

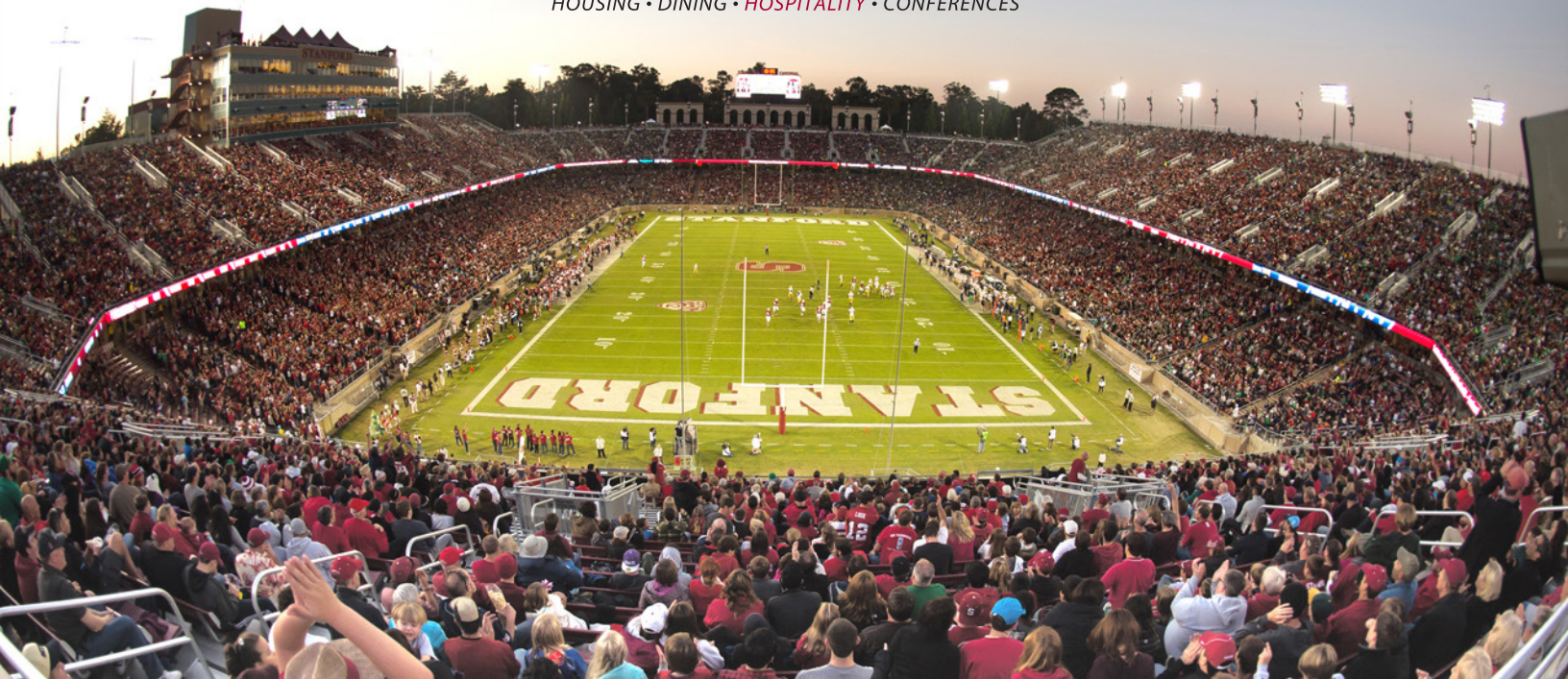


EMPLOYEE AND NON-PROFIT GROUP



2018-2019 MANUAL

From the Farm. For the Farm. **R&DE.**
HOUSING • DINING • **HOSPITALITY** • CONFERENCES





Welcome to STANFORD HOSPITALITY & AUXILIARIES!

Welcome to Stanford University! On behalf of Residential & Dining Enterprises (R&DE) Stanford Hospitality & Auxiliaries (SHA), we would like to welcome you to one of the most dynamic food service teams in the country! Our current staff members offer a wealth of knowledge and years of outstanding service; the casual, high school students, and Stanford student staff employed by SHA offer creative energy and new ideas; our chefs create culinary delights from around the world; and our management team develops exciting new programs that deliver a fresh and new dining experience each quarter. As one team, we in Stanford Concessions strive to FLAVOR THE FAN EXPERIENCE, bringing world-class dining to a world-class university.

We serve a diverse university community in a safe and friendly environment. Our customers are students, faculty, staff, and visitors from around the globe. We take pride in our ability to meet their dietary needs. We offer quality foods from around the world, delightful vegan and vegetarian options, allergy-sensitive meals, and an abundance of organic, sustainable and locally produced-foods that are free of pesticides and hormones. All of our facilities undergo regular health inspections, and each kitchen has a state certified food safety manager available to maintain health and safety standards.

We have an incredibly exciting menu management program that directly links to our website, providing our community with daily menu options, and the opportunity to design individual meals based on nutritional and caloric information. Students are able to locate dining

options and take a virtual tour of each operation. They are also able to manage their meal plans, order meals online, send us feedback, and explore a wealth of information about our dining programs and upcoming events.

We excel in quality food and services, and have developed a set of core values to reflect our high standards: Integrity, Care, Ownership, Respect, Excellence (I.C.O.R.E). You were asked to join our team because you exhibit these values, and we believe you will be a great addition to our team. Please let us know if there is anything we can do to ensure your success working here.

Once again, on behalf of the entire Stanford Hospitality & Auxiliaries team, welcome to Stanford University!

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CONCESSION PHONE LIST/LOCATION

Stadium Office..... 3-6846
First Aid Section 115 and 132
ATM..... Section 123

Maples Office..... 5-2424
Ticket Office..... Section 16
ATM..... Located Outside Main Ticket Office

MISSION

Residential & Dining Enterprises supports the academic mission of the University by providing the highest quality services to students and other members of the university community in a sustainable and fiscally responsible manner.

OUR VISION

To be the Best in the Business by...

- Providing exceptional customer service and creating a sustainable future.
- Measuring and benchmarking our performance.
- Hiring, inspiring, and retaining talented team members and promoting their wellness.
- Managing change to realize exceptional results.
- Being fiscally responsible stewards and supporting the academic mission of the University.

OUR MANTRA

“Customers (students) First”

OUR BELIEF

Students are never an interruption in our day. They are the reason we are here.

CONDUCT

We require all employees abide by the code of conduct and the principles of I.C.O.R.E for the safety and wellbeing of our university community. Violation of this policy includes, but is not limited to: violence toward a customer or co-worker; harassment of a customer or co-worker; theft of Stanford property or personal property; falsification of records; wandering around in residence areas or utilizing property that belongs to the Stanford students; insubordination toward management; abuse or destruction of Stanford property; abuse or destruction of others personal property; rude or inappropriate behavior toward customers, co-workers, and management; and the use of cell phones during operational service or while on duty, unless it is a confirmed emergency.

CORE VALUES | I.C.O.R.E

- Integrity: What you do when no one is looking
- Care: Genuine concern for others
- Ownership: Take responsibility
- Respect: Is a two-way street; it must be given to be received
- Excellence: Be the best that you can be

UNIVERSITY POLICIES

Stanford University has a set of carefully written policies that pertain to everyone on campus. Become familiar with these policies and understand how Stanford Dining applies them in their daily practice. The Contingent Employee is expected to act in a professional, legal, and fair manner toward management, supervisors, co-workers, university staff, and customers.

STANDARDS

The concessions employee is responsible for learning and sustaining our policies, procedures, and programs by following the professional standards expected of our award-winning food service operations. Implementing these high standards of operational procedures requires excellent listening and communication skills. Take the time to review the resources available in this manual and ask the Unit Manager questions regarding any information that is unclear.

UNACCEPTABLE BEHAVIOR

The following situations demonstrated by temporary and casual workers will result in immediate discharge at the discretion of the University. Evidence of:

- Creating a hostile work environment
- Verbal or physical abuse
- Insubordination, not following supervisory directives
- Theft
- Making inappropriate statements (example: age, gender, ethnicity, sexual orientation)
- Sexual Harassment or harassment of coworkers, students or other customers
- Violent behavior
- Excessive absenteeism and/or tardiness
- Inappropriate language (profanity, insulting, name calling)
- Falsification of time
- Leaving work area during shift without prior approval by manager

WORKERS POLICIES & PROCEDURES

UNIFORM POLICY

All workers are required to stay within the guidelines of our uniform policy, which is as follows:

1. A clean white shirt/blouse. If you are wearing a shirt with other colors, the apron must cover any prints and/or words, so nothing but white will be showing.
2. Clean DARK Black, Khaki or Blue denim pants/ shorts. NO SWEATS. NO STRETCH PANTS/STIRUPS.
3. After receiving your work assignment and checking in, you will be given an apron. All aprons MUST be turned in at the end of your shift.
4. Comfortable work SHOES with non-skid soles (like tennis shoes). NO open toe or high heels.
5. EXCESSIVE JEWELRY is not permitted. NO dangling earrings—only post earrings! NO nose rings!
6. Keep PERSONAL ODOR to a minimum (for example: excessive perfume, cologne or body odor). HANDS and FINGERNAILS must be kept clean. FINGERNAILS may not exceed half an inch in length from cuticle to tip. Neatly painted.
7. HAIR must be neatly combed. If long, it must be pulled back. BEARD/MUSTACHE must be kept neat. NO Stubble.
8. No professional or collegic sportwares are to be worn.

On cool days—if you want to wear a coat, it MUST go underneath your uniform, NOT on the outside. On sunny days—if you are in direct contact with the sun, you may be allowed to wear sunglasses. Prescription sunglasses are allowed, but there are NO OTHER EXCEPTIONS!

NO CELL PHONES ARE TO BE USED WHEN WORKING THE CASH LINES. CUSTOMERS DON'T WANT TO WAIT WHILE AN EMPLOYEE ANSWERS THEIR PHONE.

