



**“Food for Funds”
Volunteering at Missouri State University**

Non - Profit Volunteer Guidebook

Welcome to Missouri State University!

. . . and *WELCOME* to the *Ovations* “Food for Funds” program!! We are proud of our professional, knowledgeable and reliable *Ovations* employees and volunteers who ensure that we deliver the highest level of food and beverage service to our guests. As a new volunteer, finding your way around an unfamiliar and complex facility can be challenging and confusing. We would like your volunteer experience here to be rewarding, productive and enjoyable, so we have provided you with a few important guidelines to volunteering at Missouri State that should make the transition easier for you. Please take the time to familiarize yourself with our policies and practices, and feel free to refer back to this guide often. The more you know about Missouri State and *Ovations*, the more enjoyable – and profitable! – your volunteering experience here will be.

Please feel free to contact us directly if you have questions or concerns.

Thank you for helping us create the ULTIMATE entertainment atmosphere!

Adela Generally
Office Manager
(417) 836-3350
AdelaGenerally@MissouriState.edu

Bob Newell
General Manager
(417) 836-3352
RNewell@MissouriState.edu

Tyson Noeth
Operations Manager
(417) 836-3353
TysonNoeth@MissouriState.edu

. . . and the entire Ovations staff!

No statement of policy or practice contained in these guidelines is intended as a contractual commitment or obligation of Ovations LLP to any individual or group. These policies may be changed, amended, added to or terminated by Ovations without notice. In the application of these policies discretion may be used which, by its exercise, may not be deemed as a policy change or precedent.

“The Food for Funds Program”

Ovations Food Services, LP is the concessionaire and catering company for Missouri State. We are especially proud of our unique “Food for Funds” program, which enables local non profit groups to earn a percentage of profits generated in concession locations staffed in part by volunteer workers. This mutually beneficial arrangement aids us in providing top notch guest service, as well as fostering an economically meaningful connection to our diverse community – and it’s lots of fun, too!

In addition to operating all of the concession locations at Plaster Sports Complex, Hammons Student Center, Juanita K. Hammons Hall, and JQH Arena, Ovations also provides a wide range of upscale foodservice options for the suites and club in the JQH Arena.

“Guest Service - Our #1 Priority!”

Delivering world-class sports and entertainment experiences is our goal . . . and YOU are a vital part of the show! Assuring that our guests are satisfied and happy with their entertainment experience at Missouri State is EVERYONE’S job. Being as knowledgeable as possible about parking, layout of the facility, seating, elevator locations, concession venues and themes, menu items, where to get medical attention, etc. is important if you need to answer questions from a guest. Ask our staff to learn more about the facility you will be representing when you volunteer here!

In addition to being able to answer questions about our facility and give helpful directions, it is very important that you are aware of – and practice – our food & beverage guest service philosophy! If the guest is not satisfied with the quality of any menu item, offer a replacement. We do not question the guest’s opinion and strive to ensure they are happy with their purchase. Ovation’s refund and return policy is more restrictive when it comes to alcoholic beverages, and you should get direction from your location manager or Ovations supervisory staff if in doubt about how to handle these situations appropriately and within OLCC guidelines. You will receive more training and help in implementing our guest service policies during the course of volunteering at Missouri State.

“Who Are My Missouri State Contacts?”

The Ovations Office Manager oversees the administration of the Food for Funds program. They handle all contractual matters, scheduling, training and communication between Ovations and the Non Profit Groups, and serve as your partners in ensuring that your time at Missouri State is a fully satisfying experience.

The Ovations staff is here to answer questions, address concerns, provide information, and even just to chat about how you are doing! An Ovations staff member is generally available at all event check-ins or you can contact us via email or phone. We prefer that your Group Leader serve as our primary point of contact, especially regarding contractual matters, compensation, scheduling and reserving training spots. However, if there’s anything outside the scope of what the Group Leader routinely handles, please don’t hesitate to contact us directly:

Adela Generally Office Manager (417) 836-3350
AdelaGenerally@MissouriState.edu

Bob Newell General Manager (417) 836-3352
RNewell@MissouriState.edu

Tyson Noeth Operations Manager (417) 836-3353
TysonNoeth@MissouriState.edu

“How Do I Get to Missouri State?”

