



Merchandise Quiz

Name: _____

Date: _____

1. Centerplate sells merchandise at: ____ (insert letter)
a. Permanent stands. b. Kiosks. c. Portable Stands.
d. Team Stores. e. All of the above.
2. A visible security/identification badge is part of a complete Centerplate uniform.
True ____ False ____ (check one)
3. Visual Merchandise displays will be created by the: ____ (insert letter)
a. Chef. b. General Manager. c. Merchandise Manager..
4. Opening tasks include taking inventory, cleaning the stand/store, filling displays and checking the overall presentation of the stand/store. True ____ False ____ (check one)
5. Correct inventory practices including counting all boxes of product under the tables and displays, but not counting loose items in the stand/store. True ____ False ____ (check one)
6. Inventory counts must include: ____ (insert letter).
a. full boxes. b. torn or soiled merchandise. c. display items.
d. returns. e. all of the above.
7. Game Day procedures are not important and can be ignored.
True ____ False ____ (check one)
8. Opening stands includes: ____ (insert letter)
a. turning on lights. b. stock all merchandise. c. sweep.
d. clean. e. All of the above.
9. A smile is a critical part of your complete uniform. True ____ False ____ (check one)
10. Centerplate accepts cash, credit cards and US travelers checks (or Canada if in Canada) as payment for goods.
True ____ False ____ (check one)
11. You can ask your favorite player, celebrity or guest to autograph your cap or apron.
True ____ False ____ (check one)
12. Notify your manager when an item is $\frac{1}{2}$ or $\frac{3}{4}$ sold and before it is sold out.
True ____ False ____ (check one)
13. Some team stores sell merchandise that cannot be exchanged at our merchandise outlets – know the rules at your unit. True ____ False ____ (check one)

By signing below you are saying that you understand our merchandise standards and will provide EXTRAordinary Service to every guest.

Signature: _____ Date: _____



Merchandise Quiz

Name: _____

Date: _____

1. Centerplate sells merchandise at: E (insert letter)
a. Permanent stands. b. Kiosks. c. Portable Stands.
d. Team Stores. **e. All of the above.**
2. A visible security/identification badge is part of a complete Centerplate uniform.
True X **False** _____ (check one)
3. Visual Merchandise displays will be created by the: C (insert letter)
a. Chef. b. General Manager. **c. Merchandise Manager.**
4. Opening tasks include taking inventory, cleaning the stand/store, filling displays and checking the overall presentation of the stand/store. **True** X **False** _____ (check one)
5. Correct inventory practices including counting all boxes of product under the tables and displays, but not counting loose items in the stand/store. **True** _____ **False** X (check one)
6. Inventory counts must include: E (insert letter).
a. full boxes. b. torn or soiled merchandise. c. display items.
d. returns. **e. all of the above.**
7. Game Day procedures are not important and can be ignored.
True _____ **False** X (check one)
8. Opening stands includes: E (insert letter)
a. turning on lights. b. stock all merchandise. c. sweep.
d. clean. **e. All of the above.**
9. A smile is a critical part of your complete uniform. **True** X **False** _____ (check one)
10. Centerplate accepts cash, credit cards and US travelers checks (or Canada if in Canada) as payment for goods.
True X **False** _____ (check one)
11. You can ask your favorite player, celebrity or guest to autograph your cap or apron.
True _____ **False** X (check one)
12. Notify your manager when an item is $\frac{1}{2}$ or $\frac{3}{4}$ sold and before it is sold out.
True X **False** _____ (check one)
13. Some team stores sell merchandise that cannot be exchanged at our merchandise outlets – know the rules at your unit. **True** X **False** _____ (check one)

By signing below you are saying that you understand our merchandise standards and will provide EXTRAordinary Service to every guest.

Signature: _____ Date: _____



MERCHANDISE
CERTIFICATE OF TRAINING

I hereby acknowledge that:

1. I have attended frontline employee training on Merchandise;
2. I understand the requirements and standards reviewed in the training;
3. I understand that every employee is required to comply with the requirements and standards presented in the training;
4. I am committed to being hospitable in all services and encounters with our customers, providing the best service possible for our guests and to improve all levels of service for our customers; and
5. I understand that failure to comply with the requirements and standards of the Merchandise training will subject me to disciplinary action, including dismissal.

