

EDWARDSVILLE



ICE HOCKEY

**ENTERPRISE CENTER
FREQUENTLY ASKED QUESTIONS**

What will I be asked to do if I volunteer for an Event?

Volunteers are responsible for staffing one or more concession stands at Enterprise Center Events. Responsibilities include arriving on time, remaining for the entire Event, serving food and beverages, collecting money, and interacting with the Event patrons. We prepare the booth – each booth is different so the required set up is different for each one. The lead will direct you as what needs to be done that night. During the event we work the cash registers and keep supplies filled. After the event we clean up and are released after an inspection of our area.

How do I know if I have been selected to work an event?

All workers will receive an email 1-2 days prior to the event. The email will include call time and other pertinent information.

When do I need to be there and how long will I work?

Volunteers must arrive 1.5 hours before doors open for the Event. The stand lead must be there 2.5 hours before the doors open. Volunteers must remain until the concession stand coordinators release you (you cannot leave early or arrive late and expect to receive full credit for having worked the event). Because there are a variety of Events and time for the Events, please make sure that your schedule is flexible so as to ensure that you can work the entire time of the event (i.e. overtime games, longer than expected concerts, etc.)

Parking

Parking is on your own. You can park anywhere that you feel is safe. You are responsible for any parking fees. Carpooling is encouraged!

Where do I enter the building?

You enter at the 15th street employee entrance. There you will find a sign in sheet listing Edwardsville Tigers Ice Hockey Club, proceed to the stand.

Can I work when I want and is there a limit?

You can work as many Events as you like during the season. Edwardsville Tigers Ice Hockey Club may not have a booth at every Event. We need 4 people to staff a booth and some

events have too many volunteers and we will not be selected. The events will be staffed on a first come first served basis. A signup genius will be emailed out to the volunteers. Each event needs 1 lead and 3 workers. **You must be 21 to work these events.**

Is there any training?

You must take the alcohol awareness training and any other training set by Levy before you work. The training site will be emailed out.

What do I wear?

You must wear black or blues jeans. Black nonslip shoes are required. Workers **must** purchase a baseball cap and shirt from Edwardsville Tiger Hockey. Small earring are acceptable in the ear. Nothing is allowed on the wrist but a medical bracelet. Minimal personal belongings allowed in any stand. Your appearance should be professional. If Edwardsville Tigers Ice Hockey Club receives complaints about your appearance, the Edwardsville Tigers Ice Hockey Club Board or Enterprise Coordinator may prohibit you from working.

What if I sign up and can't make the event?

You must find a replacement and call Enterprise Coordinator within 48 hours of event. Failure to show up causes others to do extra work and does not reflect well on the organization. **A no-show will result in a one month suspension from working Enterprise events. A second no show will remove you from the list of workers for that year. Levy reserves the right to charge Edwardsville Tigers Ice Hockey Club \$50 per no show. Edwardsville Tigers Ice Hockey Club will not be responsible for this fee and it will become the responsibility of the person who does not show to pay the fee.**

What if I am late?

If you are late 30 minutes or more to an event you will be penalized on a sliding scale. For example, if you are one hour late and the event is 5 hours you will get 80% of a total share in the funds. The rest will be distributed evenly among the other workers.

What do I get for working? What is a credit?

All proceeds (cash payments, credits, or other benefits) inure exclusively for the benefit of Edwardsville Tigers Ice Hockey Club and its members. In circumstances where the stand is not fully staffed and coordinator has exhausted all measures to staff with Edwardsville Tigers Ice Hockey Club, he/she will offer to outside members. Credits to outside members can only be transferred to NFP club of their choice, or used toward Pure Hockey Gift Card for equipment purchase. Any private benefit received by a member of Edwardsville Tigers Ice Hockey Club arising from or as a result of services performed by such member shall be according to rules or regulations set forth by Edwardsville Tigers Ice Hockey Club, but in no event shall any benefit be deemed compensation to said member. Edwardsville Tigers Ice Hockey Club will not make cash payments to its members out of proceeds received from Events and members agree that they have no claim of right to any cash proceeds earned by Edwardsville Tigers Ice Hockey Club from Events.

Edwardsville Tigers Ice Hockey Club will record a "credit" for each dollar received from Levy Restaurants, Inc. as consideration for services performed by Edwardsville Tigers Ice Hockey

Club members at Events. Credits will be held in a separate account for each member until the expiration date for that credit based on the measurement scale set forth below.

If I get tips what do I do with them?

All tips will be turned into the Edwardsville Tigers Ice Hockey Club stand lead. The lead is designated for every event. They will be divided equally among all workers.

How are credits earned?

Credits are earned by working events at the Enterprise Center.

How are credits divided between workers?

For any given event, Edwardsville Tigers Ice Hockey Club workers may be assigned to one or more concession booths. Edwardsville Tigers Ice Hockey Club will sum the total credits earned by all Edwardsville Tigers Ice Hockey Club workers at the event. Edwardsville Tigers Ice Hockey Club will divide these credits by the total number of Edwardsville Tigers Ice Hockey Club workers that work that event.

In the past, members earn between \$100 and \$300 per Event, however credits will vary by event and are strictly a function of the proceeds received from the Event.

Who is in charge of the stand?

Levy has mandated that all NPOs provide their own stand leads. The stand lead position requires you to be there 60/90 minutes earlier than stand workers. You will perform inventory as well as an inspection of the stand and order supplies. At the end of the shift you will input inventory counts and wait for verification, as well as complete all end of shift paperwork. **With the increased responsibility and time you will receive 1.5 times what a normal stand worker receives.**

Where does the money go?

All money earned at Events will be payable to Edwardsville Tigers Ice Hockey Club. Edwardsville Tigers Ice Hockey Club will record a liability payable on its balance sheet for all credits awarded to members.

How can credits be used by members?

Edwardsville Tigers Ice Hockey Club will maintain a separate payable account for each member that earns credits at Events. Members can use their credits for the following:

- **Ice Fees**
- **Jerseys**
- **Apparel - warm ups, bags etc. – cannot be used for optional apparel**
- **Team Tournaments – to include any entry fee/hotel fee/bus fees**
- **Pure Hockey Gift Cards – to use toward equipment – i.e. Skates, Hockey equipment, Sticks, Stick Tape**
- **Tiger Hockey additional fees – i.e. Volunteer buyout fees, EOS Banquet fees etc.**
- **Donation to the Club to be used at the club's discretion**
- **Hockey related camps/training with Coach Walker's approval**
- **Approved non-profit clubs-must fill out form and get approved prior to use.**
- **EHS school fees**

- Sibling District 7 school fees.

****Items not listed would need board approval****

All regular season ice fees for Edwardsville Tigers Ice Hockey Club league fees must be paid prior to the use of Enterprise credits for any other purpose. Credits are non-refundable and have no cash value. Any unused monetary value associated with credits reverts to Edwardsville Tigers Ice Hockey Club. **For example, if credits are used against regular season team dues, any unused portion of the dues up to the amount of credits used reverts to the individuals Edwardsville Tigers Ice Hockey Club account.**

Are Credits Transferrable?

Credits can be transferred for the following:

- Any rostered Edwardsville Tigers Ice Hockey Club player
- Any NFP club
- Any Edwardsville School District sports team

****Items not listed would need Board approval****

****Credits can only be transferred if member's fees are current****

Credits that remain unused one year after a player graduates on August 31st will revert to Edwardsville Tigers Ice Hockey Club to be used at the discretion of the Edwardsville Tigers Ice Hockey Club Board of Directors.

How soon after working an event can I use my credits?

Funds can be used once Edwardsville Tigers Ice Hockey Club receives the payment from Levy Restaurants. This process can take anywhere from 3 weeks to 2 months depending on how far behind Levy Restaurants are at sending out checks. **** Exceptions could be made with Board approval.****