



# **FARGODOME**

## **Food & Beverage**

### **Nonprofit Manual**

**FARGODOME**

**UPDATED: 08/01/2023**



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## **INTRODUCTION**

FARGODOME is a multi-purpose facility with a focus on entertainment, sports, and trade shows. The arena opened on December 2, 1992. It is located approximately five minutes north of the downtown business district on the campus of North Dakota State University and is the primary venue for activities and entertainment in the city of Fargo. The facility seats 18,500 for football games and 7,000 for basketball games. It can accommodate up to 21,500 patrons for concerts, family shows and other events, as well as offering over 115,000 square feet of exhibit space for trade and other flat shows. FARGODOME is home to the nine-time defending National Champions of the NCAA Division I Football Championship Subdivision, North Dakota State University Bison football program. Gate City Bank Field was installed in 2012 and provides a state-of-the-art football playing surface and eases conversion from football to other events.

This document, to the best of our ability, serves as an outline of what is expected by nonprofits and employees; and is in no way intended to be an exhaustive list of responsibilities or duties. Policies and procedures are subject to change. This manual will be reviewed at least once yearly and updated, incorporating any new policies and/or procedures.

This document supersedes any previous communications, written or oral, of date printed.

## **Nonprofit Requirements**

All Nonprofits who wish to fundraise at the FARGODOME are required to be a 501(c)(3) organization, tax exempt. Nonprofits will be required to follow all policies, procedures and emergency preparedness found within this manual. Failure to follow the approved policies and procedures may result in termination of your nonprofit's eligibility to participate in future fundraising events.

## **Contact Information**

<b>Name</b>	<b>Phone</b>	<b>Email</b>
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FARGODOME Administrative Office	(701) 241-9100	



## Stand Types

- Permanent Stand:** A brick and mortar stand which was designed with the building and location does not move.  
This stand will require 6 – 8 workers to operate efficiently.
- Portable Stand:** A non-brick and mortar stand designed to move based on the needs of the event.  
This stand will require 2 – 4 workers to operate efficiently.
- Bottle/Keg Stand:** A non-brick and mortar stand designed to move based on the needs of the event and only serves alcohol, bottled, or canned beverages.  
This stand will require 10 – 12 workers to operate efficiently.

- *Depending on the event, the stand worker requirement listed above may increase or decrease. This will be communicated to you by the food & beverage department if it pertains to any events you are working.*

## Definitions

### **Food & Beverage Manager:**

The person responsible for all items related to food & beverage at the FARGODOME. This includes, but is not limited to concessions, warehouse, suites, catering, and meeting rooms.

### **Concessions Manager:**

The person responsible for all items related to concessions at the FARGODOME. This includes being the direct contact for nonprofits, part-time concession workers, and warehouse.

### **Stand Assistant:**

The FARGODOME employee designated to assist stands during an event. This person will be the direct contact for the stand leader and will request additional inventory from the warehouse, ensure the stand is operating efficiently, serve-safe food procedures are being followed, and cleanliness of the stand during and after the event.

### **Stand Leader:**

The nonprofit worker designated to be in-charge of all workers at a specific stand. They will ensure the stand is set up and ready at least 15 minutes prior to doors opening, communicate all needs to their stand assistant (inventory, mechanical issues, etc.), and will be responsible for all cleaning required at the end of the event.

**The stand leader cannot be the same as the money person.**

### **Money Person:**

The nonprofit worker designated to be in-charge of the money for a specific stand. They will ensure the bank bag has the correct starting amount, the tills have been funded, the money pull is done on time, accurately and will bring the money back to the money room, count and turn it in at the end of the event. They will also ensure all money is faced and neatly stacked/bound in their money bag prior to turning the bag into the Money Room.

**The money person cannot be the same as the stand leader.**



***Workers:***

The nonprofit volunteer(s) or any FARGODOME employee who will be operating the stand. This position will serve, cashier, and/or prepare food as the needs of the stand arise. All workers will report to the stand leader.

***Money Room:***

The area inside the Food & Beverage office where all cash is counted and recorded for each stand per event. This is a secure room, no unauthorized personnel are allowed to be in the money room, unless escorted by the food & beverage manager or concessions manager.

**At no time should money be counted in a stand or within the eyesight of a customer!**



## CORE VALUES

**Customer Satisfaction** – we strive to meet or exceed the needs and expectations of our customers who attend events at our facility by providing consistent & reliable service while continually adapting & improving to meet changing needs.

**Safety** - we will conduct ourselves in a manner to reduce the risk of personal injury and property damage to our employees, nonprofits, & customers.

**Integrity** –we will consistently conduct ourselves honestly, truthfully, ethically, and respectfully, professionally, and take responsibilities for actions to support the activities of the FARGODOME.

**Teamwork** –we will agree to work together to accomplish organizational goals through open, effective communication, respect others’ roles, opinions, & diverse talents, and support the objective of those in authority.

**Respect** –we will treat each other and customers in a respectful manner.

**Honesty** –we will be open, truthful, sincere, and fair in all interactions with fellow employees, customers, and those in authority.

**Accountability** –we will take responsibility for our decisions and actions following the rules and doing our job to the best of our ability and report opportunities and problems when they occur.

**Balance** –we will achieve job satisfaction and personal health and wellness by effectively managing the demands of our personal and professional lives.

**Competence** –we will accept responsibility and seek out additional training to ensure being successful in our role.



## **POLICIES**

### **Advertising**

Anyone requesting to place advertising at the FARGODOME must be directed to the marketing department. Nonprofits and employees are responsible for notifying FARGODOME staff of any disruption or mutilation of advertisements or signs.

### **Dependability**

Being dependable is of the utmost importance. The Food & Beverage office has confidence in you, and your ability to be on time for each event you are scheduled for. If you cannot attend work, or if you will be late, you must call your Nonprofit or supervisor.

IT IS A FARGODOME FOOD & BEVERAGE POLICY THAT IF A NONPROFIT OR EMPLOYEE DOES NOT SHOW UP FOR WORK AND DOES NOT CALL IN ADVANCE, THAT NONPROFIT OR EMPLOYEE MAY BE TERMINATED.

### **Entry Policy**

Every person must have a ticket, pass, or credential to gain entrance into the FARGODOME. Nonprofits credentials are valid only at the employee entrance, unless otherwise specified for a specific event, next to the receiving door on the North side of the FARGODOME and are supplied via the nonprofits gate list; gate lists must be provided at least 48 hours prior to the event.

Everyone is subject to a reasonable search and inspection of any items they are carrying into or out of the FARGODOME.

The following items are prohibited from being brought into the FARGODOME:

1. Coolers, bottles, cans, thermoses, or projectiles of any type.
2. Weapons, guns, knives, or weapons of any kind.
3. Recording devices, cameras; other than your cell phone.
4. Horns, noisemakers, whistles, or other items of a similar nature.
5. Drugs or paraphernalia, other than those of which you have a current prescription for.
6. No banners of any kind.

*Bottles, cans, and thermoses may be allowed while working.*

### **Family / Friends**

Family and friends must have a ticket to enter the building and may not enter the facility until the doors are open, and they must enter through the same doors as the general public.

### **Time Clocks / Sign In**

When arriving for your shift enter through the employee entrance located next to the receiving door on the North side of the FARGODOME.

Please check in with the attendant or use the employee phone to call your supervisor.



**Nonprofits:** The money person must report to the concessions office to check in. All other workers should check the stand schedule outside the concession's office and report to their assigned stand and check in with their stand leader. FARGODOME provides a Nonprofit sign in sheet, located on the stand clip board, please use this sheet to sign in.

## Electronic Use

Nonprofits or employees may not use any type of headphones, cellular phone, or cellular phone accessory while visible or assisting a customer at a concession stand. Such devices may only be used while they are on a scheduled unpaid break, or in an emergency.

The term "cellular phone" includes, but is not limited to cell and mobile phones, mobile or other electronic devices for personal communications, handheld or hands-free electronic devices, ear buds, blue tooth, voice recognition, etc.

## Handheld Radio

Two-way radio etiquette does not only display good manners, but also displays professionalism and can inform others through communication. Humor, personal information, and long conversations have no business being transmitted over airwaves. Two-way radios are meant as a shared communication tool for all to use, not just you.

When using the two-way radio, you should hold the microphone approximately 2-3 inches from your mouth. Press the talk button for 1 second before speaking. Speak clearly and evenly to allow your message to be heard. Clearly identify who you are and who you are contacting. Example: "Stand Manager (x) to Warehouse". Wait for the person you are trying to contact to respond, you may need to give them a few seconds. Once a conversation between two people has started, allow them to finish their conversation before using the radio.

The Federal Communications Commission (FCC) forbids the transmission of "sound effects (music, whistling, etc.) or obscene, profane, or indecent words." Also avoid noises strictly intended to attract or cause alarm. Any nonprofit or employee who directly violates an FCC regulation will be disciplined immediately with the possibility of termination.

Two-way radios are open to public frequencies and may include accidental listeners. These listeners may not recognize humor or find any other non-professional conversation over the radio appropriate.

## Loitering

Workers may not loiter in or around the FARGODOME at any time. When your shift is completed, you must leave the facility. Anyone who finds a place to watch the event, unless you have a valid ticket, will be escorted out of the facility and may be terminated from working future events at the FARGODOME.

## Lost and Found

Workers must turn any items found into the Guest Services desk or their supervisor during the event, or the administrative office during any non-event.



**Lost Children**

All lost children should be taken to the Guest Services Desk. Children will be seated behind the desk if parents are looking for missing children. All radio channels will be notified when lost children have been brought to the Guest Services desk. Children will be held there until an appropriate time that an announcement can be made and once the child has been reunited with parents all clear should be given over all the radio channels.

**Personal Hygiene**

Emphasis on personal hygiene is a fundamental responsibility of the food service worker. Workers should not have to be told to maintain clean hands or shower daily. The following list exemplifies casual occurrences which may lead to food contamination:

- A. Rubbing the nose or ear.
- B. Scratching the scalp or running hands through hair.
- C. Fingering a pimple or infected area.
- D. Coughing or sneezing.
- E. Use of a handkerchief.
- F. Handling money, smoking a cigarette.
- G. Hand contact with unclean equipment, rags, soiled clothing.
- H. Handling raw food, particularly meat and poultry.

Most dangerous acts can be overcome by thorough and frequent hand washing. More serious situations are to be brought to the attention of the Food & Beverage Department.

- A. Respiratory illness -- coughing -- sneezing.
- B. Infected cuts and sores.
- C. Burns
- D. Gastrointestinal ailments.
- E. Fever

The guest's health is literally in your hands. Ornate rings, dangling bracelets, or other easily soiled personal decorations attract and transmit bacteria and are not to be worn. Fingernails are to be kept short and clean.

**REMEMBER, HANDS THAT HAVE TOUCHED CONTAMINATIONS MUST NEVER TOUCH FOOD!**

**Property / Equipment**

Property and equipment (i.e. uniforms, keys, radios, etc.), will not be used for any other purpose than what has been designated by the FARGODOME. All Nonprofits and FARGODOME employees are personally responsible for property issued to them. If any part of the issued property is lost or stolen, it must be reported to their supervisor immediately.



**Professional Conduct**

As a Nonprofit or FARGODOME employee, your ability to serve customers with a pleasant attitude and in an efficient manner is very important. If it is felt that you do not measure up to FARGODOME standards, termination may be recommended.

While operating a concession stand, Nonprofits and FARGODOME employees may not smoke, drink, or eat; non-mood-altering drinks (water, coffee, soda) may be consumed if they are covered. Workers will not give out food or beverages to any customer free of charge.

Never ask for autographs, meeting the performers or asking to have your picture taken with the performer(s).

**Promotions or Give-A-Ways**

All nonprofits and FARGODOME employees are disqualified as participants in any promotion or giveaway during any event they have not purchased tickets to.

**Gratuities**

Intentionally left blank.

**Re-Entry Policy**

FARGODOME has a standard no re-entry policy; however, certain events may allow re-entry. If you need to leave the FARGODOME during an event, check with your supervisor if you will be able to re-enter if needed. All re-entries will occur at the employee entrance, next to the receiving door on the North side of the building.

**Reporting (Complaints, Incidents, or Maintenance)**

Nonprofits and FARGODOME employees must report any complaints, incidents, or maintenance issues to their supervisor and/or Food & Beverage office.

Below are some examples of reporting which may occur. If at any time you are unsure if you should report something, notify the Food & Beverage office.

***Customer Experience:***

In the event a customer becomes upset or unruly, report to security or your supervisor immediately. Notify the Food & Beverage office when able.

***Nonprofit or Employee concerns:***

If a Nonprofit or FARGODOME employee is having difficulty with concession related issue you must report to your supervisor and/or the Food & Beverage office.

***Maintenance Defects:***

If a Nonprofit or FARGODOME employee is aware of a maintenance concern, they must report all relevant information regarding the issue to their supervisor and/or the Food & Beverage office.



***Software Defects:***

Nonprofits or FARGODOME employees who encounter issues utilizing any of the software needed to complete their job must report the issues to their supervisor and/or the Food & Beverage Office.

**Service Animals**

Under the ADA, a service animal is defined as a dog that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person's disability. If they meet this definition, animals are considered service animals under the ADA regardless of whether they have been licensed or certified by a state or local government. *Emotional support animals are not considered service animals under ADA.*

Service animals perform some of the functions and tasks that an individual with a disability cannot perform for himself or herself. Some examples include:

- Seeing eye dogs
- Alerting person with hearing impairments to sounds.
- Pulling wheelchairs or carrying and picking up things for persons with mobility impairments.
- Assisting persons with mobility impairments with balance.
- Seizure response/alert animals that alert individuals with seizure disorders to oncoming seizures and/or help the individual during and following the seizure.

Some, but not all, service animals wear special collars/harnesses, and are licensed or certified and have identification papers. If you are not certain that an animal is a service animal, you may ask the person who has the animal if it is a service animal required because of a disability. Nonprofits may not request or require the customer to show licensure or other proof that the animal is a certified service animal. Once it has been established that the animal is a service animal to a person with disabilities, you may not continue questioning the customer.

**The Department of Justice states:**

You may exclude any animal, including a service animal, from your facility when that animal's behavior poses a direct threat to the health or safety of others. For example, any service animal that displays vicious behavior towards customers or staff. You may not make assumptions, however, about how a particular animal is likely to behave based on your past experience with other animals. Each situation must be considered individually.

**Soliciting**

Soliciting, collecting money from, or circulating petitions among employees, or customers at the FARGODOME is not permitted unless specifically authorized in writing by the administrative office.

**Uniforms****Shoes:**

Nonprofits and FARGODOME employees must wear comfortable, close-toed, nonslip shoes. No sandals or flip flops are allowed.

**Pants:**

Nonprofits and FARGODOME employees may wear khaki, black pants, or dark washed jeans which are clean and without holes, stains, rips, or tears.



- Nonprofits and FARGODOME employees may wear shorts during Ribfest.

#### Shirts:

Nonprofits may wear appropriate t-shirts reflecting their organization. T-shirts must be uniform in appearance. Tank tops, sweatshirts or shirts with drawstring or pockets are not allowed.

FARGODOME employees will be provided with an appropriate FARGODOME Food & Beverage uniform shirt.

**At no time are shirts allowed to have lace, pull strings or wavey loose fabric.**

#### Weapons

Possession of a firearm or any dangerous or destructive weapon, including but not limited to guns, swords, knives, bow and arrows, biological agents, or toxins, is prohibited while in the facility.

#### Worker Breaks

During the event, your stand leader or supervisor will direct you when to take your break. It is imperative not to eat in the stand, covered non-alcoholic beverages may be consumed while working. Nonprofits or FARGODOME employees are not allowed in the seating area or hallways leading to seats. THIS REQUEST COMES DIRECTLY FROM FARGODOME.



## **NONPROFIT PROCEDURES**

**ALL MONEY MUST BE FACED AND IN NEAT ORDER!**

### **Training**

1. Every nonprofit is responsible for understanding the following procedures.
2. A training session may be scheduled for any new or existing nonprofits at their request.

*At the very least, all nonprofits must read the below procedures and ensure they understand them to the best of their ability, if anyone is unsure of the following procedures, they must ask for clarification from their supervisor or the Food & Beverage office.*

### **Start of Event**

You will need to assign one stand leader and one money person, for each stand you are operating, from your workers. These must be two separate people, as they will have distinct responsibilities and cannot be done by one person during the event.

Workers will park in the North parking lot of FARGODOME (Lot B). Enter through the employee door next to the loading dock (north end) and come directly to the hallway outside the concession's office. Here they will check the stand schedule, then the map and head to their scheduled stand(s).

#### **What to expect:** (Exhibit A, B, & C)

1. Upon arriving at your concession stand, you will meet with your stand assistant to verify opening inventory counts (Exhibit A: Stand Sheet) and receive any pertinent information for that day's event. When counting inventory, check all possible areas to make sure no items go unaccounted for (ex. back room, all coolers, all cupboards, etc.). Make sure you and the stand assistant agree on all counts. Any changes must be made by the stand assistant prior to doors opening and any sales.
2. When your workers arrive, make sure that they are dressed in complete uniform (closed-toed shoes, shirts, and black/khaki pants). Assign your workers to prepare items for sales in your stand, (e.g.: hotdogs, pop, chips, candy), set up and maintain the condiment stand and act as worker as needed.
3. Ensure any worker whose hair length is below their shoulders is tied back in a ponytail behind their head, this is a Heath Department requirement. If the worker is unable to tie their hair back, they will be required to wear a visor. Visors may be found in the Food & Beverage office.
4. If you need any supplies, let your stand assistant know. You will need to sign a transfer voucher (Exhibit B: Transfer Slip) when the warehouse brings the supplies to the stand.
5. We expect your stand to be completely ready for operation fifteen (15) minutes prior to the doors opening. Your FARGODOME Stand Assistant will check to ensure the proper amounts of food are prepared and cooked to the required 165° internal temperature, which must be documented on your Temperature Log. Additionally, they will check to ensure you are utilizing the red sanitizing buckets properly.
6. Never allow your workers to eat in the concession stand, only covered non-alcoholic beverages may be consumed while working.
7. Always check to ensure condiment carts are fully stocked and cleaned prior to and during the event, this includes the napkin dispensers and utensils (if applicable). Condiment carts



must be checked periodically throughout the event, especially before and after intermission, and several times during any event.

8. **ABSOLUTELY NO RE-USE OF CUSTOMER CUPS IS ALLOWED.** Credit will be given for legitimate waste; any violation of this rule may be grounds for immediate dismissal of you or your nonprofit.
9. Always ensure the cleanliness of your stand. Before you leave, make sure all the garbage, broken-down boxes, and crates are put in front of the stand on the concourse for collection, all lights are turned off and the stand is locked. You will be provided with a cleaning checklist (Exhibit C) for your stand; please be sure to thoroughly read this checklist for guidance on what to/how to clean at the end of an event. Stand assistants will be checking to make sure that all areas of your stand are clean before you are allowed to leave.
10. As soon as your stand closes, your money person must be ready to leave with the designated escort while the Stand Leader must complete final inventory count for your stand.
  - a. Ensure all inventory has been accounted for, including stand overflow storage areas, as these numbers are how we will calculate any shortages your stand may have.

## During Event

### Serving Customers

There are six simple steps to proper customer service. Remember, the customer is the most important person in our company. Because of the customers we have a need for you!

1. **Greet the Customer:** Proper greetings are "May I help you?" or "May I take your order?"  
Never say, "What do you want?"
2. **Take the Order:** At the time you are taking the order, you should suggestively sell to the customer. "Will that be a large?"
3. **Assembling the Order:** Make sure to handle all food with the proper utensils. When serving a drink, fill the proper size cup using an ice scoop to 2/3 full of ice. All carbonated drinks are served with ice. If a customer asks for no ice or little ice, prepare the drink as they request.
4. **Presenting the Order:** At the time you are presenting the order to the customer, repeat the order for their benefit.
5. **Receiving Payment:** Only the cashier will total and receive payment for the order while the server is assembling the order.
6. **Thank the Customer:** Their return visit to our concession stands is essential. Remember to always thank the customer for their business.

### Providing Information

No FARGODOME merchandise of any type, including food and drink, is to be removed from a stand without a signed transfer slip. When a person you do not know requests company information or takes company property (i.e., equipment, chargeables, etc.) out of a stand, check with your supervisor before offering cooperation.

All food items prepared and served must be paid for at full retail price by the customer; no matter what their relationship is to the worker. VIP Tickets and Red Food Tickets (Exhibit K) (presented by FARGODOME employees) should be honored.



Removing any property belonging to FARGODOME (ex. food, money, or supplies) from the premises is grounds for termination.

Only FARGODOME employees, nonprofits, health department officials and repairmen are allowed in the stands, they should all be able to show you an ID; if in doubt, ask your supervisor.

## Alcohol Beverage Sales

The following rules must be followed regarding the serving of alcohol beverages at FARGODOME.

1. Everyone 18 years of age and older is REQUIRED to attend the Responsible Server Training (RBS) class administered by the FARGODOME.
2. You as the worker will be held, by law, responsible for anyone you allow to purchase alcohol beverages.
3. It is against the law to serve an intoxicated person. The server can be held liable if you serve anyone that is intoxicated. We must make sure we do not serve anyone that appears to be intoxicated.
4. The legal age to consume alcohol is 21.
  - a. All guests who appear to be forty (40) years of age or younger will be required to show positive and current proof of age prior to being served alcoholic beverages.
5. Check for proof of age boldly.
  - a. Acceptable forms of valid photo identification are State Issued Driver's Licenses and State Issued I.D. Cards and passports (depending on your comfort level accepting or not accepting them)
  - b. Unacceptable IDs include, but are not limited to, the following: Military IDs, college IDs and foreign IDs. Always require the customer to remove the ID from their wallet so that you can "feel" the ID.
6. Only workers 21 years of age and older are allowed to dispense or open alcoholic beverages.
  - a. Workers 18 years of age and older are allowed to check IDs, sell alcoholic beverages, accept payment, and serve the alcoholic beverage to the customer. Workers under 18 years of age may NOT have anything to do with any alcohol sale, including taking an order from a customer or using the point-of-sale system.
7. If you request an ID and the customer cannot provide it, REFUSE ALCOHOL SERVICE. If you have any doubt about the validity of the ID, REFUSE ALCOHOL SERVICE.
8. REFUSE ALCOHOL SERVICE, even if the customer is of legal age, if they appear intoxicated or unruly. Offer alternatives to alcohol; suggest a soda and/or a food item.
9. LOOK FOR LEGAL AGE CUSTOMERS BUYING FOR MINORS AND REFUSE ALCOHOL SERVICE to anyone buying for a minor then contact security.
10. The alcohol beverage limit is two (2) per person per purchase, NO EXCEPTIONS.
11. Anyone who is caught drinking alcoholic beverages before or during their shift at FARGODOME may be terminated.
12. ID check guides are in each stand; please take a few minutes to look them over. If you have any questions, please talk with your supervisor, or contact the Food and Beverage Management team.

ALL NONPROFITS AND EMPLOYEES HAVE THE RESPONSIBILITY TO KNOW THESE POLICIES. ANY NONPROFIT OR EMPLOYEE WHO VIOLATES THESE RULES MAY NO LONGER BE PERMITTED TO WORK. IN ADDITION, THE PARTICIPATING NONPROFIT OR EMPLOYEE MAY BE TERMINATED.



## End of Event

The stand assistant will inform your stand leader when your stand is closed. When the stand assistant tells you the stand is closed, there are no more sales, and the overhead gate must come down; the stand assistant will take care of any remaining customers.

## Stand Leader Responsibilities

The stand leader will begin assigning each of the workers tasks to ensure the stand is turned over back to the FARGODOME clean and organized. The stand leader will use the cleaning checklist to ensure all items in the stand are cleaned appropriately and will review the checklist with the stand assistant prior to the workers leaving the stand. If the workers leave the stand without checking out with the stand assistant, the nonprofit may be charged for cleaning the stand, this charge will be deducted from any commissions earned.

### ***Stand Cleanliness***

Every person who works in a stand is expected to help clean all work areas. No one is exempt from this duty. Everyone should "clean as you go" to prevent buildup and excessive clutter. Please refer to the stand cleaning list for the cleaning duties to be performed in each stand.

Floors, walls, counters, and all equipment must be cleaned regularly during an event. A person should not have to be told that their station is dirty or needs organization. Remember, this is a team effort! Help keep your location in a condition that will make you proud of your workplace. You must complete all items on the cleaning checklist at the end of an event verify with your stand assistant, prior to any workers leaving.

1. **Inventory** – All chargeable inventory must be put back in original stack amounts. No open/partial cases in the overflow storage area, any partials must be brought to the front of the stand and put in respective locations. ALL CUPBOARDS ARE LABELED WITH WHAT GOES IN EACH.
2. **Cheese Warmer** – Cheese nozzle must be removed and washed, bags with cheese left must have a cap firmly affixed (wait for the click) and put in the refrigerator, wipe down machine so there is no visible cheese or soil on the machine, then unplug.
3. **Condiment Cart** – All condiments in the clear containers must be thrown away. Containers are to be washed and put away, cart is to be wiped down, napkin and utensil dispensers may remain on cart. Ice will melt and empty into tank underneath. Ketchup and Mustard must have pumps removed, disassembled, washed, and stored properly. Original cover may be used to seal containers and place in the refrigerator.
4. **Popcorn Machine** – Popcorn emptied into garbage, kernel drawer emptied, wiped down and turned off. There should be no sign of popcorn or kernels in or on the machine.
5. **Pretzel Machine** – Count remaining pretzels for waste, wipe out and turn off. There should be no visible signs of salt in or on the machine.
6. **Coffee Maker** – Wiped down, grounds emptied, and air pot washed and put back.
7. **Cappuccino Machine** – All Parts to be removed, washed, and put back, exterior to be wiped down. DO NOT TURN OFF!
8. **Warmers** – Count all hotdogs for waste sheet, unplugged and wiped out.
9. **Chili Warmer** – Remaining chili should be poured out of the liner into a round plastic



container with a lid, metal insert should be washed and put back after emptying distilled water in the base of the warmer.

10. **Dishes** – All dishes must be washed and put back in their proper places. Most items will go into clear 32 gallon rectangle container on the shelf.
11. **Pepsi Machine** – All dispenser nozzles must be pulled off, soaked in hot water, then put back on. The rest of the machine must be wiped down (no visible pop splashes) and hot water poured down the drain.
12. **Steamers** – Must be turned off, grates removed, wiped down (including the stand) and door left open. These should be free of any debris, oils, or food particles.
13. **Floors** – Swept and Mopped. The concourse has 4 janitorial rooms, one in each of the four corners of the building.
14. **Counters** – Wiped down and organized. There should be no loose product, including chips, popcorn, candy, etc.
15. **Sinks** – Must be drained, cleaned, and wiped out.

## Unacceptable Cash

DO NOT ACCEPT CANADIAN OR OTHER CURRENCY. If you do accept it, your group may be shorted the face amount and the currency may be returned to your group.

No payroll or personal checks are to be accepted. If you do, your group will be shorted the face amount. Traveler's checks are acceptable if they are in US currency, the guest has an I.D. and signs the traveler's check in front of you. Indicate I.D. presented on all traveler's check.

## Termination

Below is a list of offenses, which if violated, may result in the nonprofits immediate dismissal.:

UNREPORTED ABSENCE

EXCESSIVE TARDINESS

USE OF ALCOHOL ON DUTY

USE OF DRUGS

REPORTING TO WORK UNDER THE INFLUENCE OF ALCOHOL/DRUGS

INSUBORDINATION

FAILURE TO COMPLY WITH MANAGEMENT

FIGHTING OR IMPROPER CONDUCT

LEAVING WITHOUT NOTIFYING SUPERVISOR

DESTRUCTION OF COMPANY PROPERTY

GIVING AWAY PRODUCT/REFILLING CUPS



SELLING ALCOHOLIC BEVERAGES TO MINORS

SELLING ALCOHOLIC BEVERAGES TO INTOXICATED PERSONS

WILLFUL DESTRUCTION OF EQUIPMENT OR DELIBERATE WASTE OF PRODUCT

EXCESSIVE CASH SHORTAGES AND/OR OVERAGES

***If you do not understand any of the above offenses, please ask for clarification.***



## Stand Leader

The stand leader will bring any workers to the stand they will be operating and begin setting up the stand for the start of the event.

One of a stand leader's primary duties is to account for and track all items coming in or leaving the concession stand via transfers, sales, spoilage and gratis. Stand leaders are also involved in worker training and the handling of customer service. The following is a guideline to be used for the step-by-step operation of your concession stand:

### Stand Leader Duties

The stand leader will help/supervise the following (as applicable):

1. **Cooking Hot Dogs & Chili** – Hotdogs and chili will be cooked to 165° in the steamer provided and each item(s) cooked will be documented on the temperature log sheet. Once fully cooked, hotdogs will be bunned, wrapped and placed in the warmer. Please ensure the hotdog warmer is plugged in.
2. **Condiment Cart** – Ensure the condiment cart is in the correct location on the concourse, cart is clean, napkins are full, forks and knives are full (as applicable), ice is in the holder and all four containers are filled with appropriate condiments with utensils.
3. **Popcorn Machine** – Is turned on and full of popcorn. Additional bags of popcorn may be found in the overflow storage for the stand (varies based on stand).
4. **Pretzel Machine** – Is turned on and has a small cup of water in the back for humidity. Pretzels will be delivered to your stand prior to doors opening or will be in your stand's overflow storage area (this will be discussed with you by our Stand Manager).
5. **Pepsi Machine** – Is turned on, clean, CO2 tanks and soda bibs are not empty.
6. **Cheese Warmer** – Is on and has two full bags of cheese. You will need to attach the cheese dispenser nozzle. Remember to add additional bags of cheese throughout the event when one empties, you never want to run out of cheese.
7. **Chili Warmer** – Is on, has distilled water in the warmer base and metal insert with a warmer bag securely fastened.
8. **Hotdog Warmers** – Turned on and ready to keep hotdogs warm when cooking and assembly is completed.
9. **Chip and Candy Racks** – Stocked and visible to customers.
10. **Coffee Machine** – At least one air pot is filled with fresh coffee at doors open.
11. **Cappuccino Machine** – Is turned on, cleaned and ready for use.
12. **Inventory** – Is counted correctly and verified with our Stand Manager prior to doors opening.
13. **Point of Sale (tills)** – Are turned on, logged in and ready to go when the Money Person arrives to fund each cash drawer.
14. Duties as assigned by management.

## Money Person

### Money Person Duties

The money person is solely responsible for ensuring the money bag has the correct starting amount prior to the event starting, preparing the money pull, and completing the money return at the end of the event. Details for each step in this process are found below.



## Money Bag

The money person will pick up and sign out the money bag on Event Control Log Sheet found in the money room. Money must be verified before leaving the concessions office. Once you leave the office the money is your responsibility. Once you have arrived at the stand, you will fund each of the Point-of-Sale cash drawers, so they are ready for doors opening.

**Money person will be responsible for ensuring money pull is ready when the money room arrives to pick it up** – your stand assistant will tell you when to have this ready for each event.

## Money Pull (Exhibit D)

There will be Money Pull Slip (Exhibit D) in each money bag. When you prepare your money for the money pull, please complete the money pull slip in its entirety.

1. Print your stand in the upper left corner of the slip.
2. Print corresponding pull number in the upper right of the slip. (1,2,3,etc.)
3. Each denomination (1s, 5s, 10s, etc.) should be totaled and written on each corresponding line on the money pull slip.
4. Print your name on the "cashier" line.
5. Money room (who will be accompanied by an armed sheriff) will give you the yellow copy to keep for your bag. Money room will sign the white copy once verified in the money room.
6. At the end of the event, the money pull slip will be credited to your cash bag and written on your white cash long slip.

**Attention:** When the money room arrives to take your money pull, this is a prime opportunity to buy 1's and 5's for your stand. To do this, use separate money from the money pull, 1's and 5's are available for exchange in \$100 bundles.

If more than one money pull is conducted during the event, and the above-mentioned procedures should be followed, the cash slip should be marked Pull "#".

**Money should only be counted in the money room and never in your stand or within the eyesight of customers.**

## Money Return (Exhibit E)

**TOP PRIORITY:** At the end of the event, you must be ready to leave your stand with all the cash in the zipped money bag. A designated person will be assigned to escort you; you should never leave the stand unescorted.

You will be escorted from your stand to the money room. At this time, you will count all your cash and complete your cash long slip (Exhibit E) by completing each line. Once you have verified your cash, it is organized, faced, and rubber banded by denomination, you will give your bag to the money room teller with the long slip, money pull and finalized day report on top.



## Worker

The workers' ultimate duty is to serve quality food and beverage in a timely, courteous manner to each customer. To accomplish this goal, you will follow each of the duties listed below:

### Worker Duties

1. **Stocking:** You are responsible for stocking cups, napkin holders, filling popcorn warmers, condiment stands set up, stocked and clean, and ice bins full prior to opening and during the event.
2. **Food Handling:** All food products should be kept fresh. If in doubt, inform your stand manager or stand leader. Always use utensils and food handlers' gloves when preparing food to be served. Any food item requiring cooking must reach an internal temperature of 165° before it may be sold or placed in a food warmer. Cooked food may not be stored for longer than 4 hours at any time, you will have temperature logs (Exhibit F) in your stand to track both the temp the food was cooked to and time the food has been stored.
3. **Cleaning:** If you are not serving a customer, you should be wiping down counters and equipment. At the end of the shift, all equipment must be cleaned thoroughly. All food warmers must be emptied and cleaned properly. All soda taps must be removed, washed in hot water (no soap) and placed back on the machine. All equipment and utensils used by food servers must be cleaned and stored properly. Counters will be wiped down and floors must be swept and mopped. All chargeable items must be gathered then condensed in stacks to their original sleeve or case counts. You must be checked out by your Stand Leader before you leave for the day.
4. **Garbage | Boxes | Crates:** Garbage bags must be tied, boxes broken down, crates stacked, then all items may be placed in front of the stand for housekeeping to remove. Garbage cans must have new liners put in.
5. **Alcohol:** When a customer is purchasing an alcoholic beverage, be sure to check identification to assure that the customer is of legal age. A good rule of thumb is to check anyone whom you believe to be less than 40 years of age. Customers purchasing alcohol must be 21 years of age or older. You will also observe and enforce the two (2) beer limit. They cannot have a partial beer in one hand and order two more – two free hands = two beers MAX!
6. **No Refills:** Do not refill any cups or customers' personal bottles/travel mugs. Refilling cups or bottles may result in termination. When a customer brings their cup up to the counter to order another drink, throw the used cup away and fill a new cup.
7. Duties as assigned by management.

## Food Preparer

The food preparer has one of the most critical duties in concessions. Failure to follow serve-safe food preparation guidelines could cause bad bacteria in or on the food you are serving. The food preparer must ensure all products being cooked reach an internal temperature of 165° (unless otherwise specified) prior to being removed from the steamer and is stored at a temperature no less than 135° for no longer than 4 hours. Any food stored longer than 4 hours will be marked as waste and immediately discarded. Food preparers must wash their hands with soap and water for at least 20 seconds and use food gloves prior to and after handling cooked food.

### Food Preparer Duties



1. Food handler's gloves and utensils must always be used when handling food items.
2. Your hands must be washed often with soap and water.
3. When preparing hotdogs or chili, first preheat the steamer. After preheating, place the product in steamer, set the timer and close the door. The product is fully cooked when it reaches an internal temperature of 165°. Hotdogs will be placed on a fresh bun, wrapped in a proper bag/wrap, and placed in a warmer for easy access by workers. Warmers will be preset to the correct holding temperature to maintain quality products. Ensure you are using the Temp Sheet (Exhibit F), to track temperatures every time you cook food.
4. Popcorn should be replenished throughout the event. Make sure popcorn warmers always stay full.
5. Condiment stands in the front should be kept clean and always fully stocked. Keep condiment and napkin dispensers full. Restock and clean before intermission and then recheck throughout intermission and promptly after intermission.
6. Maintain cleanliness and neatness -- keep your work area clean and free of debris. You are responsible for cleaning your own utensils and kitchen equipment.
7. Do not place any food (boxes, racks, etc.) on top of trash cans.
8. In periods when production is slow there is always cleaning to be done. If in doubt, see your stand leader for details.
9. At the end of your shift, all equipment should be cleaned thoroughly. Make sure all items in the refrigerator are tightly covered to ensure freshness. All leftover cooked product is to stay in the stand for proper credit, you MAY NOT eat or take home this product. Never throw away any leftover products such as nacho cheese or nacho chips. At the end of the shift seal and store them properly.
10. Always follow serve-safe food handling, this includes transferring all products opened, stored in a can or metal container, into a round plastic container.
11. Duties as assigned by management.



## **EMERGENCY PREPAREDNESS**

The FARGODOME General Safety Rules are considered minimum safety standards for usual work conditions and shall be adhered to by all who enter the specific job location. The following written General Safety Rules shall be posted in a conspicuous manner at fixed work sites and where possible in remote mobile locations. The General Safety Rules shall also be reviewed annually and updated as needed. All must adhere to the following:

1. Participate in training.
2. Report all accidents, injuries, near misses or safety hazards immediately.
3. Report faulty electrical equipment. Faulty electrical equipment will be removed from service until the equipment has been repaired or replaced.
4. Report any dangerous equipment to your supervisor or appropriate maintenance personnel.
5. Ask and insist on sufficient help before lifting heavy objects. Follow proper procedures when lifting- bend knees and keep back erect, lift with weight close to the body and do not twist while lifting.
6. Remember – NO horseplay is allowed in the workplace.
7. Always wear your appropriate personal protective equipment in accordance with the job operation that you are performing.

### **Bomb Search Implementation**

To provide personnel with a plan of action to initiate in the event of a bomb threat. The FARGODOME provides a pre-bomb search prior to all events.

#### **General Response**

The manager on duty will be informed immediately of the circumstances surrounding the threat and will contact all department supervisors and activate search teams (2 man minimum).

1. Personnel of the Concessionaire will search the concessions stands of the FARGODOME.
2. Uniform Security will search suites.

The search team will then report to the manager on duty upon the completion of the search of a particular area.

#### **Concessions and Portable Stands**

In general, follow guidelines as set forth earlier in this plan, with emphasis on the following areas:

- A. Front (service) area of stand
  1. Drain troughs under front counter.
  2. Under and behind Pepsi dispensing equipment
  3. Under and behind hot dog warmers
  4. Under front counter
  5. On top of menu boards and television areas
- B. Rear (food prep) area of stand
  1. Under cup storage pallets
  2. Under stainless steel tables and shelves
  3. Under and inside stand-up warmers
  4. Under 3 compartment sinks



5. Around CO2 and soft drink syrup tanks
6. Crawl spaces adjacent to walk-in cooler
- C. Walk-in Cooler
  1. In between beer kegs
  2. In ice storage pan or under ice pallet
  3. Under or on storage shelves or pallets
- D. Vending areas
  1. Under fast-fill soft drink dispenser
  2. Around CO2 and syrup tanks
  3. Under storage pallets or service counters.

When conducting search in areas in view of the public, try to appear as calm and nonchalant as possible so as not to alert customers as to what is occurring. Conduct your search under the premise of an inventory of product levels or an equipment repair.

## **Fire**

### **Purpose**

To respond to an actual or reported fire within the facility and coordinate such response with the Fargo Fire Department and other emergency responders.

### **Procedures**

If a fire should occur in the building during the time of an event, get the occupants out of the danger area first. Notify Security of a code "YELLOW". Security will call Operations Staff. Do not use the word "FIRE" over the radio. A decision to evacuate must be made on the following information:

1. Location of the fire.
2. Size and type of fire.
3. Danger to occupants

Do not attempt to extinguish a fire without first calling security. The Fire Department is the best fire extinguisher that we have available. Always provide the following information:

1. Area fire is located.
2. Type of material burning – paper, electrical wiring, oil, grease, etc.
3. Unless instructed otherwise, all personnel should remain at their assigned area to help prepare for a possible evacuation.
4. All personnel will act as instructed by the manager on duty.

### **General Response**

Outlined below are specific departmental duties and responsibilities in the event of an evacuation:

1. Concessions
  - a. Close all stands in immediate fire areas.
  - b. Stand by for further instructions from the MOD.



## **General Procedures**

DO NOT enter a portion of the building that is burning. If it becomes necessary to enter a portion of the building that is burning, or to escape from a burning area, the following instructions should be followed:

1. Don't assume that someone has sounded the alarm. Alerting the fire department could help save lives and property.
2. Take a quick survey of the building to determine the location of the fire and the location of possible escape routes. Don't let the fire get between you and the only way out.
3. Don't get into an elevator. Heat may short circuit the wiring and send the elevator to the fire floor, exposing you to the flames of the fire.
4. Don't run if the building is smoke filled. Heavy breathing will cause more poisonous gases to enter the body.
5. Heat and smoke will rise. Keep close to the floor.
6. Don't get trapped above or below the fire floor.
7. Don't leave any doors or windows open. This creates a draft that will quicken the pace of the fire.
8. Before opening any doors when looking for an escape route, feel the surface of the door, or the knob

## **Fire Extinguishers**

There are many types of fire extinguishers. Read the label carefully and follow the instructions. Not all types of extinguishers can be used on every kind of fire.

### **Types of Fire**

Type A- For wood, paper, cloth, trash, and ordinary materials

Type B- For gasoline, grease, oil, paint and other flammable liquids

Type C - For live electrical equipment

### **Types of Extinguishers**

Class A

Class BC

Class ABC

To extinguish a flammable liquid fire, smother it. Use an extinguisher marked for Class B fires. The extinguishing agent covers the whole flaming liquid surface.

Extra caution must be used when extinguishing an electrical fire. Use a Class C extinguisher. This contains a non-conducting agent that will prevent the user from getting a shock.

Class ABC extinguishers can be used on all three types of fires.

## **Fire Alarm System**

The FARGODOME is equipped with a Simplex Fire Alarm System that is monitored from ElectroWatchman 24 hours a day. During an event, Uniform Security will directly monitor this system.

## **Fire Suppression System**

Portable fire extinguishers, smoke detectors, and overhead sprinklers are located throughout the



building.

## **SEVERE WEATHER**

### **Purpose**

To provide directions to all concession workers during a period of severe weather.

### **Severe Storms**

The FARGODOME provides a measure of safety during high winds, tornadoes, thunderstorms, and snowstorms.

The following dangers to patrons and employees must be considered prior to evacuating from the facility.

1. Individuals being caught in Open Areas.
2. Individuals being caught in Vehicles.

**NOTE:** Based upon nature of severe weather, the manager on duty and other emergency team members along with promoter will determine whether the event should be stopped or delayed.

### **Evacuation**

The FARGODOME is designed with a large amount of evacuation shelter areas. Evacuation of guests should proceed in the following order:

- Field level: lower hallways, locker rooms and storage areas.
- Arena permanent seating: all exterior upper concourses.

### **Procedures**

Because the FARGODOME has so many different configurations and audience capacities, the exact evacuation procedure may vary depending upon these factors. Evacuate the audience to designated shelter areas in an orderly manner.

- All guests in the field level arena area should be divided in half (east and west) and directed to east and west hallways, storage area and locker rooms. If capacity is exceeded, evacuate to south storage area and/or north loading dock area.
- All guests in the concourse level seating should be directed into the concourse closest to their section. Event staff personnel should direct all guests to concourse area underneath permanent seating and/or restrooms.
- If time does not allow for complete movement of guests, it must also be recognized that patrons can seek shelter in the rows by crouching down between the seats.
- All patrons and employees are to remain in the designated shelter areas until an "All Clear" is given by the command post.



**Medical**

The medical/first aid station is located on the concourse level, East side, across from Guest Services. Depending on the show, additional medical teams will be stationed throughout the building. Please refer to your event information sheet for exact locations. Prior to an event starting you should familiarize yourself with the nearest medical team to your location. If calling on the radio for medical, call on Channel 5. Speak calmly and clearly. Remain on Channel 5 until help arrives.

One of the most frightening situations you can face is a person's sudden illness. In these situations, you can literally be forced to make a life and death decision. The ability to act quickly under pressure and use common sense is a true test of professionalism. The following are some guidelines for you to follow in these situations.

**CALL FOR HELP ON CHANNEL 5 (MEDICAL/SECURITY)!**

Determine the nature of the person's illness. Find out what's wrong and if they need help. Observe the condition; is the person conscious or breathing properly? If possible, talk to the ill person; also ask the surrounding people what happened. See if anyone knows the medical history of the ill passenger and check for medical alert tags.

Life threatening situations may require first aid. If there is a need before the ambulance arrives, administer first-aid only if you have received the proper training.

Alert medical personnel. Keep the ill person as comfortable as possible while waiting for help.

***Conditions that may cause passenger illness:*****Heart Attacks and Strokes**

Although heart attacks and strokes are very different conditions, they frequently have similar symptoms and require the same actions from you. The common symptoms are disorientation, pain in arm or chest, pale and clammy skin and difficulty breathing (squeezing, heaviness, tightness or crushing pain in the front of the chest).

Often the person experiencing the heart attack or stroke will deny having any problems. It is best to play it safe, because there is risk of serious injury or death if you do not. Follow these guidelines if you suspect the person is having a heart attack or stroke:

Contact medical, on channel 5, for help immediately and then your supervisor.

Have the person relax and keep still. Make them as comfortable as possible, loosen restrictive clothing and cover with blanket or coat to prevent shock. Reassure the ill person that help is on the way.

Keep people from crowding the ill person.

Watch the person closely until help arrives.

**Diabetes**

Insulin reaction (Hypoglycemia) is easily treated with fruit juice or candy. Diabetics often keep them on hand in case of a problem. Symptoms are shaky, sweaty, hungry, headache, dizziness, mood change, blurred vision and pale. If you know that the person is diabetic and is experiencing



any of these symptoms, assist them in locating some hard candy (2 pieces are recommended) or 2 cups of fruit juice (Juice can be found in stand 115, 214, 116 and 179).

### **Seizures/Epilepsy**

There are basically three kinds of seizures you are apt to encounter. They are:

Complex partial seizures (formerly psychomotor or temporal lobe seizures): characterized by complicated motor action involving loss of awareness. The person appears dazed and confused - random walking, mumbling, head turning, or pulling at clothing may be observed. These automatisms or repeated idiosyncratic motions, cannot be recalled by the person. In children, this seizure should not be confused with the absence seizure described below.

Generalized absence seizures (formerly petit mal): characterized by a complete loss of awareness. The person may stare into space. Absences are not preceded by a warning, (aura) and are followed by normal activity. Often these seizures occur in children and often disappear by adolescence. They may, however, develop into other types of seizures, such as complex-partial or tonic-clonic. Absences rarely affect adults.

Tonic-clonic seizures (formerly grand mal): a generalized convulsion occurring in two phases. In the tonic phase, the person loses consciousness and falls, as the body grows rigid. In the clonic phase, body extremities jerk and twitch. After the seizure, consciousness returns slowly. If a tonic-clonic seizure begins locally (with partial seizure), it may be preceded by an aura. This seizure, while perhaps the type of epilepsy most visible in the public mind, is not the most common. Approximately two-thirds of people with epilepsy have complex partial seizures.

The Epilepsy Foundation of America makes the following recommendations for dealing with persons suffering a grand mal seizure: Clear all rough and sharp objects from the area around the person. Cushion the head and remove eyeglasses. Let the seizure run its course; do not attempt to restrain the person. Do not put anything in the person's mouth. Keep other individuals from crowding in. Remember the person has expended a lot of energy during the seizure and may need to rest afterwards.

### **Suspicious Packages**

Large amounts of people use the FARGODOME during an event. It is common that people will leave behind items unintentionally. You must know the difference between packages that were forgotten and "Suspicious Packages". Suspicious packages are not generally left out in the open. These packages are commonly left in "hidden" areas of the facility, such as between pop machines, under benches, behind toilets or any other suspicious place. A package that is forgotten will often be left out in the open on a seat or bench, it will not appear to be hidden or tucked away. Other



observations of suspicious packages should include if there is any ticking, wires, timers, or smell. If you are ever unsure if a package is suspicious call security (Channel 5) and then your supervisor.

## **Terroristic Threats**

With any business you will have disgruntled employees or customers. If at any time an employee or customer says they have a bomb, weapon, or biological chemical, or threats of bodily injury or damage to property, this can be considered a terroristic threat. No threat, no matter who makes it, is taken lightly and it will be investigated. Event centers are a target for people who want to cause large amounts of collateral damage. **You need to take all threats seriously.**

If a person makes a threat against you or any other public facility, you will write down anything you notice about the individual, phone number, sound of voice, clothing, hair, height; you never know what useful information until the investigation starts. Once you have received the threat you will call security (Channel 5) and give them all the information you have acquired and then you will call your supervisor.



By signing below, I hereby acknowledge I have received a copy, read, and understand all guidelines set forth in the FARGODOME Nonprofit and Employee Food & Beverage Manual.

Furthermore, I accept the responsibility to comply with this manual in conducting FARGODOME business and I will uphold and apply these guidelines in all respects to the best of my ability. If in doubt, I will seek advice and guidance as provided in the manual before proceeding and understand that failure to comply with these guidelines will subject me to the possibility of disciplinary actions or dismissal.

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Nonprofit (if applicable)

---

Printed Name

---

Signature

---

Date



## Exhibit A

At the beginning of the event, you will use the blank stand sheet to document your starting inventory numbers. All starting inventory numbers should be legibly printed in the "Count In" box for each chargeable item listed.



Fargodome

### Standsheet Count In - 115

Chargeable Items Only

Event Name:		Red Hot Chili Peppers				Printed:		2023-04-06 10:21:57					
Event Start:		2023-04-06 15:00:00				Event End:		2023-04-06 23:30:00					
	Pre Event					During Event					Sales Total		
Item	Unit	Begin	Trans	On Hand	Count In	Trans In	Trans Out	Waste	Comp	Count Out	Sold	Price	Total
Bottle NA Beverages													
@BOTTLE WATER (24/Case)	ea	375	0	375								4	
@GATORADE 20OZ (24/Case)	ea	206	0	206								4	
@JUICE 16OZ (12/Case)	ea	52	0	52								4	
Candy													
@M&M PEANUTS (12/Case)	ea	26	0	26								3	
@M&M PLAIN (12/Case)	ea	26	0	26								3	
@MIKE AND IKE (12/Case)	ea	30	0	30								3	
@SOUR PATCH KIDS (12/Case)	ea	34	0	34								3	
@TWIZZLER BITES (12/Case)	ea	22	0	22								3	
Coffee/Hot Chocolate													
@HOT CUP 12OZ (30/Sleeve)	ea	142	0	142								3	
Draft Beer													



## Exhibit A Continued

At the end of the event, you will use the blank stand sheet again to document your ending inventory numbers. All ending inventory numbers should be legibly printed in the "Count Out" box for each chargeable item listed.



