



*Sports, Entertainment & Convention Centers*

## 2011 Non-Profit Organization Informational Packet

*ARAMARK at Turner Field is looking for Non-Profit Organizations who are interested in participating in a fundraising program that is fun and exciting!*

Each season, ARAMARK staffs many of its concession stands with Non-Profit Organizations (NPO's), as a means of raising funds for their mission. It serves as an alternative to traditional fundraising while developing teamwork and camaraderie in an exciting atmosphere. We are proud of our program and hope that we can help make a difference in the Atlanta area. Each year ARAMARK gives over a million back to the community through Non-Profit partnerships.

This packet includes:

- ARAMARK Information
- NPO Benefits and Earnings Potential
- NPO Utilization
- NPO Requirements
- NPO Information Sheet
- Please visit [http://atlanta.braves.mlb.com/atl/downloads/y2011/2011\\_printable\\_schedule\\_v2.pdf](http://atlanta.braves.mlb.com/atl/downloads/y2011/2011_printable_schedule_v2.pdf) for the 2011 Braves baseball schedule

Once you have read this packet please feel free to contact me @ 404.614.2170 or [taylor-remy@aramark.com](mailto:taylor-remy@aramark.com) with any questions. If your organization is ready to partner with ARAMARK, please fill out the Group Information Sheet on page 5 and mail, e-mail or fax it to me at the address or number listed below.

Thank you for your interest in partnering with us and I look forward to working with you in the future.

Sincerely,

Remy S. Taylor  
HR Manager

Turner Field

404.614.2170 phone

404.614.2304 fax

[taylor-remy@aramark.com](mailto:taylor-remy@aramark.com)

## ARAMARK OVERVIEW

ARAMARK Corporation is the world leader in providing managed services. We serve 2 million customers each day in over 21 countries across the globe. In 2009, ARAMARK was named #1 in the Outsourcing Services Category on FORTUNE Magazine's "Most Admired Companies in America" list.

Today, no other single company provides as many different services to so many people as ARAMARK. The Sports, Entertainment and Convention Centers division of ARAMARK, which ARAMARK at Turner Field is a part of, provides managed services at over 170 locations.

Our dedication to customer and client services has allowed ARAMARK Corporation to be one of the most respected companies in the country that provides food, beverage and support services.



## Frequently Asked Questions

### **Minimum # of events a group must agree to?**

We would like each group to commit to at least 3 series to begin the season. A series is a string of games that we play the same team in a row. For example, April 12 – 14<sup>th</sup> we play the Florida Marlins that is considered a series. A group may work one series in a month & pick up another series another month; however we encourage groups to work as many games as they can to earn as much as they can for their mission. ARAMARK invests a great deal of time in training and preparing each group.

### **Minimum # of volunteers needed to staff a concession stand?**

You would need a minimum of 5 volunteers to run our smallest type of concession stand. Our average size concession stand requires 7 - 10 people.

### **How much money can my group expect to make?**

Your group is able to have a potential of earnings **\$100 to \$500 per event!** However, there are not any guarantees on the minimum or maximum amount your group will earn for each event. How much your particular group makes depends on: # of events you sign up for, size of your concession stand(s), weather, interest level in the opposing team, your group's customer service skills etc. In the past, we've had groups that have made as little as \$50 (for 1 event) and as much as \$100,000 (for doing all of the home games). NPO groups are paid a percentage of their concessions stand's total net sales for the event.

### **What time do we come in for an event?**

Typically, games start at 1:30 pm, 7:10 pm or 7:35pm. You must arrive at least 4 hours prior to game start time. Baseball is not a timed event, but the average amount of time is 7 – 8 hours.

### **How do we get paid?**

Groups will can pick up their commissions or have it mailed. Payment will be received within 45 days after the end of the home stand.

### **What type of uniform are we required to wear?**

- Tan or Khaki pants
- Blue baseball jersey (provided by ARAMARK)

- Closed-Toed, Closed-Heeled, Non-Slip shoe (tennis shoes)
- ARAMARK issued Braves baseball hat or visor, no other sports hats should be worn.

