

ARAMARK HIGHER EDUCATION NPO HANDBOOK

MSU CONCESSIONS

P. O. BOX 6229

MISSISSIPPI STATE, MS



aramark

Standards and Performance

On the next few pages, you will find our standards of performance. We uphold these standards to maintain the highest level of quality and responsibility for our guests and clients.

DRUG FREE WORK PLACE

It is the policy of ARAMARK to maintain a drug free work place. The use of controlled substances is inconsistent with the behavior expected of our volunteers. Drug use subjects volunteers and visitors to unacceptable safety risks, and undermines the Company's ability to operate effectively. The unlawful sale, manufacture, possession, distribution, or use of a controlled substance in the work place or while on company business is strictly prohibited. ARAMARK reserves the right, at all times, to have authorized personnel conduct searches or inspections of personal effects, lockers, and hand carry item for the purposes of determining if any persons are in possession of any drugs, or paraphernalia and equipment related to illegal drug use and/or items prohibited under this policy. These searches may be conducted from time to time without prior announcement.

It is not permissible for volunteers to consume alcoholic beverages during their work hours so to report to work under the influence of drug and/or alcohol. Volunteers who violate any aspect of this policy will be subject to immediate dismissal.

VOLUNTEER APPEARANCE

All volunteers must be neat in appearance, possess good hygiene and be well groomed. This means frequent bathing, good care of teeth, clean hands and fingernails, and neatly groomed hair. Hair that extends below the top of the collar **MUST BE PULLED BACK AND RESTRAINED.** This rule applies to volunteers, regardless of gender. Volunteers must have a clean face.

Fingernails of reasonable, conservative (1/2 inch maximum) are acceptable whether they are real or artificial. Fingernail polish is to be a conservative or clear color. Service staff's nail polish must be a neutral color. Since you are working within the foodservice industry, long, excessively bright or dark nail colors are unattractive to customers. Any volunteers reporting to work with improper nail polish are responsible for removing it before there are opens.

FOOD SAFETY

- ALWAYS WASH YOUR HANDS after using the restroom, sneezing or coughing, touching eyes or hair, eating, smoking, handling soiled articles or cleaning supplies, and after touching raw foods.
- Keep your working area clean. Wash and/or wipe down counters, utensils, cutting boards, and grills often during your work shift. Use sanitizing solution to clean utensils and work areas during production time.
- After washing your hands with soap put on a pair of clean gloves, provided at your work area. Change your gloves between each task, i.e. from handling raw chicken to hot dogs. Properly store perishable foods. **COLD FOODS MUST BE KEPT AT OR BELOW 41 DEGREES.** Take out only the amount of food

you need to prep. **DO NOT** store raw foods above cooked foods in order to prevent cross contamination. All foods must be labeled and dated before storing.

- Ensure that all food is cooked properly. Internal cooking temperatures vary depending on the food (ground beef, sausage, chicken, etc.) **ALL FOOD MUST BE REHEATED TO 165 DEGREES FOR 15 SECONDS AND HELD AT 140 DEGREES OR HIGHER.**
- **Always use a scoop** to put ice in a cup or glass; **never use a glass container or your hands.** DO NOT STORE BOTTLED WATER, SODA OR PERSONAL CONTAINERS IN ICE BUCKETS OR BINS. This may cause contamination of the ice.
- Hair must be pulled back away from the face and covered with a visor or a hairnet.

PERSONAL HYGIENE AND SANITATION

- Wear clean uniforms, aprons, and clothing at all times.
- Wash hands with soap and hot water before you report to volunteer.
- Wash hands thoroughly and often with soap, especially after using the rest room, eating, sneezing or coughing, and handling soiled articles and contact with cleaning supplies.
- Dry hands with a paper towel. Dispose of paper towel immediately.
- Keep your work area neat and clean at all times.
- Keep hands away from scalp, hair, face, arms, eyes, and ears.
- Cover face with a handkerchief or tissue when coughing or sneezing. Dispose of handkerchief or tissue immediately. Wash hands. Change gloves if you sneeze or cough into them.

UNIFORM AND APPEARANCE

Groups will be provided aprons. **ALL STAND WORKERS** must wear the complete uniform. This is a strict requirement. Employees are responsible for their uniforms. The aprons are to be taken home, washed, and returned at the end of the last game (final commission checks will be held until aprons have been returned.) Closed toe and back slip resistant shoes will be the responsibility of the volunteers. **JEANS, LEGGINGS, SHORTS, OR SWEATPANTS ARE NEVER ALLOWED AND MAY NOT BE WORN AT ANY TIME!** Wearing of jeans, sweatpants, shorts, or leggings may result in a fine as well as not being able to work the event. See your supervisor for specific guidelines. **KHAKI PANTS MUST BE WORN.** No black pants or jeans. Pants must fit and stay around the waist, and both pant legs must go down to your ankles.

T-shirts must have sleeves. MSU T-shirts are preferred, but not required. If you choose not to wear a MSU t-shirt, organizational t-shirts of the same color and design must be worn. Clothing with alcohol, cigarette, sex or any other offensive advertisement is prohibited.

Please do not wear any other sports team apparel on MSU campus for concessions. This is disrespectful to our client, Mississippi State University.

CLOSED TOE, CLOSED HEEL SHOES ARE REQUIRED. Leather tennis shoes or another type of comfortable CLOSED TOE, CLOSED HEEL shoes are acceptable, unless stated otherwise as per specific department or manager's direction. See specific department uniform requirements. Laced footwear must be laced at all times. **No sandals, thongs, flip flops, slippers, etc. will be allowed at any time.**

Your volunteer ID wristband for the day of the game is part of your uniform and must be displayed according to your department's specifications.

All volunteers must be in proper uniform when reporting for duty. The group will be charged \$15.00 per person per uniform violation.

Anyone not adhering to these requirements will be unable to work and, consequently, be asked to leave.

IDENTIFICATION

All group volunteers will be required to wear a wristband while they are volunteering at ARAMARK. The wristband must be worn at all times while on stadium property. Your wristband is considered part of your uniform and MUST be worn at all times. Replacement wristbands will be assessed a fee.

CUSTOMER SERVICE IS OUR FIRST PRIORITY

Our number one goal is to exceed our guest's expectations. Customer service is important because everything we do involves some type of service. It is estimated that when customers receive good service we tell 9-12 people about our experience; however when customers when receive poor service we tell 20 or more people. Therefore, it costs twice as much to gain a new guest than it does to keep and existing one.

Listed below is the S.C.O.R.E. customer service program that we will be utilizing for the upcoming season which is a result of our commitment to MSU concessions. Remember to treat everyone as you would want to be treated, the first impression can be a lasting one, greet everyone with an honest and sincere smile and remember to thank every customer for their business.

MSU Mission Statement

Mississippi State University Concessions is committed to exceeding the expectations of every fan, customer and member of our community by delivering the sports and entertainment experience with quality customer service, exceptional value and a world-class facility.

MSU Service Excellent Objectives

- To satisfy every need of guests so that they will want to keep coming back to MSU.
- To provide immediate attention and resolutions to guests' special needs and problems.
- To create a work environment that encourages and supports guest services team members' initiative, creativity, ad team spirit.
- To provide consistent, user friendly systems to facilitate outgoing service.
- To have a constant flow of communication keep our staff informed, involved and empowered to respond to the needs of the guests.
- To turn negatives into positives and make our guests fans for life!

We are pleased that your organization has chosen to fundraise with ARAMARK Higher Education. Now that you are a part of our team, we want you to know some important facts about us.

ARAMARK was founded in 1959 and is headquartered in Philadelphia, P. A. We serve clients in every state and 19 countries. Our services include food services in restaurants, stadiums, arenas, parks and resorts, convention centers, colleges and universities, schools, hospitals, industrial plant cafeterias, and correctional facilities; health services in hospitals; vending machine services; and uniform services. We also provide cleaning and maintenance at many of these sites. In FORTUNE magazine's 2009 list of "America's Most Admired Companies," ARAMARK was ranked number one in industry, consistently ranking since 1998 as one of the top three most admired companies in its industry.

We are service management professionals and rank as one of the best known companies in the service industry. ARAMARK is made up of over 250,000 employees as well as many Non-Profit Volunteers like you who are proud to work with a successful, fast growing organization.

Our job and your job are to communicate in a pleasant, helpful, and professional manner to all of our customers and guests to make their visit to MSU Concessions a pleasant one. You will find the people you are working with are friendly and eager to help you get going in the right direction so that you can achieve a lasting working relationship with ARAMARK.

The information contained in this Non-Profit Handbook is intended to make your fundraising with ARAMARK a positive experience. Please read and keep this copy on hand for reference for any questions or concerns. We look forward to working with you.

Aramark's Mission, Values, & Focus



OUR MISSION

Deliver experiences that enrich and nourish lives

OUR VALUES

*Sell and Serve
with Passion*

*Front Line
First*

*Set Goals.
Act. Win.*

*Integrity and
Respect Always*

OUR FOCUS

Build Consumer Advocacy

Build Client Success

Build Employee Engagement

Build Shareholder Value

Build Local Communities

Welcome to the ARAMARK Higher Education Non-Profit Team!

In this handbook, you will learn all of the ARAMARK Policies and Procedures to help you better your volunteer activity here with us. You will also be provided with enough knowledge to help you throughout the season. It is very important that both your Non-Profit Organization and ARAMARK work together as a team.

We ask that your Non-Profit Organization follow the policies and procedures that are set in place for you. These policies and procedures are looking out for your best interest. With your cooperation, we can have a great season.

The following information must be completed and in compliance with the ARAMARK Volunteer Program before starting.

NON-PROFIT CONTRACT – This is an agreement between ARAMARK and your Non-Profit Organization that you fully understand the policies, procedures, and the percentage pay structure that has been offered to you.

NON-PROFIT INSURANCE – Your Non-Profit Organization must have General Liability Coverage. Non-Profit Organization must carry a Certificate of Insurance before they start volunteering. The insurance limits should mirror our client's requirement of us at the facility. A minimum limit should be \$1 million for General Liability. The reason for insurance is to protect ARAMARK and our clients. Liability insurance covers the actions of the Group. For instance, injury to a guest while volunteers engage in "horseplay," spilling a hot beverage on and injuring a guest, damage to Company or Client equipment (when Company is not at fault). Non-Profit Organization members are volunteers and NOT employees of ARAMARK. This means any injury to an organization member is NOT covered through ARAMARK's Workers Compensation.

LETTER OF DETERMINATION – This is a letter from the Internal Revenue Service (IRS) that recognizes your organization as tax-exempt. All Non-Profit Organization must be tax-exempt group as defined by the Internal Revenue Service (IRS) Section 501(C) (3) of the Internal Revenue Code. No group can work until the letter is submitted to ARAMARK.

There are a couple of exceptions to the above statement. In these cases, each organization should have some documentation from the state they are tax-exempt. An example would include a copy of a State Exemption Certificate.

Each group is also required to write a letter on organization company letterhead stating what their group does, the population the group serves, their reasoning for fundraising, the names and titles of their board members and their intentions for volunteering with ARAMARK at MSU Concessions.

LETTER OF INTENT – This is a letter of your intent to volunteer. For every event your organization volunteers, your volunteers MUST fill out intent to volunteer form that will be at check-in. Every group's member's name must be on this form if they are volunteering for the event.

BACKGROUND CHECK PROCESS – Each volunteer is also required to submit the Aramark's Criminal History Disclosure Form for Non-Profit Organization Volunteers and the Background Investigation Disclosure and Authorization Notice.

Any criminal history disclosed and/or background check results received will be reviewed and evaluated by Aramark in determining whether to permit an individual to volunteer. In making its determination, Aramark

will consider the nature and seriousness of any offenses, the time that has passed since the conviction and/or completion of the sentence, and any other factors Aramark deems relevant to the role of a volunteer for a NPO. Aramark's determination as to a potential volunteer shall be final and the NPO and the individual will be advised of this determination. Please note there is no cost to be incurred by the NPO or any of its volunteers at this time regarding this process.

COMMISSION – Your group will receive the agreed upon percentage rate that is stated in your contract form the NET sales (less taxes), minus any shortages. ARAMARK will not pay the Group on any overages to the stand. If you are a new group please understand that your first check could take 45 days to receive because of our systems, however once your group is established the checks will not take more than 30 days.

CONCESSIONS – Your group has chosen ARAMARK Higher Education as your partner for fundraising and will be working in our concession stands. This is a booth/stand/portable that provides food service to the patrons of the facility.

Delivering excellence at the
moment of truth.

"Effortless Experience"

Aramark Service Stars



W

Welcome and say hello

E

Engage with eye contact and a
friendly question

S

Service with a smile and a helpful
suggestion

T

Thank and show you care

ARAMARK HIGHER EDUCATION

NPO General Rules of Conduct – what we expect from you

The following is a list of rules and regulations for all ARAMARK Non-Profit Organization volunteers. In the event that any one member of the Non-Profit Organization violates any of these rules and regulations, the GROUP will be disciplined up to and including termination of the contract. In administering discipline, ARAMARK will follow a progressive system and give the group fair warning and an opportunity to improve and correct their behavior.

Volunteers

All volunteers will report to the volunteer entrance at the assigned report time and will leave through the same area, unless otherwise told by the facility manager. **Reporting 30 minutes or more after the assigned report time for the VOLUNTEERS will be considered as the "group" being late.**

***** Report times are subject to change *****

No children under the age of 16 are allowed to volunteer or be in the concession stand at any time.

No one may solicit tips while on stadium property. NO TIPS CUPS are permitted. Solicitation of tips may result in fines or termination of Group's Agreement.

No volunteer is allowed to eat or drink product from in the stand or on the concourses. Volunteers/Employees should not eat or drink in the sight of customers.

Insubordinate conduct and refusal to follow instruction from any ARAMARK Management will not be tolerated and can result in Group(s) or volunteer(s) termination.

All volunteer members are representatives of ARAMARK. No horse playing or abusive language will be tolerated. No radios, T.V.'s, headphones, or portable media devices, beepers, and cell phones allowed in the concessions area.

No group volunteer(s) are to loiter in or around any concession stands, retail locations, portables, vending rooms, seating bowl, office, banquet area, kitchen area, and or on the concourse. Any personal bags entering or leaving the premises are subject to an inspection by any supervisor, manager, or security personnel of ARAMARK or building management.

Any group that reports to an event understaffed may be provided with an ARAMARK hourly employee/volunteer. The group will be considered understaffed if the group does not have its minimum number of workers at check-in. No group can refuse and ARAMARK hourly staff that is provided. ARAMARK management at MSU concessions will determine the staffing levels for all locations. The group will be charged a fee for each ARAMARK employee regardless of the actual length of time that such ARAMARK employee is assigned to work with the group. **All groups will be expected to bring the proper number of volunteers to run their assigned stand, including coverage for all points of sale prior to opening of gates. If proper staffing levels are not met, it may result in a fine and/or loss of stand.**

Persons not volunteering for the Non-Profit group and not listed on the "Statement of intent to Volunteer" are not permitted in the concession stands (spouses, children, friend, etc.) If you bring people with you who have tickets to the event, they must wait outside and enter through the gate when they open to the public. The group will be fined per person per incident in violation of this policy.

The group volunteers MUST be on time and ready to work. Any one group who is late will be subject to a fine that is outlined in the contract.

At any time, ARAMARK may request that the Group's management team or other members go through retraining.

The group Lead/Secondary lead should not be considered part of the staffing needed to operate the location. This will ensure that this person is available to discuss the operation of the location or for any other ARAMARK discussions that may need to take place.

Location Assignments

NO UNAPPROVED SIGNAGE is permitted to be posted at any time.

Stand assignments are the discretion of ARAMARK. This is based on performance, reliability, experience, and training the groups have completed.

Any group working one of more stands on the same day will have it counted as one event towards the number of events the group agreed upon in their contract with ARAMARK.

Inventory

Any scheduled contract date that is "rained out" does not count as an event toward group's total events unless the Facility's gates remain open for 2 hours after the original scheduled gate time.

At the beginning of each event, group will be issued a cooking report. This level is predetermined based upon expected fan attendance, weather previous sales histories, etc. Excessive amounts of "overcooking," without the approval of a supervisor, will be deducted from the group's commission for that event.

The concession stand must be neat, clean, and orderly to ARAMARK specifications. This includes the maintenance, set-up, and breakdown, clean up, including the condiment station in your assigned area. If your group fails to do so, your group will be charged a fine that will be deducted from your commission.

All non-profit groups will be responsible for counting chargeable and non chargeable items in stands and portables. Groups will be held responsible for the yields of specific items and groups may be penalized if unable to achieve the required yield. All yield expectations will be set before Opening Day.

All stands must be given authorization to close. **NO GROUP CAN CLOSE ANY STAND AT ANY TIME** without direction from an **ARAMARK superior or manager**. Only a supervisor and or manager can release the stand at the end of the event. All paper work MUST be complete before leaving.

The group is responsible for all cash and inventory for every event. Any cash shortage or inventory shortage from the stand will be deducted from the commission. The group is responsible for verifying money before leaving the money room and monitoring money during the event.

All spoilage must be recorded on the Product Discrepancy/Spoilage Report and turned into the main warehouse for verification. The "spoiled" items are to be placed in a sturdy box and brought down to the main warehouse upon check-out. It is in your group's best interest to wait while spoilage is verified at the main warehouse.

Group volunteers aren't authorized to take stock from stand and/or warehouse at any time without proper documentation and authorization.

Alcohol Compliance

Consumption of alcohol beverages by any group is prohibited. Such actions will result in immediate discharge of the volunteer and \$500.00 fine to the group. If there is a second infraction, group's agreement **will be terminated.**

Refilling customer's cups or food containers for personal profit or any other reason is prohibited and will result in disciplinary action up to and including contract termination.

ARAMARK uses secret shoppers to ensure customer service rules are being followed at all times. In the event there is a poor report from one of these services, the volunteer and the group can be subject to termination.

NO BEER, WINE, OR SPIRITS CAN BE CONSUMED BY ANY VOLUNTEER(S) AT ANY GIVEN TIME

All alcohol policies must be followed at all times, any violations will result in a fine and possible termination.

Injuries/Injury Reporting

Non-Profit Organization members are volunteers and NOT employees of ARAMARK. This means any injury to a group member is NOT covered through ARAMARK Workers Compensation. The Group is responsible for their volunteers.

It is the Group volunteers' responsibility to immediately report any injury to your ARAMARK supervisor so a record can be made. An ARAMARK supervisor can assess the situation and make several recommendations for first aid care. ARAMARK is not responsible for any medical attention sought due to a physical illness such as asthma, emphysema, colds, virus or headaches.

Open Door Policy

All managers at ARAMARK, MSU Concessions, have an open door policy when it comes to reporting problems. Please report a problem before it escalates. Managers will do their best to work with any problems that occur.

Paperwork

Every Organization working for ARAMARK at MSU Concessions will have a contract and ALL paperwork that is required on file in the NPO Coordinator's Office.

Personal Belongings

Personal belongings are permitted; however, it must be kept to a minimum. If while volunteering, a personal item is stolen (e.g. wallet, money, etc.) it is not the responsibility or liability of ARAMARK Higher Education or MSU.

Rain Delays/Overtime/Extra Innings

Unfortunately, we have no way to determine what the weather will be like or if the team will go into overtime or extra innings. If the game is delayed the volunteers may have to stay longer than anticipated. We caution each group and suggest they select volunteers with reliable transportation in the event that a game lasts longer than anticipated.

Smoking Policy

If a volunteer leaves the stand to go smoke please remove your apron. When you return to the stand, please be sure to wash your hands. Absolutely NO SMOKING is permitted in any concession stand at any time.

Ticketed Events

Management does not supply event tickets to any volunteer(s). Automatic termination will result for any volunteer(s) or group(s) found in Stadium without a ticket, when they are not scheduled to volunteer. Any volunteer(s) who use(s) their status or ARAMARK wristband, to gain access to any part of either facility they are not ticketed for themselves, or any other authorized person(s) will be subject to dismissal and/or termination of the volunteer group contract.

ARAMARK GENERAL SAFETY RULES

1. **Accidents - REPORT ANY INJURY TO YOUR SUPERVISOR IMMEDIATELY.**
2. **Training** - Learn the right way to do your job. If you are not sure, ask your supervisor. Never use any machine until you have been trained in its use.
3. **Spill Control** - Never leave spills on the floor. It is everyone's job to immediately clean up their own spills. Report any leaks or slippery conditions immediately.
4. **Lifting** - Never lift anything too heavy or bulky to lift comfortably. Get help and save your back. Practice safe lifting techniques.
 - a. Remove grease or water from your hands; get a good grip.
 - b. Be sure of your footing and position; never lift while twisting your body.
 - c. Keep your arms and back as straight as possible and hug the object closely.
 - d. Bend your knees and lift with your powerful leg muscles; not your back.
5. **Storage** - Always locate heavier, bulkier items on the lower shelves. Use a ladder or stepstool to reach upper shelves; never climb on the racks or stock.
6. **Seat Belts** - Always wear a seat belt while driving or riding in a vehicle.
7. **Personal Protective Equipment** - Always wear personal protective equipment (goggles, gloves, etc.) when handling chemicals. Material Safety Data Sheets (MSDS) are available for each chemical and list specific equipment for protection.
8. **Burns** - Use only dry oven mitts or potholders when handling hot utensils. Always seek assistance while carrying large pots or kettles of hot foods.
9. **Scalds** - Dispense hot liquids slowly to avoid splashes. Open steam cookers and large pots slowly allowing steam to escape away from your face and hands.
10. **Food Carts** - Do not overload food carts or bus trays. Make sure you can see where you are going and others see you. Push cart. DO NOT PULL. Report carts in poor condition.
11. **Electrical Equipment** - DO NOT attempt to repair any faulty electrical equipment. Report defects to your supervisor.
12. **Knives** - Return knives to their rack or storage drawer when not in use. Always wash knives separately and never leave them in water where they cannot be seen.

HIGHER EDUCATION NPO VOLUNTEER 2015

HANDBOOK ACKNOWLEDGEMENT

This Non-Profit Handbook has been compiled to ensure that every Non-Profit Group and their volunteers will be informed as to the benefits and policies stabled by ARAMARK at MSU Concessions so that your fundraising at this facility will be enjoyable, meaningful and beneficial to you as well as ARAMARK.

Following your review of the handbook, do not hesitate to discuss any questions or concerns you may have with your supervisor or any ARAMARK Management team member.

I, _____ of the _____
(Volunteer name) (Non-Profit organization Name)

Acknowledge receipt of this Non-Profit handbook and recognize my responsibility to reach and become familiar with and understand all the rules and procedures contained herein. I understand that ARAMARK management has the right to change, edit or add to the policies and procedures relating to my fundraising opportunity with ARAMARK notification will be given to the group leader.

In addition, our Group hereby grants permission to ARAMARK to use any picture taken of our group during performance of our duties in any promotional materials produced by ARAMARK of MSU Concessions.

(Volunteer Signature)

(Date)

