

Credit Union 1 Amphitheater

Address: 19100 Ridgeland Ave., Tinley Park, IL 60477

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 18 years of age or older. Illinois Basset Certification required. Submit a copy of your Basset certification to fundraising@teamselite.com at least two weeks prior to your first event.

Dress Code:

- **Shirt:**
 - Arrive in a solid black shirt
 - Live Nation polo (given at check-in and turned in at the end of shift)
 - For cooler nights, a black sweatshirt or plain black long sleeve shirt may be worn **UNDER** the Live Nation shirt.
- **Pants:** Black pants or shorts (fingertip length or longer)
 - NO leggings, yoga pants, jeans, or pants with holes allowed
- **Hat:** Optional; must be all black (sometimes the venue has some at check in).
- **Miscellaneous:** Skater pins allowed; must use venue-provided tip jars

Parking: Use Ridgeland Ave. entrance and let them know you are there with Legends; staff will guide you to the employee lot.

Event details:

Arrival: All volunteers check in at the NPO section of the employee entrance. You must present a photo ID at check in for **every** event. A waiver also needs to be signed once per season. Volunteers receive a Live Nation polo shirt. The shirt **MUST** be put on prior to entrance through security and remain on until you exit the venue after the event. The shirt must then be turned in at the end of the night at the same table as check in

(NPO/employee tent). If the shirt is not turned in and TE receives a fine, the fine amount will be deducted from the volunteer's account.

- A group leader must be present for every event.
 - The leader is responsible for training new volunteers.
- After initial inventory counts are complete, the TE stand lead will dismiss you for an employee meal. Please enjoy and return to your assigned stand when you are finished. Food is not to be consumed at the stand.
- 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 Legends and Live Nation. If a volunteer is caught recording the concert 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.
- CU1 separates waste items into recyclable and non-recyclable. Please keep items separate when throwing away trash. If this is not done, the stand will have to separate the garbage at the completion of the event.

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 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 Legend area supervisor to ensure a smooth and efficiently run stand. • Collect and divide cash tips at the end of the event.
Bar/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. • Ring up guests for the items they wish to purchase. • If applicable: Verify age requirements. ID everyone every time they purchase an alcoholic beverage at CU1, even if they already have a bracelet. • 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

	<ul style="list-style-type: none"> ○ Put away unused items (cups, bar items, etc.) ○ Clean and wipe counters ○ Sweep floor
Bar / Prep	<ul style="list-style-type: none"> ● Make drinks as requested from the person at the register. ● Inform stand lead if running low on items / drinks. ● Restock as needed.
Kitchen Staff	<ul style="list-style-type: none"> ● Inventory counts at the start and end of shift ● Cook and prepare food ● Ensure food remains 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
Runner	<ul style="list-style-type: none"> ● Pick up food from the kitchen and deliver it to the skyboxes.

Photos:

