



## INTRODUCTION

**OVG Hospitality’s Non-Profit Organization Program (NPOP)** helps local organizations such as schools, athletic clubs, and civic groups, fundraise for their benefit by serving in concessions stands and other spaces at the Blue Arena. Used in many of OVG Hospitality’s 300+ properties throughout North America, this program creates a special bond between the community and the venue all while helping you raise funds for your group’s needs. It’s a win-win!

### Program Benefits

- A unique opportunity to meet fundraising goals in a fun environment.
- Student volunteers can earn credit towards their community service requirements.
- Fundraising coordinators can concentrate on one program instead of numerous smaller campaigns.
- Organizations have earned from \$2,000 to \$30,000 per season.  
*Note: this number varies based on number of volunteers, number of events the NPO commits to, and other factors.*

OVG Hospitality provides your organization with the necessary training, proper equipment and product, uniform shirts, etc. and are 100% committed to making things fun and profitable. Our top two asks are: (1) only sign up for what you know you can fulfill and (2) be as passionate about GREAT customer service as we are. The rest we can help you with.

The Basics	The Work
<ul style="list-style-type: none"> <li>▪ Commitment to 4-6 hours per event (variable)</li> <li>▪ Stands range from needing 2 to 7 volunteers</li> <li>▪ All volunteers must be age 16 and up (<i>18 and up and TEAM certified if serving alcohol</i>)</li> <li>▪ OVG Hospitality Floor Supervisor checking in with each group</li> <li>▪ <b>Volunteers are not OVG Hospitality or Blue Arena employees and are not entitled to compensation for their service</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ Group to have a Stand Leader that will act as liaison to OVG Hospitality for group</li> <li>▪ Inventory at Beginning &amp; Close of each Event</li> <li>▪ Food Prep/Clean Up</li> <li>▪ Point of Sale operation</li> <li>▪ Commission invoices submitted weekly</li> </ul>
<h4>Way for NPO to Earn Money</h4> <ul style="list-style-type: none"> <li>▪ Percentage of sales for, Food, Non-Alcoholic and Alcoholic Beverages <b>12% plus tips or \$75 per person minimum up to 7 people whichever is greater</b></li> </ul>	

This program is not a match for every organization, but for many, it’s a viable, repeatable way to rally your passionate supportive group to help raise funds in a very fun way.

### Group Leaders and Volunteers

The NPO group must identify in their application their NPO Group Leader and Co-leader, individuals who serve as authorized representatives of the NPO and the primary contacts for OVG Hospitality staff regarding scheduling, confirmation, training information, etc. The NPO Leaders should be strong communicators and very organized. OVG Hospitality will train and communicate with leaders separately to set these key roles up for success.



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### **NPO Leader Commitment:**

#### **Scheduling & Hours**

- Scheduling will be done for the events when the NPO Agreement has been approved by OVG Hospitality
- The NPO group and OVG Hospitality will select actual dates needed to work as events are scheduled.
- Stand Leader & Stand workers report 60 minutes before doors open. Times will vary for each event.
- The volunteer commitment per event will depend on the length of the event and the volume of business.

## **CRITERIA FOR APPLICATION**

### **Eligibility**

- Groups are nonprofit, tax-exempt entities as defined in Section 501(c) or 501(c)3 of IRS code.
- NPO Group Leader, an authorized representative of the NPO, signs a contract with Federal Tax ID.
- (Optional) Group has general liability insurance certificate and provides written proof that plan is at least \$1M and names OVG Hospitality in the additional insured section.
- Volunteers are at least 16 years of age to participate; 18 years old to serve alcohol.
- Volunteers are positive/professional individuals with a passion for customer service.
- A group certifies that any payments it receives will be used to support the group's activities and that no payments will be made to any individual in return for the service performed at the Blue Arena for OVG Hospitality.

