

Non-Profit Volunteer

Program Overview 2011-2012



1

Did you know that Non Profit organizations received over \$640,000.00 in donations over the 2010-2011 season of events with Levy Restaurants?

2

Did you know that the average donation per Non-Profit organization for the 2010-2011 season was just over \$650.00 an event?

The next question should be ...

3

How does my organization get involved?

This packet will give you all the information you need to know to become part of the Levy Volunteer Team.

If you have any questions, please contact:

Levy Restaurants – Ford Field

Phone: (313) 262-2181

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kkuzia@levyrestaurants.com

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



Who Is Levy Restaurants?

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

Levy Restaurants at Ford Field

Ford Field Stadium is a 65,000 seat facility that is home to the Detroit Lions football team. Other events hosted at the stadium have included: the Motor City Bowl, the MAC Championship, Super Bowl XL, Concerts, Wrestlemania, Monster Jam, NCAA Final Four and the NCAA Frozen Four. There is always something going on here at Ford Field and Levy is the Premium Food & Beverage Service provider for all events. Levy's services cover all areas from Concessions to Suites & Catering.

Our Vision – The Levy Difference

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

Our Values

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

Our Guests

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



Non Profit Organization Expectations

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

Volunteer Requirements

All volunteers must be at least 16 years of age to participate at Ford Field. Anyone selling or serving alcohol must be at least 18 years of age and must attend all required training sessions.

We have something for every size organization, large or small. If you know of another organization that you would like to partner with to fill a stand or you would like Levy to partner you with another group please let us know. If your organization has enough volunteers to fill more than one stand we can certainly consider it!

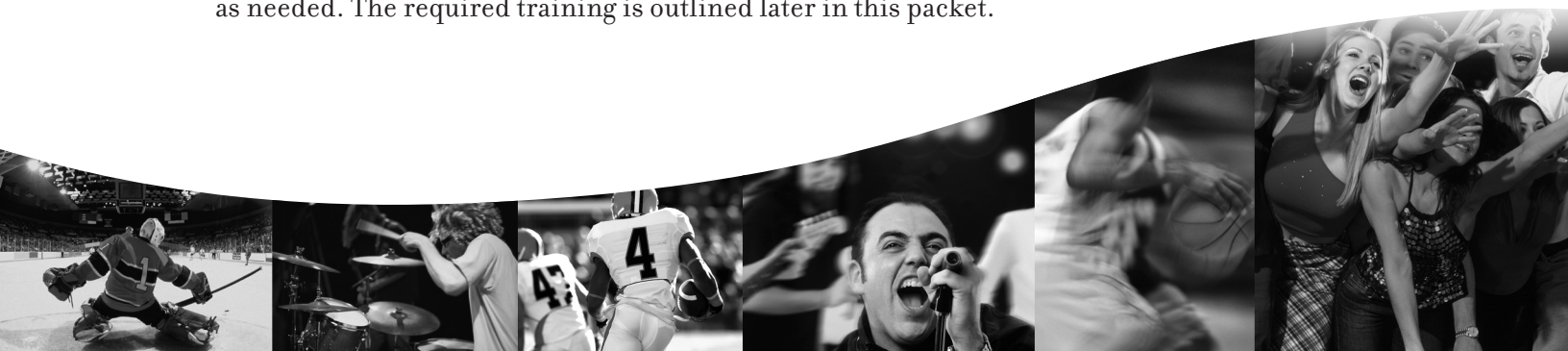
Stand Type	Description	Number Available	Minimum Volunteer Requirement	Minimum Adults 18+
Concession Stands	Full size permanent stands that sell food, beverages, & beer	35	15	10
End Zone Stands	Full size permanent stands that sell food, beverages, & beer	5	28	14

Paperwork Requirements

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

Training Requirement

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



Uniform Requirements

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

- * Levy issued shirt & hat– clean and neat
- * Levy issued apron – clean and neat
- * Black dress pants (Dokker type) clean and pressed. Black Shorts, Capris, Jeans, Cut-offs, Cheer Shorts, and Sweat Pants **are strictly forbidden.**
- * Closed toe, closed heel, rubber soled, (slip resistant shoes preferred) – in good condition (no holes)
Sandals are NOT permitted.
- * Hair that is shoulder length or longer must be pulled up.

Levy will provide the shirt and apron on event day. Any shirts that are not returned at the end of the event a \$40.00 charge will be issued to the group. All organizations will be issued a set of hats at the beginning of the season at a cost of \$10.00 per hat. If a volunteer comes to the game without a hat there will be ones available for purchase for \$10.00. All organizations will be assessed a \$1.00 per shirt laundering fee. This fee is not to exceed \$25.00. The volunteer must be dressed in all other aspects of the uniform upon entering the gates for check-in. Anyone not wearing the proper uniform will be asked to leave.

Stand Assignments

The assignment of stands is in Levy's sole discretion and based on prior volunteer history and current commitment and performance. To maintain these assignments, the groups will have to meet or exceed the current season's commitment and requirements. No one is guaranteed a stand placement for the entire season and groups should not expect to remain in the same stand for all events. Game day assignments are not released prior to the event.



Required Paperwork

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

Non Profit Tax Exempt Status

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

Group Insurance Requirements

Each organization is responsible to provide insurance coverage as set forth in the Non-Profit Services Agreement. The organization must provide a certificate of insurance that will be kept on file for the duration of the contract. If the organization is not able to provide the required certificate of insurance, 2% of net sales will be deducted on an event basis.

Non Profit Group Service Agreement

Each group must sign an agreement that outlines the policies and procedures that must be followed. A copy of your Federal Tax Identification Number must be furnished with the signed service group agreement.

Letter of Intent to Volunteer

All non profit group members must sign a written statement declaring their intent to volunteer and donate their services to Levy Restaurants.

All volunteers must sign this at every event.



Federal Tax Requirements

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

Age Requirement

All non-profit group members must be at least 16 years of age to volunteer with Levy Restaurants. Volunteers that serve or sell alcoholic beverages or participate as a cashier must be at least 18 years of age. Each volunteer is required to present a valid picture ID (showing date of birth) upon checking in for each event.

Training Requirements

Levy Restaurants will supply training to all group members to ensure proper management and great guest service in all of the concession locations. Levy Restaurants will train workers on: inventory procedures, guest service, responsible alcohol training, cash handling, and food preparation.

In addition, group leaders and group members who are working with Levy Restaurants are required to attend all Levy training sessions before participating at any event.

Orientation and Training Classes

Creating Legends

Learn what makes Levy Restaurants a great team! Discuss policies and procedures, customer service, appearance guidelines, and basic facility rules and regulations.



Operational and Guest Service Training

Learn how to operate a concession stand – from cash registers to cooking equipment. Discuss inventory control, paperwork completion, and proper cash handling procedures. Learn the check-in/out procedures, staffing tips, appropriate food safety and sanitation measures, food preparation, and how to Win One Customer At A Time!

Responsible Alcohol Service

All volunteers of Levy Restaurants are required to complete the alcohol service training prior to volunteering. All volunteers must attend the on site Responsible Alcohol Service training every year and complete an on line alcohol test as well. If a new Group has joined and there is not a class available at the time, the Volunteers must complete an on line test and submit confirmation to their group leaders before the volunteers can work. Group leads will also need to attend and additional TEAM training. The following topics will be covered:

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

2011-2012 Donation Structure

Outlined below is the donation structure for the 2010–2011 season. This structure applies to all events. Levy management reserves the right to add additional bonus criteria to special events.

Standard donation payout

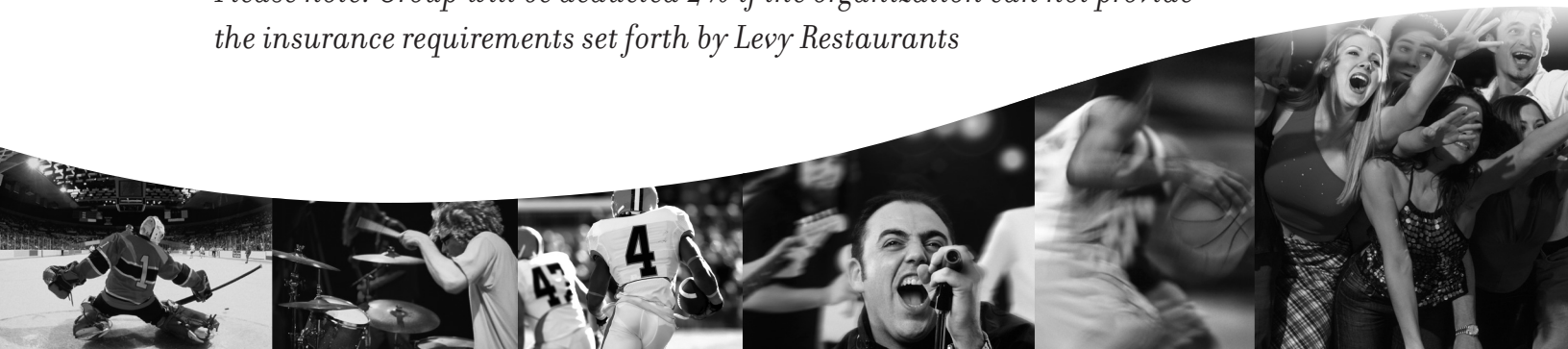
Concession Stands & Beer Portables

Food	11% of Net Sales
Beverages	9% of Net Sales

* **\$250 minimum donation on full-size stands. \$50.00 minimum donation on portables.**

