

Welcome to the Suites at Lambeau Field

Thanks for your time and energy!

EACH PERSON MUST HAVE THE FOLLOWING ITEMS:

Black shoes
Black socks
Black pants

Photo ID
Paperwork (if it's your first time working)

Black means black. Not grey or charcoal or pink or anything other than straight up black.

Pants means pants. Not jeans or leggings or yoga pants.

Shoes means closed toed shoes, no sandals. Tennis shoes are ok but that have to be like 95% black.

Photo ID means either a drivers license or a state issued ID or military ID or something official with a photo on it as well as your DOB. Student ID's are only valid if you have NONE of the others.

Paperwork is necessary the first time you work at Lambeau. Forms are also attached to the email that this document was attached to.

ONLINE TEST:

If it is your FIRST time working at Lambeau Field with us this year you must take a short online quiz. You must get at least a 90% on the test but you can take it as many times as you need. The test is available online at:

www.styg.com/signup

After you achieve a 90% on the quiz, you MUST print off the Certificate of Completion and bring that with you, along with your other paper work attached to the email you just got. The link for the quiz closes on the day before a game at 12 noon.

Also on the above website is a "study guide" which basically helps you with the test. Use it. The "study guide" is a copy of a 100% test. PLEASE pick a question to get "wrong" on purpose. It'll look weird if everyone from St. Thomas Menasha is getting 100%! ;-)

PARKING:

We need to park on the street on the west side of the stadium in the residential neighborhoods. Because we're arriving 3 hours ahead of time, there won't be any issue finding parking. You'll be able to park within a couple of blocks or closer. WE CANNOT park in the stadium parking lot.

If you need a landmark, find Kroll's West restaurant and go into the neighborhoods behind there (moving away from the stadium)

MEETING SPOT & ENTRANCE TO THE STADIUM:

Please meet 3 hours before kickoff at The Volunteer Entrance to Lambeau Field, which is on the northwest corner of the stadium, between the Verizon and Bellin Health gates.

You only bring items you can bring into the stadium must be in a clear plastic bag. No purses, no backpacks.

We'll head into the stadium where you'll hand in your paperwork (if it's your first time working at Lambeau) as well as show your Photo ID.

We will then get our lockers where we can store stuff we've brought in. We'll also get our shirts and change into them. There really aren't any private areas to change your shirt so EITHER you can grab a couple of friends and they can form a little privacy screen for you OR you can wear a tank-top under your shirt and just work it that way.

You'll get nametags too as well as labels. If the nametag you get already has a name on it, peel it off and find your name on the list of new labels.

Once we're all changed and our leader comes to get us, we will head to the bowels of Lambeau Field to get the big green coolers called *crestors*, take them all up to the 6th floor suites and start setting up.

CONTACT INFORMATION:

Please exchange cell numbers with one another so you can contact each other during set up, serving, and clean up. This is vitally important. It's a zoo up there, especially at the end of our time together and we need to be able to find one another.

PHONE NUMBERS FOR DELAWARE NORTH FOLKS:

SET UP:

We will be in the West Suites on levels 4, 5 and 6. All the suites on the West side have even numbers. If you find yourself in an area of the suites that have odd numbers, you are on the East side and just might be lost.

The 6 west pantry is stocked with everything we need for the dessert carts – utensils, plates, napkins, liquor, etc. Ice cream and the hard soda will be in the small 6 West pantry refrig/freezer just across the hall from the dessert cart pantry. Ice cream liners will also be in the small pantry as well as 2 extra dessert carts.

All crestors/coolers will be taken up to the 6 West suites pantry. All dessert carts will be set up on the 6th floor and then taken down to levels 4 and 5 via the middle media elevators. All dessert carts **must** look exactly the same. There will be a picture of what the carts should look like.

We will be running between 2 and 3 carts per floor, depending on the number of suites that have signed up for desserts. The sixth floor will usually run three carts as they also cover the 7th floor.

Each cart needs one of every option that's in the coolers as well as the various pre-packaged items like candies and suckers and more. Please place a label by each of your dessert items.

Dessert carts will be staged just outside of the 6 west suite area (open area to the right of the big 6west pantry). There is a very specific way the carts are to be staged in this area. (see diagram at the end).

There will be two runners working out of the pantry on 6. A runner is to be in the pantry at all times to receive calls for needed items. See more on runners below.

You'll have lots of questions and there will be various leaders around to answer questions. You can also ask someone who has done dessert carts before.

NON-REFRIGERATED ITEMS:

Things like candy bags, lollipops, caramel apples, pint glasses, coffee mugs, and shot glasses will be in the pantry on 6 west. We will need to bag our own candy, so help each other to get some bags prepared.

