

Not-For-Profit Volunteer Program Overview



Levy Restaurants

Did you know that many of the concession stands at CenturyLink Field are staffed by Not-For-Profit Organizations?



Did you know that Not-For-Profit organizations received over **\$1,000,000** in donations over the 2010 season of events at CenturyLink Field?

Did you know that the average donation per Not-For-Profit organization for the 2010 season was between \$700.00 - \$1200.00 per event based on location size.

The next question should be ...



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 at CenturyLink Field.*

If you have any questions, please contact:

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* 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 its entrepreneurial founding in 1978, the Company has grown from a single delicatessen in Chicago, to an industry-leading food organization. Today, as a result of its commitment to its restaurateur mindset, Levy Restaurants has been recognized as one of America's fastest growing companies in its 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 CenturyLink Field

CenturyLink Field is a 67,000 seat stadium that is home to the 2007 NFC West Champion Seattle Seahawks and the Sounders FC. Other events hosted at the stadium include World Class Concerts showcasing some of today's biggest performers, and the World AMA Supercross Series. There is always something going on here at CenturyLink 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 Customers

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.



Not-For-Profit Organization Expectations

Being a part of the Levy Volunteer Team at CenturyLink Field is a year 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.

Event Requirements

All organizations must agree to participate in the AMA Super Cross, U2, ALL Sounders FC soccer games, all large stadium events (over 20,000 attendance level) including international soccer games, stadium concerts and college games etc. Participation is required for all 10 NFL games during the season and all home playoff games. There are **incentive bonuses** for those organizations willing to participate in additional events above and beyond the required events.

Volunteer Requirements

All volunteers must be at least 18 years of age to participate at CenturyLink Field. Volunteers between the ages of 16 – 18 will be able to volunteer during the Sounders FC season, but will ONLY be able to volunteer in the All-Inclusive areas that do not have alcohol service. Anyone selling or serving alcohol must be at least 21 years of age and must attend all required training sessions. Participating Groups will be required to supply general volunteer staff to assist in the food preparation and will be paid under the same donation percentage based on net sales. Specialty concession stands as designated by Levy Restaurants requiring a specific volunteer will be paid on an event type basis.

Stand Type	Description	Number available	Minimum Volunteer Requirement	Minimum Adults (21 years+)
Concession Stands	Full size permanent stands that sell food, beverages, & beer	39	Average 12	Average 8
End Zone Stands	Full size permanent stands that sell food, beverages, & beer	4	Average 15	Average 12
Beer Portables	Permanent stands that sell mainly beer with a limited number, if any, food items.	30	2-6 depending on size of stand	All must be adults

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 please let us know. If your organization has enough volunteers to fill more than one stand we can certainly look at doing that as well. Groups operating a concession stand, will have the first opportunity to add a beer portable to their staffing requirements, and will be able to choose a portable location close to their stand location.



Paperwork Requirements

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. All paperwork must be completed prior to volunteering at your first event.

Training Requirement

All volunteers must have completed a thorough training program before being able to participate at an event, this includes but not limited to Creating Legends, Regulatory Compliance Alcohol Services (RCS), Washington State Food Handlers Training, Washington State Class 12 Liquor License and Not-For-Profit Concession Training. Several training sessions are provided on site or in the community 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:

Acceptable Uniform

- * Levy issued shirt, hat & name tag – clean and neat
- * Black Pants only – (Slack Type/ Black are OK)
- * Closed toe, rubber soled, slip resistant shoes – in good condition.
- * Levy issued apron – clean and neat (*if position requires an apron*)
- * Hair that is shoulder length or longer must be pulled up.
- * Sweatshirts or jackets worn must be Seattle Seahawks or Seattle Sounders FC only (based on event).

Not Acceptable Uniform - STRICTLY FORBIDDEN

- Blue Jeans, Cut-offs, Cheer Shorts, Khaki pants and Sweat Pants
- Sandals, open toed, flip flops and heels are **NOT** permitted.
- **NO** other sports team apparel may be worn.

Levy will provide the shirt and apron (if appropriate) on event day. All organizations will be issued a set of shirts and name tags at the beginning of each scheduled event at no cost. If all uniforms and name tags are not returned at the end of the scheduled event a \$25.00 (uniform) and \$5.00 (name tag) replacement fee will be assessed to the group. It is the responsibility of the volunteer group to ensure that all supplied items are returned. Anyone not wearing the proper uniform will be asked to leave to change.

Stand Assignments

The assignment of stands is in Levy's sole discretion and based on prior volunteer history and current commitment and performance. At the beginning of a season, the groups that met commitment requirements for the previous season will have first choice of stand assignments. To maintain these assignments, the groups will have to meet or exceed the current season's commitment and requirements.



Required Paperwork

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

Not-For-Profit Tax Exempt Status

Each organization must certify that they are a Federal 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.

Group Insurance Requirements

Each organization is responsible to provide insurance coverage as set forth in the Not-For-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.

Not-For-Profit Group Service Agreement

Each group must sign an agreement that outlines the policies and procedures that must be followed. The group must also provide on this document a Federal Tax Identification Number.