We highly recommend carpooling with other volunteers from your group or using public transportation: it is a reliable, hassle-free and easily accessible way to get here. If you choose to drive, please allow plenty of time for heavy traffic, on-going construction in the surrounding area, inclement weather and parking.

“When Am I Supposed to be at Missouri State?”

Your Group Leader will inform you of your arrival time, which will vary depending upon the type of event and the location of your stand. It is very important that you arrive on time! We will not allow latecomers to work (and your group may be docked a \$50 “no show” fee if you are sent away), so please give your-self plenty of time to get here.

“Where Can I Park?”

We are very pleased to be able to offer **FREE** parking for volunteers working events. This is a privilege and should be reserved for volunteers staffing events ONLY. Free parking is available on a first come, first serve basis. There are two areas where free parking is available for events: Bear Park North (on Cherry St.) and Bear Park South (Grand Ave. and Holland St.).

“Where Do I Store My Personal Belongings?”

Ovations Food Services and Missouri State do not provide lockers for personal belongings. All personal belongings need to be kept to a minimum while working at Missouri State. No backpacks or large bags are to be brought into the concession stands at anytime and all bags are subject to be searched by Ovations Management Team. All belongings need to be kept out of the food servicing areas. Please do not bring in laptops or any other personal electronic equipment (ex cameras, MP3 Players, etc.) If these items are brought into the arena they will be kept in the Ovations Office until the end of the evening. Ovations Food Services will not be responsible for any misplaced or missing items.

“What Do I Wear?”

You supply:

- ✓ Black pants or slacks, shorts are acceptable for identified events (shorts must be fingertip length)
- ✓ Tennis shoes (any color if shorts and black shoes if pants)
- ✓ White T-Shirt

We supply:

- ✓ Your Ovations Uniform Shirt

Pants:

- All pants must be dark, black slacks or black jeans worn at the waist and appropriately sized (gray or blue jeans or slacks are not acceptable).
- Pants designed to sag below the hips extending to mid-thigh are not allowed.
- We encourage you to wear belts with garments that require a belt. Belts are to be worn in the belt loops. No part of the belt should be hanging.
- Pant legs cannot be so long that they drag on the ground.
- Pants must be cleaned, pressed, and in good repair.
- Pant legs should be no wider than the length of the shoe.

Shirts:

- White T-Shirts (size appropriate).
- The shirt will need to be clean
- Only plain white t-shirts may be worn underneath your uniform (no writing).

Hats:

- No head coverings including baseball caps, stocking caps, scarves, picks, and bandanas are permitted.

Shoes:

- Shoes must not present a safety or health hazard. Tennis shoes or other closed toed/heel rubber-soled shoes are required.
- Sandals and other open-toed or open-heel shoes are unsafe and are not permitted.
- Please see your group leader about specific uniform questions.

Work attire shall be modest, neat, clean, and in keeping with health, sanitary, and safety practices.

NFP group members who come to work in violation of the dress code will not be permitted to work the scheduled shift.

Grooming Standards:

Adhering to our grooming and personal cleanliness standards contribute to the morale of all employees and volunteers and are an important part of the business image we present to our guests.

- **Hair:** Hair will be neat, clean, and present a groomed appearance. Long hair must be properly restrained to keep hair back and away from the face. Glitter, feathers, beads, and barrettes are not permitted.
- **Facial Hair:** Beards, goatees, and mustaches will be short in length and be neatly trimmed and groomed. Sideburns should not extend below the bottom of the earlobe and will be neatly trimmed.
- **Fingernails:** Fingernails must be neat and clean at all times.
- **Cologne/Deodorant:** Due to close contact with guests, coworkers and other volunteers, the use of deodorant or antiperspirant is required. The use of heavy colognes or perfumes is not acceptable. A light after-shave or perfume will be allowed.
- **Jewelry:** Jewelry should be minimal to prevent a safety hazard in the work environment.
- **Sunglasses:** Sunglasses are for outside, daytime use only.
- **SMILE...Be Friendly – You are part of the show and your smile Is an important part of your uniform!**

Chewing gum is NOT allowed!