* *Minimum staffing requirements must be met to receive minimum payout*

* *Please note: Group will be deducted 2% if the organization can not provide the insurance requirements set forth by Levy Restaurants*



Payment Structure

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

Want to Receive a Larger Donation?

You can receive a larger donation for your organization if you bring extra volunteers. If you have more volunteers than needed to staff your primary location then those extra individuals may be asked to volunteer in other stands. The group would receive 50.00 per volunteer assigned to help another stand.

Donation Payout Example

Total Gross Sales: \$11,827.75

Base Donation	Gross Sales	Tax	Net Sales	% Earned	Donation
Food Sales	5,205.75	294.67	4,911.08	11%	\$540.22
Beverage Sales	6,622.00	374.83	6,247.17	9%	\$562.24

Total Donation \$1,102.46

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

2011-12 Bonus/Incentive Plan

This is your opportunity to make your hard work and effort pay off even more as the season progresses! This year we are incorporating game day challenges/incentives for which all locations will be eligible to earn additional bonuses.



Requirements:

- You must meet all regular donation and bonus criteria on an individual event basis to be eligible for the Bonus payout.
- No game substitutions will be allowed. If the circumstance arises that a group was willing to volunteer at an event and the event was fully staffed, the group will be given credit for that event only if the group showed up at the event to be used as backup and was not utilized. The group will receive the minimum donation of \$200.
- You will receive your Bonus payout on a separate check payable the following August. Decisions on the Bonus payouts are at the final discretion of the Levy management team.

Event Day Bonuses & Year End Bonuses

Referral Bonus

Groups that directly refer other Groups will be paid \$150.00 for each Group referred. Payment of a Referral Bonus will be made at the end of the 20010-11 season and is expressly conditioned upon both Group (the referring Group and the Group that is referred) satisfying the following conditions:

- * Working all contracted events with the contracted number of Volunteers, reporting to Ford Field on time, in proper uniform and with the correct amount of Volunteers.
- * All Volunteers attending Alcohol Awareness Training abiding by the Alcohol policies, Creating Legends and Stand Lead training classes
- * No Alcohol incidents
- * The Volunteers following all rules and regulations imposed under Michigan law and by Levy Restaurants.

Both Groups must be active and in good standing at end of contract year

At the end of each regular season Lions game, the spoilage % will be calculated for each permanent full-size stand. At the end of the season, the top 3 groups with the lowest spoilage % based on a total % of items sold may be eligible to receive the following bonus:

Does not apply to Beer Portables or Turf Taverns

- * 1st place 500.00
- * 2nd place 300.00
- * 3rd place 200.00



Year End Bonuses

Attendance Bonus – To be awarded to any Group who meets minimum staffing levels, arrives on time for **every scheduled** event from June 2010 to June 2011: Groups who provide a staff of 15 or more - \$500.00 Bonus, Groups who provide a staff of 10 to 14 - \$300.00 bonus, Groups who provide a staff of less than 10 - \$150.00 - payable in August.



Non Profit Organization Profile

Organization Name: _____

Address: _____

Federal Tax ID: _____

Brief description of purpose of organization: _____

Group Leader:

Name: _____

1st Phone: _____

2nd Phone: _____

E-mail: _____

Secondary Contact:

Name: _____

1st Phone: _____

2nd Phone: _____

E-mail: _____

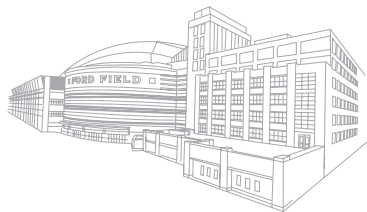
How many years has your group been active? _____

Has your group volunteered Levy Restaurants in the past? _____

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

Where did you hear about the Volunteer Program with Levy Restaurants? _____





**Levy Restaurants
at Ford Field**

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