

Levy Restaurants

Non Profit Volunteer Program Overview

The Bradley Center

2009-2010 Season



Levy Restaurants

Did you know that every concession stand at The Bradley Center is staffed by a Non-Profit Organization?



The next question should be ...



How does my organization get involved?

This packet will give you all the information you need to know to become part of the Levy Volunteer Team at The Bradley Center.*

If you have any questions, please contact:

Dawn Rice
Non-Profit Group Coordinator
414-219-8431
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- Please note that this packet provides a general overview of the Non-Profit Volunteer program. The actual terms, conditions and requirements for Non-Profit groups are contained in the Non-Profit Services Agreement. If anything in this packet is contrary to the terms of the Non-Profit Services Agreement, the terms of the Non-Profit Services Agreement shall prevail.



Who Is Levy Restaurants?

Since its entrepreneurial founding in 1978, the Company has grown from a single delicatessen in Chicago, to an industry-leading food organization. Today, as a result of its commitment to its restaurateur mindset, Levy Restaurants has been recognized as one of America's fastest growing companies in its industry, with one of the most diverse portfolios that celebrates food in restaurants, sports stadiums, arenas, convention centers, zoos, racetracks, and music festivals in every major market.

Levy Restaurants at The Bradley Center

Bradley Center accommodates 18,600 for basketball, 17,800 for hockey, 20,000 for concerts. It is home to NBA's Milwaukee Bucks, Marquette University Men's Basketball, and AHL Milwaukee Admirals Hockey. There is always something going on at the Bradley Center and Levy is the Premium Food & Beverage Service provider for all events. Levy's services cover all areas from Concessions to Suites & Catering.

Our Vision – The Levy Difference

As a family of passionate restaurateurs, we live "The Levy Difference" by creating great restaurant experiences wherever our innovative approach might take us.

Our Values

There are three Levy Values that guide everything we do – family, passionate, and restaurateur.

Our Customers

As restaurateurs, we never forget the value of each customer and how important it is to continuously focus on what they need, and anticipate what might make their overall experience enjoyable.

Non Profit Organization Expectations

Being a part of the Levy Volunteer Team at The Bradley Center is a season long commitment. There are minimum expectations that we ask of each organization so that we may provide consistent service to all of our guests. All minimum expectations must be met prior to allowing an organization to participate in an event.

Event Requirements

All organizations are encouraged to work 12 -24 events during the season. There are incentive bonuses for those organizations willing to sign and fulfill a completed contract of 24 events.



Volunteer Requirements

All volunteers must be at least 18 years of age to participate. Most of our locations are of the “Classic” variety, which require 16-18 people per event.

Stand Type	Description	Number available	Minimum Volunteer Requirement	Minimum Adults (18 years+)
Classic Stands	Full size permanent stands that sell food, beverages, & beer	9	17	Must all be adults
Specialty Stands	Full size permanent stands that sell specialty food items, beverages, & beer	3	10	Must all be adults

We have something for every size organization, large or small. If you know of another organization that you would like to partner with to fill a stand please let us know. If your organization has enough volunteers to fill more than one stand we can certainly look at doing that as well.

Paperwork Requirements

Each organization must have all necessary paperwork completed and turned in before participating at any event. The required paperwork is outlined later in this packet. All paperwork must be completed prior to volunteering at your first event.

Training Requirement

All volunteers must have completed a thorough training program before being able to participate at an event, this includes but not limited to Creating Legends, Regulatory Compliance Alcohol Services, and Non-Profit/Concession Training. Several training sessions are provided prior to the beginning of the season and others are scheduled periodically throughout the season as needed. The required training is outlined later in this packet.

Uniform Requirements

Each organization will be responsible for making sure that their volunteers are in proper uniform one hour prior to gates opening. The proper uniform consists of:

- * Levy issued shirt & hat– clean and neat
- * Black or Khaki Pants, or Capris - Jeans, Cut-offs, Shorts, and Sweat Pants are **STRICTLY FORBIDDEN**
- * Closed toe, rubber soled shoes, (slip resistant shoes preferred) – in good condition (no holes) Sandals are **NOT** permitted.
- * Hair that is shoulder length or longer must be pulled up.

Levy will provide the shirt on event day. All organizations will be issued a set of hats based on the size of the contract at the beginning of the season at no cost. Additional hats are available for \$5.00 each. Anyone not in proper uniform may be asked to leave to change.



Stand Assignments

The assignment of stands is in Levy's sole discretion and based on prior volunteer history and current commitment and performance. No one is guaranteed a stand placement. Game day assignments may not be released prior to the event.

Required Paperwork

The following outlines all of the paperwork that must be completed or provided before participating in your first event:

Non Profit Tax Exempt Status

Each organization must certify that they are a Not-For-Profit, tax exempt organization as defined by the Internal Revenue Service Section 501(c)(3) of the Internal Revenue Code. The group must provide a Letter of Determination recognizing the organization as tax exempt. Churches and schools may provide a Letter of Determination or State Exemption certificate. If the group name does not match the name on the certificate or Letter of Determination, additional documentation will be required.

Group Insurance Requirements

Each organization is responsible to provide insurance coverage as set forth in the Non-Profit Services Agreement. The organization must provide a certificate of insurance that will be kept on file for the duration of the contract.

Each group is also responsible for carrying Liquor Liability and Workman's Comp insurance, with a copy of file as outlined in the Non-Profit Services Agreement.

If the organization is not able to provide the required Liquor Liability or Workman's Comp insurance, 2% of net sales will be deducted on an event basis. This information must be on file before the first contracted event to be valid.