VOLUNTEER GUIDELINES

All volunteers MUST be at least 16 years of age and accompanied by at least 1 adult, 18 years or older.

All cashier must be PCI certified if handling credit cards. To obtain certification, please go to the following url and enter the access code.

<http://rdepcitraining.stanford.edu>

Access code: 24181539

PARKING

Please plan to carpool, because parking is limited.

EMPLOYEE / VOLUNTEER PARKING

Employee / Volunteer Parking:

Stanford Stadium Events – There are 2 available parking lots that are free to anyone working the stadium football events. All other events at Maples, Sunken Diamond, Cagan, Cobb, and Avery are free, and you may park in any of those designated lots when it is not a football game day.

Free Parking Lots for Working Football Staff

- PS-7 is the on a first come first serve basis. Spaces are limited and not always guaranteed. Please remember this lot is used Monday through Friday for all staff working at the University and will most likely not have any available spaces until after 4 pm.
- Searsville Lot located on Campus Dr. and Searville Rd. (shuttle information will be provided prior to each home football game).

All other events at Maples, Sunken Diamond, Cagan, Cobb Track & Avery are free. Parking for those events is located at Sunken Diamond (Varsity Lot) and the Vendor Lot (El Camino Grove).

** Please reference map A on back page for parking and venue locations.*

RESERVED / ADA PARKING

ADA Parking – is available in the Sunken Diamond Parking Lot (Varsity Lot) and also available in the H-Lot on the corner of Nelson Road and Galvez Street. A state placard is required. There is a fee to park at both places and you will not be reimbursed by Stanford Concessions, if you choose to park there.

REPORTING TO WORK

All workers are expected to be in their stands at the time they are scheduled (i.e. If you're scheduled for 5:30 p.m., you should be in your stand at 5:30 p.m., not checking in at 5:30!)

Please report to the following locations based on the event schedule.

Football Stadium – Gate 1B

When signing in at concessions, you will receive a wrist band. You'll need to put it on in order to gain entrance into the stadium. All volunteers, except the cash lead, will report directly to their assigned stand to receive a working badge and uniform.

Maples Pavilion – Southwest Entrance (back loading dock)

When checking in at the back loading dock, please notify the Red Coat staff member what group you are working with. You will then receive a wrist band that needs to be put on in order to gain entrance into Maples. All volunteers will then report directly to their assigned stand to receive a working badge and uniform.

Sunken Diamond – go directly to stand

Avery Aquatic Center – stadium gate 1

Cobb Track & Angell Field – stadium gate 1

Taube Tennis Center – southwest entrance

BACKPACKS & PERSONAL BELONGINGS

Anyone bringing a backpack to the Stadium, must check it in at a Bag Check Station prior to checking in.

Bag check area

- Maloney Field/ Cagan Stadium (Soccer Entrance)
- Cobb Track & Angel Field (Track & Field Entrance)

Please do NOT bring any personal items, which include backpacks, purses, and bags. There is very limited storage space in these stands, as well as a secured location to store them. We are not responsible for missing items.

The Santa Clara Health Department encourages not to allow these items in a food preparation area.

If you need to bring any personal items, please refer to

STANFORD ATHLETICS' CLEAR BAG POLICY on page 18 in the manual.

EMERGENCY EVACUATION

Certain circumstances may call for emergency procedures that may require the evacuation from the premises. In the case of an emergency, please review the procedures posted on the wall by each stand door with all volunteers after they are all checked in.

ENTERING THE PLAYING FIELD

At no time are any Non-profit volunteers or employees allowed to be on any of the Stanford Athletic playing fields. That also includes Maples Pavilion Basketball Court.

Stanford security procedures do not allow you to enter on to any of the playing fields or in any private areas. If you are not sure you are allowed to enter...then don't. These are Stanford Athletic facilities and these policies & procedures must be followed. Any violations could jeopardize the opportunity to fundraise at Stanford.

THE CLIPBOARD

The clipboard is set up to meet the needs of our operation and to provide employees and NP groups with the materials needed to run a successful event.

The clipboard is the first means of communication with the Concessions Managers' needs and special instructions to the employees and NP groups.

Each clipboard is labeled for a specific location and has the necessary materials needed to operate the location.

1. Event sheet - Special Instructions for the event
2. Projected Sales/Stock Guide for event
3. Stand Inventory Sheet & Eaten/Spoilage Sheet

EMPLOYEE BREAK POLICY

1. The following procedures regarding break policies are as follows:
2. Breaks should ONLY be taken at the appropriated time!
 - Not at walkup
 - Not at half-time
 - Not at very busy times
3. Breaks must be taken in designated areas. If you don't know where that is, make sure you ask your lead or Concession Supervisor.
 - Prior to gates, is the only time you're allowed to sit in the disable seats or upper level stadium seats.
 - If you are using that area, you must always clean up your mess – never leave trash.
 - You are never allowed to sit in the lower level stadium or lower level Maples seats.
 - When the facility is open to the public, you must take your break in the stand or along the back wall area in which your stand is located.
 - Do Not "Roam the Concourse"
4. Do not leave your stand without approval from your lead, supervisor or manager.
5. Always wash your hands when returning from break.
6. You may ONLY use your cellphone when you are not in the view of the public or on your break.

EMPLOYEE MEAL POLICY

The following procedures regarding the meal policy for all Non-profit workers are as follows:

IF YOU WORK, as a Courtesy, we will provide you with:

- One Item or one Snack Item.
- Soda/Coffee served in a courtesy cup or your cup from home.
- When you receive a meal item, you must record it with the Inventory Lead on the employee stand sheet.
- If you don't eat a meal item please record under "No Item Eaten"

The following are NOT PERMITTED:

1. All employee meals are to be serviced like a customer. Any employee seen with food items in a pop-up tray and not in the chargeable container will be subject to violation of our agreement.

2. Items that are shadowed are not allowed to be recorded as eaten and must be purchased by the worker.
3. Courtesy cups are only used for fountain beverages, not for ketchup, salsa, cheese sauce, etc.
4. NO food product is to be taken home or consumed by anyone other than you.
5. You are not permitted to visit another stand to receive your meal. You must eat from your assigned stand.

NO EATING, DRINKING or CHEWING GUM in the view of the public.



SMOKING POLICY

1. For the health and comfort of guests, **ABSOLUTELY NO SMOKING** smoking is not allowed inside the gates of any facility or in any interior area of Stanford University.
2. Absolutely NO SMOKING in any of the stands or work areas and no smoking in uniform.

EMPLOYEE TIP POLICY

The following procedure MUST be followed if you receive a tip:

- NO SOLICITATION OF TIPS!
- NO tip cups, pop-up trays or cash should be on the front counters.

Do not assume a walk away is a tip. If the customer walks away without taking their change, please notify the Cash Lead right away. The Cash Lead is to collect this money and record it on their cash pick-up sheet as a walk away.

ACCIDENTS / ILLNESS PROTOCOLS

WHEN A WORKER IS INVOLVED IN AN ACCIDENT THE FOLLOWING MUST OCCUR:

1. The Concession Supervisor and Concession Manager must be notified immediately.
2. If the worker is unable to move, call First Aid requesting assistance. DO NOT TRY TO MOVE OR TREAT THE WORKER YOURSELF.
3. If the worker is able to move and chooses to walk, please instruct them to the nearest First Aid Station.

All information regarding the accident must have the proper incident reports filled out by a Stanford University Manager.

SETTING UP YOUR STAND

THESE GUIDELINES ARE NEEDED TO OPERATE YOUR STAND PROPERLY & EFFICIENTLY

PRIOR TO GATES

1. **INVENTORY:** The Inventory Lead will make sure all inventories in your stand are true and correct so your stand will balance at the end of your shift. If you need to place an order, please have ONE list of items ready for the Concession Supervisor to call in.
2. **MONEY MANAGEMENT:** The Cash Lead will make sure all monies, credit card transactions, Cardinal Dollars and vouchers (coupons) in your stand are true and correct so your stand will balance at the end of your shift.
3. **EQUIPMENT:** Make sure your stand has all the necessary cooking, holding, and serving equipment in proper working order so you can operate your stand.
4. **PRODUCTION:** Make sure you are preparing proper amounts of cooked product, nacho trays are chipped up and all displays are full with the proper menu items.
5. **STAND APPEARANCE:** Make sure front counters, soda units, food displays, are wiped down clean and all floors swept and trash removed.
6. **EMPLOYEE APPEARANCE:** All employees are to be in the proper Stanford Concession uniform and hands washed (refer to Personal Hygiene on page 7). Plastic gloves must be worn while preparing food.
7. **CONDIMENT STATIONS:** Make sure all condiment tables, displays, and napkin holders are free of dirt, smudges, and fingerprints. Make sure table is sanitized prior to putting out condiments. Make sure containers are all filled but not overflowing.
8. **SERVICE EFFICIENCY:** Keep all lines open. The line that takes all payment types (Cash, Credit Cards, Apple Pay and Cardinal dollars) should be the first line to open and the last to close. Make sure all cashiers know how to correctly take orders and process payments.
9. **MENU OVERVIEW:** All cashiers must know the menu and pricing structure. Cash Lead should go over menu, credit card and Cardinal Dollar process with Concession Supervisor for further clarification as needed.
10. **SERVICE STANDARDS:** All guidelines will be reviewed by both leads working their area. Prep, cooks & condiments will be given by Inventory Lead. Cashiers will be given guidelines by Cash Lead. Both Leads will cover major points in customer service.

DURING THE EVENT

1. **PRODUCT SUPPLIES:** Make sure you check for your product needs, and then place an order with your Concession Supervisor.
2. **PRODUCTION:** Make sure all cooked food that is needed is being prepared and displays are refilled. Also make sure when it is slow that all employees are getting their breaks.
3. **CHANGE:** Make sure your stand has the adequate change. If not, please let your Concession Supervisor know.
4. **QUICK CLEAN UP:** Consolidate trash that has accumulated during the walk-up and have the trash removed or kept out of the view of customers.
5. **MONITOR SERVICE:** Keep all lines open throughout breaks until lines have completely cleared.
6. **CONDIMENTS:** Service and restock stations as needed (they are dirty after one person uses it).

