

Soldier Field

Address: 1410 Special Olympics Dr., Chicago, IL 60605

General Information

Communication: All communication is done via TeamSnap. Please confirm you are signed up prior to arrival. Call times are confirmed typically one week in advance and will be posted in TeamSnap. TeamSnap may also be used to communicate important messages related to specific events. You are required to monitor your TeamSnap accordingly.

Stand requests: It is not the policy or practice of Teams Elite Concert and Concessions team to place volunteers in specific stands based on requests. Requests will not be considered when making stand assignments. Stand assignments may fluctuate. Please be flexible and amenable to changes.

Remember: We are here to volunteer to earn money for our skaters not to watch a show/game!! We represent Teams Elite at these events and want to maintain positive relationships with all venues.

Required certification/training: All volunteers must be 18 years of age or older. IL Basset Certification required.

Levy Volunteer Certificate Training (required for everyone):

- [Video training](#) (select Soldier Field under 'Home Location' and Teams Elite under 'Group/Company')
- After completion, you will receive your Levy certificate via email. It may take up to 24 hours to receive your certificate. Email certificate to fundraising@teamselite.com.
- Keep a copy, either digital or hard copy, to show when checking in at the venue.

Parking: For Bears games and concerts, park in McCormick Place Lot "C." Take the shuttle or walk to Soldier Field. Parking is free for Bears games ONLY. Make sure to pick up a parking voucher at NPO check-in. Other events are typically reduced (~\$12).

Dress Code:

- **Shirt:** Black shirt; venue will provide shirt at check-in
 - For Bears games in the freezing cold layers may be worn with venue shirt over the top.
- **Pants:** Black pants only
 - NO shorts, leggings, yoga pants, or pants with holes allowed
- **Shoes:** Black non-slip
- **Hat:** Black hat or Bears hat

Event Details:

Arrival: All volunteers sign in with security at **Gate 22**. Go to the uniform room to pick up your shirt. Shirts **MUST** be returned at the end of the shift. Once you have your shirt, go directly to the assigned stand.

- A group leader must be present for every event.
- The leader is responsible for training new volunteers.
- Inventory counts are performed immediately.
- No breaks are allowed during gates and / or intermission.
- No eating or drinking at the concession stands.
 - Water bottles may be brought in and there are water refill stations available however, drinks must be hidden from the guest view.
- Keep personal belongings out of guest view.
- Enter the correct register login number (verify with stand lead).

During Event:

Please note: Recording at any time is not tolerated by Levy. If a volunteer is caught recording or watching the concert/game, they will be asked to leave the venue immediately. If the volunteer is fined by the venue, the fine amount will be deducted from the volunteer's account.

- The TE Stand Lead will work with the Venue Stand Lead. Please remember - all "business" communication should be with the TE Stand Lead.
- All volunteers are responsible for cleaning and ensuring area is tidy and presentable.
- Let your stand lead know when inventory is running low. *Waiting until something is out is too late to ensure efficiency!*
- If maintenance is needed, let the TE Stand Lead know immediately.
- All spoilage must be collected. Ask the stand lead where the spoilage/waste collection is located.

End of Event:

- Complete end inventory count and provide the total number of products to the TE stand lead responsible for the paperwork.
 - All sellable items
 - Spoilage
- All volunteers are responsible for cleaning the stand/area. Do not leave the stand until approved to do so by the stand supervisor.
 - Ensure used bar items, cheese machine, frozen drink machine and anything else used are cleaned and put away.
 - Counters are cleaned and wiped down.
 - Floors are swept.
 - Garbage must be closed up and compiled in the garbage area.
- **NEW UNIFORM RETURN POLICY:** At the end of the event, please hand all group uniforms in a trash bag to the uniform attendant and let them know the name of your organization. Uniform room located inside gate 22. Must exit the venue through gate 22.

Volunteer Roles

Stand Lead	• Confirm all volunteers are present and signed in. ◦ If a volunteer is not present, please reach out through TeamSnap • Work with the Levy supervisor to ensure a smooth and efficiently run stand. • Act as liaison between Levy supervisor and TE volunteer. • Collect and divide cash tips at the end of the event. • Fill in at a register or in the kitchen where needed for the shift.
Register	• Check-in with TE Stand Lead to sign-In and receive counting assignments. • Open cans and mix basic drinks. • Collect requested food items for patrons. • Ring up guests for the items they wish to purchase.

	• If applicable: Verify age requirements. ID everyone. • Make sure the area is tidy and presentable. • If running low on an item, please inform the TE Stand Lead. • Help with the end of event tasks: ◦ Complete end counts ◦ Put away unused items (cups, bar items, etc.) ◦ Clean and wipe counters ◦ Sweep floor
Kitchen Staff	• Inventory counts at the start and end of shift • Cook and prepare food • Ensure food windows remain full throughout the night • Collect and record food temperatures • Minimize food waste • Inform Stand Lead if running low on items / drinks • Restock as needed • Clean up including dishes

Photos:



