

Texas Stadium Concessions Procedures

The purpose of the DHS Band Boosters presence at Texas Stadium is to fund raise for those who choose to work to put money in their student's account. Everything you do while you are working the concession stand at the stadium affects our profit. It is hard work so we want to get every cent of profit we can!

We have put together a list of information that we hope will prove helpful. **Please make sure every member of your family that intends to work at Texas Stadium reads this information.**

TX Stadium Sign-up

Sign-up sheets will be available at the Boosters meeting in August and September. You can also contact the TX Stadium chairperson directly by accessing www.eagleband.org and going to the Booster page where the chairperson name, phone and e-mail link is listed.

They will need to know what games(s) you are interested in working, a working e-mail address, a working phone number, the student you are working for and .the number of workers you are bringing.

It is important to note, that signing up for a game or event does not guarantee you will be scheduled to work. The more games you sign up to work, the greater chance you have to work multiple games. Every effort is made to make sure that everyone that signs up will work a minimum of one game.

If scheduled to work, you will receive a confirmation e-mail. **DO NOT** arrive at the Stadium unless you receive and confirm this e-mail, you will be turned away.

Confirmation E-mails

If you are scheduled to work, you will receive a confirmation e-mail approximately one week prior to each Dallas Cowboy home game or Texas Stadium event we will send out an e-mail to the workers scheduled for that game. It will contain your arrival time and the number of workers we are expecting you to bring (see example below).

At this time, we can only guarantee 2 workers per family. Please check with us if you wish to raise or lower the number of workers per family. **DO NOT** bring additional people without confirmed approval from us, they will be turned away.

	# of Workers	Arrival Time
John Smith	1	11:00am
Mary Jones	2	11:00am
Cathy Brown	1	11:00am
Andrew Moore	2	11:00am
Debbie White	2	11:00am

When you receive the e-mail, please confirm or cancel your space. Your confirmation should include your arrival time and the number of workers that are coming from your family.

If you do not receive an email prior to the next Dallas Cowboy home game or Texas Stadium event, it means you were not scheduled for that game. DO NOT show up to the stadium without confirmed approval from us, you will be turned away.

In the past, we experienced problems with “No Shows” - people requesting and scheduled to work and then not showing up for the game without notice. This is not fair to the people that are working or the ones that were not scheduled because we thought we had a full crew. If a conflict arises that prevents you from working the game, please contact us ASAP so we can fill the openings. If “No Shows” become a problem, it may prevent offenders from being scheduled for one or more future games.

Uniforms

Texas Stadium requires groups to dress in uniform. The uniform is a shirt that visibly represents their organization. For us this means all adults must wear booster wear and students must wear any high school band t-shirt. No exceptions.

If you have not had a chance to purchase your booster wear yet, you are permitted to wear a solid green or white shirt. Booster wear is available for purchase at all booster meetings, uniform checkout or by contacting Beverly Simmons or Lannie Johansen.

Texas Stadium requires that volunteer groups wear caps. The cap can only represent DeSoto High School or the Dallas Cowboys. No other brand names are allowed. Visors and skullcaps do not meet this requirement. If you do not have a cap, TX Stadium will provide one. It must be returned at the end of the game or event for cleaning and reuse.

Texas Stadium requires that volunteer groups wear aprons. TX Stadium provides the aprons so you do not need to bring one from home unless you want to. The aprons must be returned at the end of the game for cleaning and reuse.

Tank tops, mini shorts and open toed shoes are not allowed. The Health Department does not allow loose jewelry, multiple rings, multiple earrings and piercings. Leave this jewelry at home. You are only allowed one ring, such as a wedding ring. Females are allowed to wear one pair of stud earrings and males are not allowed to wear earrings on event day.

Arrival Times

Texas Stadium requires us to be fully staffed 4 hours prior to game/event time and ready to serve before the gates open, 2 hours prior to game/event. If we are not fully staffed and in uniform 4 hours prior to the game, a stand-by group will be given our stand for the remainder of the season.

Smith's	Workers	Gates Open	Game Time
7:30 AM	8:00 AM	10:00 AM	12:00 PM
10:45 AM	11:15 AM	1:15 PM	3:15 PM
2:30 PM	3:00 PM	5:00 PM	7:00 PM
3:00 PM	3:30 PM	5:30 PM	7:30 PM
3:30 PM	4:00 PM	6:00 PM	8:00 PM

For weekday games we understand working hours. We will try to be as flexible as possible. Please contact us with any conflict.

Parking

Parking passes will be in a gray box marked “Texas Stadium” on our front porch (1304 Marble Canyon) starting the morning after the Confirmation email goes out. We will not bring the passes inside until after we get home from the game.

Directions to 1304 Marble Canyon:

Take Hampton (North) to Mantlebrook
Turn Left on to Mantlebrook
Go through the first 4-way stop
Go through the second 4-way stop (Thunderbrook)
The next street is Marble Canyon
Turn Right on Marble Canyon

We are the second house on the right after you make the turn. It is a white house with a tiered front yard.