Fargodome

### Standsheet Count In - 115

Chargeable Items Only

Event Name:		Red Hot Chili Peppers				Printed:		2023-04-06 10:21:57					
Event Start:		2023-04-06 15:00:00				Event End:		2023-04-06 23:30:00					
	Pre Event					During Event					Sales Total		
Item	Unit	Begin	Trans	On Hand	Count In	Trans In	Trans Out	Waste	Comp	Count Out	Sold	Price	Total
Bottle NA Beverages													
@BOTTLE WATER (24/Case)	ea	375	0	375								4	
@GATORADE 20OZ (24/Case)	ea	206	0	206								4	
@JUICE 16OZ (12/Case)	ea	52	0	52								4	
Candy													
@M&M PEANUTS (12/Case)	ea	26	0	26								3	
@M&M PLAIN (12/Case)	ea	26	0	26								3	
@MIKE AND IKE (12/Case)	ea	30	0	30								3	
@SOUR PATCH KIDS (12/Case)	ea	34	0	34								3	
@TWIZZLER BITES (12/Case)	ea	22	0	22								3	
Coffee/Hot Chocolate													
@HOT CUP 12OZ (30/Sleeve)	ea	142	0	142								3	
Draft Beer													



## Exhibit B

Whenever your stand needs additional inventory items from the warehouse, your stand assistant will call down for them. When the warehouse brings them, they will also bring a transfer slip, shown below. You will verify all highlight areas below to ensure the transfer was coded to your stand, and the correct amount of product was transferred.

Fargodome		Printed Date 2023-03-05 09:31:14	Transfer Date 2023-03-05 09:31:13	
Scheduled Date	2023-03-05 09:31:13	Transfer Docket		
Status	COMPLETED	Transfer No	3654730	
			<b>Delivery Status Key</b>	
<div>From Location 179</div> <div>To Location 116</div> <div>Description</div>			<div>✓ Delivery Completed</div> <div>---- Partial Short</div> <div>X Complete Short</div>	
Category	Name	Quantity Ordered Transfer Units	Base Units	Delivery Status
Hot Dogs/Sandwiches	@8-1 HOT DOG (80/Box)	80 ea (1)	80 ea	
Hot Dogs/Sandwiches	@4-1 JUMBO DOG (40/Box)	120 ea (1)	120 ea	
Notes				
Picked By _____ Checked By _____				
Delivered By _____ Received By _____				
Delivered/Received Date _____				
Created by Matt Peterson				
Date 2023-03-05 07:31:13				



## Exhibit C

The Cleaning Checklist is designed to ensure your group does not miss crucial items needing to be cleaned after the event is over. Your stand assistant will review the list with you and give your group the "OK" to leave. Items not cleaned or missed may result in charges to your group, which would be deducted from your commission payout.



### Concession Cleaning Checklist

Stand: \_\_\_\_\_ Nonprofit: \_\_\_\_\_  
Event Name: \_\_\_\_\_

Items	Description	Not Cleaned	Cleaned
Popcorn Machine	Popcorn emptied, machine clean and wipe out/down, including kernel drawer, and unplugged.	<input type="checkbox"/>	<input type="checkbox"/>
Pretzel Warmer	Remaining pretzel's count transferred to waste sheet, clean and wipe out/down, turn off switch, and leave plugged in.	<input type="checkbox"/>	<input type="checkbox"/>
Cheese Warmer	Remove cheese nozzle from bag and replace with cap, place bag(s) in fridge, disassemble cheese nozzle and wash, unplug machine(s) from wall.	<input type="checkbox"/>	<input type="checkbox"/>
Hotdog Warmer	Remaining hotdog count and transferred to waste sheet, clean and wipe out unit(s), unplug from wall.	<input type="checkbox"/>	<input type="checkbox"/>
Pepsi Machine	Remove all nozzles and soak in hot sanitizer water, remove grate and wash, wipe entire machine with sanitizer water, pour hot sanitizer water down drain and put nozzles back on spouts.	<input type="checkbox"/>	<input type="checkbox"/>
Draft Beer	Wipe down, remove grate and wash. Then pour sanitizer water down drain.	<input type="checkbox"/>	<input type="checkbox"/>
Coffee Machine	Wipe down, remove any used coffee filters, wash all parts. Leave plugged in.	<input type="checkbox"/>	<input type="checkbox"/>
Cappuccino Machine	Wipe down, remove all internal pieces, wash, and sanitize, then replace. Refill powdered reservoirs and leave machine on and plugged in.	<input type="checkbox"/>	<input type="checkbox"/>
Steamers	Must be turned off, grates removed, wiped down (including the stand) and door left open. These should be free of any debris, oils, or food particles	<input type="checkbox"/>	<input type="checkbox"/>
Condiment Cart	Throw all condiments, wash containers, lids, and utensils. Remove and disassemble pump from ketchup and mustard containers and replace with original lid to store. Stock napkins and wipe down condiment cart with sanitizer cloth.	<input type="checkbox"/>	<input type="checkbox"/>
Garbage, boxes, and plastic crates	Empty all garbage cans and insert a new liner. Break down all boxes and stack all plastic crates. Garbage, boxes, and plastic crates should be set in front of the stand on the concourse.	<input type="checkbox"/>	<input type="checkbox"/>
Sinks	After all containers, pumps, nozzles, and other items required to be cleaned are done and stored. Clean, drain, and wipe out all sinks.	<input type="checkbox"/>	<input type="checkbox"/>
Sweep & Mop	Sweep under all counters and equipment, then mop your stand thoroughly.	<input type="checkbox"/>	<input type="checkbox"/>

It is the responsibility of the Nonprofit's Stand Leader to ensure the cleaning listed above is completed prior to the nonprofit volunteers leaving at the end of the event. Nonprofits who do not clean the above items in each of their stands may be charged for cleaning.

Stand Manager (Printed)

Stand Manager Signature

Date

*FARGODOME Stand Managers must complete this cleaning checklist for each of their stands at the end of the event. Only one checklist will be needed for multi-day events where the same nonprofit is operating the stand for each day.*



## Exhibit D

Money pull is typically done at least once during an event, however, there may be times where more than one money pull is needed. This procedure is to reduce large amounts of cash being in your stand and allow the money room to expedite balancing your stand at the end of the event.

Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Pull # \_\_\_\_

Enter Correct Date

Enter pull number:  
(1,2,3, etc.)

**Cash Pickup** 100 \$ \_\_\_\_\_  
50 \$ \_\_\_\_\_  
20 \$ \_\_\_\_\_  
10 \$ \_\_\_\_\_  
5 \$ \_\_\_\_\_  
1 \$ \_\_\_\_\_  
**TOTAL \$** \_\_\_\_\_

Enter pull the full amount of 100's, 50's, 20's, 10's, 5's, and 1's.

**Example:** If you have 2 50's you would write 100 on the 50's line.

Enter totals for all amounts listed above.

Enter stand or portable name.

If you are in stand 115, you would write 115, if in PC1 (Popcorn Cart Portable), you would enter PC1.

Stand \_\_\_\_\_ Register \_\_\_\_\_

Picked up by \_\_\_\_\_

Money room will sign upon verification in money room.

Cashier \_\_\_\_\_

Enter your name on the Cashier line.







## Exhibit F

The temperature log is used to record cooking and hot holding temperatures for all items required to be cooked in a stand. Food preparers must record the time the food item was removed from the steamer, what the food item was, and the temperature of the food item at the time. The food preparer must then initial on the appropriate line. Food items lasting longer than two (2) hours should have holding temperature recorded on this sheet as well.



### COOKING & HOT HOLDING TEMPERATURE LOG

\_\_\_\_\_

Date

\_\_\_\_\_

Stand

Time	Food Item	Cooking Temp	Holding Temp	Initials

#### Minimum Temperatures

Cooking	165° for 15 seconds
Hot Holding	135° up to 4 hours

Any food product in hot holding units that does not hold a temperature of 135° F or higher must be discarded after four (4) hours.



## Exhibit G

Credit voucher sheets (typically on green paper) are located on your stand's clip board. These should only be used by the stand assistant to record any food waste or comps. We have several versions, depending on which stand you are in, of this voucher, which list different food items based on the type of stand. Each item only needs to be listed once, then a tally is placed under waste or comp for each item that is wasted or comp'd and can be easily tallied and transferred to your stand sheet at the end of the event.