Place pumps in syrup bottles. Save the caps from the syrup bottles to put back on later. Put nozzles on the liquor bottles.

REFRIGERATED/FROZEN ITEMS:

All the cakes and pies will be in the big green coolers. All refrigerated items (anything in the green crescors) should not be put on carts until about 30 minutes before kickoff. Any earlier and they'll get messy when you try and serve them to guests.

Ice cream will be in the freezer in the small pantry on 6 West. You need both the ice cream bucket as well as the white insulator to keep it cold. You can get that out about 20 minutes before kickoff.

You will need to get ice from the pantry on the far end of 6 West, across from suite 6058. Take 2 buckets (found in the end cabinets of the dessert carts) and fill them up in that pantry. Then, put a few inches of ice in the ice bins on the ends where the strawberries and whipped cream go. **MAKE SURE** you have a bucket under the drains below the ice bins!

The little chocolate shot cups should be on a shelf in pantry on 6 West. Pull those out around the same time as you get the ice cream.

The health department was often roaming around prior to the game starting and checking the temperature of foods with eggs or milk. If the temperature of the item was too warm for too long, that item could not be used.

SERVING UTENSILS:

It's required that you have a different serving utensil for each cake/pie/tray. Due to allergy concerns, best not to cross contaminate. Serving utensils are in a small clear drawer on the shelves.

You'll need an ice cream scoop and a little metal tray or small metal bucket to set the scoop on/in between servings.

Bamboo trays are for napkins, forks, and spoons – there should be 3 per cart.

The wire and straw basket can hold beverage napkins (for hard floats) or neatly arranged utensils.

GARBAGE FROM YOUR CART:

On the left side of the cart as you look at it from the front; there is a set of doors. You can place one of the plastic Packer buckets there for any trash you accumulate during the day.

LIQUOR:

Please use the partial bottles first! There were too many partial bottles left last year. Delaware North staff will unlock the liquor cage sometime around an hour before kickoff. There should be 4 liquor bottles on each cart with a little pouring spout for each one. The 4 options are Bailey's Irish Cream, Rumchata, Kahlua, and Disaronno. When serving liquor in the chocolate shot glasses, fill them to within 1/8 inch of the top. When topping a scoop of ice cream or cake with liquor, drizzle it over the top for about 3 seconds.

We also serve JELL-O Shots as well as Hard Soda floats. The floats get two scoops of ice cream and then fill the rest of the cup with the Hard Soda.

ONLY PEOPLE WHO ARE 18 OR OVER MAY SERVE, POUR, OR TOUCH THE LIQUOR.

LUNCH/DINNER:

We are given a food voucher that will get you ONE of the following: Hot Dog, Brat, or Soft Pretzel PLUS a small drink. The best time to eat is after you have your carts all set up but BEFORE you pull cakes and pies and other refrigerated items. The easiest place to grab food is exit the west suites on level 6 heading south and there's a place right there. You can also head into the Club Seating and find places that serve food as well. We must eat our food in the 6 West Pantry.

COLOR CODED SUITES:

Each floor will have a sheet that tells you what suites to go to, depending on what color they are highlighted in. Green means go to those first. Purple and yellow (specific timing) mean check with the suite attendant to see if they want the dessert cart or when they want the cart. Red means do not stop there.

If someone from a suite asks you to come to their suite (and their suite is marked red), let them know they need to speak to their suite attendant &/or owner to see if we can stop.

DISHWASHER:

Just before you head out to serve, turn on the dishwasher in the small pantry so it's ready to go when you get back. We learned this the hard way the first few times.

GO TIME:

Leave your fully set up carts in the staging area until just after the National Anthem. Then, head out to your first green coded suites.

A suite attendant must be present when you serve desserts to a suite. The attendant's name is marked on the color-coded chart.

Some suites, even though they are color coded green don't want you to stop there right away. You may even find that many suites like to have the dessert cart come at half time or after. We cannot get done in time if we wait for half time to serve suites. Only suites that have indicated a specific time on the sheet are to be served at a specific time (colored yellow). If you arrive at a suite that is marked green (they want dessert) and they want you to come back later, PLEASE tell the suite attendant that you will return if you have time, but you cannot guarantee you will be back and they may want to ask their guests if they would like to get their dessert now to eat later. Please contact Delaware Staff after the game if you have any issues with the suite attendants with this policy.

RUNNING THE CARTS:

There are 3 carts on levels 6 and 2 or 3 carts on levels 4 and 5. There are 2 people per cart. Only ONE minor can be on a cart because there are alcohol options and people under 18 can't legally hand out alcohol.