CLOSING THE EVENT

1. **STAND CLOSING:** Designate closing responsibilities when breaking down your stand. Reduce number of serving lines when authorized by your Concession Supervisor. Remember—the line that accepts Cardinal Dollars is always the last to close. Begin clean up.
2. **BLUE TILL BAG PICK-UP:** Have your blue till bag ready for the security supervisor.
3. **EQUIPMENT SHUTDOWN:** Make sure all cooking and holding equipment are turned off. Make sure all food products are removed and all equipment is cleaned.
4. **INVENTORY:** All products are consolidated and the stand is left cleaned and organized. All unused inventory is consolidated, counted and locked up. If product is missing after event it will be deducted from your commissions.
5. **CLOSING CHECKLISTS:** All workers are to remain in their assigned stand until each of the closing checklists is completed. The Concession Supervisor

will then dismiss the group.

BY FOLLOWING EACH OF THE ABOVE STEPS, YOU WILL:

1. Always be able to find equipment when you enter a stand.
2. Greatly improve the appearance of your stand.
3. Increase the capacity for food storage by 40 percent.
4. Allow the employees to neatly stack deliveries.
5. Avoid unpleasant warnings.
6. Continue a long and pleasurable work experience!

FOOD SAFETY

PERSONAL HYGIENE

How to wash your hands

- Whenever you wash your hands the process should take at least 20 seconds
- Wet hands with running hot water
- Soap and lather your hands, using the available antibacterial soap
- Rub the soap and scrub between your fingers and around and under your fingernails
- Rinse your hands thoroughly under the hot water
- Dry your hands with a single-use sanitary towel

When to wash your hands

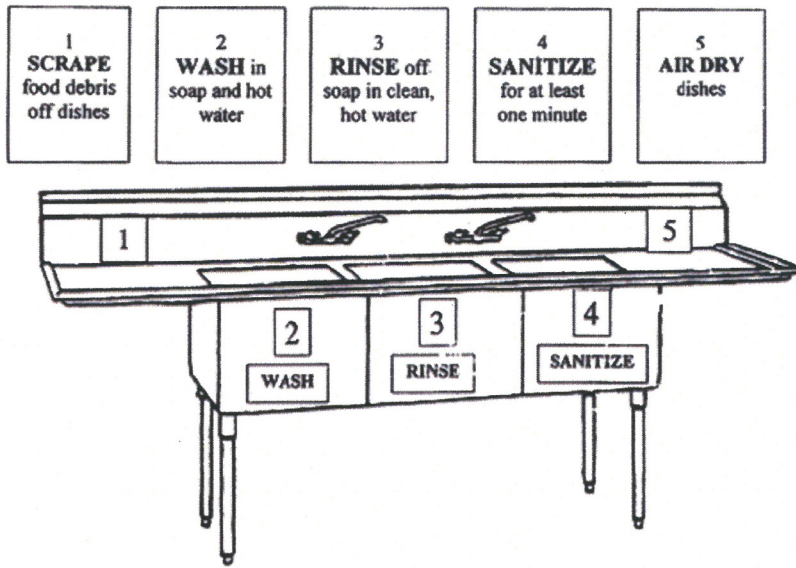
Wash your hands as frequently as possible during your workday. However, they must always be washed after:

- Using the bathroom
- Smoking
- Coughing or sneezing
- Touching your face, hair, clothing, etc..
- Taking out the garbage
- Handling money
- Cleaning off counters & tables

Always remember to:

- Cover cuts on hands with a clean bandage and use single-use disposable gloves
- Change gloves each time you move on to a new task
- Always wash & dry hands before putting on a new pair of gloves
- Do not prepare food if you are ill
- We are responsible for the safety and health of our customers by protecting them from the unseen bacteria and viruses that are passed on to them from mishandled food. Most food-borne illnesses are a direct result of careless, unsafe, and unsanitary habits, and can be prevented by promoting awareness of safe food handling.
- Another food safety requirement of every Stanford Employee is to understand the importance of food allergies, food intolerances, and dietary restrictions. Our customers trust and rely on our accuracy and knowledge in preparing food that is safe for them to eat.

Hand sinks are for employees hand washing only. Never use for any food related reasons.



CLEANING & SANITIZING

Use a three compartment sink to manually clean and sanitize equipment and utensils. **FIRST WASH, SECOND RINSE, AND THIRD SANITIZE.** After sanitizing, all equipment must be air dried — no rags, towels and paper.

IMPORTANT THINGS TO REMEMBER WHEN HANDLING FOOD

To prevent cross-contamination and possible food-borne illness

- Dropped utensils must be washed prior to using.
- Sanitize food contact surfaces.
- Take temperatures every 30 minutes (40° or below for cold food, 140° or higher for hot food).
- USE FIFO: First In First Out – food has to be used in the order in which it is received.
- Look for dates on everything, and use the earliest date first. For example, if there are two milks side by side and one is dated April 30th and the other is dated May 1st, use the April 30th first. FIFO
- Food must be stored with the most recent date in the back and the oldest date in front.
- All open food containers and leftovers must be covered and sealed tightly.
- Once a metal can has been opened, the contents must be transferred to a plastic container, securely sealed, and labeled with food contents and the date.
- Food must be stored on shelves at least 6 inches above the floor.
- Storage areas must be kept clean, sanitized, dry and organized.

PROPER REFRIGERATION STORAGE

- The top shelf: Foods that will not be cooked (carrot sticks)
- Shelf #2: Foods that are ready to eat (deli meat, salads)
- Shelf #3: Leftovers (any precooked food)
- Shelf #4: Raw beef
- Shelf #5: Raw pork
- The bottom shelf: Raw chicken and raw turkey
- Never store raw poultry above any other food

It is imperative that every concessions employee knows how to safely handle food according to health and safety regulations.



SANITIZING SOLUTION ONLY

use on food surface area to include stainless steel counters and tables.

DETERGENT SOLUTION ONLY

use on food service equipments both inside and out to include racks.

PROVIDING EXCELLENT CUSTOMER SERVICE

We are committed to providing excellent customer service for our students, faculty, staff, and Cardinal fans. Great customer service begins with first impressions, is consistent in presenting quality of food and friendly service, and ensures customer satisfaction with follow-through and communication.

OUR CUSTOMERS ARE:

External – Anyone who visits our event venues, students, staff, visitors, vendors.

Internal – Our co-workers, who we work with, managers, chefs, food service workers, custodians, maintenance workers (teamwork).

CUSTOMER SATISFACTION INDICATOR

Body Language – is the non-verbal communication of feelings through body movements. A person who is upset may cross their arms and tense up, and a person who is satisfied will have the arms free and the body loose.

Facial Expressions – are the easiest way to see how someone is feeling. A customer will smile or frown, scrunch their face if something is distasteful, or close their eyes and smile if something is wonderful.

Verbal Communication – a customer will tell you how they feel, or it will be apparent in their tone of voice. People who do not speak or who speak in short sentences tend to be upset about something. It may have nothing to do with the service, but by creating a pleasant atmosphere for them, it may help them to feel better.

MENU KNOWLEDGE:

Know the basic ingredients of each menu item.

If a customer asks if a certain ingredient is in a dish, it usually means they either do not like it, or worse, they may be allergic to it. If we give them the wrong information about the ingredients, we could be at risk for a serious food allergy reaction.

Proper portion sizes

Menu items are pre-costed out. Please follow procedures regarding portion sizes. If unsure, please ask your supervisor.

SERVICE SCRIPT

1. Greet customer with a smile, “Welcome to Stanford...”
2. Obtain order, “What can I get for you today?”
3. Offer suggestions, “Would you like a soda with that?”
4. Proceed with cash handling procedures.
5. A proper send off, “Thank you, enjoy the game.”

FOOD ALLERGENS

The Big-8



It is imperative that customers feel safe and respected when dining in our facilities.

RELIGIOUS DIETS

A religious dietary restriction is extremely important to follow. Therefore, it is paramount that our employees know the available religious foods we offer, and direct the customer appropriately.

ALLERGIES

An allergic reaction to a menu item is a life threatening attack on the immune system. When a customer tells you they are allergic to a certain food, do not take any chances by guessing whether the ingredient is in a particular dish; ask the Concession Supervisor or manager and be certain. The most common foods that produce allergic reactions are peanuts, tree nuts, shellfish, fish, milk, eggs, soy, and wheat. However, people can be allergic to any type of food.

FOOD INTOLERANCE

An intolerance to food is caused by an enzyme deficiency which does not allow certain foods to digest properly. The reaction is similar to food poisoning and they will become very sick. If a customer tells you they are intolerant of a certain food, do not take any chances. Make sure the foods you are serving them are completely free of the ingredient. The most common intolerances are lactose (dairy), yeast, gluten (wheat, rye, barley, oats), and fructose (sugar).

VG = Vegan – Does not eat any animal or animal byproducts such as milk, cheese, and eggs.

🌿 = Vegetarian – Does not eat any animal but will eat animal byproducts.

- Utensils used for vegan and vegetarian dishes must not come in contact with a meat dish. (Tongs for vegetarian pizza cannot be used to pick up a slice of pepperoni pizza.)
- Vegans and vegetarians get their protein from alternate sources. The most common are: Tofu, Seitan, Tempeh, Beans, and Nuts.

GF = Gluten-Free - Does not eat any Wheat, Barley, Rye, Spelt, Triticale, some oats & Several other grains.

- Gluten-Free Grains: Rice, Buckwheat, Corn, Millet, Quinoa, Amaranth, Teff, and Sorghum.
- Gluten-Free products cannot come in contact with any utensils or working stations where gluten may have been present. Please refer to map/directory to locate where Gluten-free items are available.

CASH HANDLING PROCEDURES

Cash banks (starting tills) provide sufficient cash to open a cash line. A busier POS will need a larger cash bank. The normal in most operations is \$200 for each point of sale. Upon checking in, the cash lead must report to the cash room to verify opening till fund.

CASH LEAD PROCEDURES

RECEIVING OPENING TILL FUND

1. Make sure on the “Event Till Fund Allocation” form the bank/s you are signing for is the correct stand.
2. Verify entire contents of bag. If there is a discrepancy, notify one of the cash room personnel immediately.
3. When verified, please place all currency back in the till bag, exactly the same way you received it. Make sure that the bag is in the locked position and take the key.
4. The security supervisor will then deliver your locked bag. Please make sure you sign off on the Security Cash Pick-up Log under the column that reads “Blue Till Bags” “Delivery-Prior to Gates” and also the stand that you are working.
5. You are never allowed to leave the stand with any cash unless approved by a manager. This procedure is for your safety. Never leave your money in an unsecured area. You are totally responsible for all contents of the bag.

SECURITY ENVELOPE PROCEDURES

1. Make sure you are using the correct security envelope and cash summary slip for each POS that accepts cash. (See illustrations on page 11)
2. Per event, the Cash lead will be notified when to close a cash line.
3. The cashier and cash lead must remove the cash tray from the drawer and go to a secure area in the stand. Together they will then count the contents of all cash bills, coins, and coupons/ vouchers collected from that drawer and record by dominations on the cash slip.
4. The Cash lead will then total the amount of cash and record it on the TOTAL CASH line, as well as the security envelope strip under AMOUNT \$.

5. The Cash Lead and Cashier will ensure the following items are placed in the security envelope:

- All cash bills
- Daily payment summary (Print off Revel POS)
- Completed cash summary slip
(DO NOT SEPARATE)
- All Coins (if received any)
- All coupons/vouchers (if received any)

SEAL SECURITY ENVELOPE after all items have been placed inside.

6. Contact your security supervisor or a concession lead when your envelope is ready. NEVER leave the stand with that envelope.
7. When your envelope is being picked up, the Cash Lead must sign off on the Security Cash Pick-up Log, and the security supervisor must sign and tear off the security envelope strip. This strip is your record to show that the security supervisor has taken your envelope. They are now responsible for that money.
8. This procedure may happen again until all cashiers with security envelopes are closed.
9. Never leave your security envelopes in an unsecured area. . .you are responsible.

Please remember when placing cash bills inside security envelope or blue till bag:

**** No paper clips***

**** No rubber bands***

**** No wet currency***

**** Do not fold currency, lay flat***

CLOSING PROCEDURES BLUE TILL BAG



1. The last cashier to close will always be the line that has all payment types to include cash, credit cards, and **Cardinal Dollars**. It is also the cash line that will secure their final cash deposit in the blue till bag.
2. Upon closing, the Cash Lead and Cashier must remove the cash tray from the drawer and go to a secure area in the stand. Together they will count the contents of all cash bills, coins, coupons/vouchers collected from that drawer and record by dominations on the cash summary slip.

All highlighted area must be completed by the Cash Lead or Cashier, prior to check-out.

3. The Cash Lead and Cashier will ensure the following items are placed in Blue Till Bag:
 - All cash bills collected
 - Daily payment summary (Print off Revel POS)
 - All coins (if received any)
 - All coupons/vouchers (if received any)

Never leave your blue till bag in an unsecured area...you are responsible.

Make sure your Blue bag is locked prior to handing it to the special supervisor and sign off on the Security Cash Pick-up Log. The special supervisor will then deliver your locked bag back to the cash room.

4. You will then need to report to the cash room where you will open your locked cash bag and have it verified and signed off by cash room personnel.
5. Please make sure you bring your Cash Summary Slip (**DO NOT SEPARATE**) and blue till bag key with you to the cash room.
6. After verifying and recording all the correct amounts on your Cash Summary Slip, the cash room cashier will then sign off on that form. The white copy (original) is kept for our records and the yellow copy will be given to you.

Security Envelope

Cash Summary Slips

The diagram illustrates the relationship between the Security Envelope and the Cash Summary Slip. Arrows point from the envelope to the slip, showing how information is transferred. The envelope contains a 'Stadium Grill MF- San Diego State' logo, a stand number '102-3', a date '8/31/18', and a list of items to be included. The slip is a 'STANFORD CONCESSIONS CASH SUMMARY SLIP' with fields for event, date, stand, and envelope number. It contains two tables for bills and loose coins, and a summary section for total cash and other payments.

Security Envelope Details:

- DATE: _____ SIGNATURE: _____ AMOUNTS: _____ WA02351611
- Stadium Grill MF- San Diego State
- 102-3
- 8/31/18
- BEFORE SEALING!**
- Make sure the following is included:
 - Cash
 - Daily Payment Summary (Print off Revel POS)
 - Cash Summary Slip (**DO NOT SEPARATE**)
 - Coins (if any)
 - Coupon/Vouchers (if any)
- (Check off all that you have included inside the bag)
- CUT HERE ONLY TO OPEN

Cash Summary Slip Details:

STANFORD CONCESSIONS CASH SUMMARY SLIP
 EVENT: MF-San Diego State
 DATE: 8/31/18 STAND # 102
 POS # 3
 ENVELOPE #: WA02351611

BILLS	# OF BILLS	DOLLARS	CENTS	CASH ROOM PERSONNEL ONLY
\$100	1	100		
\$50				
\$20	2780			
\$10				
\$5	185			
\$2	2			
\$1	76			
(SUM OF BILLS + COINS) TOTAL CASH 3145				
LESS: BEGINNING TILL		500	00	
CASH COLLECTED		2645		
CREDIT CARDS		\$		
CARDINAL DOLLARS		\$		
COUPONS/VOUCHERS		#	\$	
STUDENT MEALS		#	\$	

CASH ROOM PERSONNEL ONLY
 COUNTED BY: _____ DATE: _____

CASHIER PROCEDURES

Proper cash handling is vital for the operation to balance at the end of each day. Procedures to all workers handling cash are as follows:

CASH PROCEDURES

1. Always review Revel procedures prior to opening your line. Make sure you know exactly what type of payments your machine can take.
2. All food and beverage items must be rung up on revel and the collection of all cash bills, coins, coupons/vouchers must be kept in the cash drawer. All bills by denomination must be stored in their own separate compartment. Do not mix money.
3. If change is needed notify cash lead. Never make change with another cashier.
4. When counting back change, leave the bill on the top of the drawer crosswise, until change has been made (count their change back to the bill/bills received). No money should ever be put underneath the till drawer or kept out of the drawer on the front counter.
5. Never leave your station until the cash lead or concession lead is notified.
6. \$50 & \$100 bills must be approved upon accepting them from the customer. The Cash Lead must collect the bill and verify that the correct change was given back to the customer.

CREDIT CARD PROCEDURES

1. Review credit card procedures located in your stand, prior to opening that line. Make sure you know exactly what type of payments your machine can take.
2. MasterCard, Visa, Discovery and Apple Pay are the only credit cards we accept. We do not accept American Express.
3. NO signature is required for transactions \$25 and under. Revel will prompt you if the customer needs to sign. Flip ipad over for customer to sign with their finger.

Always instruct customer to insert chip or swipe their own credit card.

Never handle the customer's credit card.



CARDINAL DOLLAR PROCEDURES

Cardinal Dollars are only accepted at windows where Cardinal \$ signs are located above. Please direct customer to the closest line that accepts them. By doing so, it will move the lines quicker and avoid a cashier from continuing to leave their line.

COUPON/VOUCHER PROCEDURES


1. During the season we may issue coupons/vouchers for items to be serviced out of your stand.
2. Coupons will be used on a very limited basis. DO NOT ACCEPT Coupons/Vouchers unless noted on your Event Sheet located on your clipboard.
3. If coupons will be offered in your stand, the Concession lead will review procedures with all cashiers prior to gates opening.

We do not accept money orders, personal checks and foreign currency







REVEL PROCEDURES

1. Never touch the customer's credit card. Always instruct customer to insert chip or swipe own card.
2. Notify a supervisor immediately if a transaction was incorrectly processed.
3. Refunds and/or voids must be done by a supervisor.

ACCESS




- 6-digit code (given by supervisor)
- Press 

INPUTTING AN ORDER

- Press 
- Select item(s)
- To delete or add more of a particular item, click on item on the order list and press  
- To cancel an order altogether, press 
- ***Note: Once you press  you cannot remove items and/or cancel an order, a supervisor must do it for you.**
- When order is complete, press 




PROCESSING PAYMENTS

CASH PAYMENT

- Collect balance due from customer
- Input money received
- Press 
- Receipt? Press  or 




CREDIT CARD PAYMENT






- Press 
- Have customer insert card in card reader
*If card does not have chip, ask customer to swipe card
- If signature is required, have customer sign iPad
- Receipt? Press  or 

APPLE PAY



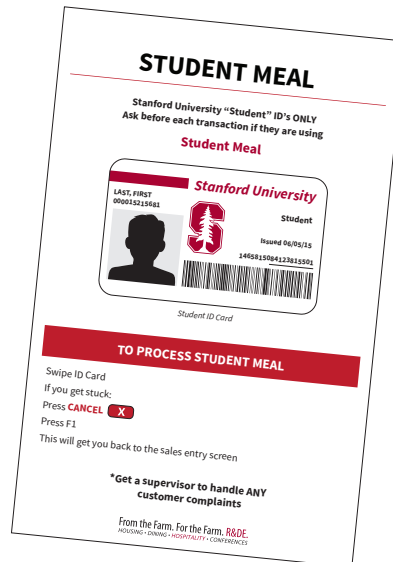
- Press 
- Have customer hold phone or watch over pin pad
- If signature is required, have customer sign iPad
- Receipt? Press  or 

STANFORD CARD / CARDINAL \$

- Press 
- Have customer swipe card
- Select **(Cardinal Plan)**
- Receipt? Press  or 

STUDENT MEAL SWIPE PROCEDURES

1. Review the Student Meal swipe procedures located in your stand, prior to opening that line.
2. Student Meals are only accepted in stand 103 & 108 during the football season. Student Meals are not available at Maples Pavilion or Sunken Diamond.
3. Student Meals are only accepted at windows where Student Meal signs are located above. Please direct students to the closest line that accepts them. By doing so, it will move the lines quicker and avoid a cashier from continuing to leave their line.