## NPO UTILIZATION



- At each event individual Non-Profit groups will be assigned a concession stand at Turner Field to work. Stand size, concept, and location will be determined by management and will be based on the NPO group's capabilities, availability, size, etc.
- All NPO group members must complete a thorough training program in order to work. Training will be provided by ARAMARK prior to a group volunteering. Most of our trainings are provided during the evening to accommodate schedules. Additional training will be provided as needed.
  - Concept Training – This is for all of the members of the group. Concept training consists of training the group how to run the registers, how to prepare the food and the safety aspects of running the concession stand.
  - TEAM Training – (Techniques for Effective Alcohol Management) This is a mandatory 3-hour class that all members must take. This class is provided to the group free of charge and offered a variety of days and times. Many group's missions do not allow them to sell alcohol, we usually can accommodate this requests however EVERY volunteer must still take the class for awareness purposes. Once the class is passed the certification lasts for 3 years.
  - Customer Service Training – Each volunteer must also attend this training & it typically coincides with the TEAM training.

*Each volunteer must bring valid state issued ID or drivers license to enter the trainings, must be 18 years or older & no children are permitted in the trainings. We also suggest volunteers arrive early. Training dates are provided monthly so that groups may add volunteers as needed. Dates are sent to group leaders, with contact information for registration.*

- ARAMARK management will ensure each group has completed all required training and will support groups in the management of their stands.
- It will be each group's responsibility to show at least 2 hours before the gates open and begin their pre-game activities (gates open 2.5 hours prior to game start time). These activities include completing opening inventory, setting up the registers and food preparation.
- Once the gates open, each group will be in charge of operating their stand from the beginning of the event until the closing of their stand.
- Once ARAMARK management has determined that it is time to close the stand, it will be the NPO group's responsibility to close out their stand. These activities include, but are not limited to, closing out all registers, cleaning the stand, and completing a closing inventory with ARAMARK managers.

# NPO REQUIREMENTS

Below are policies governing the use of the Non-Profit program. Groups are required to follow the policies and procedures set forth by ARAMARK management. These policies are intended to ensure that our guests receive the highest level of customer service. ARAMARK reserves the right to change, modify, suspend or cancel at any time any of the policies mentioned in this packet.

1. **INTERVIEW:** Each group leader/representative will partake in a non-profit interview with an ARAMARK representative at the non-profit location's site or arranged location. The purpose of this interview is for ARAMARK to gain understanding of the group's purpose and for the group to ask questions regarding the ARAMARK partnership. An ARAMARK representative will review your information packet (page 5) upon receipt and contact you to set up an interview.
2. **NONPROFIT TAX EXEMPT STATUS:** Non-Profit Group must certify that they are a Not-For-Profit, tax-exempt organization as defined in Section 501-C of the Internal Revenue Code. The Non-Profit Group must verify with ARAMARK their tax-exempt status as accepted by the IRS. **A copy of your Federal ID Number and a Letter of Determination (example can be provided) recognizing the organization as tax-exempt must be furnished at the time your organization turns in the completed/signed agreement.**
3. **AGE REQUIREMENT:** All Non-Profit group volunteers must be at least 18 years of age with a valid state ID present for each event.
4. **TRAINING:** Group members must attend the appropriate training classes conducted by ARAMARK. The ARAMARK training classes are as follows:
  - a. All must attend NPO Orientation, which includes Basic Food Handling and Customer Service training.
  - b. It is **mandatory** that all volunteers working in any capacity be TEAM/Tips trained.
  - c. Stand Operations Training
5. **GROUP INSURANCE POLICIES:** Groups must provide basic General Liability Insurance of no less than \$1,000,000 of coverage and extended to include liquor liability where alcoholic beverages (including beer, wine and spirits) are served by the group; ARAMARK must be named as an additional insurer. Non-Profit Groups must provide a certificate of insurance that will be kept on file for the duration of the contract. **ARAMARK also provides insurance to each group free of charge**, the election for ARAMARK insurance must be selected in the contract.
6. **REFERENCES:** Each Group will be asked to provide at least 2 personal/professional references that can attest to the validity of the group and the mission of the group.
7. **COMMITMENT/CONTRACT:** Groups must volunteer at a minimum of 3 series throughout the season.
8. **LETTER OF INTENT TO VOLUNTEER SERVICES:** All non-profit group members must sign a written statement declaring their intent to volunteer and donate their services to their organization. **All members must sign this at every event.**



**GROUP INFORMATION SHEET**

Please Print

Upon receipt of this information sheet an ARAMARK representative will contact you to set up an interview. Thank you for your interest in partnering with ARAMARK at Turner Field!

<b>Non Profit Name</b>	
<b>Non Profit Affiliation</b>	
<input type="checkbox"/> <b>Non Profit Physical Location Address</b>	
<input type="checkbox"/> <b>Non Profit Mailing Address</b>	
<b>Non Profit Group's Purpose/Mission</b>	
<b>Federal Tax ID Number</b>	
<i>Please check the address that the check should be mailed to.</i>	

Primary Contact Information			
<b>First Name</b>		<b>Last Name</b>	
<b>1<sup>st</sup> Phone</b>		<b>2<sup>nd</sup> Phone</b>	
<b>E-mail</b>			

Secondary Contact Information			
<b>First Name</b>		<b>Last Name</b>	
<b>1<sup>st</sup> Phone</b>		<b>2<sup>nd</sup> Phone</b>	
<b>E-mail</b>			

<b>Number of Volunteers Group can supply per Event:</b>	<b>Number of Total Committed Volunteers:</b>	<b>Number of Years of Group Service:</b>
<b>Other Locations Group has Volunteered</b>		
<b>Other Fundraising Methods</b>		
<b>Does your group have a fundraising goal for this year? \$</b>		
<b>Is your group able to work all events at Turner Field? <input type="checkbox"/> Yes <input type="checkbox"/> No</b>		

Please fax or mail this form back to Rémy Taylor. Fax 404.614.2304 or mail to ARAMARK @ Turner Field, 755 Hank Aaron Drive, Atlanta GA 30315

# 2011 BRAVES SCHEDULE

## MARCH/APRIL

S	M	T	W	T	F	S	
			EXH MIN	31 MIN	1 WAS	2 WAS	
3	WAS	4	MIL	5	MIL	6	MIL
7	MIL	8	MIL	9	PHI	10	PHI
11	PHI	12	FLA	13	FLA	14	FLA
15	FLA	16	FLA	17	NYM	18	NYM
20	NYM	21	LAD	22	LAD	23	SF
24	SF	25	SD	26	SD	27	STL
29	SD	30	SD	31	STL	7:00	7:00

## JUNE

S	M	T	W	T	F	S	
5	NYM	6	FLA	7	FLA	8	SD
11	HOU	12	HOU	13	HOU	14	HOU
17	TEX	18	TEX	19	TEX	20	TEX
23	SD	24	SD	25	SD	26	SD
29	SEA	30	SEA	31	SEA	3:30	

## AUGUST

S	M	T	W	T	F	S	
1	WAS	2	WAS	3	WAS	4	WAS
7	NYM	8	FLA	9	FLA	10	FLA
14	CHC	15	SF	16	SF	17	SF
21	ARZ	22	CHC	23	CHC	24	CHC
28	NYM	29	WAS	30	WAS	31	WAS

## MAY

S	M	T	W	T	F	S	
1	STL	2	MIL	3	MIL	4	MIL
7	PHI	8	PHI	9	PHI	10	PHI
13	PHI	14	PHI	15	PHI	16	PHI
19	PHI	20	LAA	21	LAA	22	LAA
24	LAA	25	PIT	26	PIT	27	PIT
29	CIN	30	SD	31	SD	7:00	7:00

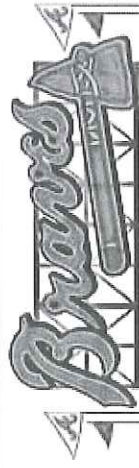
## JULY

S	M	T	W	T	F	S	
3	BAL	4	COL	5	COL	6	COL
9	PHI	10	PHI	11	PHI	12	PHI
15	WAS	16	WAS	17	WAS	18	WAS
22	CIN	23	CIN	24	CIN	25	CIN
29	FLA	30	FLA	31	FLA	7:00	7:00

## SEPTEMBER

S	M	T	W	T	F	S	
4	LAD	5	PHI	6	PHI	7	PHI
11	STL	12	FLA	13	FLA	14	FLA
18	NYM	19	FLA	20	FLA	21	FLA
25	WAS	26	WAS	27	WAS	28	WAS

\* All times are subject to change



COUNTRY

For the latest on Braves Season Tickets, news and information and to register for free Braves Beat emails visit [braves.com](http://braves.com) or call 404.577.9100.