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 at CenturyLink Field.

All volunteers must sign this at every event. This will be available at the check-in area.

W-9

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

Age Requirement

All non profit volunteers must be at least 18 years of age (16 years of age in the All Inclusive areas ONLY during the Sounders FC games) and hold a valid Washington State Food Handlers Card to participate at CenturyLink Field. Volunteers that serve or sell alcoholic beverages or participate as a cashier must be at least 21 years of age or older. Each volunteer is required to present a valid picture ID (showing date of birth), a valid Washington State Food Handlers Card and a Washington State Class 12 Liquor License upon checking in for each event (if applicable).



Training Requirements

To insure great guest service each organization is required ALL volunteers attend a series of trainings before participating at any event. It is recommended that all volunteers that may potentially participate throughout the season attend the training provided prior to the start of the season as the sessions provided during the season will be limited.

Group Orientation & Training

All volunteers must participate in one 3 hour session (Creating Legends), as part of their orientation to the stadium and training.

This session will include an introduction to CenturyLink Field and Levy Restaurants and all of the policies and procedures. We will also cover food service and safety, the responsible sale and service of alcohol, the 2010 contract policies and procedures, and guest service.

The training schedule is available on our website at www.levyrestaurantsnpo.com. This website is currently available..

Operational Training

This training is mandatory for **all** group leaders and their designated inventory and money people. This session consists of hands on training of the operation of a concession stand. This includes food preparation, equipment usage, safety, register operation, and paperwork completion. Each major event/game requires a minimum of two people who have completed the operational training. This training is recommended, but optional for all other volunteers.

Levy Restaurants Responsible Alcohol Service Training

All volunteers of Levy Restaurants are required to complete the alcohol service training prior to volunteering. Volunteers must submit confirmation to their group leaders before the volunteers can work. Group leaders must submit confirmation to Levy Restaurants before any volunteer can be scheduled for work. All new team members/volunteers must participate in a training session through the online 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



Washington State Food Handlers and Class 12 Alcohol Training

Washington State requires any person working with food and the sale of alcohol must complete the state Food Handlers (1 hour) and Mandatory Alcohol Server Training Class 12 Liquor License (2-3 hour) training. Classes available at various times and locations in your community. Please visit <http://liq.wa.gov> and www.kingcounty.gov/health/foodworker for training schedules or online training.

Donation Structure

The donation structure for the season will be outlined in the 2011 NFP contract. This structure applies to all events. Levy management reserves the right to add additional bonus criteria to special events.

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

Please note: 2% will be deducted from Food and Non-Alcoholic Beverages Net Sales and 2% from Alcoholic Beverages Net Sales if the organization can not provide the insurance requirements set forth by Levy Restaurants.

Food preparation personnel must report to their location and assist in the preparation of all food items in the concession area that they are assigned. They are also responsible for the operation and clean-up of the kitchen area of the assigned location before leaving at the end of the event.

Incentive Bonus Potential

In addition to the standard donation payout, each group is 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.

Want to Receive a Larger Donation?

You have 2 possible opportunities:

- 1.) Refer a Not-For-Profit Organization and receive \$250 if the group signs the Levy Restaurants NFP contract and meets volunteer requirements for the entire season.
- 2.) 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* volunteer in other stands and receive a per person payment of \$75.00 (with approval from the Concessions &/or HR management).

Pyramid Savings Plan

This is your opportunity to make your hard work and effort pay off even more as the season progresses! Starting with Sounders FC home opener, 1% of your total net sales (after additional payments and deductions will be set aside in your very own “Attendance Bonus” account. This account will continue to grow as long as you continue to volunteer at the eligible events and meet all requirements. If your organization misses one of the required events, you lose the bonus eligibility.

Here is a list of the eligible events:

- Volunteer at the AMA Super Cross event
- International Soccer Games
- U2 Concert
- Volunteer at all home MLS Sounders FC Games
- Volunteer at all 10 home NFL Seahawk Games
- Volunteer at all MLS/NFL home playoff games (if applicable)
- Volunteer at the WSU College football game
- Volunteer at additional Large Stadium Events (over 20,000 attendees)

Requirements:

- You must meet all regular donation and bonus criteria on an individual event basis to be eligible for the “Attendance Bonus” payout. This includes staffing requirements, cleanliness, paperwork, and Health Dept inspections. If there is a deduction in your donation percentage, the bonus will be forfeited for the year.
- 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 a backup and was not utilized. The group will receive the minimum donation of \$250. A group will not be penalized if attendance was not necessary.
- You will receive your “Attendance Bonus” on a separate check after the end of the season. Decisions on the “Attendance Bonus” payouts are at the final discretion of the Levy Restaurants’ management team.



Schedule of Events

This schedule is what was available at the time of distribution. Updates can be made at anytime. Please be sure to check our website for updates.

MLS Schedule Release – February
NFL Schedule Release – June



Not-For-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 at CenturyLink Field in the past?

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

How did you hear about the Volunteer Program at CenturyLink Field?
