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## Fundraising Frequently Asked Questions

### "How many members does our group have to have?"

We suggest that groups have a volunteer pool of at least 15 - 20 volunteers over the age of 16. This does not mean that all of them work at once. Our permanent concession stands vary in size and location. Depending on where your group is assigned, you will need to provide anywhere from 8 to 15 people per event.

### "How often do we have to work?"

Groups commit to working a minimum of 3 Rebel Football Games and 2 Rebel Basketball games throughout the year. Most groups work 2-4 events per month. Our monthly availability sheet lists the following month's scheduled events (with reporting times). The sheets need to be returned as soon as possible in order to ensure consideration for working events. Please note that these sheets are only requests to work events and by no means a guarantee that you will work.

### "How long is the work shift?"

It depends upon the event...and the appetites of our guests! Typically, the group arrives 1-2 hours before doors open (which is usually 1 hour before the event). Volunteers are expected to assist with the clean-up of the stand at the end of the event, which averages 30 minutes. From start to finish, shifts average 5-8 hours (shifts at the Sam Boyd stadium may be longer).

### "Do we have to serve beer?"

YES. During most of our events beer is sold out of the concession stands. All volunteers working as cashiers MUST have a Nevada State Alcohol Awareness certificate (card). NO EXCEPTIONS! Since the majority of our events sell beer, all groups must be in compliance with the State of Nevada's alcohol selling policies & procedures.

We recognize that some groups may not opt to become certified to serve alcohol. We can accommodate these groups in stands that do not serve alcohol (such as our sweet shops and sweet vending carts).

### "What is the minimum age requirement to work in a stand?"

Anyone working as a cashier in a stand must be 21 years of age or older and MUST possess a valid alcohol awareness card. Everyone else working in the stand must be at least 16 years old.

### "What kind of training do we get?"

Volunteers must attend a mandatory 3 hour orientation/practical skills training class. Additionally, everyone not certified as an alcohol server must attend a 4 hour alcohol training class in order to be certified.

### "What kind of events will we be staffing?"

Super Star volunteer groups are eligible to staff any event held at the Thomas & Mack Center/Sam Boyd Stadium/Cox Pavilion. This includes all football, basketball games, the Professional Bull Riding competition, the National Finals Rodeo as well as any concerts, circuses, conventions etc.

### "How much money will our group earn?"

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It depends on the type of event, the attendance for the event, which stand you're in and of course the appetite of the guests. On the average, a group working 4 different events per month, should earn approximately \$1 000.00 per month.

### **"What about parking?"**

Volunteers are responsible for parking in the allocated parking areas. The Thomas & Mack / Cox Pavilion has designated parking lots around the building. The lots are designated by color and parking permit protected. When coming to work at the Thomas & Mack / Cox Pavilion PLEASE park in the WHITE parking lot - this is the only parking area where a parking permit is not needed. (If you park in any other lot you may end up with a \$15.00 parking fine).

Parking at the Sam Boyd Stadium is behind the stadium on the East Side. Entrance to this parking area is off Russell Street. All volunteers must enter and exit the facilities at approved locations.

### **"Can we watch the event?"**

Volunteers are not permitted to enter the arena/stadium while working an event.

### **"What do we wear?"**

- Long black slacks/pants, socks and closed-toed black shoes (black tennis shoes are fine).
- Your organization's hat, T-shirt or polo shirt (everyone must wear the exact same shirt and hat). All uniforms must be approved by Thomas & Mack / Sam Boyd / Cox Pavilion management.
- Name badge (provided by Thomas & Mack / Sam Boyd / Cox Pavilion).
- If you do not have a standard uniform the Thomas & Mack / Sam Boyd / Cox Pavilion will gladly provide your volunteers with a Thomas & Mack / Sam Boyd / Cox Pavilion shirt and hat. The hats are available for purchase through the wardrobe department. Uniforms must be returned at the end of each event.
- Blue jeans are NOT acceptable at any time.
- Exception: when working at the SAM BOYD STADIUM staff may wear black jeans and/or black walking (knee high) shorts.

### **"How do we know which events we're going to work?"**

The volunteer group will be notified of all events for which they are scheduled via mail, phone, fax or e-mail. All volunteer groups will be notified by no later than the 20th of each month.

### **"What is the Adopt - A - Stand program?"**

The "Adopt-A-Stand" program allows groups to "adopt" a specific concession stand for every home Rebel Football Game (for the Sam Boyd Stadium) or every home Running Rebel Basketball Game (for the Thomas & Mack Center). These schedules are published for the entire season, which makes it easy for the group to schedule their volunteers. It also gives groups the advantage of staffing the same stand, which fosters familiarity, ease which usually results in increased sales. This program is ideal for large groups who want to maximize their potential profit. If a group has adopted a stand, they are still eligible to work any other special event as well.

### **"What about vending?"**

A program has been developed that will give volunteer groups the opportunity to earn additional money through the vending of food products. Groups interested in the vending option will need to have 2-3 more volunteers that will vend the food directly to our customers in their seats.



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Another option available is the option where a volunteer group chooses, to instead of working in a concession stand, to supply vendors only to work an event.

NOTE: The vending option is not available for all events. But would be implemented on a "need to" basis.