GENERAL RULES – THE INVENTORY SHEET

The stand inventory sheet is the administrative tool for all concessions locations. It contains the necessary information to assess the amounts of the opening/ closing inventories and the cash equivalent to sales.

When filling out a stand sheet, you are required to use black or blue ink only

- Do not use Red, Purple, etc. pens
- Do not use Erasable Pens, White out, or Pencils
- Do not scribble out numbers

If you need to change a number, you are to put one line through the number you want changed. Then write the new number above the old one. Please try to keep your sheets as neat as possible; you are not the only ones who need to be able to read them.

Never remove the stand inventory sheet from clipboard. Your stand clipboard must always stay in the stand until the end of your shift. You may give it to the Concession Supervisor or bring it back to the office prior to you checking out.

GENERAL RULES – INVENTORY

SODA CUPS / CHARGEABLE CONTAINERS

It is a serious violation of Company Policy to refill any cups or containers. To do so would not only be unsanitary, but would also destroy the inventory accountability in the stand.

ICE IS NOT TO BE DISPENSED TO ANYONE OTHER THAN A MEDICAL EMERGENCY!

PRODUCT TRANSFER FORM

Any product moved into or out of the stand must be recorded on the inventory sheet and have a "Product Transfer Form" filled out.

INVENTORIES

Upon entering the stand, the NP inventory lead will count the entire beginning inventory. The manager also orders inventory during the event and verifies all inventory that is moved into or out of the stand. At the end of the event, the manager recounts all remaining inventory to figure the inventory sales.

- Whenever you open a new case of any product, you must count the contents at the time the new case is opened.
- No numbers are to appear on any boxes in your stands.
- Make sure all items that have been counted are boxed and secured and that these products are not being removed prior to the close of your shift.
- All NP and supervisors are responsible that all inventory counts in their stand are true and correct.
- If you discover a discrepancy of any amount in your inventory, the Supervisor must physically count the inventory and sign off the correct amount.

STANFORD CONCESSION PRODUCT TRANSFER FORM			
DATE: _____	TO: _____	FROM: _____	
<small>White-Supervisor (Original)</small>	<small>Pink-Transfer In (Column E)</small>	<small>Yellow-Transfer Out (Column H)</small>	
WRAP ITEMS	HOT DOGS & SAUSAGES	BURGER	ROLLS & BUNS
____ Colossal (Silver)	____ Colossal (40)	____ Burger (45)	____ Deli Seeded
____ Polish (Blue)	____ Polish (50)	____ Salmon (40)	____ HamsHots
____ Cardinal (Red)	____ Cardinal (60)	____ Black Bean (48)	____ WheatBun
____ Burger (Red or Blue)	____ Old Fashion (50)	____ Gardenburger (48)	____ Pretzel Bun (60)
____ Chicken (Silver)	____ Italian (30)	____ Chicken (40)	____ Filone Bun
____ Veggie (Gold)	____ Polish (30)	PIZZA	____ Wrap Spinach (50)
____	____ Bratwurst (30)	____ Pizza	
		____ Salad Containers	
BEVERAGE & CUPS	BEVERAGE & CUPS	SNACKS	ICE CREAM
____ Bottled Water	____ Red - 3 Lb	____ M&M Plain (12)	____ Chocolate Malt (12)
____ Soda Cup 32 oz	____ Swirl - 3 Lb	____ M&M Peanut (12)	____ Haagen Dazs (12)
____ Soda Cup 24 oz	____ Red - 2.5 Lb	____ Sour Patch (12)	____ Lemonade (12)
____ Soda Cup 16 oz	____ Clay - 2.5 Lb	____ Red Vines (24)	____ Marianne's (10)
____ Hot Cup 12 oz	____ Red - 2 Lb	____ Nacho Tray	____ Cone
____ Hot Cup 16 oz	____ Swirl - 2 Lb	____ Peanuts (36)	____ Deli Cup - 12 oz
____ Clear Cup 20 oz	____ G.Biersch 2 Lb	____ Popcorn Tub (50)	____ Churros (100)
____	____ Red -.5 Lb	____ Pretzels (50)	
Signature of Product Sent _____		Signature of Product Received _____	
	<small>White-Supervisor</small>		
	<small>Pink-Receiving</small>		
	<small>Yellow-Sending</small>		

THE STAND INVENTORY SHEET – FRONT

THE STAND INVENTORY SHEET

The top of the Inventory Sheet must be filled in to provide the information needed for the particular concessions stand. Stand Location, Date, Event, etc.

Section two is set apart by columns. Each column needs to be reported accurately. The top of each column is represented by a letter, what the column represents, and a mathematical symbol that represents the columns function.

Column A Ending Inventory Last Event is filled in by the office, in pen, and this represents the inventory that is now in the stand.

Column B Removed Before This Event represents products removed from the stand since the stand was last opened. This is set up within the operation as to how this will be handled. The removals are to be posted to this column.

Column C Deliveries Before This Event represents product delivered to the stand prior to the Inventory Lead counting the stand.

Column D Actual Count Beginning Inventory is the total inventory that is now present in the stand. Count your total inventory, and place in this column. By starting with Ending Last Inventory and subtracting Removed Before Last Event and adding Deliveries Before This Event you arrive at Actual Count Beginning Inventory. If there are any discrepancies, a Concession Supervisor or member of management must be notified and the discrepancy must be verified. After verified and agreed, the bottom left box listed “Beginning Inventory” needs to be initialed by both the Inventory Lead and a Concession Supervisor.

Column E Deliveries During Event represents deliveries made while the stand is actually open and the event is taking place. The deliveries made at this time are accompanied by a Product Transfer Form (pink copy). The delivery must be verified and the transfer slip is signed by the person receiving the product at the time it is being received. All deliveries made during the event must be recorded in this column.

Column F Eaten represents food that is eaten by stand employees received for food. This information is located on the back of the inventory sheet listed as “Total Eatens.”

Column G Spoiled represents food that spoiled during the event. This must be verified by a Concession Supervisor or a member of management. This information is located on the back of the inventory sheet listed as “Total Spoilage.”

Column H Out During Event represents products transferred from one stand to another. Only a supervisor or member of management can authorize a product move between stands. A Product Transfer Form (yellow copy) should be issued to account for this transfer. All product leaving the stand during the event must be recorded in this column.

Column I Ending Inventory represents the inventory taken at the end of the event. All product is consolidated and an accurate count is taken and posted in this column. After counts are verified and agreed, the bottom left box listed “Ending Inventory” needs to be initialed by both the Inventory Lead and a Concession Supervisor.

Column J Units Sold is arrived at by adding Actual Count Beginning Inventory plus Deliveries During Event, subtracting Eaten, Spoiled, Out During Event and Ending Inventory. The figure is posted in this column.

Unit Price represents the prices charged for the product sold in the concessions location. Units Sold times Unit Price equals Inventory Sales.

Inventory Sales are added down and recorded in the space at the bottom labeled Total Inventory Sales.

STANFORD CONCESSION STAND INVENTORY AND SALES FORM

STAND: 102 Stadium Grille Stanford Football vs. San Diego State DATE: 31-Aug-18

PRODUCT	ENDING INVENT. LAST EVENT + A	REMOVE BEFORE THIS EVENT - B	DELIV BEFORE THIS EVENT + C	ACTUAL COUNT BEGIN. INVENT. = D	DELIV DURING EVENT + E	E A T E N F	S P O I L L G	OUT DURING EVENT - H	ENDING INVENT - I	UNITS SOLD = J	UNIT PRICE x	INVENTORY SALES
CS1010 BOTTLED WATER	250			250	96	1			76	269	5.00	1345.00
FF1010 G.BIERSCH FRIES	450			450			2		195	253	7.00	1771.00
FF1015 WAFFLE FRIES (2 Red)	250			250					45	205	6.00	1230.00
FF3010 CHIX TENDERS (Clay)	750			750		3	2		268	477	12.00	5724.00
HB1000 BURGER BUN	79	79	432	432		3	4		89	336	7.00	2352.00
HB1001 BURGER PATTY (45)	90		180	270		1	6		13	250		
HB2015 BLACK BEAN (48)	48			48		1	2		15	30		
SA1001 CHICKEN BREAST (40)	80			80		1	2		21	56		
HD1005 SEEDED BUN	480			480		1	5		121	353	7.00	2471.00
HD1006 COLOSSAL DOG 4/1	480			480		1	6		120	353		
SO1002 SODA, LARGE/SOUV	112		280	392		2			88	302	7.00	2114.00
SIGNOUT	NPGrp	Initials	SCLead	INVENTORY SALES (+)								17,007.00
BEGINNING INVENTORY	JS		ge	CASH COLLECTED (-)								7,507.00
ENDING INVENTORY	JS		ge	CREDIT CARDS (-)								9,571.00
MUST Initial after both opening & closing inventories have been counted and verified.				CARDINAL \$ (-)								12.00
# of Vouchers Collected				CASH OVER / SHORT (=)								83.00

11-Sep-17 REVISED

Beginning and Ending Inventory Sign Out initials must be filled in by the group Inventory Lead (NPGrp) and Stanford Concession Lead (SCSup) to verify that they counted the beginning and ending inventory. Verified By is listed on the stand sheet for an area supervisor or a member of management to sign that they stopped at the stand and verified the inventory before the event started. Any corrections made to the inventory is to be initialed at the change.

After the inventory lead checks out, the sheet is audited for any mistakes by a supervisor or member of management. The supervisor or manager then posts the Cash Collected to receive the Over/Short figure. The stand is then reverified by a supervisor or member of management.

All highlighted area must be completed by the Inventory Lead, prior to check-out.

