

THE CARE AND FEEDING OF DUCKS

VOLUNTEER HANDBOOK 2011

A Guide To Concessionairing
UNIVERSITY OF OREGON ATHLETIC DEPARTMENT FOOD SERVICE

ESSENTIAL FUNDAMENTALS OF GOOD BUSINESS

- The Best Product Quality
We serve our customers the best product available in the best condition possible. This means candy boxes aren't damaged, drinking cups are in perfect shape, popcorn kernels are large, and pre-packaged snacks are clean of dirt. Everything is fresh. If you wouldn't serve it to the most important person in your life, then don't serve it to our customers.
- Speed of Service (45 seconds per transaction)
Find ways to show your customers that they are valuable to you. Serve them quickly. Put your best people at the front counter. Watch line length. Honest enthusiasm, quick service, a smile and a thank you will help to bring customers back to your location again and again. Be creative and good-natured in how you go about your work. Everything your crew does in the stand, from filling cups with ice to refunding money to a dissatisfied customer will be felt at the bottom line for your group...the commission check.
- Food Safety
Proper hand washing, correct food temperature and handling, food handlers' card.
- Appropriate staffing levels and organizational skills
Meet or exceed the minimum staffing levels established for your location. Delegate to capable people, make specific assignments. During the event, time spent not serving customers should be spent *preparing to serve* customers. Keep busy by cleaning counters, filling displays, checking stock levels. Your preparation and organization skills will go a long way in making this possible.
- Merchandising
The back counter is key; its appearance tells your customers everything they need to know. Let your personal experience as a customer serve as a guideline. Think of neatly arranged canned goods at Safeway, the cosmetic counter at Macy's, or the display window of any successful retailer. The back counter of your stand should have the same look. Well organized, clean, attractively displayed.

G . I . F . T .

Greet - make eye contact, smile and welcome each guest "Go Ducks, welcome to Autzen Stadium". Encourage each member of your group to create a unique version of the welcome.

Inquire & inform - be interested in your customer, be helpful by asking "What can I get for you?"

Finish with attention to detail - show positive body language by acting quickly, ask for help in filling the customers' order.

Thank each guest and invite them to come again. "See you in two weeks!"

DUCK BUCKS

There are two types of green vouchers:

1. Duck Bucks that require a pen or pencil to redeem (have customer fill in **all** the blanks).
2. Vouchers that do not require a pen or pencil to redeem. These vouchers say directly what the customer may receive (accept only vouchers with that day's opponent shown on the right).
3. Always check that the Duck Buck is for the correct year "2011".

Cashier should place the Duck Buck in the till.

Money manager hands the vouchers to the Inventory manager at closing.

DRESS CODE

- o Clean and neat appearance
- o Wear close toed shoes with non-slip soles
- o Wear a University of Oregon apron while in the concession area
- o Oregon colored attire is encouraged, opposing school colors or logos are prohibited
- o Remove the apron when taking breaks outside the sales area
- o DO NOT wear aprons when in the Restroom!

HOW TO GET TO AUTZEN STADIUM

Most of the working crew will be arriving at Autzen Stadium on the LTD Park & Ride shuttle. Your staff will need a bus pass with the specific date and game printed on it to ride the shuttle without paying. The passes are good for round trip service to any of the park & ride locations listed on the back of the pass. You may also use your park & ride pass for the Duck Pen if you choose to ride your bicycle to any game you are working. The hours for the different park & ride locations are printed on the back of the bus pass. Post game shuttles continue service until 60 minutes after the game is over.

WALKING INTO THE STADIUM

Volunteers enter the Stadium using the entry gate located just east of the Moshofsky Center on the southwest side of Autzen Stadium (just past the South Ticket building). Admission is free to those politely offering their name and the name of their group to the gate keeper at this gate. If you bring a bag into the stadium it will be searched.

2011 HOME FOOTBALL SCHEDULE

September 10	Nevada Wolf Pack	12:30 pm
September 17	Missouri State Bears	12:30 pm
October 6	California Bears	6:00 pm
October 15	Arizona State Sun Devils	TBA
October 29	Washington State Cougars	TBA
November 19	USC Trojans	5:00 pm
November	Oregon State Beavers	TBA

Game times will likely vary, television networks have the right to make changes up to the Monday prior to game day.