Directions to TX Stadium Parking:

Take Loop 12 (Spur 408) North
Take the Texas Plaza Drive Exit
Turn Left on Texas Plaza Drive
Make a U-Turn at Tom Braniff
Turn Right into the Parking Lot

You will need to “flash” your parking pass to get into the employee parking lot. Shuttle buses run every few minutes. The shuttle will take you from the employee parking lot to the stadium. Please allow enough “shuttle time” to be at the stand 4 hours in advance of the game.

Check-in

When you get off the bus proceed to Gate 4, you can see it to the right of the drop-off point. Obtain your wristband from the DeSoto Representative. Make sure your wristband is not too tight or too loose. Wristbands must be worn throughout the game and cannot be removed for any reason.

You will then pass through Security at the entry gate closest to you. Security will check whatever you bring with you, women try to get by with something like a fanny pack or less and men what is on your person is best.

Note: Everyone entering the stadium will be required to go through a “pat down” check to get through Security. This will add time to getting into the stadium – another reason to pack light.

Once through the Security proceed to Stand 17. We are the first stand on the left as you come through the gate.

There will be two different sign-in sheets inside the stand. One is for Texas Stadium which requires your name and wristband number. The other sign-in sheet is ours. On it, write your name, the name of the student you are working for, the time you arrive and the time you leave. If you do not provide your start and end time we will be unable to credit your account. Assignments are given to everyone once they sign-in. **You must sign in on both sheets and out on the time sheet in order to be paid.**

Specific Texas Stadium Rules

- * No eating inside the stand at any time.
- * There is **no FREE food** at Texas Stadium. This includes makeshift snacks using either perishable or non-perishable items such as buns, BBQ beef, carry trays, foil sheets or any other non-inventory items. You can either purchase food at half price or bring something from home. If you bring something from home, it cannot be similar to anything sold at Texas Stadium.
- * All drinks must have a sealable lid and straw when consumed inside the stand. You may bring a **plain drinking cup**; it **must** have a lid and a straw. Bottles, sports bottles or cups displaying any logos are not acceptable and will be thrown away. The "no open container" rule is strictly enforced at Texas Stadium.
- * No person under the age of 15 is permitted in the stand at any time. You must be 16 to work. A 15 year old student may work if accompanied by a parent.
- * No smoking inside the stand at any time.
- * Members of a group must remain in the stand area at all times. You are not permitted to stand in the concourse or enter the stadium to watch the game.
- * There will be no exceptions to these policies.

Preparation

We will arrive prior to anyone else so we can take physical inventory. This must be completed and approved by the Texas Stadium Stand Captain before cooking and other activities can begin. If you arrive early, please check with us before getting anything out.

Health Code

Health Inspectors inspect the stand every game and will be looking for the following violations.

- * Workers must wear aprons and hats. Hats will be provided by the stadium or you can wear a DHS Band Booster or Dallas Cowboy hat. No exceptions.
- * When preparing or serving food, you must wear gloves.
- * Ice scoop handles must be pointing upward in the ice bins at all times.
- * No food or food container is allowed on the floor. It must be elevated with bun racks or pallets.
- * **Do Not** thaw frozen hot dogs in the sink or leave frozen food on the counter.
- * **Do Not** drop bags of ice on the floor to loosen it before opening the bag. We carry a rubber mallet with us that works just as well.
- * **Do Not** leave rags on the counter, they must be kept in rag buckets or thrown away after use.
- * Make sure that you continually throw your trash out. The trash can is located outside the back door.
- * All personal drinking cups must have sealable lids and straws. They must remain in the back area (away from food-prep areas).
- * Consumption of food and drink must be done outside the stand.

Food Handling

- * Wear gloves when touching food directly, example: making nachos, wrapping hot dogs, putting out pretzels. Avoid handling money then touching food directly. Handling cups or packaged food is okay.
- * **Food and food containers cannot sit directly on the floor.**

- * Do Not dip cups in the ice bin use the ice scoop. Leave the ice scoop in the ice bin handle up and keep the lid to the ice closed.
- * Do Not dip chips in the cheese and eat them (it really happens).
- * Never take cups or food back across the counter.
- * Do Not give out courtesy cups to employees; they get them from their supervisor.
- * Fan the nacho trays and other containers to make sure you are using only one. You do not want to give away two for the price of one, we will lose \$7.50. They do stick together so be careful.

There are **no refills** for sodas or any other drinks. Cups cannot be taken across the counter. Any group caught giving refills will be permanently terminated from future work with Texas Stadium Corporation. Random spot checks will be made throughout the season.

Spoils

This is the name given to **food** or **food containers** for which we are **CHARGED MONEY**. For example – if you accidentally drop a cup and throw it away, we (YOU) have lost \$5.50 in profit. Throwing away a pizza costs us \$6.00. At the end of the game or event we are given credit for all the spoils (we do not lose any money if we prove we have them). There will be box clearly marked for spoils placed on each side of the stand and in the grill area. If you are not sure if an item is classified as spoilage, please ask. Spoilage includes souvenir cups, coffee cups, bottles of water, nacho containers, popcorn tubs, packaged chips, hot dogs, BBQ buns, pizzas, pretzels and peanuts.