Non Profit Group Service Agreement

Each group must sign an agreement that outlines the policies and procedures that must be followed. The group must also provide on this document their Federal Tax Identification Number.

Letter of Intent to Volunteer

All non profit group members must sign a written statement declaring their intent to volunteer and donate their services and to follow all policies, and procedures daily, upon entrance to the facility. **All volunteers must sign this at every event.**

W-9

All organizations must provide a completed W-9 to receive payment.



Age Requirement

All non profit volunteers must be at least **18** years of age to participate at the Bradley Center. No one under the age of 18 is allowed entrance into the building without a ticket to the event. They will not be allowed to enter the building until the gates are opened to the public. Each volunteer may be required to present a valid picture ID (showing date of birth) upon entrance.

Training Requirements

To insure great guest service each organization is required to have its volunteers attend a series of training before participating at any event. It is recommended that all volunteers that may potentially participate throughout the season attend the training provided prior to the start of the season as the sessions provided during the season will be limited.

Group Orientation & Training

All new volunteers must participate in one 2-3 hour session as part of their orientation to the stadium and training.

This session will include an introduction to The Bradley Center and Levy Restaurants and all of the policies and procedures. We will also cover food service and safety, the responsible sale and service of alcohol, and guest service.

Operational Training

This training is mandatory for all new group leaders (or groups that did not participate in the prior season) and their designated inventory and money people. This session consists of hands on training of the operation of a concession stand. This includes food preparation, equipment usage, safety, register operation, and paperwork completion. This training is optional for all other volunteers.

Regulatory Compliance Services: Alcohol Training

All volunteers must participate in a training session either through online training or as part of the Group Training/Orientation process. This training must be repeated annually. The following topics will be covered:

1. Proper Identification Checking/Minors
2. Intoxicated Patron/Intervention
3. Illegal Drug Activity Prevention
4. Responsible Service of Alcoholic Beverages
5. Local & State Laws/Ordinances
6. House Policies
7. Proper Management Practices



2009-2010 Donation Structure

Outlined below is the donation structure for the 2009-2010 season. This structure applies to all events. Levy management reserves the right to add additional bonus criteria to special events.

Standard donation payout

Concession Stands & Beer Portables

Classic Stands	12%
Specialty Stands	10%
Portables	8%

**Please note: Group will be deducted 2% for Food and non-alcoholic beverages net sales and 2% for alcoholic beverages if the organization can not provide the insurance requirements set forth by Levy Restaurants*
Levy utilizes an inventory based cash control system. Group donations may also be reduced by cash shortages.*

Additional Incentives for 2009-2010

Groups will be paid an additional 1% commission if all volunteers are in their assigned locations, in proper uniform (shirt, hat, black/khaki pants, non-slip shoes), ready to serve our guests by the assigned Gate Opening Time, have completed the NRA alcohol training, and have all 8 points of sale open at "peak" sales times. All volunteers must go through our Group Training (2-3 hours) prior to working. If volunteers have not participated in the training, this additional 1% commission incentive is not applicable due to additional training and guidance required by our stand managers.

Groups that contract for a full-schedule of 24 or more events will be paid an additional 1% commission for every event worked past event number 12. Example: Classic stand pays 12% for events 1-12, but pays 13% starting at event 13. This is not retroactive.

Payment Structure

In addition to the standard donation payout, each group is eligible for incentive bonuses on an event by event basis. The total incentive amount will be paid to the group on the current event check. The Levy Concessions Supervisor will be responsible for recording and signing off if the bonus criteria were met at the designated time. This will be turned into the Volunteer Coordinator at the end of the event. The Volunteer Coordinator and other members of the Concession Management team reserve the right to override the decision of the supervisor on all bonus decisions.

Parking

Parking is provided for all Non Profit groups at the Bradley Center. However, space is limited and we encourage you to car pool. Each organization receives 4-6 parking passes per event. The parking structure is located on 6th & Highland.

Levy Restaurants

Payment Criteria –

Requirement	Payout
Sales per location	Classic Stand 12% of net sales Specialty Stand 10% of net sales Portable Location 8% of net sales
Mandatory minimum staffing in uniform requirement must be met prior to gate opening	1% of net sales
Event 13 or more on a full-contract of 24 events	1% of net sales
Special bonuses – as scheduled	Will vary from event to event

Donation Payout Example

Total Gross Sales: \$5205.75

	Gross Sales	Tax	Net Sales	% Earned	Donation	Uniform Bonus	Full-contract
Base Donation							
Food Sales	5205.75	351.45	4883.90	12%	586.07	48.84	48.84
Total Commission Earned = →							\$683.75

2% will be deducted from Net Sales if the organization can not provide the insurance requirements set forth by Levy Restaurants.



Non Profit Organization Profile

Organization Name: _____

Address: _____

Federal Tax ID: _____

Brief description of purpose of organization: _____

Group Leader:

Name: _____

1st Phone: _____ 2nd Phone: _____

E-mail: _____

Secondary Contact:

Name: _____

1st Phone: _____ 2nd Phone: _____

E-mail: _____

How many years has your group been active? _____

Has your group volunteered at the Bradley Center in the past? _____

What is your group's fundraising goal for this year? _____

Where did you hear about the Volunteer Program? _____

Mail to: Dawn Rice, Non-Profit Group Coordinator, 1001 N. Fourth Street, Milwaukee, WI 53203

Fax to: Dawn Rice, Non-Profit Group Coordinator, (414) 219-8448