

Directions to Employee Parking @ Montgomery Park

Take I-95 to Exit 51. Make a left at the bottom of the ramp. You are now on Washington Blvd. Make a left into the Montgomery Park Blue Lot.

This is free parking for employees –a shuttle bus runs you to the stadium. Proceed to Gate B for Check-In. You should be at Gate B prior to the Check-in times listed below. Each worker must have photo identification ready if requested.

Once in the stadium proceed down to the right to the service elevator. Take elevator to the top. After exiting elevator take ramp immediately to your right. Stand 504 is at the top of this ramp.

ALL DATES AND TIMES ARE SUBJECT TO CHANGE

Date	Opponent	Event Time	CHECK IN Managers	CHECK IN Others	GATES OPEN
Friday, Aug 11	Giants	8:00pm	2-4:00 PM	Before 5:00PM	6:00PM
Thursday, Aug 17	Eagles	8:00pm	2-400 PM	Before 5:00PM	6:00PM
Sunday, Sep 17	Raiders	1:00pm	7-9:00AM	Before 10:30AM	11:00AM
Sunday, Oct 1	Chargers	1:00pm	7-9:00AM	Before 10:30AM	11:00AM
Sunday, Oct 15	Panthers	1:00pm	7-9:00AM	Before 10:30AM	11:00AM
Saturday, Oct 28	Navy vs ND	12:00pm	7-9:00AM	Before 9:30AM	11:00AM
Sunday, Nov 5	Bengals	1:00pm	7-9:00AM	Before 10:30AM	11:00AM
Sunday, Nov 19	Falcons	1:00pm	7-9:00AM	Before 10:30AM	11:00AM
Sunday, Nov 26	Steelers	1:00pm	7-9:00AM	Before 10:30AM	11:00AM
Sunday, Dec 17	Browns	1:00pm	7-9:00AM	Before 10:30AM	11:00AM
Sunday, Dec 31	Bills	1:00pm	7-9:00AM	Before 10:30AM	11:00AM

BASIC RULES AND PROCEDURES

- 1) Group volunteers will be required to wear an identification badge at all times while at the Facility.
- 2) **Volunteers must be at least 18 years of age.**
- 3) **Standards of Performance.** Group members must agree to comply with M&T Bank Standards of Performance including, but not limited to the following:

Concession Stands - Violation of any of these may result in fines.

- Stands are to be in operation at Facility opening and remain in operation throughout each event.

- All concession areas are to be clean, orderly, and sanitary. This includes condiment stands and speed lines.
- The safety of both you and our fans is very important. **Immediately, mop or pick up any spills that occur.** Volunteers must wear gloves while handling food and hats at all times while volunteering in the stands.
- Volunteers are not allowed to eat inside the front of the concession stand, or outside in front of the concession stand at any time.
- Condiment stands are a part of the product sold and must be maintained throughout the event.
- **Cellular phones are permitted in the concession stands, but must be used in the back of the stand.** There is to be no excessive use of cell phones and usage may not interfere with the running of the concession stand. Cell phones will be barred from the building if this privilege is abused.

Uniform and Appearance

- All event workers must be neat in appearance, possess good hygiene, and be well groomed. Excessive jewelry, hairstyles, hair coloring, body art, and body piercing will not be permitted.
- Uniform tops will be supplied by ARAMARK.
- Uniform hats will be supplied by ARAMARK. A predetermined number of hats will be issued free of charge to the volunteers.
- Black pants (such as black khaki style slacks or black knit style slacks) must be worn while working, **jeans are not allowed**. Shorts may **not** be worn.
- Comfortable closed toe, closed heel, rubber-soled shoes must be worn. The preferred shoe color is black. Tennis shoes are permitted.

Customer Service

- ARAMARK's goal is to provide superior customer service to fans at all times. Because we value relationships, we treat customers and each other with candor and respect. If a fan has a question or problem, do not argue with him or her. Find an ARAMARK manager or supervisor for assistance.
- No one may solicit tips while on stadium property. **NO TIP CUPS are permitted**. Solicitation of tips may result in fines or termination of Group's Agreement.

4) Group volunteers are prohibited from smoking while conducting Concession Operations. Individuals may smoke only in designated areas of the facility and must remove any articles of clothing that represent ARAMARK.

5) Gum chewing is prohibited while conducting Concession Operations.

6) Consumption of alcoholic beverages by any Group member is prohibited. Such actions will result in immediate discharge of the volunteer and \$500.00 fine to Group. If there is a second infraction, Group's Agreement will be terminated.

a) Refilling customers' cups or food containers for personal profit or for any other reason is prohibited and will result in disciplinary action up to and including contract termination.