“How and Where do I Check-In for My Volunteer Shift?”

Plaster Sports Complex (Grand Ave.): Enter through the Southwest exterior doors (near the racquetball courts).

Hammons Student Center (Holland St. & Harrison St.): Enter through the Northwest doors

Juanita K. Hammons Hall (John Q. Hammons Pkwy & Cherry St.): Enter through the South doors located by the circle drive (off Cherry St.)

JQH Arena (John Q. Hammons Pkwy & Harrison St.): TBD

“Exiting the Facility at the End of the Event:”

At the end of the event, return any items issued to you for the event to their appropriate location. Then go directly to the office to check out. Make sure that if a shirt was checked out by your group members, that it is returned that evening or you will be charged for the shirt, even if it is returned after the close of the event. After you have checked out for the event you must exit the building. Exit through the doors that you entered the building at the beginning of the event.

“Evacuation Plan:”

Evacuation Plans are located on the inside of the doors to each Concession stand. If you are unsure about the evacuation plan for your location contact an Ovations Food Services Supervisor or your location leader prior to the event.

“Restricted Areas:”

Missouri State hosts many events where high profile artists, performers (includes animals), athletes and celebrities are in attendance. It is very important, due to the nature of our business, that the privacy and belongings of these individuals or groups are respected. During concerts and other performances restricted areas will be set up to ensure that the privacy needs of these guests are met. During basketball, hockey or any other sports game locker room areas will be reserved for the athletes, coaches, trainers and other designated essential staff. Most of these areas will be marked. You should not go anywhere in the facilities other than your specific work area without specific permission. All areas are restricted, except for the main arena and employee entrance. If an area is restricted, please do not enter and listen to the security staff. Contact a member of the manager team with any questions in regards to restricted areas.

DO NOT ASK ATHLETES, ARTISTS, PERFORMERS OR ANY OTHER CELEBRITY FOR PICTURES, AUTOGRAPHS OR MEMORABILIA. If any group member violates this policy, the group member will no longer be able to work with Ovations Food Services here at Missouri State and the group will be fined \$100.00.

“How Do I Know When I’m Scheduled?”

Non Profit Availability calendars will be sent out the beginning of the season. The current month’s calendar will also be available at the sign in area. The calendar will list event start time and show-up time for volunteers. Event updates will be emailed during the season. It’s the group leader’s responsibility to update their calendars.

After taking staffing needs and volunteer availability into account, our Office Manager will equitably distribute the open opportunities among all groups and email or fax event confirmations to the Group

Leaders. It is the Group Leader's responsibility to inform individual volunteers of the events they will/will not be working.

Due to the ever-changing nature of the sports and entertainment industry, we can at times, only confirm events two weeks out. We make every attempt to give the groups as much advance notice as possible, but sometimes last minute changes in staffing, arrival times or an increase/decrease in the number of volunteers required, occurs.

Being flexible and adjusting to change is an important part of being a successful (and profitable!) Non Profit group – and we want to say “Thanks!!!” in advance for your patience, flexibility and ability to “go with the flow”!

Tip: Monthly calendars are available at the Ovations Main Office. The calendars are a great way to help group members plan several months in advance for events at Missouri State. We recommend that group leaders and their members pick-up the monthly calendars, which show events for the current month and upcoming month, to help plan ahead when requesting events each month.

“What Do I Do If I Can't Work the Event I Signed Up For?”

The procedure for handling this issue is strictly up to each individual group. While we understand that work and family matters occasionally necessitate a quick change in the most carefully-laid plans, we also expect the Group Leader to have a contingency plan in place for covering last-minute emergencies. Providing the total number of volunteers confirmed for an event is a critical component to assuring that the highest levels of guest service are met. Per our compensation agreement with Non Profit Groups (more detail about this later), Ovations Food Services will deduct \$25 per absent volunteer from the group's earnings. Many of our groups make the volunteer accountable for this loss in revenue.

*****Check with your Group Leader regarding what to do or who to call if you find yourself unable to follow through on your volunteer staffing commitment BEFORE THE DAY OF THE EVENT!**

“Where is my Work Location?”

