ Inventory at Beginning & Close of each Event▪ Food Prep/Clean Up▪ Cash Handling/Point of Sale operation▪ Commission invoices submitted weekly

Ways for NPO to Earn Money
<ul style="list-style-type: none">▪ Percentage of sales for Food, Non-Alcoholic and Alcoholic Beverages▪ Group may perform services that do not generate sales and then may earn a flat fee per person.

Ways for NPO to Lose Money
<ul style="list-style-type: none">▪ Finish event short of cash▪ Don't properly clean stand▪ Excessive waste/spoil of food▪ Not enough volunteers show up as were committed▪ Service Infraction

This program is not a match for every organization, but for many, it's a viable, repeatable way to rally your passionate supportive group to help raise funds in a very fun way.

Group Leaders and Volunteers

The NPO group must identify in their application their NPO Group Leader and Co-leader, individuals who serve as authorized representatives of the NPO and the primary contacts for OVG Hospitality staff regarding scheduling, confirmation, training information, etc. The NPO Leaders should be strong communicators and very organized. OVG Hospitality will train and communicate with leaders separately to set these key roles up for success.

NPO Leader Commitment:

- Calculate the number of volunteers needed and ensure all have the events and training schedules. You should also have a waitlist in case some of your volunteers cancel.
- Identify a Stand Leader for each stand you will serve; the Stand Leader must be from your organization and is who your volunteers will take direction from. The NPO Group Leader can also serve as a Stand Leader.
- Identify your Cash Manager (permanent stands only) for each stand you will serve; the cash manager will be responsible for managing the cash distribution, collection, and deposit. The NPO Group Leader can also serve as a Cash Manager.

PRATT & WHITNEY STADIUM AT RENTSCHLER FIELD

Groups must commit to a full season (6-8 games). Typically, **10 volunteers per NPO group are on-site for a confirmed event**. Volunteers should be committed, positive, and customer-centric and will need to attend training in advance of serving, so your pool of volunteers needs to be defined before you start. Most groups will recruit a group of volunteers twice the size of the need per game so they have flexibility in scheduling and fulfilling.

The majority of volunteers will be operating a concession stand from start to finish; inventory, serving customers, cleaning, pouring drinks, cash handling, etc.

Number of Event Dates by Month

Below represents the typical schedule of events at Pratt and Whitney Stadium at Rentschler Field. This schedule is subject to change.

EVENT TYPE	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
TENANT Game	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
Concert, Family Show, or Similar	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
Expos, Conferences, etc.	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
Other	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD

Scheduling & Hours

- Scheduling will be done for the events when the NPO Agreement has been approved by OVG Hospitality.
- The NPO group and OVG Hospitality will select actual dates needed to work as events are scheduled.
- Stand Leader & Stand workers report 90 minutes before doors open. Times will vary for each event.
- The volunteer commitment per event will depend on the length of the event and the volume of business.

CRITERIA FOR APPLICATION

Eligibility

- Groups are nonprofit, tax-exempt entities as defined in Section 501 of IRS code.
- NPO Group Leader, an authorized representative of the NPO, signs a contract with Federal Tax ID.
- Group has general liability insurance certificate and provides written proof that plan is at least \$1M and includes OVG Hospitality, Pratt & Whitney Stadium at Rentschler Field, and CRDA in coverage.
- Volunteers are at least 18 years of age to participate.
- Volunteers are positive/professional individuals with a passion for customer service.
- A group certifies that any payments it receives will be used to support the group's activities and that no payments will be made to any individual in return for the service performed at the Pratt and Whitney Stadium at Rentschler Field for OVG Hospitality.

Commitment

- Must identify an NPO Group Leader and Co-Leader as the designated contact people for your group.
- Groups provide a specific number of volunteers/group leaders for each event.
- Your group/pool of volunteers is fully defined before the season begins.
- Group commits to a full season of 6-8 events.
- OVG Hospitality sends NPO the season schedule for volunteers once contract is approved.
- Volunteers must each sign a waiver.
- OVG Hospitality provides all equipment, training, supplies, and uniform shirts for all volunteers.
- OVG Hospitality may offer additional events and concerts as supplemental fundraising opportunities.

We ask that you only sign up for what you know you can commit to. **Please submit one complete application; packets missing any required documentation will be returned.** Applications are reviewed/approved on a first come first served basis. OVG Hospitality has the final authority of accepting and terminating any and all NPOs and/or group members.

COMPENSATION

PRATT & WHITNEY STADIUM AT RENTSCHLER FIELD

How Much Can Your Organization Earn?

As much as we'd like to guarantee your NPO group a specific dollar amount, the industry model is built to flex based on volume. The earning potential for your group depends on how many volunteers are required to staff your stand, which stand you're in, what the attendance of the event is and, of course, how hungry and thirsty our guests are!

A group will earn a set commission for each event worked. This commission is determined by gross sales minus state sales tax and any shortages incurred by the group. This amount would be multiplied by the commission percent to reveal the commission amount. OVG Hospitality will pay groups within 30 days of an event. Your group will earn commission based on your net sales for food and non-alcoholic beverages as well as alcoholic beverages.

