

PNC CENTER INFORMATION

For the 2015-2016 season, WFHS Bands is in agreement with the PNC Center to “Adopt a Cart”. This means that we have committed to fulfill an agreement of working every hockey and basketball game, plus some additional events that were put on the calendar. Our group will be able to work the Dippin Dots cart located at P120. Many other groups are not designated a cart or a stand and are forced to work at various locations. By working at just one cart, our group will only need two workers per event with no additional training. Our group has earned a well-respected reputation in the 13 years we have been in contract with the PNC Center.

For each event, except for a few that are commission based, each worker is guaranteed \$30 for his or her account. This can be a huge money saver for future years as many parents never have to spend any money towards their child’s fair share. In addition, money can be banked to go towards band trips.

WHAT TO WEAR:

The PNC Center has mandated that our volunteers wear the following:

- Black Pants (no jeans, corduroy, or yoga pants)
- Blue WFHS Bands polo (contact Jennifer Matheney to borrow a shirt)
- Black WFHS Bands apron
- Black WFHS Bands hat or visor
- Black, rubber soled, closed toe and heel shoes.
- A long sleeved, black shirt may be worn under the polo if short sleeves are too cold

RULES AT A GLANCE:

PNC supervisors are very adamant about the following rules and groups can be written up for any violations.

- No eating at the stand. Food must be consumed during a break in the employee break room.
- No cell phone usage at the carts. If an emergency call must be made we are asked to step away from the cart and be as discrete as possible
- No taking pictures of athletes, celebrities, shows, etc.
- Aprons must be removed and left at the cart prior to going to the restroom.
- Punctuality

PARKING:

Free parking is provided in **Lot C off Trinity Road**. It takes approximately 10-15 minutes to walk from the lot to the employee entrance, so budget your time accordingly.

LOCKERS:

There is a locker in both the women’s and men’s locker room designated for our group. Personal items must be stored here. WFHS Bands shirts, aprons and hats are kept in the lockers as well.

STEP-BY-STEP PROCEDURES

1. Parking is in Lot C off Trinity Rd. If there are parking attendants let them know you are working.
2. Walk around to the back of the PNC. This is past the West Entrance. Go through the gate marked "Restricted, Employees Only" and enter through the double glass doors near the picnic tables.
3. Security will ask who you are and they will check off WFHS Bands on their list. Make a right at the "T" in the hallway. On your immediate right will be a room marked Volunteer Check-in. Go in here *after* the locker room.
4. Locker rooms: Make a right at the vending machines and locker rooms are down the hallway. Women's locker is number 54 against the far back wall. It is labeled WFHS Bands and the combination is 15-29-39. Men's locker is number 47 and the combination is 13-23-29. You will need a shirt, apron, and hat/visor. There is also a zippered bag of supplies on the top shelf that is needed for the stand. Make sure one bag is brought up.
5. After leaving the locker room, go back to Volunteer Check In and sign in with your arrival time. This is where you will pick up volunteer badges. You will need to sign in two different places and the workers will show you.
6. **Go to the Cash Room:** Follow the exit signs around the corners. You will pass the employee break room. Go down the stairs to the Arena level (bottom level). Come out of the stairwell and go straight. There is yellow tape on the floor. Follow that path to the hallway.
7. Make a right in the hallway and go past the kitchen equipment and through the double doors toward the kitchen. On the left are two office doors. Enter the right one first. This is where you pick up the sign to hang from our cart. There is a box of signs organized alphabetically. Pick up our clipboard, the "P120 Dots" and sign it out. Leave this room and go next door to the cash room.
8. The code for this door is 1432#. Go to the window and show them your clipboard. They will ask for your name and then give you a bag of money.
9. The last step is for the workers to count your money. You will sign a sheet and be given a copy. This sheet will be used at closing to account for the money and the nightly sales.
10. **Going to the Cart:** From the cash room, go back towards the stairs, but this time get on the elevator. Money cannot be taken in the stairwells.
11. Our cart is on the 1st floor. Come out of the elevator and go left to section 120.
12. **Cart:** Count all the cups large and small. Fill in the inventory sheet on the clipboard. Put out napkins and spoons. Make sure all containers of Dots are full. Make sure one large and one small cup is on display on top. There should be two cups in the storage cabinet, but if not then you will have to enter two new cups as spoilage. Make sure both volunteers have signed in on the sign in sheet on the clipboard.
13. **Register:** To log on, key "Log In", 5135 (twice). WFRHS Band Boosters will come up on the screen. The rest of the operating instructions for the register are listed on the back of your badges. The number to use to open the register is "3889".
14. **Sales:** Large Dots are \$6.75 and Small Dots are \$5.75. Hit either the "Large Dots" or "Small Dots" button for every sale. Credit cards are swiped after the "Swipe Credit Card" button is hit. A receipt with two copies will print. Keep one to turn in at the end of the evening, and discard the other if the customer doesn't want it.

15. **Breaks:** Each volunteer is given a meal ticket. This allows you to get a free snack of your choice from the employee break room and a drink. Food must be eaten in the break room and drinks may be brought back to the cart, but they need to be concealed from public view. The best time to get food and drink is before the doors open after the cart is set up. One person must stay at the cart. Aprons must be removed to go to the restrooms.
16. During the event, there will be a floor manager making his/her rounds checking on everyone. Don't hesitate to ask for help. They want us to learn.
17. **Closing:** When given permission, turn off the light and start closing. Count all cups again and record the amount on the inventory sheet. Subtract the ending count from the beginning count and this should be the number of cups sold. Record the amount of sales on the inventory sheet. Put lids on the Dots containers and wipe down the glass and the outside of the cart. Money needs to be counted and recorded on the cash room sheet. Record the amount of money in 20's, 10's, 5's, and 1's as well as loose change and rolled quarters. Loose change goes in the small ziplock bag and bills go in the large bag. Paper clip the credit card receipts and turn in with the clipboard. Enter the "Ending Inventory" and then log out of the register. Instructions for submitting ending inventory and logging out are on the badges.
18. **Cash Room:** Take sign, the money bag, and the blue zippered pouch and go to the elevators. Go to the cash room first. When you first enter the room, go straight to the window and pick up the P120 Dots paper. These papers are in numerical order. Have a seat and wait your turn to have your money counted. You will need to give them the pink sheet and the money. After they dismiss you from the cash room, go next door to the office and put the sign back in the bucket. This is where you will turn in the rest of the documents on the clipboard as well as the credit card receipts. You will leave with a pink sheet and this needs to come back to Jennifer at some point.
19. **Congratulations you are finished for the night!** Go back to the locker room, get your stuff, and make your way back to your car. Thanks for volunteering!