

## CHEAT SHEET FOR VOLUNTEERING AT THE RESCH

- Adults and Students 16 and older with a parent/guardian can work
- **You are not allowed to drink any alcohol.** There are small cups you can use for water and soda while working.
- Food must be purchased. While working, you receive the “employee discount” which means you pay ½ price.
  - Note that at the end of the evening after your concession stand is closed, any leftover food is usually offered to the workers. The lead makes that determination.
  - Left overs are also brought down to the first floor and left on the tables where you enter. It is fine to take that food home with you at the end of the evening when you are done working.
- Must wear black pants; Must wear closed toe shoes; Polo Shirts are provided
- Park in the Lambeau Field Lot and tell the attendant you are part of the volunteer group working the concessions at the Resch
- Enter at Security Door #3 at the back of the Resch center, by the loading docks, off of Lombardi Avenue
- Walk through the security door and down hallway to area with tables. There are always people back in that area so if you get confused, let someone know you are a volunteer and ask them to direct you where to go.
- There should be a sign up sheet on the table and it should have PMB on it. Sign up with your name and time you arrived. That sheet will tell you which concession stand you are working at.
- Grab a polo from the hanging rack or in the closet to the right. If you have a jacket, you can hang it up in that closet .
- Take the worker’s elevator to the 2<sup>nd</sup> floor and find the corresponding concession booth # that matches the one on the signup sheet. They are numbered similar to the seating section numbers.
- Check in with the assigned worker who is considered the lead.
- Make sure everything is stocked and ready to go before the concession stand opens. **Be proactive in asking what needs to be done and do not be afraid to let the lead know if it is your first time and you need direction from him/her.**
- Check with the lead and other volunteers as to what tasks need to be covered. They include the following:

- Cashier: **Our login code is 1231** and it should say Pulaski on the screen; if beer is being sold, no one under 18 years old can be a cashier because they can't legally "sell" alcohol
- Runner: Gets the food and items, including beer; Again, only those 18 and over can pour and hand out the beer
- Grill and/or Fryer: You may have to run the grill or fryer depending on the stand and what is being offered that night; Typically the lead worker at the Resch does these tasks, however there are times when we have been asked to do them or assist
- We put out tip cups. Those tips are counted at the end of the night, we divide it by the number of workers and give the lead or other organization workers, their cut. Someone from our group should take those that belong to our volunteers home and turn them over to the PMB treasurer or the Resch Coordinator.
- Any specials, *e.g. family night and cheaper hot dogs and soda*, will be on the register already. Your lead should tell you about any specials.
- Any rules, *e.g. no bottles or cans so everything must be poured into cups*, should be mentioned by the lead.
- Shifts usually run 4 hours, however they may run longer. The Resch supervisors will shut down concessions stands, sometimes early, or keep them open later, depending on the crowd size and numbers of staff.
- At the end of the night, everything must be cleaned and put away. Garbage must be unloaded, floors must be mopped, and dishes done.
  - Cashiers must count the money from their drawers and fill out the slip in the green backpack and place the money in the money bags. That green backpack will have all the money bags in there and needs to be brought down to the area where you entered at the end of the night. Check with the lead if they want you to bring it down or if they are going to.
  - Any dirty linens/rags must be brought down for cleaning.
  - Any garbage is placed outside the concession stand for pick up
  - All left over food is brought down to the first floor
- Take the worker's elevators down to the same place you entered on the first floor. Leave the polo with the dirty clothes. Sign out and take a picture of the sign up/out sheet. Please send that picture to the PMB treasurer or the Resch coordinator. This is extremely important so you get paid for the time you worked, as well as for distributing tips.