Deductions from compensation may occur if the group fails to meet confirmed staffing levels, has significant cash shortages, causes excessive post event cleanup, etc. A complete list of deductions is contained in the NPOP Agreement signed by a group upon acceptance into the program.

TRAINING

NPO Volunteer Guidebook

Your OVG Hospitality contact at the venue will email the NPO Group Leaders a PDF file with the Volunteer Guidebook to be shared with each volunteer in advance of attending Orientation and volunteering for their first event. The Guidebook provides information each volunteer will need to know from where to park at the venue, what door to enter through, what to wear, etc.

NPO Orientation/GREAT Experience Customer Service Training

This is a mandatory 2-hour session that EVERY volunteer must attend prior to working his/her first event. The orientation is held at the venue. Content includes a program overview, hands-on exposure to concessions stand operations and OVG Hospitality's GREAT Experience customer service model.

Alcohol Servers Education Class

Volunteers must be 18 years or older, and anyone serving alcohol must sign the alcoholic beverage service rules.

Food Safety Training

Food Safety Card to be obtained by volunteers on own (websites available).

Leader Training

OVG Hospitality offers specialized leader training on cash handling, escalations, etc. that the NPO Leaders must attend.

PRATT & WHITNEY STADIUM AT RENTSCHLER FIELD

FREQUENTLY ASKED QUESTIONS

How do we know which events our NPO is going to work?

Non-Profit Organizations (NPO) groups are eligible to staff any event held at Pratt & Whitney Stadium at Rentschler Field including games, concerts, family shows, rodeos, “monster truck” shows, conventions, exhibitions, etc. We define your NPO group schedule as soon as we can once the NPOP Agreement is signed. We email a copy of an event calendar to Group Leaders. After deciding which events to work and how many members are available, the group leader emails the calendar back to OVG Hospitality. OVG Hospitality then matches the group’s requests with our staffing needs and sends a confirmation listing the events the group is scheduled to work.

How many members does a NPO group need to have?

We suggest that groups have a volunteer pool of at least **double the number volunteers needed** to staff the stand they are assigned to. This does not mean that all of them work at once, but all will need to be trained before they can serve. For example, if your stand requires 10 volunteers and you are committed to 8 games, having more than 20 volunteers will help tremendously with your NPO scheduling who will serve at each individual game. Adding new volunteers midseason is very difficult because those individuals will not have had access to the necessary training.

How does a NPO group select a leader and what does that leader need to be able to do?

Each group will designate an NPO Leader and Co-Leader who have the time and organizational skills to coordinate your volunteer efforts and are easily accessible via phone, email, or fax. Each NPO group will need to have one leader present at each event and is responsible for organizing the group of volunteers and making sure our customers and the volunteers have a positive, safe and memorable experience. The leader will receive additional training on cash handling, and escalation plans.

What kind of training will NPO group volunteers receive?

ALL volunteers must attend a mandatory orientation, which covers policies and procedures, and skills training. On-going training is provided any time a group needs a “refresher” course, or whenever changes in procedure or equipment occur.

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

Anyone working an event must be 18 years of age or older (that includes “runners,” as well as volunteers who handle the alcohol transaction). Each individual volunteering will be asked to sign an individual waiver.

Are there any restrictions as to who I recruit and/or how I recruit NPO volunteers?

Volunteers do not need to be employees or active members of your NPO, just individuals who are committed to serving on your behalf. Individuals should be at least 18 years old. All group members recruited must be willing to attend the training and must be able to perform the core duties outlined in the program guidelines.

What is the NPO volunteer time commitment for each event?

It depends upon the event and the function of your team... and the appetites of our guests! Typically, NPO groups working concession stands arrive one hour before doors open (which is usually 1.5 hours before the event starts). Volunteers provide a stand leader for taking opening inventory, verifying their opening balance (counting money), and getting the stand ready to open. Most of the heavy food and beverage sales occur before the event starts and during halftime or intermission. After halftime, we typically start to wind down (unless, of course, there’s still a heavy demand for product). Volunteers are expected to assist with cleanup, which averages 30 minutes for most stands. From start to finish, shifts average of 6-7 hours.

Does every NPO group volunteer serve alcohol/beer?

Many of our concession stands serve alcohol at our events and all must be prepared and willing to serve.

How much money will our group earn?

It depends on how many volunteers are required to staff your stand, which stand you’re in, what the attendance of the event is and, of course, how hungry or thirsty our guests are.

PRATT & WHITNEY STADIUM AT RENTSCHLER FIELD

Where do NPO volunteers park?

It is recommended that groups travel by carpool as traveling to Pratt & Whitney Stadium at Rentschler Field prior to events may be difficult due to traffic. Volunteers will park in the designated volunteer/employee lot.

Can NPO volunteers watch the events?

Volunteers are **not** permitted to enter “the bowl” (interior of the stadium/arena) while working an event, unless they are vending beer.

What do NPO volunteers wear?

Volunteers provide black slacks (or black – NOT blue – jeans), closed-toed/closed heel/rubber-soled shoes (tennis shoes are fine). Upon arrival, volunteers receive an OVG Hospitality uniform shirt that should be worn over your t-shirt. After locking up personal belongings, volunteers proceed to the check-in area for stand assignment. We have lockers in our locker rooms, volunteers must provide combination or key-type lock.