Money Handling

Tills or cash drawers will be assigned to adults only. No students should handle cash except when working the handicap area.

Take your time, add and count carefully! Do not allow the customers rush you, they will wait. Do not give the customer any part of their order until they have paid for it. We have had problems with the customer taking their order without paying.

When you take the money, do not put it in the till until you have counted back the change, and then put the money where it belongs. This will prevent any misunderstandings between what they thought they gave you and what they really gave you. Always count the change back to the customer – do not just hand it back to them. Turn all the bills in the same direction, face up.

Make sure you are charging the correct price for the item. Price lists are provided. If you run short of change share with your neighbors if need be. We keep one till for the stand and all of the accounting is done throughout the duration of the event. Someone will always be inside with the main till.

Do not leave your till unattended for any reason. If you need change, send a student to let us know. If you need to take a break, bring your till inside to the main area so it is accounted for.

There will be coupons. If you receive a coupon check to make sure it is for the right game. There are no substitutions for the coupon offer. If they do not want everything on the coupon, pull what they do not want and have your helper bring it to us. Place any coupons you receive in the left hand side of your till.

Calculators, pencil, paper, price list and price multiplier are provided for your use.

Only supervisors are to collect money and get change for you. If you get a bill larger than \$20, place it in the left hand side of your till to be collected by the supervisor when they come by. Do Not leave you till unattended, supervisors will be by often or you can send your helper to get assistance.

Never put money in your apron pocket or front pockets. This will be construed as stealing by Texas Stadium.

If you are given a tip – congratulations on your great customer service! Do not put it in the till. It does not help our profit and it throws off our count at the end of the night. Keep it for your student or give it to the students that are helping you.

If you are not comfortable handling money, please let us know and we will schedule you at another station if at all possible.

Credit Cards

We take all forms of credit cards. Shout “credit card” and we will handle the transaction. Do Not bring the card to the back area, customers do not like to see their credit card disappear.

Employee Sales

We are one of the only two stands that serves other employees at a discount. There are two sides of the stand. One side serves regular spectators paying full price and the other side serves stadium employees at ½ price as well regular spectators at full price. There are special guidelines for this and it is very important to follow them carefully as it directly affects profits.

- * Employees must be wearing a wristband like the one you were issued. They cannot be carrying it in their hand. The wristband must be for that week’s game.
- * Field personnel and security wear identification around their neck in the form of a large tag. Uniform police and EMTs are also eligible and their uniform/badge is proof.
- * All orders taken from employees must be written down on a sheet provided for this purpose. You must get the employees initials and wristband/ID/badge number.
- * Carefully mark the quantity of each item ordered on the sheet.
- * Total the order in dollars at the bottom of each column.
- * The prices on the employee sheets have already been adjusted to reflect the ½ price.
- * Initial each sheet so if we have questions we know who to ask.
- * Please write legibly so someone else can read them for the paperwork.

Handicap

Two students will be chosen to work the handicap section each game. This is hard work and Texas Stadium caters to these ticket holders. If they are unhappy we will hear about it. This section must be worked quickly, accurately and constantly throughout the day. These students must take orders for anything served in the stadium, take money and give change, fulfill the order and deliver the order. This group will complain if not taken care of properly.

If you are not comfortable handling money, please let us know and we will schedule you at another station if at all possible.

DO NOT ASK TO WORK HANDICAP. Workers are chosen based upon a myriad of criteria, such as availability, the mix of students and adults working each game/event, the needs of the stand to be able to run while they are gone, etc. We try to use people who have done it before or an experienced person with someone in training.

Clean-up

Everyone is expected to help with clean-up of the stand. Texas Stadium has a 16-point checklist that must be signed-off on at the end of the game/event. If the stand has to be cleaned by Texas Stadium, a **\$100.00** cleaning fee will be deducted from the group's earnings.

General Info

- * It is unlawful to take any product from the concession stand when leaving. This includes spoils, trash, equipment or any other property of Texas Stadium. Any person caught leaving the Stadium with product or merchandise will be prosecuted for theft and their group will be permanently terminated from future work with Texas Stadium Corporation. Random spot checks will be made at the Gate upon leaving the Stadium.
- * If you are injured, tell a supervisor. We have first aid for minor injuries. The stadium has a first aid station for more serious injuries.
- * Backpacks are not allowed.
- * Everyone is expected to work for the time they are present. Breaks are informal, taken only when business has slowed. Breaks are not allowed when the gates open or from 10 minutes before half time to 10 after half time.
- * No one should leave the stand without notifying a supervisor.
- * You may bring food from home as long as it is not something we sell in the stand. You may purchase food from the stand at half price.
- * Drinks are free if you bring a cup with a sealable lid and straw from home.
- * Everyone is expected to help clean up at the end of the night.
- * **Remember everything affects profits!**