THE STAND INVENTORY SHEET – BACK

NON-PROFIT VOLUNTEER SIGN-IN

When a Non-Profit worker enters the concession stand, each volunteer needs to sign in. This is a verification as to how many employees worked at that location. This also helps to record each volunteer's food item that was eaten. Everyone is to sign in legibly.

STANFORD EMPLOYEE SIGN-IN

Sign-in is to keep a record of everyone who worked and or ate at the location. Everyone is to sign in legibly.

EATEN / SPOILAGE FORM

In order to maintain accountability and reconciliation to the stand inventory form, an eaten/spoilage record should be kept for each event.

Employee/Volunteer Eat Policy should be read and understood by all that are fed free of charge. The Eaten form will ensure that each employee/volunteer is following the policy, and shows accountability for product that money is not received for. Add each column down to get the total numbers of eatens for each item listed and record under "Total Eatens."

If you choose not to eat a meal item, please record under "**NO ITEM EATEN**." By doing so, this will show that the person chose not to eat and didn't simply forget to mark

off their item. This will help balance the inventory sheet at the end of the event.

The spoilage section should record the item spoiled. A Concession Supervisor or a member of management should always verify the spoilage. Record the number of spoils listed by item in its item box. Once the verification is done and the items are recorded, both the Inventory Lead and Concession Lead should initial in their box under "**Total Spoilage**". The product needs to be gathered up in a tied garbage bag and taken to a trash can. This will ensure accountability for items that you do not receive money for, and by removing it from the location, it cannot be written down twice.

- All spoils from the end of the event must not be taken home. You are not authorized to approve the removal of Stanford inventory.
- All spoils must be counted and signed off by a Concession Supervisor or Manager.
- All spoiled ice cream bars must be verified and signed off by a manager or concession supervisor. After it has been signed off, please dispose ice cream and leave the box in spoilage box.
- All spoiled products must be brought to the attention of the Inventory Lead. All spoiled items are placed in a spoilage box so they can be properly recorded.












All Non - Profit Workers MUST Sign - In											
Non-Profit/Volunteer Worker Allowed one (1) Item listed in the white area. NOT allowed any items listed in the grey area. Additional items will be deducted from earnings. No items are to be taken home. Your meal must be eaten during shift.		Colossal	Burger	Black Bean	Chicken Sandwich	Garlic Fries	Waffle Fries	Chicken Tenders	No Item Eaten	Bottled Water	Soda Large
Name	Badge #										
Jon Smith	021		1								
Karen Reed	235	1									
Peter Cottontail	001				1			1			
Max Out	387			1							
Cody Jones								✓			
Stanford Employees/Guest:											
<i>Gale Coffey</i>								2		1 2	
Total Eatens Record in F		1	1	1	1			3	1	1 2	
Total Spoilage Record in G						2		2			
Wrapped		4		2	2						
Meat Only		2	6								
Bun Only		1									
SPOILS & EATENS		NPGrp		SCSup							
Initial after both Eatens and Spoilage has been verified		<i>KR</i>		<i>ge</i>							

Please record all spoilage & eatens in the yellow highlighted areas. Initial's required after verifying.

STANFORD ATHLETICS' CLEAR BAG POLICY

Stanford has implemented a clear bag policy to provide a safer environment for the public and expedite fan entry into Stanford Stadium and Maples Pavilion. This policy does not change what you can bring in, only how it can be brought into the facility. Fans may continue to bring in items such as blankets, jackets, permitted food and beverages. The policy limits the size and types of bags permitted. Items must be carried or fit into a permissible bag. Anyone possessing prohibited items will be asked to return them to their vehicle, take them to one of our bag check* stations or dispose of them at the gate.

- All approved bags are subject to inspection upon entry and are subject to additional inspections within the stadium.
- Complimentary bag check. Guests with bags or items that do not satisfy the bag policy can bring them to one of the Stadium's complimentary bag check stations. These bag check-in stations are located at Cagan Stadium and Cobb Track. The bag check-in stations open two hours before game time and close one hour after the conclusion of the event.

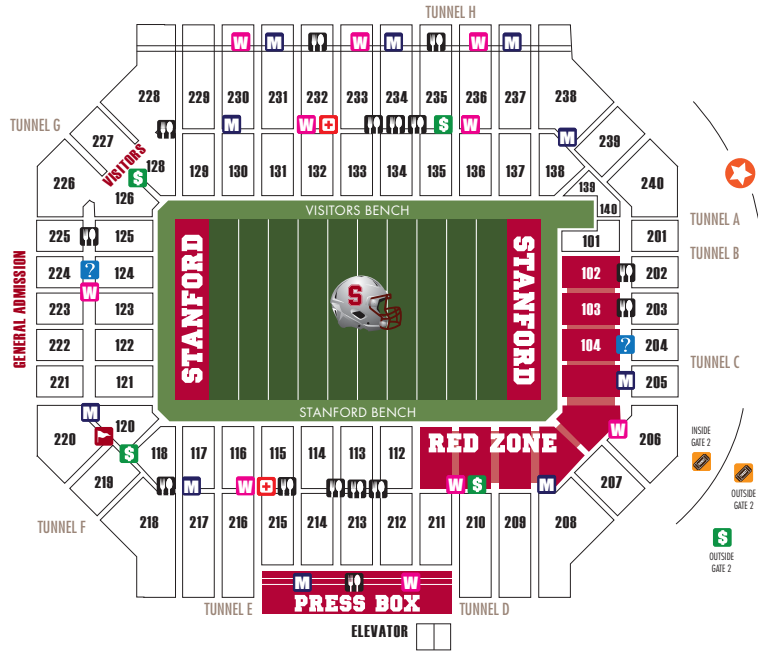
<p style="text-align: center;">APPROVED BAGS</p> <ul style="list-style-type: none"> • Clear plastic, vinyl or PVC bags that do not exceed 12"W x 12"H x 6"D • One-gallon clear plastic bags (Ziploc bag or similar) • Small clutch bags approximately the size of a hand, with or without a handle or strap (can be carried separately or within a plastic bag) <p style="text-align: center;">ALL OTHER BAGS ARE PROHIBITED WHEN ENTERING THE VENUE.</p> <p style="text-align: center;">NON-APPROVED BAGS</p> <table border="0" style="width: 100%; text-align: center;"> <tr> <td> BACKPACK <small>Solid or clear</small></td> <td> BINOCULARS CASE</td> <td> CAMERA CASE</td> <td> DRAWSTRING BAG <small>Solid (clear permitted)</small></td> <td> FANNY PACK</td> </tr> <tr> <td> MESH BAG <small>Reusable grocery bag</small></td> <td> OVERSIZED TOTE BAG</td> <td> TINTED, COLORED OR PATTERN PLASTIC BAG</td> <td> PURSE</td> <td> TINTED PLASTIC BAG</td> </tr> </table> <p style="text-align: center;">PROHIBITED ITEMS</p> <p>Anyone possessing PROHIBITED items will be asked to return them to their cars, take them to one of our Bag Check stations or dispose of them in the garbage cans provided at the gate.</p> <table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> • Alcoholic beverages and illegal drugs • Animals (except service animals) • Balls, frisbees, whole fruit or other potential projectiles • Bicycles, skates, scooters or skateboards • Cans, glass, hydration packs, thermos bottles, metal bottles (more than 20 ounces), open containers • Horns and artificial noisemakers </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> • Laser pointers • Open umbrellas • Poles, sticks, monopods and tripods • Remote controlled devices of any kind (cars and drones) • Strollers or portable chairs (unless ADA compliant) • Tobacco products • Weapons, replica weapons and fireworks </td> </tr> </table> <p style="text-align: center;">FOR MORE INFORMATION VISIT GOSTANFORD.COM/ALLCLEAR</p>	 BACKPACK <small>Solid or clear</small>	 BINOCULARS CASE	 CAMERA CASE	 DRAWSTRING BAG <small>Solid (clear permitted)</small>	 FANNY PACK	 MESH BAG <small>Reusable grocery bag</small>	 OVERSIZED TOTE BAG	 TINTED, COLORED OR PATTERN PLASTIC BAG	 PURSE	 TINTED PLASTIC BAG	<ul style="list-style-type: none"> • Alcoholic beverages and illegal drugs • Animals (except service animals) • Balls, frisbees, whole fruit or other potential projectiles • Bicycles, skates, scooters or skateboards • Cans, glass, hydration packs, thermos bottles, metal bottles (more than 20 ounces), open containers • Horns and artificial noisemakers 	<ul style="list-style-type: none"> • Laser pointers • Open umbrellas • Poles, sticks, monopods and tripods • Remote controlled devices of any kind (cars and drones) • Strollers or portable chairs (unless ADA compliant) • Tobacco products • Weapons, replica weapons and fireworks 	<p>PRIOR TO GATE ENTRY</p> <p style="font-size: 2em;">PLEASE REMOVE:</p> <div style="display: flex; flex-direction: column; align-items: center; gap: 20px;"> <div style="text-align: center;"> CELL PHONES</div> <div style="text-align: center;"> CAMERAS</div> <div style="text-align: center;"> COMPUTERS</div> <div style="text-align: center;"> KEYS</div> <div style="text-align: center;"> OTHER LARGE METAL OBJECTS</div> </div>	<p>PRIOR TO GATE ENTRY</p> <p style="font-size: 2em;">DO NOT REMOVE:</p> <div style="display: flex; flex-direction: column; align-items: center; gap: 20px;"> <div style="text-align: center;"> BELTS</div> <div style="text-align: center;"> COINS</div> <div style="text-align: center;"> WALLETS</div> <div style="text-align: center;"> WATCHES & JEWELRY</div> </div>
 BACKPACK <small>Solid or clear</small>	 BINOCULARS CASE	 CAMERA CASE	 DRAWSTRING BAG <small>Solid (clear permitted)</small>	 FANNY PACK										
 MESH BAG <small>Reusable grocery bag</small>	 OVERSIZED TOTE BAG	 TINTED, COLORED OR PATTERN PLASTIC BAG	 PURSE	 TINTED PLASTIC BAG										
<ul style="list-style-type: none"> • Alcoholic beverages and illegal drugs • Animals (except service animals) • Balls, frisbees, whole fruit or other potential projectiles • Bicycles, skates, scooters or skateboards • Cans, glass, hydration packs, thermos bottles, metal bottles (more than 20 ounces), open containers • Horns and artificial noisemakers 	<ul style="list-style-type: none"> • Laser pointers • Open umbrellas • Poles, sticks, monopods and tripods • Remote controlled devices of any kind (cars and drones) • Strollers or portable chairs (unless ADA compliant) • Tobacco products • Weapons, replica weapons and fireworks 													

Stanford Stadium

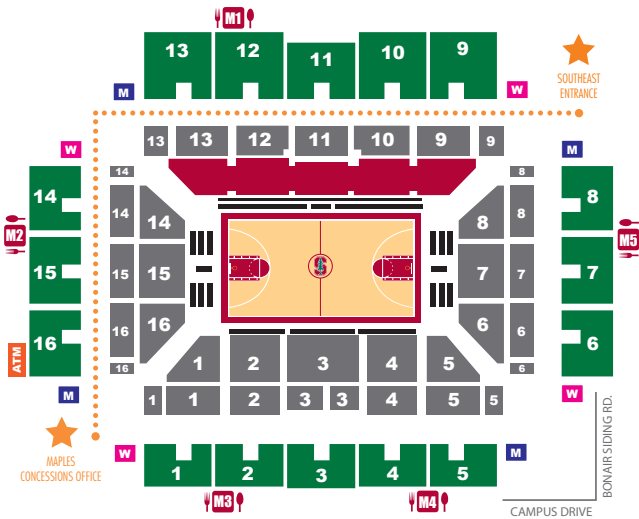
Stanford ATHLETICS
Home of Champions

STANFORD STADIUM SERVICES

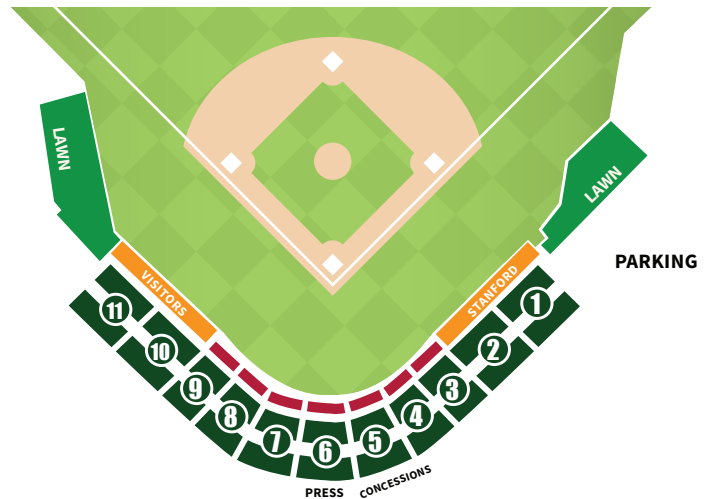
- Ticket Sales & Service and Will Call (Outside Gate 2)
- Food and Beverage
- Restrooms
- First Aid (Sections 115 and 132)
- ATM (Section 118 and Outside Gate 2)
- Stadium Store (Section 120)
- Guest Services (Section 104 and 124)
- Gate 1B Check-in
- Bag Check-in at Cogan & Track



MAPLES PAVILION



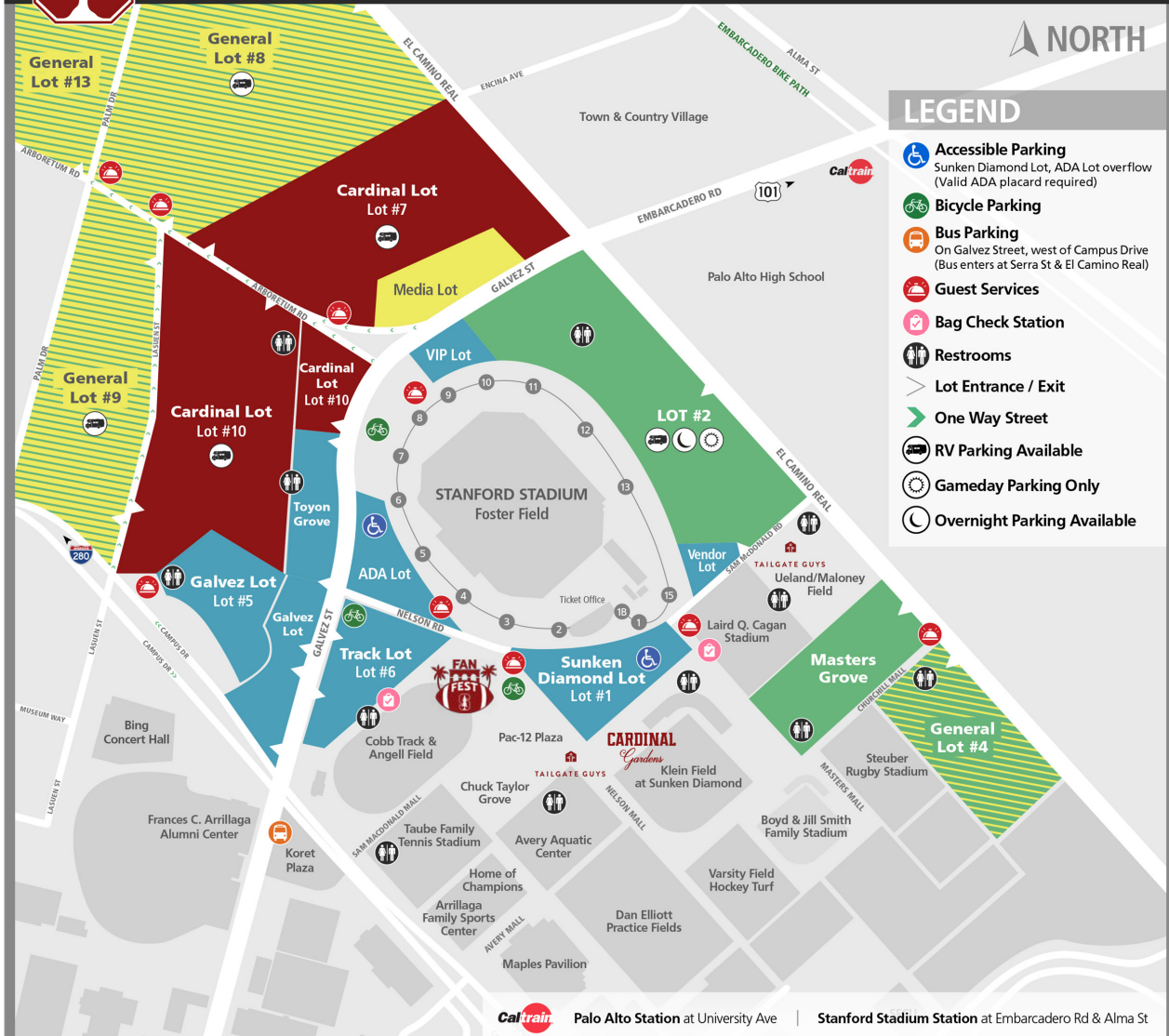
Sunken Diamond



(650) 736-PARK (x7275) • GOSTANFORD.COM/FOOTBALLCENTRAL



STANFORD FOOTBALL PARKING MAP



Caltrain Palo Alto Station at University Ave | Stanford Stadium Station at Embarcadero Rd & Alma St

LOT ACCESS

YELLOW	GREEN	BLUE	CARDINAL
Access via Arboretum Rd or Lasuen St	Access via El Camino Real	Access via Galvez St	Access via Galvez St or Arboretum Rd
General Lot #8	General Lot #8	ADA Lot	Cardinal Lot #3
General Lot #9	General Lot #4	Galvez Lot	Cardinal Lot #7
General Lot #13	Lot #2	Sunken Diamond Lot	Cardinal Lot #10
Media Lot	Masters Grove	Toyon Grove	
		Track Lot	
		Vendor Lot	
		VIP Lot	

Last Revised March 2018

VOLUNTEER SERVICE GUIDELINES FOR NOT-FOR-PROFIT GROUPS

- A. Volunteer service shall not displace work that is presently being performed by University employees, nor can it involve work covered by a Collective Bargaining Agreement.
- B. Volunteer service cannot be used to circumvent the established processes that govern University hiring.
- C. Volunteers do not have an employment relationship with the University on any grounds or for any reason and are not covered by the Fair Labor Standards Act or California wage and hour laws.
- D. Volunteer status may not be used as a way to avoid or defer compliance with the employment eligibility requirements of federal immigration laws, including allowing an individual to volunteer in situations where they are not authorized to work.
- E. Individuals may not be engaged for volunteer services if he or she was involuntarily terminated from Stanford University, resigned in lieu of termination, or separated from University employment under an agreement or circumstance that prohibits future employment at Stanford.
- F. A University volunteer is expected to abide by University policies and internal/ external regulations which govern his/ her actions, including policies prohibiting discrimination and harassment and violence in the workplace, as well as policies regarding the use of technology and treatment of confidential information.
- G. The University or the volunteer may end his/her volunteer service at any time and without advance notice.
- H. If current nonexempt employees would like to volunteer, local Human Resources must be consulted.
- I. The not-for-profit group providing volunteers is responsible for properly screening and engaging each volunteer to ensure that:
 - i. Each individual has appropriate experience, qualifications, and training for the tasks to be performed.
 - ii. Each group is responsible for developing a written description of the services to be rendered by the volunteer with no expectation of compensation and noting such services in a volunteer agreement or other communications.
 - iii. The group is responsible for maintaining written records of the volunteer and their service as may be required by law or appropriate.
- iv. The group is responsible for ensuring the volunteer receives all necessary training and screening, including, but not limited to, all required safety and compliance training, before the volunteer performs any activities that would require such training or screening if the volunteer were an employee.
- v. The department is responsible for compliance with the “Mandated Reporter” requirements as established by California law. See <http://uhr.stanford.edu/mandated-reporter>.
- J. Volunteers shall be supervised by departmental staff or faculty. No volunteer may supervise an employee (including a student employee) or a volunteer from another group.
- K. To qualify as a University volunteer, an individual must be willing to provide services according to these guidelines, and complete any associated forms, as appropriate.
 - i. Any current or retired employee, student, alum or other individual may volunteer at the University, with the following restrictions:
 - ii. An employee may not become a University volunteer in any capacity in which he/ she is employed by the University, or which is essentially similar to the individual’s regular work at the University, or under circumstances that might suggest the decision to volunteer is not made freely.
 - iii. An individual who is under the age of sixteen (16) may not serve as a volunteer.
 - iv. An individual who is at least sixteen (16) years old (but under the age of eighteen (18) must have written evidence of parental consent.
 - v. If the individual is not a citizen or permanent resident of the United States, he/she must provide documentation of his/her visa status and authorization to work. An individual with a pending H-1B visa application to work at the University cannot serve as a volunteer.