This information will be provided to the Group Leaders in advance. The day of the event it will be posted at the sign in area and listed on the bulletin board outside of the office.

“What do I do once I get to my location?”

Once you have reached your location for the event, you will need to begin a number of tasks to prepare for the event. First, make sure all of your equipment is turned on and working properly. You will want to start counting inventory for your beginning counts for the evening. Tip – start counting your meat first so you can start preparing those items. Second, familiarize yourself with the location's set-up. Look over your red notebook to make sure you are aware of the event outline, coupons, updated information, changes, or requests for the event. Third, you will need to begin preparing the location for the event. The group leader will assist in defining necessary tasks for the location's set-up. A designated group member will need to take responsibility for the money and verify the amount of money in the bank and begin stocking the tills (this should be designated by your group leader prior to each event).

Watching events: The inside part of the arena is restricted. **DO NOT** enter the seating area to the arena unless you are a ticketed guest.

“Where can I get help during the event?”

Our goal at Ovations Food Services is to provide superior service in a top quality work environment, everyday! We have Supervisors working each event that is available to address any concerns or provide assistance to you and your group. You can reach the Supervisor either by stopping them on the concourse (we spend a lot of time touring the different locations) or calling the Ovations Food Services Money Room by picking up your phone in the concession stand and request to have a leader on duty or manager stop by your location. Make sure that you leave a contact name and concession number when you call. We want you and your group to have the best experience here at Missouri State.

“Where Can I Smoke?”

NO SMOKING - Smoking is not permitted anywhere within Missouri State venues. You can only smoke on your break (“smoking breaks” are NOT to be taken in addition to your break). The designated smoking areas are 50 feet away from each venue’s entrance.

If you take a smoking break, you must leave your Ovations shirt in your concession stand or portable. If you are working by yourself at a portable, you must either have another group member take over for you on your break or an Ovations Supervisor.

Contact the Office Manager if you have any questions or concerns regarding this volunteer and employee smoking areas.

“I’m Hungry! Volunteer Meal Items”

- Both Ovations Food Services employees and Non Profit Volunteers are entitled to **1** free employee meal items per shift at designated Concession stands.
- Meal items are to be taken from the location you are working in. All employees working a portable location are permitted to go to a concession stand for and employee meal item. Another NFP volunteer should cover the portable during your break. If no one is available, an Ovations Supervisor must cover the portable. The location and meal item will be written on the coupon by the group leader and signed by the employee or group member.
- If you choose to have other items, other than the Employee Hot Dog and/or Pretzel, you will have to purchase those items.
- Volunteers are allowed a 15-minute break per 4-hour shift. Please do not take your break during ingress or intermission for an event.
- Allowable meal items are listed in each Concession stand. If you do not see an item listed, it’s not considered a meal item.

“Safety: What Do I Do if I’m Sick or Injured?”

Report all workplace accidents or injuries to your Ovations Food Services Management staff immediately, no matter how small! If you need to see a medical technician, first aid stations are located throughout Missouri State venues. Medical technicians are on-site during events only.

*****If you require medical attention at one of our First Aid Stations please inform Ovations Personnel that you are a volunteer *NOT* an employee. Worker’s Compensation coverage does not apply to volunteers.**

“What happens when my location closes?”

The Ovations Food Services Management will notify the group leader when to close your location. Once this is done the group will need to finish serving any guests in line, then roll the location doors down to approximately a foot above the counter. Each location has a list of tasks that need to be completed prior to leaving. The checklist is in the binder and must be completed before leaving the stand for the night. Group Leaders will assist with assigning closing tasks for the group. The designated group member responsible for the money will take the bank down to the cash room **AS SOON AS THE STAND CLOSES**. The remaining group members will begin cleaning and preparing the location for the next event. Some closing tasks include: counting ending inventory, moving condiment units back into the location and cleaning them, sweeping and mopping the floor, emptying trash containers, cleaning counters, soda and beer stations and turning off equipment. It is important to follow the appropriate closing procedures in order to provide groups or employees working the location for the next event a clean and safe environment. A night leader will come by to check the location and release the group for the event. Remember to return your Ovations Shirts to the Check Out Station. Make sure that you exit the facility the same way you entered.

