

SUMMER CONCERT FUNDRAISING OVERVIEW

- The concert season typically runs from May through September.
- You bid on the shows that you want to work and that fit your schedule.
- You will be contacted prior to each show confirming your work location, report time, etc.
- If you are actively working concerts, your Arctic Fox ice fee payments are deferred until the end of the concert season (around October). An hourly rate is calculated and your Foxes account is compensated for each hour you worked.
- The funds earned as a non-profit volunteer are tax free can be used to pay your ice fees for the Foxes, your school team, and other hockey related expenses.
- The more you work, the more you earn... and less money comes out of your pocket. There is potential to pay off your entire hockey season from this fundraiser. The average pay out for 2017 was \$600.

SUMMER CONCERT FUNDRAISING PROGRAM DETAILS

Legends is the concessions provider at Key Bank Pavilion. The primary goal of this program is to help members pay their season hockey fees.

The Foxes participate in the concert fundraiser by sending trained "volunteers" to work concession stands at Key Bank Pavilion. In return, Legends makes a "donation" to our organization. Anyone, age 16 and up, can volunteer to work for a Foxes player's ice fees. We often see parents, players, siblings, grandparents, friends, and other family step in to help out.

If you are scheduled to work, you must report to Key Bank Pavilion at the scheduled report time (about 2 hours before the concert begins), close and clean the stand after the concert is over, and sell drinks and food during the show. Volunteers are treated like Legends employees. The work is NOT similar to running the concession stand during a school football game. You must follow food safety and alcohol compliance policies. There are several Arctic Fox volunteers working the stand at the same time; so you will not be alone. It's not glamorous work but we are all in it together!

REQUIRED TRAINING

In order to participate in the fundraiser, all volunteers must attend a Customer Service Orientation at Key Bank Pavilion. In addition, everyone 18 or older must be RAMP certified.

- **RAMP:** Responsible Alcohol Management Program is an online, self-paced training course. This training is required by the state of Pennsylvania in order to serve or sell alcohol.
 - Certification is good for 2 years.
 - If you take the training and do not work any concerts, the Arctic Foxes will be charged. The \$10 fee may be deducted from your account.
- **LEGENDS CUSTOMER SERVICE:** Legends requires all "volunteers" to complete the customer service orientation onsite at Key Bank Pavilion. The following dates are scheduled for the 2018 season:
 - **Wednesday, April 18th at 6:30pm**
 - **Thursday, April 19th at 6:00pm**
 - **Saturday, April 21st at 10am**
 - **Wednesday, April 25th at 6:00pm**

There may be additional training dates later in the season.

To Inquire About Training:

Email the KBP Scheduler at fnp@arcticfoxeshockey.org.

LEGENDS WORKER RESPONSIBILITIES

SCHEDULE

It is the member's responsibility to select events that he would like to work from the current concert schedule. You must bid on the shows you want to work. Once you place a bid, you are under contract to work. You must keep track of events for which you bid.

Before each event you are scheduled to work we will inform you what booth to report to and your job duties. The stands are scheduled with the number of members requested by Legends for each show. This varies for every concert. Placement is based off of bid time and seniority. It is important you check every schedule to confirm your placement for the show.

REPLACEMENT MEMBER

We are under contract by Legends to provide the requested number of workers per show or the organization receives a fine. If you are unable to work a show for which you bid, it is your responsibility to find a replacement. If no replacement is available, your Arctic Foxes account is subject to a fine. Also, if you are a no-show or call off less than 48 hours prior to a show, your Arctic Foxes account is subject to a fine.

JOB DUTIES

Members in the program must be willing to perform the job duties of the Legends program. The duties of the program include but are not limited to the following.

- Stand Leader- Manage the stand: the people, the books, and issues.
- Cashier- Run the register and fill your own orders for the customer.
- Utilities- Perform the following jobs: Cook, Clean, Refill Stock, Count Inventory, and if possible help out front. The Stand Leader must approve of Utility help out front.
- All workers in a booth are responsible to see that the booth is cleaned at the end of the event.

ACCOUNTING

Ice fee payments are deferred for volunteers who are actively participating in the summer concert fundraiser. "Actively participating" is defined as bidding and working shows on a regular basis. At the end of the season, an hourly rate is calculated and your Foxes account is compensated for each hour you worked. The funds earned as a non-profit volunteer are tax free. Funds are applied to the Foxes ice fees first and any balance can be used for your school team and other hockey related expenses.

In addition to the hourly rate, a bonus incentive is being offered by Legends. This is new for the 2018 season and details have not been communicated yet.

If you have any additional questions, please email fnp@arcticfoxeshockey.org.