Signature

Employee Name

Position

Location

Date



Merchandise Follow Up Notes

DAY ONE

1. CENTERPLATE VISION AND MISSION STATEMENT:

Our Vision is to be # 1 Hospitality Company!

- “Centerplate is a place to have a taste and imagination adventure and MORE”
- Customers will RAVE about it
- We will be the answer to busy lifestyles
- Our Service zones will drive growth for the company and our clients
- New, diverse choices that will set us far apart from the competition

Our Mission Statement is: To be the most respected and profitable Event Hospitality company in North America. Our success is based on a total commitment to our clients; we continuously strive to enhance their reputation and drive their overall returns through:

- Unmatched quality of our services
- Innovative nature of our products & programs
- Excellence of our people.

2. CENTERED ON QUE³ST:

Our whole focus in Customer Service is to be “Centered on QUE³ST” – to demonstrate Quality and Unique food and guest experiences; to Execute Extraordinary Experiences; to be Sustainable to maintain our momentum; and to always work as a Team and operate in a spirit of TEAMWORK. Lets review each letter:

Q [Quality]

Doing what it takes to ensure that our food, service, management and customer experience are always to the highest standard.

U [Unique]

Original food and that memorable Centerplate experience. It's why customers love us, and why they always come back for more.

E³ [Execute Extraordinary Experiences]

No matter how big or small, every action we take should be focused on excellence.

S [Sustainability]

By honing our skills, and staying true to our values we'll maintain our momentum.

T [Teamwork]

From a sampler, to server, to a venue manager to a chef, you've got to have good teamwork or you're not going anywhere.

3. BRAND PROMISE:

“Craveable Experiences. Raveable Results.”™

Our brand promise is to deliver “Craveable Experiences. Raveable Results.”

This is our promise to our clients and customers.

We will execute extraordinary Experiences with Caveable food, programs and services. We will deliver Results for our clients, and the clients will Rave about them to their friends and colleagues. This is our Promise to our customers in our quest to be the #1 Company in Hospitality.

4. CORE VALUES:

Our Company is committed to providing world class service. Each of us must perform our jobs with integrity or honesty, and demonstrate a Passion to succeed. We must deliver QUALITY in

Merchandise Follow Up Notes

all we do. We will drive creativity and innovation in our products, services and programs. We will operate in a spirit of partnership, and demonstrate commitment to our clients. These values will make us successful in our promise to deliver “Craveable Experiences. Raveable Results.”

5. **MANDATE:**

The Company Mandate is our Challenge to deliver on QUE³ST. We must create WOW experiences for our customers, Re-Inspire our employees, create Uncompromising Consistency for our customers, take Pride in all we do, have Courage to deliver on our promises, and demonstrate Intelligent Innovation in our work. If we demonstrate these traits in our work, we will succeed in our vision of being the #1 Company in Hospitality!

Now lets review how we deliver Extraordinary Customer Service!!

6. **Duties of Merchandise Managers**

- Create visual displays of merchandise.
- Maintain appropriate levels of inventory during the event.
- Manage all stand staff.
- Determine assignments.
- Assist with Customer Complaints.
- Manage opening and closing procedures.
- Ensure accurate inventory is completed
- Oversee cash handling procedures.

7. **Duties of Cashiers**

- Assist in opening of stands.
- Assist in pre-event inventory.
- Assist manager with distribution of “tills” prior to event.
- Serve guests by assisting with selections, delivering merchandise and handling payment.
- Provide excellent customer service at all times.
- Act as initial contact for customers with concerns or complaints.
- Suggest additional merchandise items during the sale – “up selling”.
- Assist in keeping the stand or work area neat, clean and well stocked.
- Assist with closing procedures after the event.

Supervisor name: _____

Location/Department: _____

Date Reviewed: _____

Merchandise Day 1

Merchandise Follow Up Notes

DAY TWO

8. Proper Uniform

- Your proper uniform for your position(s) is _____ .
- Name Badge/Security Badge must be VISIBLE.
- All parts required – clean, pressed and well fitted.
- Approved work shoes.
- Grooming:
 - neat businesslike hair styles
 - superior personal hygiene
 - natural hair color
 - minimal make up
 - minimal jewelry
 - fingernail tips no longer than 1/8 inch – no nail color
 - minimal perfume/cologne.
- Smile!!