1.8.1 PROTECTION OF MINORS

Last updated on: 05/25/2017

Authority:

This Guide Memo is approved by the Vice President for Human Resources.

Applicability:

This policy applies to all university departments and organizations. Athletic camps, academic camps, licensed childcare facilities, instructional programs, and other organized programs and activities intended for Minors are within the scope of this policy, whether they are limited to daily activities, involve the housing of minors in residence halls, or take place off campus as part of a program directed or sponsored by Stanford (“Covered Programs”).

1. Definitions

“Minor”: Any person under the age of 18.

“Covered Program”: Any activity directed or sponsored by Stanford and intended for Minors. Covered Programs also include programs and activities intended for Minors that are operated by a third party organization on Stanford’s campus. Covered Programs do not include: single performances or events open to the general public not targeted toward Minors, events or social functions that may be attended by Minors who are accompanied by their parents/guardians, or organized school field trips or tours where Minors are under the supervision of an authorized adult or adults.

“Program Staff”: Administrators, faculty, staff, students, and volunteers who work directly with, supervise, chaperone or otherwise oversee Minors in Covered Programs.

“Live Scan”: The required method of criminal background check for Program Staff working with Minors. This method uses a fingerprinting device. For information on conducting a Live Scan check, contact University Human Resources.

2. Purpose and Scope of Policy

- a. Stanford University is dedicated to the welfare and safety of all persons who participate in university-sponsored events. However, because Minors are a particularly vulnerable population, Stanford takes extra precautions to protect Minors who participate in activities and programs on Stanford’s campus or under the authority

and direction of the university at other locations. Stanford expects all members of the university community to adhere to and act in accordance with this policy.

- b. This policy describes the responsibilities of Program Staff and informs all members of the university community of their obligation to report any instances of known or suspected abuse or neglect of Minors. Failure to comply with the requirements set forth in this policy may lead to disciplinary action (up to and including termination) and/or revocation of the opportunity to use Stanford facilities and land.
- c. Although Stanford is committed to the welfare and appropriate treatment of all Minors, the administrative requirements of this policy do not apply to programs or activities involving:
 - Matriculated Stanford students who are Minors.
 - Minors who are employed at Stanford. However, if a minor employee will be working in a Covered Program, they will be required to complete a background check and training as required by this policy.
 - Minors participating in Institutional Review Board approved research.
 - Patient care-related activities pertaining to Minors at Stanford Hospital or Lucile Packard Children’s Hospital. These activities are addressed in relevant health care policies.
- d. The Program Staff background check and training requirements of this policy do not apply for individual events lasting one day or less. However, these events must still be registered with Stanford Conferences and have adequate adult supervision, and Program Staff must abide by Stanford’s Guidelines for Appropriate Behavior with Minors. In addition, Program Staff for these events must include at least one identified adult staff person present at all times who has a current background check on file

- e. In the event an exception to this policy appears to be necessary, the unique facts of the situation and business necessity should be discussed in advance with University Human Resources. When necessary, cognizant Vice Presidents, Vice Provosts, or university officers will be included in the decision making of proposed exceptions. Exceptions to this policy must be approved by the Vice President for Human Resources.
3. Minors Not Participating in University-Sponsored Activities
- A. Stanford, as a research university, is generally not a proper environment for Minors unless they are participating in an authorized program or activity and adequately supervised by adults who have the appropriate training and credentials. Accordingly:
1. Stanford students who have a Minor relative, friend or other guest stay with them on campus must comply with the Guest Policy in their Residence Agreement. Minor guests must be accompanied in the residence by their host, and must be registered with the Housing Front Desk when required under the Guest Policy.
 2. Daycare or babysitting services are not permitted except if provided by one of Stanford's NAEYC-accredited Early Education and Childcare centers, or by a licensed vendor who complies with all state licensing requirements and is authorized by Stanford to offer the services. In-home childcare arrangements in private residences located on Stanford lands are permitted.
 3. Pursuant to other university policies and/or Federal and/or State laws and regulations, Minors should not be present in certain facilities and environments. If a parent or guardian brings their minor child to work, the parent or guardian is responsible for the Minor's welfare and must ensure that the Minor child does not visit such restricted locations.
- In general, Minors should not be left unsupervised on Stanford's campus. It is the responsibility of those who bring Minors to campus (including Program Sponsors or Third Party Program Directors) to ensure appropriate supervision. Certain Covered Programs for high school age students do allow limited unsupervised time on campus, with parental authorization and subject to any program rules and restrictions.
4. Requirements for Sponsoring Covered Programs
- A. Register the Program
- Each Covered Program, whether operated by the university or a third party, must have an identified Stanford department or other organization serving as the Program Sponsor, represented by a faculty or staff member from the sponsoring organization.
1. The Program Sponsor must register the program with Stanford Conferences and complete and sign a registration form. The registration form will require Program Sponsors to provide a description of the program, the expected age range and estimated number of attendees, and, for programs operated by a third party, the name and contact information for the director of that program ("Third Party Program Director").
 2. After the program is registered, the Program Sponsor or Third Party Program Director will be required to provide the names and contact information for planned Program Staff sufficiently in advance of the Covered Program start date to allow time for Program Staff to complete background checks and training as required by this policy.
 3. The Program Sponsor or Third Party Program director is also responsible for obtaining required medical and emergency contact information and liability waivers from the parent/guardian of each participating Minor before they may participate in a Covered Program. Assistance with the registration process is available at <http://protectminors.stanford.edu>.
- B. Background Check Requirements for Program Staff Working with Minors
1. Unless specifically excluded under this policy, all Program Staff must undergo a criminal background check before working with Minors in a Covered Program. For Covered Programs operated by a third party, the Third Party Program Director must ensure that a current criminal background check has been completed for all individuals who will be assisting with the Covered Program, and inform Stanford of any criminal history that was identified for any of these individuals. In the event that prior criminal history is revealed for any proposed Program Staff, a review committee comprised of University Human Resources, the local Human Resources office, Office of the General Counsel and/or Risk Management will assess background check results and, in consultation with the Program Sponsor as necessary, make a determination as to whether the individual should be allowed to work in the Covered Program.
 2. Volunteers who work directly with minors in Covered Programs but do not supervisor, chaperone, or otherwise oversee minors, and who have not undergone a Live Scan background check may be allowed to work in a Covered Program under the direct supervision of Program Staff who have current background checks on file. Such volunteers may not have unsupervised contact with any Minor.

C. Required Training

1. In recognition of the imperative of protecting minors, unless specifically excluded under this policy, all Program Staff should receive training regarding the following prior to the program start date:
 - Recognizing sexual abuse, child abuse and neglect and obligation and avenues to report suspected incidents
 - Appropriate ratio of adults to Minors
 - Appropriate behavior with Minors
2. Training materials may be obtained from University Human Resources, or at <http://protectminors.stanford.edu>. If a sponsoring department or organization chooses to design and conduct its own training, the training at a minimum must cover the topics listed above and incorporate the materials provided by University Human Resources. Confirmation of attendance and completion of in-person training must be submitted to University Human Resources.
3. For Covered Programs operated by third parties, the Third Party Program Director is required to ensure that all adults who will interact with Minors undergo training on these topics, understand their obligations, and agree to comply.
5. Minimum Appropriate Staffing Ratio of Adults to Minors

Staffing needs for Covered Programs may vary depending on the type of program, the activities involved, and requirements imposed by the Program Sponsor. However, all Covered Programs must meet the following minimum staffing ratios:

6. Appropriate Behavior with Minors

Adults should be positive role models for Minors, and act in a caring, honest, respectful and responsible manner that is consistent with the mission and guiding principles of the university. The behavior of all members of the Stanford community is expected to align at all times with Guide Memo 1.1.1: University Code of Conduct. In addition, all members must abide by the university's Guidelines for Appropriate Behavior with Minors, at <http://protectminors.stanford.edu>.

7. Report Allegations of Inappropriate Behavior

“If you see something, say something.” Every member of the university community has an obligation to report immediately instances or suspected instances of the abuse of or inappropriate interactions with Minors. This includes information about suspected abuse, neglect, or inadequate care provided by any Program Staff. Reports should be made to the Program Sponsor and University Human Resources/Employee & Labor Relations at (650) 721-4272.

Individuals identified as Mandated Reporters are legally obligated to immediately report known or reasonably suspected child abuse or neglect to authorities. A written report must be made to the same authorities within 10 hours. Mandated Reports making a report in good faith will be protected from criminal and civil liability for making the report. Further, it is the policy of the university that no person making a good faith report of suspected abuse or neglect will be retaliated against in the terms and conditions of employment or educational program. More information about Mandated Reporters may be found at <https://hr.stanford.edu/processes/mandated-reporter>.

Appropriate Staffing Ratio of Adults to Minors

PARTICIPANT AGE	NUMBER OF STAFF	NUMBER OF OVERNIGHT PARTICIPANTS	NUMBER OF DAY-ONLY PARTICIPANTS
6-8 years	1	6	8
9-13 years	1	8	10
14-17 years	1	10	12



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