***Premier Center policies and information***

***Please be sure to have someone take a picture of the signup/out sheet and the tips receipt and send to my phone 605-360-0747. The picture allows me to cross reference for your payment.***

*The following is information that I recently received in an email from the food service manager, please read through it to be informed:*

*I have put together a few items we need to work on and communicate to staff with. We will be strictly enforcing these standards and policies. These items have been observed either by management or by the auditor.*

*\*Uniforms- please be in uniform.(for Lincoln band workers, a Lincoln or Lincoln band shirt and pants.*

*NO HATS (unless it represents the group or business you are with), NO OPEN TOED SHOES.*

*\*NO EATING in the stands. This includes popcorn.*

*\*Selling only 2 alcohol beverages per valid ID*

*\*Open beer cans when selling*

*\*No drinking cups sitting in the front of the stand*

*\*No dry rags laying around. rags must be kept in sanny buckets*

*\*ice scoops cannot be laying in the ice*

*\*containers must be stored upside down to keep dust from settling on the side where we put food in.*

*other items*

*\*emptying your overflow containers*

*\*please empty your ice at the bars where we use over flow containers*

*\*please move things when wiping down counters and doing the floor. (we consistantly miss sweeping under the popcorn area in the stands and underneath the popcorn machine itself.*

*\*Please turn off mop sink after using it*

*\*turn off Co2 at the end of the night*

I sent this to my staff and just want to have everyone on the same page. Some of this does not pertain to our volunteer groups but I feel most of this info should be shared.

1. We are no longer accepting cash period!! Please do not accept cash and then charge your personal bank/credit card to take care of customers. This sends a mixed message on if we are accepting cash or not.
2. Do not sell employee bucks to customers who only have cash. Again, we are not accepting cash.
3. You can still take cash tips but no cash for any payments.
4. There will not be any taking food home anymore. Any leftover food that will be thrown away at the end of the night you can eat here on the premises but no more taking food home. (This is for different reasons. 1. we are having supply chain issues with items that are being used to carry food out the door like popcorn buckets, and to-go food containers. 2. Pricing for these items have gone up, some of them a ridiculous amount. 3. This will also cut down on some people making extra food knowing they will be able to take it home. 4. If we are saving the burgers or pulled pork for the next day, then we cannot feed staff with it. This also cuts into our bun count if we are letting people make burgers and sandwiches at the end of the night.
5. A reminder as well is we do not let NFP's, or any worker eat for free until the stands close at the end of the night and it is only food that will be tossed.
6. No taking free food also includes the little drink cups of popcorn. (This can confuse workers on some items we can eat and some we can't. Also are we washing our hands after each time we put popcorn in our mouth and then touching product or opening someone's beer can.)
7. **Lastly again, we are only to sell 2 drinks per person.**

I want to especially thank all of our workers who deal face to face with our customers. It has not been easy dealing with the changes of no cash, and limited menus. Customers do not like change and can be frustrated when things are different than when they were here before.

Thank you everyone for your help and I do believe over all we are doing a lot better at these things mentioned above. I appreciate all you do! Without all of you this would not be possible.

Food and Beverage Manager

Denny Sanford Premier Center

Sioux Falls Convention Center

Sioux Falls Arena

Kaitlyn

*The Premier Center will now take the first 10% of tips and allocate it to their staff. Also, concerts there is a chance of receiving bonus pay due to high sales, we never know until checks arrive.)*

***A couple notes for Your work shift at the Premier Center:***

**WHAT TO WEAR:**

· LHS Band shirt, Lincoln shirt, or a plain dark colored shirt with no logos, black pants, and closed-toe shoes (per SD Health Regulations).

**PARKING & ENTRANCE**

· Park in the Employee Parking lot (Lot E). This parking lot is located behind (north side) the Convention Center and Arena, just east of Howard Wood Field. You can find a map for parking on the Lincoln Band website, on the work shift page.

· Enter through the door marked “Employee Entrance” on the north side of the Convention Center.

· Once inside, an employee of the Premier Center will be there to give workers a wristband, which enables you to get past Security (located in the main Lobby of the Premier Center) and to proceed to your assigned work area.

**CHECK-IN & CHECK-OUT**

· Upon arriving at your booth, make sure to sign in on the Sign-In Sheet designated for the LHS Band (provided by the Stand Supervisor). Make sure to sign in and sign out.

**TIPS:**

· $50 of the tips earned go toward the Band Parents’ Association (BPA) designated account, the balance is divided by all working that night at the event. All stands with our workers at that event are accounted into the tip division.

· If you receive a cash tip, simply put the cash tip outside of your cash register drawer (not in it). At the end of the work shift, the adult designee will collect all of the cash tips from the cashiers to give to the Band Director.

· The credit card slips need to be totaled and paper clipped to our LHS Band Sign-In Sheet so that the LHS BPA can be paid those tips.

**REPORTING For $:**

· One representative at each stand is asked to take a picture of the sign-in/sign-out sheet and any credit card receipts. Then text the total tips (cash & credit cards) along with the picture of the sign-in/sign-out sheet to Tim at 605-360-0747 Any cash tips should be taken by an adult, put into a sealed envelope (marked your work shift date and event) and given to one of the band directors either by the adult or a responsible student. The cash tip envelope can be put into the maroon locked box that is in the Ensemble Room.

Enjoy your night!!

Tim Eden