9. Opening Procedures

General Tasks you can help with:

- Turn on equipment, lights, music.
- Clean all counters, machines, glass, displays, etc.
- Sweep floors.
- Empty trash, remove boxes.
- Stock inventory.
- Fully open stand (windows, sidewalls).
- Tidy all displays.
- Ensure uniforms are complete.

10. Verify Inventory

- Your Manager will oversee the inventory or counting of all merchandise items in the stand.
- Verify the numbers you report to your manager.
- Count items in full measurement (case/box) and then individual loose items.
- Accurately count all transfers, or additional items delivered during the event, and report to your manager.
- Damaged items are to be counted and reported to the Manager for reporting.

Supervisor name: _____

Location/Department: _____

Date Reviewed: _____
Merchandise Day 2

Merchandise Follow Up Notes

DAY THREE

14. Sales – Tips to Keep the Lines Moving

1. Timely assist customers.
2. Continuously re-stock merchandise.
3. Open all Points of Sales.
4. Put most experienced cashiers on the front line.
5. Monitor time of sales transactions.
6. SMILE
7. Deliver merchandise promptly.
8. Take payment and deliver change clearly and concisely.
9. Continuously clean the stand.
10. Give EXTRA EFFORT!

15. Money Handling

Payment Methods -cash, credit cards and US travelers checks - NO personal checks!

Cash

- check for watermarks on larger bills (greater than \$20.00).
- ask for your manager if there are questions.
- set questionable bills to an empty slot in the till so they don't get mixed up.

Credit Cards

- all major credit cards accepted.
- **Explain the procedures for your location.**
- check the name and expiration date.
- verify credit card with picture ID (drivers license).
- verify signature on back of card with drivers license.

US Travelers Checks

- confirm it is a US travelers check and NOT Canadian (for US venues); otherwise a manager must perform an exchange calculation.
- watch the customer sign the check.
- verify name and signature with valid picture ID.

Personal Checks – not accepted.

16. Money Handling-CASHIER

- Clearly tell the customer the total amount of the sale.
- Place cash (amount tendered) from guest on the ledge or across drawer of the till while making change, clearly stating the amount of the sale and the amount of change:
"That will be \$45.75 today. Out of \$50, your change is \$4.25." (count out each bill of change and the coins).
- Place cash in the drawer immediately and CLOSE the drawer.
- Give customers bagged merchandise and a receipt.
- Hand the receipt to the Customer after closing the drawer (if applicable).
- Give customer his/her order and THANK THE CUSTOMER.
- Tip jars can be used only with management permission and can never be placed on the front counter.
- Leaving the amount tendered on the till ledge or top of drawer verifies the denomination given you, if any questions arise.
- Never turn your back on an open till.
- Periodically inform your manager of your need to make a cash drop to reduce the amount of money in your till.
- Never share money between tills. Your manager will provide you with change as needed.
- Keep your till orderly with like bills stacked up.
- If a customer leaves their change, inform your Manager and set it aside. It is NOT a tip.

Supervisor name: _____ Location/Department: _____

Date Reviewed: _____ Merchandise Day 3

Merchandise Follow Up Notes

DAY FOUR

17. Inventory Management

- Watch for low inventory and inform your manager when a particular item is $\frac{1}{2}$ to $\frac{3}{4}$ sold – before the item is sold out!
- You may be asked to call in or deliver a reorder request – follow the instructions for your unit about how to re-order and when to re-order.
- You may be asked to go and pick up the reorder. Follow all procedures for verifying the amount of goods received.
- Assist your manager in re-stocking the stand with the additional goods in a neat manner.
- Your manager will explain the procedures for discounts and “holds” at your unit.

18. Exchanges

- Your manager will explain your location’s policies on exchanges.
- Be friendly, pleasant and upbeat during an exchange – a happy customer is a repeat customer.
- Exchanges should be painless!
- Remember that there may be a TEAM STORE at your location which sells its own merchandise that cannot be exchanged at our stand – know your rules!.