[illegible]



DATE \_\_\_\_\_

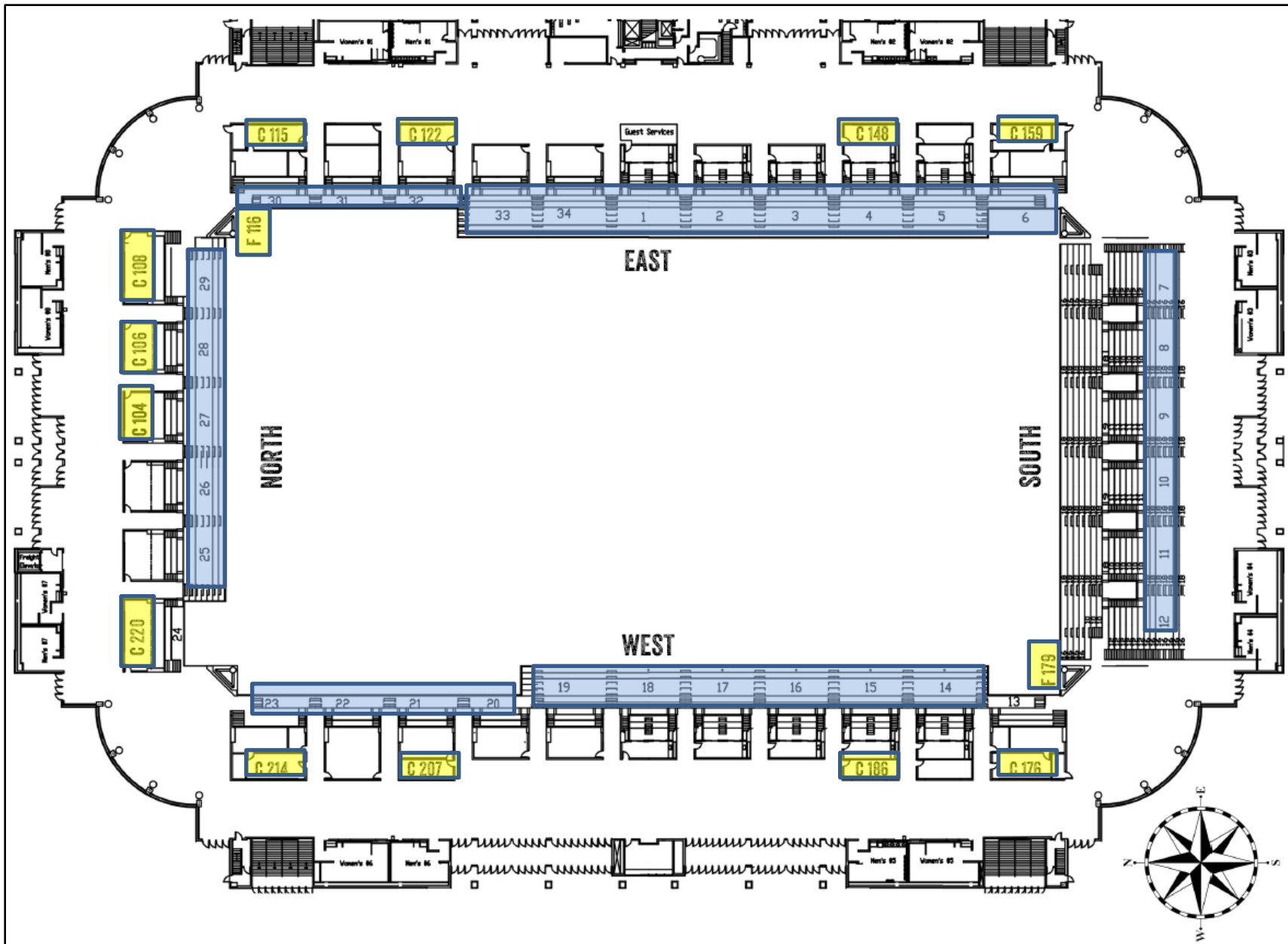


**FARGODOME CONCESSIONS**  
**CREDIT VOUCHER - Grill Stand**



## Exhibit H

It is easy to get lost in the FARGODOME. Below is a map to help you understand that layout and find your concession stand. Each permanent stand has a dedicated stand number highlighted in yellow. If a "C" is in front of the stand number, it signifies the stand is on the concourse level, if an "F" is in front of the stand number, it signifies the stand is on the floor level. Portable and beer/keg stands move and are found by the section number, highlighted in blue. Section numbers never change, if you have a stand that is in section 17, you can see on the map section 17 is located on the West side of the dome on the main level.





## Exhibit I

During an event all nonprofits and employees may receive one (1) free hot dog and one (1) free 24oz soda. Anyone who would like one or both of these complimentary items should clearly print their name on a line and check which item(s) they are receiving. If more than 20 people would like their item, ask your stand assistant for a new sheet. We should never "overflow" the sheet and add spaces on the bottom or on the back.

		<b>Employee   Nonprofit Meal Sheet</b>	
		Everyone is allowed one hot dog and one regular soda per shift. Please print your name and check which item(s) you received.	
	<b><u>NAME</u></b>	<b><u>HOT DOG</u></b>	<b><u>SODA</u></b>
1	_____	<input type="checkbox"/>	<input type="checkbox"/>
2	_____	<input type="checkbox"/>	<input type="checkbox"/>
3	_____	<input type="checkbox"/>	<input type="checkbox"/>
4	_____	<input type="checkbox"/>	<input type="checkbox"/>
5	_____	<input type="checkbox"/>	<input type="checkbox"/>
6	_____	<input type="checkbox"/>	<input type="checkbox"/>
7	_____	<input type="checkbox"/>	<input type="checkbox"/>
8	_____	<input type="checkbox"/>	<input type="checkbox"/>
9	_____	<input type="checkbox"/>	<input type="checkbox"/>
10	_____	<input type="checkbox"/>	<input type="checkbox"/>
11	_____	<input type="checkbox"/>	<input type="checkbox"/>
12	_____	<input type="checkbox"/>	<input type="checkbox"/>
13	_____	<input type="checkbox"/>	<input type="checkbox"/>
14	_____	<input type="checkbox"/>	<input type="checkbox"/>
15	_____	<input type="checkbox"/>	<input type="checkbox"/>
16	_____	<input type="checkbox"/>	<input type="checkbox"/>
17	_____	<input type="checkbox"/>	<input type="checkbox"/>
18	_____	<input type="checkbox"/>	<input type="checkbox"/>
19	_____	<input type="checkbox"/>	<input type="checkbox"/>
20	_____	<input type="checkbox"/>	<input type="checkbox"/>
_____		↓	↓
FARGODOME Stand Manager Signature		Total Hot Dog	Total Soda



## Exhibit J

The nonprofit sign in sheet is a simple tool we provide to our nonprofits to help track which volunteers are at the event, the stand they are in and the total time they volunteered. FARGODOME does not require this sheet to be completed by nonprofits, however, it is encouraged to use this sheet to track your volunteers.



## NON-PROFIT SIGN-IN SHEET

Non-Profit Group: \_\_\_\_\_

Stand: \_\_\_\_\_

[illegible]

Please make sure everyone signs in. Thank you!

**Stand Manager Signature**

NP Manager Signature



## Exhibit K

FARGODOME management, at their discretion, will hand out employee food tickets (Red Cards) and/or V.I.P. cards. Red cars are for employees to purchase items, other than alcohol, free of charge while they are working an event.

  
**FARGODOME**  
Full Time Meal Ticket

Date: \_\_\_\_\_

Employee Name (Printed): \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Food Items (Be Specific): \_\_\_\_\_  
\_\_\_\_\_


Beverage: \_\_\_\_\_

Cashier/Manager's Signature: \_\_\_\_\_

NOT VALID AT: Cold Stone, Dip N' Dots,  
Domino's, Famous Dave's, Maui Wowi,  
Tropical Sno, or Perfectly Nuts.

When presented with a Red Card, ensure all items are completed, including date, employee name, signature, and the exact food items they received. Once completed, give the employee their items and place the Red Card on the stand clipboard. None of these items should be entered into the POS system, inventory will be adjusted at the end of the event.

When presented with a V.I.P Card, the date, and authorized by, will be already completed and is only valid for that date/event. Print your name on the cashier line and provide a detailed description and quantity of items on the back of the V.I.P. card for each item the customer receives, be sure to include if it is large, regular, etc. These items should not be entered into your POS system, inventory will be adjusted at the end of the event. Place the card on the stand's clipboard.

  
**FARGODOME**  
VIP Guest

This VIP Card entitles bearer to complimentary food and beverage at any FARGODOME concession stand. Must present valid I.D. to purchase alcohol, limit two per person.

DATE \_\_\_\_\_  
Valid on this day only

CASHIER \_\_\_\_\_  
Cashier/Manager Signature

AUTHORIZED BY \_\_\_\_\_  
One Time Use Redeem at Purchase List Items on Back

*Excludes: Cold Stone Creamery,  
Domino's, Dippin' Dots, Famous Dave's,  
Perfectly Nuts, Maui Wowi  
and Tropical Sno*