

American Family Insurance Amphitheater

Address: 100 N. Harbor Dr., Milwaukee, WI 53202

General Information

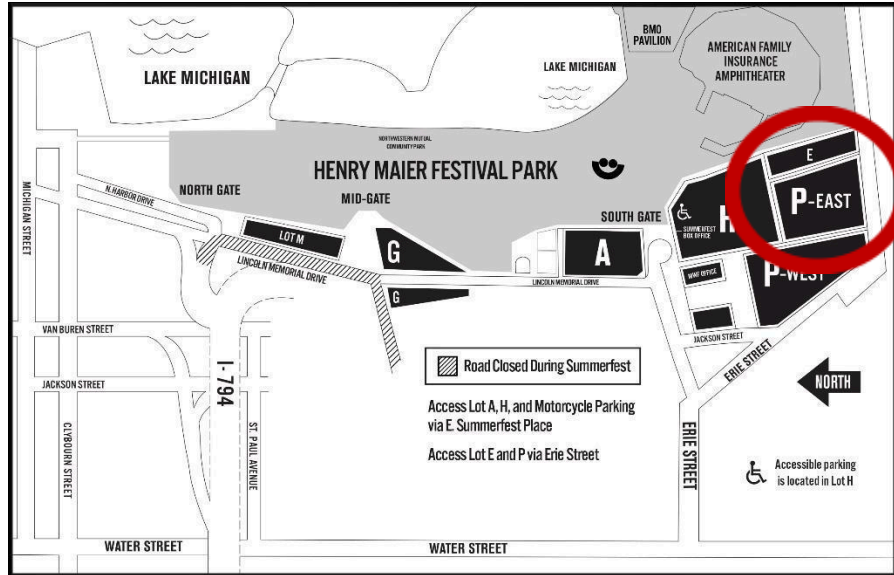
- **Communication:** All communication is done via TeamSnap. Please confirm you are signed up prior to arrival. Call times are confirmed typically one week in advance and will be posted in TeamSnap. TeamSnap may also be used to communicate important messages related to specific events. You are required to monitor your TeamSnap accordingly.
- **Stand requests:** It is not the policy or practice of Teams Elite Concert and Concessions team to place volunteers in specific stands based on requests. Requests will not be considered when making stand assignments. Stand assignments may fluctuate. Please be flexible and amenable to last minute changes.
- **Remember:** We are here to volunteer to earn money for our skaters not to watch a show!! We represent Teams Elite at these events and want to maintain positive relationships with all venues.

Required certification/training: All volunteers must be 16 years of age or older. You must be 18 to serve alcohol. No additional training or certification is required.

Dress Code:

- **Shirt:** TE volunteer shirt (from the TE volunteer store)
 - For cooler nights, a black TE sweatshirt (from the TE volunteer store) may be worn or a plain black long sleeve shirt may be worn under the TE volunteer shirt.
- **Pants:** Black pants, jeans (any color) or shorts (fingertip length or longer)
 - NO leggings, yoga pants, or pants with holes allowed
- **Miscellaneous:** Skater pins allowed; TE tip jars, bells and signs encouraged; temporary ID badge will be provided from the stand lead for use during the shift

Parking: Free employee parking is available for all non-Summerfest shows in **Lot P East**. Parking during Summerfest requires a Summerfest employee parking pass (details will be provided separately).



Event details:

Arrival: All volunteers **enter through Gate 6**. Lead will provide a temporary ID badge.

- A group leader must be present for every event.
 - The leader is responsible for training new volunteers.
- Inventory counts are performed immediately.
- No breaks are allowed during gates and / or intermission.
- No eating or drinking at the concession stands.
 - Water bottles may be brought in and there are water refill stations available however, drinks must be hidden from the guest view.
- Keep personal belongings out of guest view.
- Enter the correct register login number (verify with stand lead).

During Event:

Please note: Recording at any time is not tolerated by Milwaukee World Festival. If a volunteer is caught recording or leaving the stand to watch the concert, they will be asked to leave the venue immediately. If the volunteer is fined by the venue, the fine amount will be deducted from the volunteer's account.

- The TE Stand Lead will work with the Venue Stand Lead. Please remember - all "business" communication should be with the TE Stand Lead.

- All volunteers are responsible for cleaning and ensuring the area is tidy and presentable.
- Let your stand lead know when inventory is running low. *Waiting until something is out is too late to ensure efficiency!*
- If maintenance is needed, let the TE Stand Lead know immediately.
- All spoilage must be collected. Ask the stand lead where the spoilage/waste collection is located.

End of Event:

- Complete end inventory count and provide the total number of products to the TE stand lead responsible for the paperwork.
 - All sellable items
 - Spoilage
- All volunteers are responsible for cleaning the stand/area. Do not leave the stand until approved to do so by the stand supervisor.
 - Ensure used bar items, kitchen, cheese machine, frozen drink machine and anything else used are cleaned and put away.
 - Counters are cleaned and wiped down.
 - Floors are swept.
 - Garbage must be closed up and compiled in the garbage area.

Volunteer Roles

Stand Lead	<ul style="list-style-type: none"> • Confirm all volunteers are present and signed in. <ul style="list-style-type: none"> ○ If a volunteer is not present, please reach out through TeamSnap • Work with the Milwaukee World Festival supervisor to ensure a smooth and efficiently run stand. • Act as liaison between Milwaukee World Festival supervisor and TE volunteer. • Collect and divide cash tips at the end of the event.
-------------------	---

	<ul style="list-style-type: none">• Fill in at a register or in the kitchen where needed for the shift.
Register	<ul style="list-style-type: none">• Check-in with TE Stand Lead to sign in and receive counting assignments.• Open cans and mix basic drinks.• Collect requested food items for patrons.• Ring up guests for the items they wish to purchase.• If applicable: Verify age requirements. ID everyone under 40 years• Make sure the area is tidy and presentable.• If running low on an item, please inform the TE Stand Lead.• Help with the end of event tasks:<ul style="list-style-type: none">○ Complete end counts○ Put away unused items (cups, bar items, etc.)○ Clean and wipe counters○ Sweep floor
Runner	<ul style="list-style-type: none">• Check-in with TE Stand Lead to sign in and receive counting assignments.• Pull requested items for patrons and bring to register.• Communicate with kitchen staff to ensure adequate amounts of products are continually stocked.• Stock and restock products as necessary.• Make sure the area is tidy and presentable.• If running low on an item, please inform the TE Stand Lead.• Help with the end of event tasks:<ul style="list-style-type: none">○ Complete end counts○ Put away unused items (cups, bar items, etc.)○ Clean and wipe counters○ Sweep floor

Kitchen Staff	<ul style="list-style-type: none">• Inventory counts at the start and end of shift• Cook and prepare food• Ensure food windows remain full throughout the night• Collect and record food temperatures• Minimize food waste• Inform Stand Lead if running low on items / drinks• Restock as needed• Clean up including dishes
Kegmaster	<ul style="list-style-type: none">• Check in• Inventory counts at the start and end of event• Maintain kegs throughout the shift (ie, pressures, replacement, etc.)• Pull food and beverage items as needed by the cashiers• Clean up

Photos:

