Non-Profit Teammate Orientation Curriculum

NPO Process Flow

Guest and Teammates – Service is a Priority

How We Treat Our Fans

Uniform

- Solid black, ankle length slacks – No jeans, leggings, sweat pants
- Shoes – Fully enclosed, Solid black, slip resistant, comfortable
- Solid white undershirt – No logos
- If want warmer undershirt – black, long sleeve
- Hats – AZ Cardinal or non-logo black hat

Things To Bring

- Photo ID
- Stadium Credential
- Food Handlers Card or Certificate
- Wallet and Keys
- Food if necessary
- NEW NFL BAG POLICY – Clear bag no larger than 12X12 (gallon size)

What To Expect

- Allow time to take bus from parking at Ball Park Blvd. and Camelback Rd.

- Everyone needs to be there before General Admission (doors open) – 90 minutes before Kick Off
- Games last approximately 3 hours – Allow 1 more hour for Clean Up, Check Out, Ride back to bus
- First Game you work have photo ID ready for Security Screen area and to pick up new Stadium Credential - Enter by Gate 2
- After Security Screen proceed through Gates and S.A.F.E. member will check your ID (1st time let them know you're new Non Profit person and you'll need to stop at table just past the gates for your new Stadium Credential)
- Go down the escalators
- Get wrist band – If you're working Club Level, make sure you get wrist band for Club Level
- Continue to Non-Profit Check In
- Swipe Badge

Meals

- Provided 1 meal per event – Hot Dog & Soda
- Go to Grid Iron Grill located 102, 213, 444
- No food may leave the stadium
- All soda must be in cup with a lid and a straw
- Meals from home 12 X 12 bag

At The Stand

- All Members serving alcohol must be at least 18 years old
- Food safety – Use sanitizing solution, Use plastic gloves when working with food, keep hair under control, Ice scoops stored in ice bin with the handle sticking up, do not eat in food prep area, lids and straws must be used on all staff cups and stored in a central location in back of stand
- Wash Hands – Common Sense
- Inventory Control
- Distractions, Tips, Lost & Found, Promotional Items
- PLEASE STOP FOR THE NATIONAL ANTHEM

After The Event

- Be sure work area is clean, Each individual must return their own uniform, swipe your badge, Exit through Gate 2 to catch the bus back to the parking lot

Serving Alcohol & The Law

- Service begins at the opening of gates and ends at end of the 3rd Quarter
- Serving Limits/Amounts – 2 Beverages – Not to exceed 50 oz. – No multiple purchases at one time – How many hands do you have? Only one cup per hand PERIOD - Alcohol in guests possession count towards limit
- REFILLING OF ALCOHOL CUPS IS STRICTLY PROHIBITED
- All caps must be removed from bottled beer and anything wine or beer in glass bottle must be poured in proper cup
- All Aluminum Cans must be opened when served

Identification - TARGET AGE FOR CARDING **30**

ALL OF THE FOLLOWING MUST HAVE PICTURE and NOT BE EXPIRED:

- Driver's License or Identification card issued by any state or Canada
- An armed forces ID card
- A valid passport
- *Temporary paper ID's are **NOT** acceptable forms of ID*

ID Verification Tips

- NO ID NO SALE, Photo matches person, Expiration Date, Tampering (curled laminate or raised picture), State Logos (Hologram), Raised DOB on new cards, ID handbook in each stand
- **IS THE CUSTOMER OLD ENOUGH and SOBER ENOUGH – Under no circumstances may alcoholic beverage be sold to a patron under 21 or who appears intoxicated**

Impairment

- Lack of judgment, Lowered or no sign of inhibition, Delayed reactions, Lack of Coordination
- REFUSALS MUST BE REPORTED TO SUPERVISOR

Food Handler's Certificate

Maricopa County requires all food-handling employees to obtain a Food Handler's Certificate. The person in charge at the Food Establishment is responsible for ensuring all food-handling employees obtain this certification.

- The certificate(s) must be visible or readily accessible and kept at the establishment for Health Inspections.
- To obtain a Food Handler's Certificate, you must pass an exam administered by an ANSI-Accredited provider or Alternate Language ANSI-Accredited provider.
- If you volunteer for a Non-Profit Organization or are a student in a Culinary Arts Program you may be eligible for a fee waiver. Fee Waiver Application.
- If you employ individuals with a disability and they perform specific determined tasks of low public health risk you may apply for a Limited Use Food Handler's Certificate ($5/ employee), which is valid for 3 years. Please contact your inspector for assistance with this request.