19. Closing Procedures

- Assist your manager in performing tasks to close the stand.
- Count the money in your till and organize denominations of bills, credit card receipts and travels checks.
- You may be asked to deliver the till to the money runners or deliver it to the cashroom. Follow your local procedures including verifying the count and signing all required forms.
- Clean the stand – floors, counters and empty trash.
- Secure all merchandise from displays, counters, etc.
- Organize the stacks of merchandise so the final count can be taken quickly and orderly.
- Assist your manager in taking ending inventory count.
- Turn off all lights, music and cash registers.
- Close and lock all doors, windows or roll downs.
- You may leave only after the manager indicates all closing steps are complete.

Supervisor name: _____

Location/Department: _____

Date Reviewed: _____

Merchandise Day 4



Merchandise 1.27.12



Merchandise Training



Merchandise

Notes page 3

Welcome to Frontline Employee Training on Extraordinary Customer Service.

Today we will review the Company's Vision, Mission, and QUE³ST strategy, and then review steps to deliver Extraordinary Customer Service.

Let's get started!



Welcome!

Centerplate is excited you are on our Merchandise Team!

We will review principles of retail sales, visual merchandising, customer service and basic good practices as you interact with our fans.

Lets Get Started!!



Notes: pg 4

Welcome to Centerplate and to the Merchandise team! As a member of our team, you play an important role in our future success.

We are committed to providing our clients with first class service and merchandise. Your commitment to quality and total customer satisfaction is the key to attaining our goal of providing 100% satisfaction. To the customer or guest, **you** are Centerplate. Our job is to create the ultimate customer experience!

We will review principles of retail sales, visual merchandising and customer service in this segment.



Points of Sale

Centerplate has many types of merchandise sales opportunities:



- Team Stores
- Premium & Club Level Sales
- Permanent Stands & Kiosks Sales
- Temporary Stands & Parking Lot Sales
- Hawkers & Walking Vendors
- Game day Program Sales
- Other – Internet, catalog, team sales

Every merchandise facility has unique outlets to provide a memorable fan experience by selling quality Team merchandise!

YOU play a vital role in creating that memorable fan experience!



Notes: pg 5

Centerplate has many types of merchandise sales opportunities:

- Team Stores
- Premium & Club Level Sales
- Permanent Stands & Kiosks Sales
- Temporary Stands & Parking Lot Sales
- Hawkers & Walking Vendors
- Game day Program Sales
- Other – Internet, catalog, team sales

Your job is to create the best experience for all customers by providing first quality merchandise and displaying extraordinary customer service.



Visual Merchandising and Displays

Your merchandise manager will create the displays and set-ups of the particular stand or location you serve. Always refresh the displays and keep them presentable.

Your job is to invite the customers to your stand and assist customers with their selections, and then to close the sale of the merchandise, with Extraordinary Customer Service.



Notes: pg 6

Your merchandise manager will set up the stands, stores or kiosks with creative displays that visually showcase our merchandise products. You should keep the stand or other sales outlet clean and well stocked, so you can assist customers with their selections to enhance their game day experience!



Customers Deserve RESPECT

R Respect
E Energy/enthusiasm
S Smile/Positive attitude
P Passion
E Exceed expectations
C Communication
T Teamwork



Notes: pg 7

Now lets review key principles of Customer Service.

When we serve our customers with clear communication, and friendly, enthusiastic actions, showing passion for our work and a positive attitude, we are providing Extraordinary Customer Service!

Our actions must show **Respect** to our customers and exceed our customers' expectations.

Of course, Teamwork is a Key to Extraordinary Customer Service.

[Pause to read]



Game Day Procedures

It is important that you follow the specific location's rules on game day procedures:

- Employee Parking
- Arrival Time
- Checking In/Clocking In
- Employee Security Badge or Photo ID
- Storage of Personal Belongings

Show up on time, well-rested and ready to sell, sell, sell!



Notes: pg 8

Your trainer will review with you the particulars of your unit's rules and procedures regarding parking, arrival time, clock in procedures, work assignments, procedure to obtain an employee ID badge and the storage of personal belongings.

[Pause]



Opening Procedures

You must assist your manager in having the stand ready for customers by performing certain opening tasks:

- Turn on all lights(and music).
- Store trash and merchandise boxes out of view.
- Clean all counters.
- Sweep stand floors.
- Fully open stand.
- Ensure all employees are in complete uniforms.
- Tidy all displays.
- Ensure all merchandise is priced correctly.
- Tuck in all sales tags.
- Read game day notes.



Notes: pg 9

The opening of a merchandise stand requires organization and attention to detail. Here are several items that will assist in the opening of the stand and all merchandise employees can assist in these general opening duties.

[Pause to review slide]



Opening Procedures

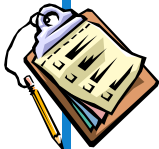
You may assist the manager with:

Distribution of Money Tills:

- Count money for each till/register.
- Verify amount with manager.
- Ensure register is on and working properly.
- Secure/lock registers while not in use.

Opening Counts of Merchandise:

- Conduct a “sweep” of the stand, verifying the count of each type of merchandise.
- Remember to count merchandise in boxes, displays and under counters.
- Your Manager will verify the stand counts match the stand sheet.



Notes: pg 10

You may be asked to assist your manager with distribution of the money tills or cash for each stand, and performing pre-opening inventory or “counts” of merchandise.

[Pause to read]



Proper Uniform

- Your trainer will explain the proper uniform for your position.
- Name Badge/Security Badge VISIBLE.
- All parts required – clean, pressed and well fitted.
- Approved work shoes.
- Grooming:
 - neat businesslike hair styles
 - superior personal hygiene
 - natural hair color
 - minimal make up
 - minimal jewelry
 - fingernail tips no longer than 1/8 inch – no nail color
 - minimal perfume/cologne.
- Smile!!



Notes: pg 11

Your appearance is vital to your successful employment at Centerplate. You should always wear your name badge or security badge AND a smile. You must wear the appropriate complete uniform for your position (which your trainer will advise) and proper shoes. Personal hygiene and proper grooming are also critical. Ask your trainer or GM if you have any questions.

[Review Uniform requirements at Your unit]



Conduct on the Job

- You may not take personal backpacks or bags to the stand. Lockers are available, or leave them in your car.
- You should not carry more than \$10.00 of personal money to the stand. Tell your manager if you have more than \$ 10.00 with you in the stand.
- In cold weather, jackets and warm clothes may be worn under your uniform. Your manager will explain the process for jackets and headgear.
- No cell phones, MP3 players, IPODS or personal electronic devices may be taken to the stands. **No picture taking.**



Notes: pg 12

You are expected to follow all rules of conduct at your location. Here are a few to remember:

- No personal back packs or bags in the stands.
- Don't take more than \$10.00 of your money to the stand.
- Cold weather and working outside? Your trainer will explain rules for layering under the uniform.
- No cell phones, PDAs, MP3 player or other portable electronic devices are allowed in the stands.



Searches

- Subject to local and state law, management may conduct unannounced searches of facilities to enforce its Drug and Free Workplace and/or other policies.
- Facilities include: all buildings and structures, desks and storage cabinets, locker rooms and lockers, vehicles parked on Company property and personal property of Centerplate employees, visitors or contractors while on Company property.
- When there is cause to believe an employee is violating criminal statutes, appropriate law enforcement agencies will be notified.



Notes pg 13

Centerplate has the right to conduct unannounced searches of the facilities its manages and operates, and all property on the grounds, including employee's bags, lockers, vehicles and other employee property.

[Pause to read]



Conduct on the Job

- You may **not** go into the stadium or viewing areas and watch the game during breaks – this will lead to termination.
- Do not ask for autographs.
- Do not SIT in your stand, unless a manager approves.
- Keep your stand counters, floors and work area clean.
- Wash your hand frequently so merchandise stays clean.
- Remember your safety training!!!



Notes pg 14

While working in merchandise, remember these rules:

- You are NOT a spectator – you cannot go to an area to watch the event and cannot roam/visit the trade floor.
- Do not ask for autographs.
- Do not SIT in the stand.
- Keep your stand CLEAN at all times.
- Remember to conduct your job with SAFETY a PRIORITY.

