



## Summary of NFP Program

This is an effective, lucrative and fun way to raise the revenue of your groups needs. However, because we are responsible for ensuring excellence customer and client services, we have stringent guidelines, under which, our not-for-profit (NFP) groups operate. This is program is not a match for every organization.

Groups select a leader and co-leader, who serve as the primary contacts for D & D Events staff regarding scheduling, training, confirmation, training information, etc. The success of this program is contingent upon excellent, consistent communication between D & D Events staff to ensure that each event is a success!

Most groups choose to staff more events than others, especially if there are aggressive financial goals to meet. Typically, between 4-14 volunteers are on-site for a confirmed event, *not* the entire organization. Most all events at the TN State Fairgrounds/ Nashville Expo Center and the Municipal Auditorium are open to volunteer staffing. We provide your organization with the necessary training, proper equipment and product, selected free meal items, supervision, and a percentage of the sales (typically 10 %).

That's it in nutshell! While the concept of the program is quite simple, following through with the details can sometimes present challenges. Scheduling, dress code, parking and just finding your way around the venue can be perplexing – we try to provide volunteers with as much information and help as possible to make things easy, profitable and FUN! If after reviewing the information in this packet, your Not-for-Profit organization is interested in being considered for the NFP program and you meet the program requirements, please complete the form in the back of this packet, along with a letter describing your organization and how the funds earned through the program will be utilized and submit to D & D Events.



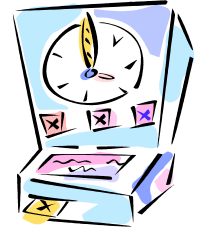
# What criteria must our group meet to be eligible for the Food For Funds Program

Interested groups must be prepared to meet the following program requirements:

- Must be able to provide proof of non-profit status to be considered for the program.(501c3)
- Must be able to submit a letter stating intent and specifically describe the organization and how the funds will potentially be used.
- Must be able to provide proof of General Liability insurance.
- Must have a leader and co-leader who are the designated contact people for your group. The group leaders must have either an email address or a dedicated phone number that they can be contacted through in order to obtain information for each event. It is important to select a group leader who has the time and organizational skills to coordinate your volunteer efforts, and who is easy to contact via phone, email or text.
- All group members must attend at least one training/orientation.
- Must have **positive attitude**, be committed to providing a high level of customer service and satisfaction, and committed to adhering to policies and procedures established within D & D Events NFP program.
- Must be willing to serve alcohol.
- Must have reliable, trustworthy volunteers with good cash handling skills.
- Must be flexible, given the event-driven nature of our business.
- Must be able to complete the required training provided by D & D Events for each volunteer interested in participating in the program, if accepted.
- Must turn in all required documentation, forms and the application prior to beginning their participation in the program.



# Answers To The Most Commonly Asked Questions....



## How long is the work shift?

It depends upon the event.....and the appetite of our guest! Typically, volunteers arrive 1 hour before doors open. Volunteers provide a stand leader for taking opening inventory and a head cashier, whom is responsible for all cash prior to opening, during the event, and closing (counting money), and getting the stand ready to open. Most of the heavy food and beverage sales occur before and during any intermission. After intermission, we typically start to wind down (unless, of course, there is still a heavy demand for product). Volunteers are expected to clean-up, which averages about 30 minutes. From start to finish, shifts average 5-6 hours. Some events may require longer hours, but that will be addressed prior to the event.

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

Cashiers working an event during which alcohol is served, must be 18 years of age or older (that includes “runners” as well as volunteers who handle the alcohol transaction) and MUST sign the D & D Events Alcohol policy before the event. During events which no alcohol is served, an individual has to be at least 15 years of age. Events such as family shows, circuses, and conventions are an ideal way to involve young adults in this program, provided they have gone through our orientation program.

## What kind of events will we be staffing?

NFP groups are eligible to staff most all events held at the TN State Fairgrounds/Expo Center and the Municipal Auditorium. This includes cheerleading events, comedy shows, concerts, races, rodeos or other events.

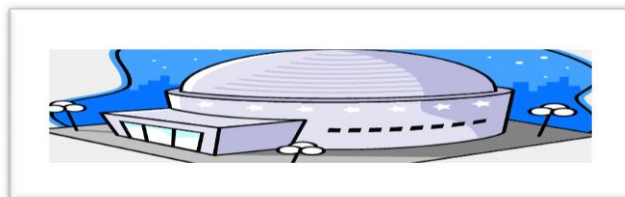


## What about parking?

It is recommended that groups travel by carpool, as parking is limited around the Municipal Auditorium and the TN State Fairgrounds and Expo Center. We have attached maps of both areas so you may have an idea of the locations that will be accessible. The group is responsible for any parking fees occurred for each event.

## Can we watch the event?

Volunteers are not permitted to enter the seating area while working the event.





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

Khaki or black pants, or shorts. Closed toe shoes. Absolutely no high heels, flip flops or sandals!!! D & D Event shirts will be provided at each event and must be turned in at the end of each event. Black, plain or group hats are permitted.

### **How do we know which events we will be staffing?**

We email a copy of an event calendar to the group leaders as it becomes available. In addition to date, time, type of event and show-up time, we also list whether or not alcohol will be served out of the stands. This tells you whether or not you can schedule your young adults. After deciding which events to work and how many members are available, the group leader will need to send a confirmation email listing the total number of volunteers, their names, and distinguish who are adults and who are students.

### **COMPENSATION**

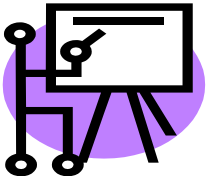
Groups are paid on average 10% of sales in permanent concession stands serving alcohol, (gross sales less beer revenue, OR \$7.25 (4 hour shift average) per volunteer, whichever is greater. Payment should be expected to be received within 2 weeks after an event.

Deductions from compensation may occur if the group fails to meet staffing requirements, has any cash shortages, and causes excessive post event clean-up. Please see the attached sample NFP event settlement.



# Training Requirements

## NFP Orientation



This is a mandatory 2-hour session that EVERY volunteer who intends on working, must attend prior to working his/her first event. Training is required and will need to be held at the venue chosen by D & D Events, with a minimum of 10 people. The orientation is generally held on a weeknight from 6:00-8:00pm. Content ranges from thorough explanation of how the program works and how groups are paid, to an opportunity to get hands exposure to concession stand operation before actually working the first event. Further training is available if necessary.

## Important Policies & Procedures

### Professional Behavior

Service to our clients and their guest are our highest priority. D & D Events maintains a **“One Strike and You’re Out Policy”**. It is the judgment and final decision of D & D Events as to the determination of unacceptable behavior. The following **WILL NOT** be tolerated.

### Misconduct

- Smoking in or around your work area (Smoking is only allowed in areas designated by the client or D & D Events)
- Leaving your assigned work area without approval
- Fighting or inflicting bodily harm on another person
- Dangerous horseplay
- Willful or malicious destruction of D & D Event’s or Client’s property
- Damage of D & D Event’s or Client’s property by failing to operate with care or good judgement
- Reckless operation of D & D Event’s or Client’s vehicle
- Being under the influence or possession of illegal drugs or alcoholic beverages
- Sexual or vulgar behaviors towards another person
- Rudeness or acts of disrespect toward the client toward the client, their guest, the public or co-workers

### Theft

- Possessing, taking, removing, destroying or tampering with any property not belonging to the employee is grounds for prosecution

### Weapons

- Unauthorized possession and/or use of weapons, ammunition, explosives

### Breaks

- Volunteers are entitled to two (2) fifteen minute breaks if working more than six (6) consecutive hours. Meal vouchers will be provided and is good for one meal per shift. All other menu items are full price. **Please note:** Breaks are not always allowed during certain events, which is why we provide a complimentary meal voucher. Breaks can only be taken during non-busy times during the event and you must have the approval of the Stand Manager and Concessions Manager!

### Personal Appearance

All staff members must be clean & neat in appearance. It is the judgement and final decision of D & D Events as to the determination of appropriate attire.

- Please apply deodorant/antiperspirant accordingly
- Tattoos and facial/body piercings (other than earrings) should be covered and not visible
- Earrings should be tasteful (long and dangling earrings are discouraged)
- Heavily scented perfumes, colognes, and lotions should be avoided.
- Clothes must be a comfortable fit,(no sagging pants, visible undergarments, flip flops or sandals)

There are additional policies and procedures attached that will be reviewed in further detail at the orientation scheduled for your group.

### How Do We Sign Up?

If your Not-for-Profit organization is interested in being considered for the NFP program and you meet the program requirements, please fax, scan and email or mail the attached form, along with a letter describing your organization and how the funds earned through the program may potentially be utilized, to:

#### **D & D Events Management, LLC**

Attn: Tracy Leptic

PO Box 100295

Nashville, TN 37224

[tleptic@ddeventsmanagement.com](mailto:tleptic@ddeventsmanagement.com)

Phone: 615-953-3574

## NON-PROFIT GROUP APPLICATION

ORGANIZATION NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

PERSON NAME, PHONE NUMBER \_\_\_\_\_

eMAIL \_\_\_\_\_

NON-PROFIT ID NUMBER \_\_\_\_\_

TYPE OF ORGANIZATION \_\_\_\_\_

ANTICIPATED # OF AVAILABLE VOLUNTEERS: ADULTS \_\_\_\_\_ MINORS \_\_\_\_\_

HOW DID YOU HEAR ABOUT THE PROGRAM? \_\_\_\_\_

We will notify groups of our decision regarding their request to be in the NFP program as soon as possible. Prospective groups should be prepared to begin scheduling their volunteers for our training as soon as they are admitted to the program. We will contact group leaders with training dates and times, as well as, take reservations for our training classes at that time.

**WE LOOK FORWARD TO WORKING WITH YOU!**

# NFP Group Commission Report

Group Name: Sample Group # of Group Members: 8  
Event Name: Sample Event # of Group Members 8  
Requested:

Event Date: Total # of hours worked: 52.00  
Stand Name:

## Sales Calculation

Cash Turned In:	3,392.00\$
Credit Card Sales:	944.50\$
Less Cash Bank:	<b>1,200.00\$</b>
Total Cash & Credit Card Sales:	3,136.50\$
NET COMPENSATION (BEFORE ADJUSTMENTS)	313.65\$

## Deductions:

Register "Z" Reading:	3,141.50\$
Total Cash & Credit Card Sales:	3,136.50\$
	<b>5.00\$</b>

## Cash Shortages --

<b>Staffing Shortage ( \$50.00 per Person )</b>	<b>\$5.00</b>
<b>TOTAL ADJUSTMENTS:</b>	<b>\$5.00</b>

<b>NET COMMISSION: ( 10% OF NET SALES - ADJUSTMENTS )</b>	308.65\$
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<b>MINIMUM COMPENSATION: (TOTAL # OF HOURS WORKED x \$7.00)</b>	364.00\$
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Amount due to Group:	364.00\$
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Paid Check #:

Please contact Tracy Leptic with any questions: 615-953-3574 or [tleptic@ddeventsmanagement.com](mailto:tleptic@ddeventsmanagement.com)