Alcohol Service “

When the JQH Arena opens in November of 2008, we will be serving alcohol for non-University events. **ALL groups participating in the Food for Funds program must be able to serve beer.** We recognize that this is a major change going forward and there will be more details as they come available.

“How Do We Figure Out What We Earned?”

Non Profit Groups are paid a percentage of the sales in their concession location. Earned compensation is calculated from net sales less any fees or deductions, and multiplied by the percentage unless a flat fee amount is applicable.

The compensation schedule (Schedule A in your group’s agreement) is as follows:

Groups will be paid 10% of sales in permanent concession stands OR \$100 minimum per group *WHICHEVER AMOUNT IS GREATER*.

The following adjustments may be deducted from the group’s compensation for policy or contractual violations:

- In the event the Non Profit Group has not provided the number of volunteers required in the applicable location(s) for the event type, Ovations Food Services will deduct \$25.00 from earnings per absent or sent home volunteer. Ovations Food Services reserves the right to supplement volunteer staffing shortages with Ovations Food Services employees at its sole discretion to ensure proper staffing levels.
- If a work area or equipment utilized by a Non Profit Organization is left unclean, a cleanup fee of \$50.00 will be deducted from earnings.
- All shortages will be deducted from earnings.
- Any damage to equipment or property caused by a volunteer will be repaired or replaced, as necessary at Ovations Food Service’s discretion, and the cost of such repair or replacement will be deducted from earnings. (ex. Credit Card Machine)
- All reissued checks to Non Profit groups will reflect a \$25.00 service charge plus stop payment charges, if applicable.
- If a NFP Group is a “No Show” for an event they were scheduled to work, Ovations Food Services has the right the terminate the contract immediately.

“How Much Money Will Our Group Earn?”

That depends on how many volunteers are required to staff your stand, which stand you're in, what the attendance of the event is and, of course, how hungry or thirsty our guests are. Your group's total earnings for the year will also depend upon how many events you worked and how many volunteers from your group worked at each event.

Responsible Volunteer Tips:

Teamwork:

Teamwork is a very important part of a successful volunteer's experience at Missouri State. Teamwork also enables our staff and volunteers to meet and exceed the expectations of our guests.

Grievances:

Ovations expects that people will experience challenges from time to time and wants to ensure that they are resolved quickly. If you have a problem or a complaint during an event, you should first discuss it with an Ovations Supervisor. If you are not satisfied with the response, you should discuss it with your group leader or the General Manager.

Harassment and Discrimination Policy:

Harassment and discrimination is prohibited at Missouri State. At no time should an employee or volunteer harass or discriminate against another employee, volunteer or guest based on sex, race, religion, disability or any other reason protected by local, state or federal law. All intentional or unintentional harassment or discrimination will be viewed as a serious violation of the company policy.

“Health and Safe Food Handling Practices:”

1. Do not prepare or touch food after handling money. **ALWAYS** wash hands before and after handling food, using the restroom, and smoking, coughing or handling raw meat.
2. General cleanliness guidelines should be followed at all times including keeping your hair under control.
3. Do not work if you are sick or have an infection.
4. Wear gloves when you have direct contact with unwrapped food products.
5. Always tell the person near you where you are in relation to them (i.e. “Behind you.”). Just because you are right behind someone doesn't mean they know you are there.

“Guest Service and Courtesy Guidelines:”

1. **SMILE!** Greet each guest with “Hello! May I help you?”
2. Speak clearly and not too fast.
3. Have a positive attitude.
4. Treat each guest as an individual.
5. Don't interrupt the guest. Listen carefully. Repeat the order back to the guest to verify.
6. Suggest the purchase of another item.
7. If there are multiple items or more than the customer can carry, place the items in a carrying tray.
8. Tell the guest the total of the order and count back change.
9. End each transaction with “Thank You! Enjoy the show/game!”
10. **SMILE and HAVE FUN!**

Thanks for participating in the “Food For Funds” program! We welcome your suggestions to improve or enhance any aspect of our program or operation – please forward your feedback to the Office Manager.