Centerplate has rules of conduct we will review on the next few slides.



Conduct on the Job

- Centerplate does **NOT** utilize progressive discipline and may in its discretion proceed immediately to termination at any time, subject to CBAs or employment contracts.
- **Examples of prohibited conduct** that may lead to termination in the Company's discretion are discussed in the Employee Handbook.



Notes: pg 15

We expect you to conduct yourselves as professionals at all time, displaying only the best – mannered behavior. Centerplate does not use “progressive discipline” – it does not have to give warnings before terminating employees, unless a union contract provides otherwise. If you violate our policies, rules or expectations, you can be fired immediately at any time for cause or without cause, unless a union collective bargaining agreement or CBA provides otherwise.

It is imperative that you read each listed sample of unacceptable conduct on the slide, and do not engage in the listed examples of prohibited conduct.

[Give time to read this slide].



Your Commitment to EXTRAordinary Service

Arrive at Work:

- with a POSITIVE ATTITUDE
- well rested
- well nourished
- properly groomed
- in complete uniform
- ready to “execute extraordinary experiences!”



Notes: pg 16

We each have a commitment to provide Extraordinary Service.

There are times that we struggle to meet the needs of our customers because of our own needs. Personal factors in our life may greatly affect our job performance.

Your commitment to Extraordinary Customer Service includes your commitment to display a positive attitude, and come to work well rested, well fed, well groomed and in complete uniform. **Leave any concerns and poor attitude at the door when you arrive for work! Be prepared to help “Create Something Special” for each guest!**



Money Handling

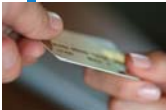
Payment Methods - cash, credit cards and US travelers checks (except for Canadian locations)
- NO personal checks!

Cash



- check for watermarks on larger bills (greater than \$20.00).
- ask for your manager if there are questions.
- set questionable bills to an empty slot in the till so they don't get mixed up.

Credit Cards



- all major credit cards accepted.
- your manager will explain the procedures for your location.
- check the name and expiration date.
- verify credit card with picture ID (drivers license).
- verify signature on back of card with drivers license.



Notes: pg 17

A review of Money Handling procedures will enable you to better perform your job.

Centerplate accepts cash, credit cards and US travelers checks at most units.

No personal checks are accepted. Your trainer will explain the procedures for operating the particular registers, Quest or tills at your unit/stand, and how to process credit cards at your location.

Here are some general money handling guidelines.

[Pause to review]



Money Handling

US Travelers Checks



- confirm it is a US travelers check and NOT Canadian (for US venues); otherwise a manager must perform an exchange calculation.
- watch the customer sign the check.
- verify name and signature with valid picture ID.
- Can use Canadian TC in Canada units.

Personal Checks – not accepted.

Do not hesitate to ask questions if you are unsure regarding any aspect of payment methods.



Notes: pg 18

If you are presented with a US Travelers check, follow the procedures at your location as explained by your trainer. Inspect the check for authenticity. Watch the customer sign his/her signature. Verify name and signature with a valid picture ID.



Cashiers

- A positive attitude is KEY.
- Greet the Customer with friendly eye contact as they are 10 feet from you, and greet each guest with a robust "Hello!" as they are 5 feet from you.
- Assist customers in their selections.
- Notify customers to "specials" or sales.
- Verify the correct price rings up on each item.
- Up sell – suggest other items.



Notes: pg 19

Our cashiers have a great deal of interaction with our customers. Use that time to give Extraordinary customer service to each guest.

Greet the Customer with friendly eye contact as they are 10 feet from you, and greet each guest with a robust "Hello!" as they are 5 feet from you.

Make sure you communicate all specials or new items, up sell and THANK the guest.

[Pause to read]



Cashiers

- Clearly tell the customer the total amount of the sale.
- Place cash (amount tendered) from guest on the register ledge or across drawer of the till while making change, clearly stating the amount of the sale and the amount of change:
"That will be \$45.75 today. Out of \$50, your change is \$4.25."
(count out each bill of change and the coins).
- Place cash in the drawer immediately and CLOSE the drawer.
- Hand the receipt to the Customer after closing the drawer.
- Bag the sales merchandise and THANK THE CUSTOMER.
- Tip jars can be used only with management permission and can never be placed on the front counter.





Notes: pg 20

An efficient sales transaction is key to speed of service and excellent customer service. Tell the customer the cash amount of the order, and collect payment. Next, place the amount tendered on the till ledge and verbally count out the change to the customer. Double check that the amount of change is correct. Place the bills in the till and close the till. Hand the receipt and merchandise to the customer, smile and say "THANK YOU!"

Tip jars can only be used with management permission. Tip jars can never be placed on the front counter. Your trainer will explain the rules of your facility about tip jars at this time.

[TRAINER--EXPLAIN TIP RULES AND TIP JAR RULES AT YOUR LOCATION]



Cashiers

- Leaving the amount tendered on the till ledge or top of drawer verifies the denomination given you, if any questions arise.
- Never turn your back on an open till.
- Periodically inform your manager of your need to make a cash drop to reduce the amount of money in your till.
- Never share money between tills. Your manager will provide you with change as needed.
- Keep your till orderly with like bills stacked up.
- If a customer leaves their change, inform your manager and set it aside. It is NOT a tip.



Notes: pg 21

Cashiers are responsible for protecting the cash in their control during the event. Protect your till or register and its contents by keeping the drawer closed when not making a sale, do not turn your back on an open register, and do not make change or share money between tills.

[Pause to read]



Inventory Management

- Watch for low inventory and inform your manager when a particular item is $\frac{1}{2}$ to $\frac{3}{4}$ sold – before the item is sold out!
- You may be asked to call in or deliver a re-order request – follow the instructions for your unit about how to re-order and when to re-order.
- You may be asked to go and pick up the re-order. Follow all procedures for verifying the amount of goods received.
- Assist your manager in re-stocking the stand with the additional goods in a neat manner.
- Your manager will explain the procedures for discounts and “holds” at your unit.



Notes: pg 22

Managing the level of inventory is critical to high volume sales.

You can help your manager keep the stand well-stocked and orderly by monitoring inventory levels, informing your manager when items are 50% to 75% sold and by restocking merchandise when new stock is delivered. You may be asked to assist in calling in a re-order request or to pick up additional stock. Your manager will explain the procedures for re-orders, stock pick-up, discounts or merchandise “holds” at your location.

[Pause]



Exchanges

- Your manager will explain your location's policies on exchanges.
- Be friendly, pleasant and upbeat during an exchange – a happy customer is a repeat customer.
- Exchanges should be painless!
- Remember that there may be a TEAM STORE at your location which sells its own merchandise that cannot be exchanged at our stand – know your rules!



Notes: pg 23

If you are asked to assist a customer with an exchange, be friendly and upbeat during the exchange – a happy customer is a repeat customer! Know your location's procedures for exchanges. Remember to double check that the merchandise being returned was originally sold at a Centerplate location, and not a separate team store.



Meals/Breaks

- Your manager will explain the process for meals/breaks.
- Some locations provide meal tickets or allow the purchase of “stadium dollars” at a discount for food.
- Your manager will explain when you may take your meal/break (ie, not at half-time or intermission) and where you may take your meal or break.
- ABSOLUTELY NO DRINKING of alcoholic beverages is allowed while working **or** on company property, unless an admission ticket is purchased **and** you are off duty and out of uniform.



Notes: pg 24

Your trainer will explain the rules at your location for taking a meal break, including payment, where to eat, clocking out and NO ALCOHOL!

ABSOLUTELY NO DRINKING of alcoholic beverages is allowed while working **or** on company property, unless an admission ticket is purchased **and** you are off duty **and** out of uniform.

[Pause]



Closing Procedures

- Assist your manager in performing tasks to close the stand.
- Count the money in your till and organize denominations of bills, credit card receipts and traveler checks.
- You may be asked to deliver the till to the money runners or deliver it to the cash room. Follow your local procedures including verifying the count and signing all required forms.
- Clean the stand – floors, counters and empty trash.
- Secure all merchandise from displays, counters, etc.
- Organize the stacks of merchandise so the final count can be taken quickly and orderly.



