



Nonprofit Service Group Training Requirements at Ford Field 2010-11

Ford Field Orientation -Levy Restaurants Creating Legends:

This class is an orientation, which all workers entering the facility are required to attend. It is a mandatory Stadium requirement, that all employees be instructed in the Ford Field Operational Guidelines and the Levy Restaurants House Rules – approximately 2 -2 1/2 hours.

If you are a new Group or if you have new Group members they must attend Creating Legends Orientation

Topics: Employee Entrance, Security, Game Day Procedures, Uniforms & Appearance Guidelines, parking, and Ford Field Information Guide.

Stand Lead & Assistant Lead Training:

This class is required for the **Leaders/Managers of the Group** who will be trained in the operation of all concession stand areas, including inventory and cash handling procedures – approximately 2 – 2 1/2 hours. We will be instructing your leaders, so that they can train and oversee their group members on event days.

The Group can not participate until the stand leads have attended this class.

Topics: Inventory Control Procedures, Event Day Procedures, Cash Room Procedures, and Sales reconciliation, Stand set-up, organization; clean up, Food/prep and cooking.

Team Training-Stand Leads only:

This class is required for the **Stand Leads** of the Group. All stand leads must attend this class annually. A group will not be allowed to participate if the Group Lead has not attended this class. Approximately 2 – 2 1/2 hours.

NRA Alcohol Service Certification:

This is a mandatory requirement that all Non Profit Service Group members are required to complete the following:

The National Restaurants Association Onsite Alcohol Compliance Certification Class given at Ford Field on the designated dates by a certified Trainer, and **MUST** be attended by all Nonprofit Service Group members (including 16 & 17 year olds) annually.

Any Group members that fail to attend this class are not eligible to volunteer

NRA Responsible Alcohol Service on line training:

All volunteers, in addition to attending the onsite alcohol training, must also take the online test before volunteering their first event. Any Group member that fails to take the test is not eligible to volunteer. Please see the second attachment on this email for instructions.

PLEASE NOTE

Entrance to the Stadium on Event Day will be refused to any current member who has not completed both Alcohol Compliance Trainings.

Classes of less than 15 people will be subject to cancellation.

Any member who is found to be onsite in noncompliance and is found to be serving alcohol, will result in the immediately termination of the NFP Groups Serve Contract.

Times are subject to change. If such change takes place you will be notified by Levy Management.

Classes will start promptly at the designated times so please make sure you are there at least 15 minutes before scheduled class times. Late arrivals will not be allowed into the class.

Training classes will be scheduled in May for those New NFP groups joining our team for events in June. You will be notified as dates become available.