The remaining 2 people will be runners working out of the 6 West pantry.

The most important thing is to smile and be friendly. Everyone in the suites is always happy to see the dessert cart pull up so have fun with that! Lambeau has added a lot of artwork to the walls of the corridors. Please be aware of the art as you pass your cart by them so you do not damage them.

If someone tells you to remain at least "3 feet" from the artwork (which is virtually impossible for the carts) just smile and say, "yes, we were told that as well and we are doing our best."

You do NOT go into the suites; simply pull up your cart to the entry to the suite leaving enough room on the backside of the cart for people to pass by. The people in the suites come to the door and we meet them there with the cart. Each suite has an attendant and they will be there as you serve the guests and make sure they keep track of what gets sold as well.

While you are getting orders, one person makes little tally marks on an order sheet while the other person serves the people who order. The suite attendant must also be there with you so DO NOT start serving or taking orders until the suite attendant is there.

UPSELLING:

This is *important* because it's how we make MORE \$\$\$!! Whenever someone asks for a piece of cake or pie, always always always ask if they'd like a scoop of ice cream with that. Most of them will say yes. And then ask if they'd like anything on top of the ice cream . . . Chocolate sauce? Bailey's? Strawberries? It's totally OK if they say no to all of that. But always always always ask!

RUNNERS:

If you are running low on something, call the 6 West pantry (8724); let them know what you need and what suite number you are at. A good rule of thumb is that if you have 2 or 3 slices left of something; it's time to order more. You can ask a suite attendant to call for you using the suite phone or you can just reach into the suite (the phones are RIGHT inside the door) and dial 8724. Step OUT of the room while you are on the phone.

DONE WITH YOUR SUITES? HELP OTHERS:

You may finish your suites before other carts on your level do. That's great! Please go check with the other carts and find out which suites you can do so that everyone gets done quicker. This is SO important.

Also, if all carts on a floor are finished, BEFORE you start cleaning up, check with carts on other floors to see if they need help!

FINISH TIME:

We are to end dessert cart service at the end of the 3rd quarter/beginning of the 4th quarter. If you finish before that, that's fine. But see the above paragraph! Don't just head back to the pantry. Work together.

FREE SAMPLES:

When you get done with all your suites you can head back to the 6th floor pantry. Each person can sample ONE PIECE of ONE of the dessert items. But you must eat it IN the pantry. Please do not take 15 minutes to just sit around and eat. Have your yummy treat but then start cleaning quickly.

GREEN COOLERS:

- 1) Put all perishable items back into the big green coolers, even if there's only 1 piece of it left.
- 2) Empty plates are to be put in an empty cooler, not in a cooler with food in it.
- 3) All the perishable items in the big green coolers then need to be moved into the WALK-IN COOLER in the large 6 West pantry.

CLEAN UP:

- 4) Put all candy, mugs, glasses, back into BOXES and place boxes on shelves in the pantry.
- 5) Rinse off all the utensils and run them through a short cycle in the dishwasher across the hall in the small 6 West pantry. Return the utensils back to the large pantry.
- 6) Wipe off your cart thoroughly of all debris and garbage and crumbs. Use the spray disinfectant to clean you cart. Don't leave ANY food on the cart whatsoever. Be sure to check all the compartments in the cart including the backside compartment for food or trash and remove it.
- 7) Disassemble and rinse the pumps from the syrups. Put the caps from the syrup back on.
- 8) Place the hard soda back in its proper box; please do not mix kinds in one box.
- 9) Dispose of any waste in the bucket from your cart.
- 10) Sweep and then mop the floor of the pantry.
- 11) Carts and pantry **MUST** be inspected and signed off on by a supervisor (Rob or Hailee).

CLEAN UP QUICKLY:

You will be tired at this point. But the faster you can clean up and get out of there, the more likely it is that we can get out of there before the end of the game.

GATHER THE TEAM TO EXIT:

Once you have finished cleaning up your carts and pantry, EVERYONE gather in the 6th floor pantry to check in and plan your exit together.

LEAVING:

Please hang up your shirts AND nametags in a neat and orderly way in the TOP locker that says St. Thomas Church on it. We get charged for missing shirts and nametags so please take care of this.

QUESTIONS:

If you have any questions between now and then, just let Anne or Aran know. Aran's cell is (920) 379-6229 and it's the best way to reach him (call or text). Email works too as does facebook messenger, twitter, snapchat, whatever. :-) Anne's cell is (920) 851-2686, email eannep524@sbcglobal.net

And thank you for helping with dessert carts!