Notes: pg 25

You must assist in performing tasks as instructed to close the stand, including counting the money in the till and assisting with the till report, delivering the till to the cash room or runners, cleaning the stand, securing all merchandise and organizing the merchandise for the final inventory count.



Closing Procedures

- Assist your manager in taking ending inventory count.
- Turn off all lights, music and cash registers.
- Close and lock all doors, windows or roll downs.
- You may leave only after the manager indicates all closing steps are complete.



Notes: pg 26

Other closing duties include assisting in the final inventory count, turning off equipment and lights, securing the stand, and departing the stand only upon receiving permission from the manager.



Checking Out

Follow your location's procedures for checking out for the event, which will include:

- Clocking out.
- Turning in loaned uniforms/jackets.
- Gathering personal belongings.
- Turn in any paper work you are in charge of.
- Turn in your badge (if required).
- Check your schedule for the next event!

Drive Home Safely!



Notes: pg 27

Make sure you follow the end-of-day procedures for your location, including:

- Clocking out.
- Turning in Uniforms.
- Gathering personal belongings.
- Turning in any paperwork.
- Turning in your security badge (if required).
- Checking your schedule.

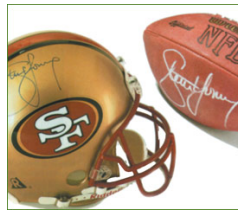


Execute Extraordinary Experiences

Buying a hat or T-shirt from a game is a permanent reminder of the customer's exciting time at a Centerplate venue.

Make sure you contribute to each customer's experience with your friendly customer service.

Your job is to help each of us at Centerplate make the game an extraordinary event, so that the customer returns to our locations again and again!



Notes: pg 28

Our merchandise enhances the “total game experience” of our team's fans and our customers.

Make sure you contribute to each customer's experience with your friendly customer service.

Your job is to help each of us at Centerplate make the game an extraordinary event, so that the customer returns to our locations again and again!



Merchandise

Quiz Time

Name: _____

Date: _____

1. Centerplate sells merchandise at: ____ (insert letter)
a. Permanent stands. b. Kiosks. c. Portable Stands. d. Team Stores. e. All of the above.
2. A visible security/identification badge is part of a complete Centerplate uniform.
True ____ False ____ (check one)
3. Visual Merchandise displays will be created by the: ____ (insert letter)
a. Chef. b. General Manager. c. Merchandise Manager.
4. Opening tasks include taking inventory, cleaning the stand/store, filling displays and checking the overall presentation of the stand/store.
True ____ False ____ (check one)
5. Correct inventory practices including counting all boxes of product under the tables and displays, but not counting loose items in the stand/store. True ____ False ____ (check one)



Notes: pg 29

This is a short quiz for you to complete and sign. It will help us gauge your retention and understanding. We will review these principles again in future staff meetings.



Merchandise

6. Inventory counts must include: ____ (insert letter).
a. full boxes. b. torn or soiled merchandise. c. display items.
d. returns. e. all of the above.
7. Game Day procedures are not important and can be ignored.
True ____ False ____ (check one)
8. Opening stands includes: ____ (insert letter)
a. turning on lights. b. stock all merchandise. c. sweep.
d. clean. e. All of the above.
9. A smile is a critical part of your complete uniform.
True ____ False ____ (check one)
10. Centerplate accepts cash, credit cards and US travelers checks (or
Canada if in Canada) as payment for goods.
True ____ False ____ (check one)



Notes: pg 30

This is a short quiz for you to complete and sign. It will help us gauge your retention and understanding. We will review these principles again in future staff meetings.



Merchandise

11. You can ask your favorite player, celebrity or guest to autograph your cap or apron. True _____ False _____ (check one)
12. Notify your manager when an item is $\frac{1}{2}$ or $\frac{3}{4}$ sold and before it is sold out. True _____ False _____ (check one)
13. Some team stores sell merchandise that cannot be exchanged at our merchandise outlets – know the rules at your unit.
True _____ False _____ (check one)

By signing below you are saying that you understand our merchandise standards and will provide EXTRAordinary Service to every guest.

Signature: _____ Date: _____



Notes: pg 31

This is a short quiz for you to complete and sign. It will help us gauge your retention and understanding. We will review these principles again in future staff meetings.



Merchandise Training

