

# WVSABC

## General Membership Meeting Minutes

**Date:** August 16, 2018

**Location:** Peoria Center for the Performing Arts

**Time:** 5:45 PM

Call to order at 5:48PM by President Misty Toomey.

### **Roll Call:**

Misty Toomey	Nikki McCormick	Tami Wright-Dabo
Michelle Buttrum	Kristen Hanni	Taylor Szeremet
Julie Szeremet	Genevieve Lalonde	Crystal Lutton
Carolyn Rosson	Joe Rosson	Nicole Walker
Crystal Kaiser	Corinne Bustillos	Shannon Lee
Cecilia Macias	Walter Mejia	Monica Mejia
Susan Knoebel	Tracy Drake	Ryan Giguere
Lori McDonald-Hall	Maria Gonzalez	Tammie Harris
Gabriela Zamarron	Francisco Zamarron	Samantha Pope
Mindy Newlin	Jennifer Deans	Stephanie Fenderson-Gonzalez
Kelly Salaz	Rachael Pirie	Christina Gabaldon

### **No Old Business**

### **Treasurer Report:**

Treasury Report January to June 2018 - Please see attachment.

### General Fund vs Volunteer Fund –

The General Fund is used to cover any business expenses. Business expenses are any expenses of running a business. Examples of things that the General Fund covers are Corporation Commission fees, insurance, CPA fees, attorney fees, printer ink, checks, stamps, envelopes, paper, software and software updates (Microsoft Office and QuickBooks).

The Volunteer Fund is used to cover anything that directly benefits the members. Examples of things that the Volunteer Fund covers are food or bottled water for eating and drinking while volunteering, Food Handler Certification vouchers, parking reimbursements, NASCAR uniform t-

shirts and hats, Pre-orders of Levy uniforms, Volunteer trainings such as Bartender Training and New Member Orientation, Volunteer Appreciation Gifts and Gift Cards, and all supplies that make things easier for members while volunteering at the venues. For example, pens, pencils, sharpies, calculators, silicone oven mitts, bottle openers, first aid supplies, etc.

Average Donation Payout Schedule – The average length of time that a member can expect to receive a donation into their member account, after volunteering at an event, varies greatly. It can take anywhere between 2 to 8 weeks for our club to receive donation payouts from a venue. Levy venues typically take about 4 weeks, whereas Craft Culinary Concepts (Cardinals) usually only takes about 2 weeks. Once we receive a donation payout from a venue, we then credit it to the members accounts who volunteered. This process takes no longer than 1 week to complete. At times where payouts are taking longer, it is because of discrepancies in the donation amount paid to our Club. This is the case for many of the Diamondbacks games at Chase from late June and July. The Board met with the Levy Director of Concessions at Chase on August 15<sup>th</sup> to review the payouts and get all discrepancies resolved. We are confident that all discrepancies have been resolved and we will be able to begin paying out donations for these events. We thank you for your patience.

Venue Contract Donation Rates – Please see attachment.

## **New Business:**

### **Secretary Report:**

Bartender Training and New Member Orientation - The next Bartender Training will take place on Sunday, October 7<sup>th</sup>. Please mark the date on your calendar if you are interested in possibly bartending with our club. Also, if you are currently bartending with our club but have yet to attend one of these trainings, we ask that you plan to attend. This training is mandatory for any member who bartends with our club.

Gila River Arena 2018-2019 Contract – The Board will be meeting with Levy Executives at Gila River Arena this coming week to discuss the 2018-2019 season contract. For us to be able to speak confidently about our abilities and commitments for the season, we need to have an idea of how many volunteers are planning to volunteer continuously during the season. Towards the end of last season at Gila, we had increased the number of volunteers at each event from only 10 to 23 volunteers per game! Because of the increase in number of volunteers, we were able to commit to more stands and bars and in return saw a rather large increase in our donation amount. We would really like to be able to at least commit to the same number of volunteer positions for the upcoming season, if not more. But this can only be done if we have the volunteers signed up. If you haven't already, please be sure to log-in to SignUp Genius and sign up for any events you know you are available for.

### Upcoming Events at Gila River Arena

COYOTES 2018-2019 SEASON BEGINS!!!

Tuesday, September 18<sup>th</sup> – Coyotes vs Kings  
Saturday, September 22<sup>nd</sup> – Coyotes vs Ducks

### **VP of Marketing Report:**

#### Upcoming Events -

Preseason Cardinals vs Broncos (Craft Culinary Concepts) – Thurs. August 30<sup>th</sup>\*\*

Jay-Z & Beyoncé (Craft Culinary Concepts) – Wed. September 19<sup>th</sup>\*\*

\*\*These are both weeknight events, which are typically harder to staff. If you have a flexible schedule and can make arrangements to be available to volunteer for these events, we would greatly appreciate your help. Please be sure to let us know if you can't be there for the scheduled check-in times. Craft Culinary Concepts is normally very flexible and allows for a small number of late check-ins for our volunteers.

#### NASCAR Weekend (Levy Motorsports @ ISM Raceway) – November 9<sup>th</sup>, 10<sup>th</sup>, & 11<sup>th</sup>

Although we are still 2 and a half months out from the Fall NASCAR race, we are already in contact with Levy Executives about their staffing needs. ISM Raceway (formerly Phoenix International Raceway) has been undergoing renovations for it's all new, state of art facilities, which are expected to be complete by the Fall race. We have been asked to staff a large concession stand, including a small bar in the Infield. This will be an all new building, with all new equipment, and brand-new registers. We are also looking into staffing a cheesesteak stand and a large bar with seating called "The Curve" bar. If we were to commit to the large Infield concessions stand, the cheesesteak stand, and "The Curve" bar we would need 65 to 70 volunteers for all 3 days. The Fall race has been added to SignUp Genius, so please login and sign up for the days you are available. Again, if you are fortunate enough to have a flexible schedule or have some extra vacation days that you could use, please know your help would be greatly appreciated.

### **VP of Operations Report:**

Chase - The next Diamondbacks homestand begins on Tuesday, August 21<sup>st</sup>, with games also on the 22<sup>nd</sup>, 24<sup>th</sup> 25<sup>th</sup>, and the 26<sup>th</sup>. All Pre-lists have been emailed and Final Gate Lists will be sent out over the weekend. We are currently extremely short for the game on Friday the 24<sup>th</sup>. We still need a total of 9 more volunteers. If you are available, please email the Booster email to let Kristen know you would like to volunteer.

New Member Orientation - New Member Orientation will take place in conjunction with Bartender Training on Sunday, October 7<sup>th</sup>. Although this orientation is not mandatory, it is highly recommended for any volunteer who has joined our club since the last orientation in February 2018. Please mark your calendar and be sure to look for a special invite being sent soon.

SignUp Genius Reminders – As a reminder, once the Pre-Gate List for an event has been emailed out to the membership please do not use SignUp Genius to add or remove your name from the list. Once a Pre-Gate List has been sent out, the Board will not look at SignUp Genius

again for that event. We ask that instead you email us letting us know that you would like to add your name to the list or that you have had a change in plans and can no longer commit to volunteering that event.

Here are a few things to please keep in mind when using SignUp Genius...

1. About two weeks before an event, the board member in charge of scheduling the venue will pull the report from SignUp Genius and create the Pre-Gate List. An email will be sent to the entire membership with the names of everyone who signed up. Please be sure to open the Pre-Gate List email to verify if you have signed up to volunteer. Very often we have members who sign up for an event, weeks or even months in advance, and forget they said they were available. If you would like to add your name to the Pre-Gate List after it is emailed, please either reply to the pre-list email or send us a separate email asking to be added to the list. This is also the time to let us know if you can no longer commit to volunteering. Once the Final Gate List is sent out we ask that you honor your commitment to volunteer. About a week to 3 days before an event, we will send out the Final Gate List to each member who is scheduled to volunteer.
2. SignUp Genius is our primary source for scheduling. We reference the SignUp Genius report first when staffing an event, then check email for any late additions and cancellations. We highly recommend that all members use SignUp Genius to sign up for events. If you are unfamiliar with SignUp Genius or not super confident with technology, please speak to a board member so we can help give you the necessary training and tools.
3. SignUp Genius will frequently send out reminders that you have signed up for an event. The reminder email from SignUp Genius is not a gate list. It does not mean you are on the Final List to volunteer. It is merely a friendly reminder from SignUp Genius that you signed up for something using their website or app.
4. If you are listed as an "Extra" on the Final Gate List, this means we had more members sign up to volunteer than we have available spots. Therefore, any member who does not get a spot on the Final List is put on the "Extras" list. If we have any members who cancel last minute, we will contact you to see if you are still available. Please do not show up to the venue unless you are contacted about filling a spot.

**President Report:**

Amended Bylaws 4.3 and 4.4 – Please see below and attachment.

On June 27<sup>th</sup>, a Survey Monkey survey was sent to the membership (with voting rights) to vote on a tip percentage increase from 50% to 75% added to the net proceeds. The final vote was in favor of the increase 75 to 3.

The portion of the Bylaws that were amended are as follows...

**BYLAW #4 Distribution of Fundraising Funds**

4.3 25% of all tips will go into the Volunteer Account.

4.4 75% of the tips will be added to the NET proceeds of each event to be distributed to the membership volunteering for that event per Article IV, Section 2.

VOTE: Amended Bylaws PASSED

Approved by member Walter Mejia.  
Seconded by member Julie Szeremet.

Online Levy Alcohol Training – We have begun to contact members about updating their Online Levy Alcohol Training. We are sending out emails, in waves, to members who's last training date was in 2017 as most of them have already expired or will be expiring in August or September. Levy is making Online Levy Alcohol Training compliance a priority this season and will be making no exceptions for any volunteer with an out of date training. If your training date had expired, you will not be allowed to volunteer in any Levy venue until it is updated. Please be looking for an email from us within the next month for all members who need to update their training. We will attach instructions on how to complete the training correctly. Please, please be sure to follow the directions so that you get credit for completing the training.

Review of Policies and Procedures – Please see attachment.

Uniform Policy – ALL VOLUNTEERS MUST BE UNIFORM COMPLIANT! NO EXCEPTIONS! After the first Cardinals preseason game against the LA Chargers, we received an email from Craft Culinary Concepts about numerous uniform violations. We had a few members who were not wearing the proper length of pant and too many members to count who were not wearing slip resistant shoes.

We have been stressing the importance of uniform compliance for a long time and there is no excuse for members who are still disregarding the policies set by the venues we volunteer with. Every venue we volunteer at are very strict on uniform policies for both your and their protection.

Uniform violations cause us to lose bonuses, to be fined by the venues, and do not represent the values of our Club. At Cardinals, this season, we have the opportunity to earn a 3% bonus on top of the 1% bonus they have always given us for being in compliance of a list of requirements, such as health code, attendance and punctuality of our volunteers, gate lists received on time, uniform policy, and more. Uniform violations, like the ones at the Cardinals preseason game, will cause us to lose these bonuses. For this reason, we will be very strict about uniform policy going forward. If a member shows up to a venue without the proper uniform, they will be asked to leave and will not be allowed to volunteer until they have purchased the proper uniform items. If you are in need of the proper uniform items but either can not purchase them due to financial reasons or for any other reason you are not able to get them, please speak to any board member. We will do whatever we can to help you and any conversations will be kept private.

Board Announcement - Michelle Buttrum announced her resignation of the WWSA Booster Club Treasurer effective August 16, 2018. She announced her resignation at the meeting, as well as, sending out a letter of resignation to the entire WWSA Booster Club Membership. Resignation was accepted by the 4 remaining Board Members.

## **Calendar:**

Diamondbacks vs Mariners (Levy, Chase) – Fri. August 24<sup>th</sup> – Sun. Aug. 26<sup>th</sup>

Top Rank Boxing (Levy, Gila) – Sat. Aug. 25<sup>th</sup>

Cardinals vs Broncos (CCC) – Thurs. Aug. 30<sup>th</sup>

Sam Smith (Levy, Gila) – Fri. Aug. 31<sup>st</sup>

Diamondbacks vs Padres (Levy, Chase) – Mon. Sept. 3<sup>rd</sup> & Tues. Sept. 4<sup>th</sup>

Diamondbacks vs Braves (Levy, Chase) – Thurs. Sept. 6<sup>th</sup> – Sun. Sept. 9<sup>th</sup>

Cardinals vs Redskins (CCC) – Sun. Sept. 9<sup>th</sup>

Game of Thrones (Levy, Gila) – Wed. Sept. 12<sup>th</sup>

Diamondbacks vs Cubs (Levy, Chase) – Mon. Sept. 17<sup>th</sup> – Wed. Sept. 19<sup>th</sup>

Coyotes (Levy, Gila) – Tues. Sept. 18<sup>th</sup>

Jay-Z & Beyoncé (CCC) – Wed. Sept. 19<sup>th</sup>

Diamondbacks vs Rockies (Levy, Chase) – Fri. Sept. 21<sup>st</sup> – Sun. Sept. 23<sup>rd</sup>

Coyotes (Levy, Gila) – Sat. Sept. 22<sup>nd</sup>

Cardinals vs Bears (CCC) – Sun. Sept. 23<sup>rd</sup>

Diamondbacks vs Dodgers (Levy, Chase) – Mon. Sept. 24<sup>th</sup> – Wed. Sept. 26<sup>th</sup>

Cardinals vs Seahawks (CCC) – Sun. Sept. 30<sup>th</sup>

Childish Gambino (Levy, Gila) – Fri. Oct. 5<sup>th</sup>

Drake (Levy, Gila) – Mon. Oct. 8<sup>th</sup>

Meeting adjourned at 6:48 PM by President Misty Toomey  
Seconded by member Tami Wright-Dabo.

**Next Meeting:** To Be Determined

Location: TBA

Date: 8/17/2018

Signature: *Nicole McCormick*

WVSABC Board Secretary