### **Commitment**

- Must identify an NPO Group Leader and Co-Leader as the designated contact people for your group.
- Groups provide a specific number of volunteers/group leaders for each event.
- Your group/pool of volunteers is fully defined before the season begins.
- Volunteers must each sign a waiver; minors must have a parent/guardian sign.
- OVG Hospitality provides all equipment, training, supplies, and uniform shirts for all volunteers.
- OVG Hospitality may offer additional events and concerts as supplemental fundraising opportunities.

At the Blue Arena, there is plenty of room for your organization... and others. We ask that you only sign up for what you know you can commit to. **Please submit one complete application.** Applications are reviewed/approved on a first come first served basis. OVG Hospitality has the final authority of accepting and terminating any and all NPOs and/or group members.

## **COMPENSATION**

### **How Much Can Your Organization Earn?**

As much as we'd like to guarantee your NPO group a specific dollar amount, the industry model is built to flex based on volume. The earning potential for your group depends on how many volunteers are required to staff your stand, which stand you're in, what the attendance of the event is and, of course, how hungry and thirsty our guests are!

A group will earn a set commission for each event worked. This commission is determined by gross sales minus state sales tax and any shortages incurred by the group. This amount would be multiplied by the commission percent to reveal the commission amount. OVG Hospitality will pay groups within 30 days of an event, but will typically pay within the next week following the event. Your group will earn commission based on of your net sales for food and non-alcoholic beverages as well as alcoholic beverages.



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## TRAINING

### NPO Volunteer Guidebook

A copy of the Volunteer Guidebook will be emailed to the NPO Group Leaders to be shared with each volunteer in advance before their first event. The Guidebook provides information each volunteer will need to know from where to park at the venue, what door to enter through, what to wear, etc.

### Alcohol Servers Education Class

The majority of volunteers 18 years of age and older, and anyone serving alcohol need to attend our 1-hour class and pass a test in order to become TEAM certified. This class is offered online. At this time, there is no cost to complete the training.

## FREQUENTLY ASKED QUESTIONS

### How do we know which events our NPO is going to work?

Non-Profit Organizations (NPO) groups are eligible to staff any event held at the Blue Arena including games, concerts, family shows, rodeos, “monster truck” shows, conventions, exhibitions, etc.]. We define your NPO group schedule on a month-by-month basis. We email a copy of an event calendar to Group Leaders. 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 younger volunteers. After deciding which events to work and how many members are available, the group leader emails the calendar back to OVG Hospitality. OVG Hospitality then matches the group’s requests with our staffing needs and send a confirmation listing the events the group is scheduled to work.

### How many members does a NPO group need to have?

We suggest that groups have a volunteer pool of at least **double the number volunteers needed** to staff the stand they are assigned to. This does not mean that all of them work at once, but all will need to be trained before they can serve. For example, if your stand requires 3-4 volunteers and you are committed to 8 games, having more than 8 volunteers will help tremendously with your NPO scheduling who will serve at each individual game. Adding new volunteers midseason is very difficult because those individuals will not have had access to the necessary training.

### How does a NPO group select a leader and what does that leader need to be able to do?

Each group will designate an NPO Leader and Co-Leader who have the time and organizational skills to coordinate your volunteer efforts and are easily accessible via phone, email, or fax. Each NPO group will need to have one leader present at each event and is responsible for organizing the group of volunteers and making sure our customers and the volunteers have a positive, safe and memorable experience.

### What kind of training will NPO group volunteers receive?

The majority of volunteers over 18 years of age must participate in the 1-hour online alcohol server education certification program by a OVG Hospitality Manager.

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

Anyone working an event who intends on serving alcohol must be 18 years of age or older. Volunteers under 18 years of age (16 or older), may not handle alcohol nor complete a transaction which include alcohol. Each individual volunteering will be asked to sign an individual waiver. If the individual is a minor, they will need a legal guardian to sign on their behalf.



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### What's the 'Adopt-A-Stand' program?

The "Adopt-A-Stand" program allows select NPOs to "adopt" a specific concession stand for every home game. These schedules are published for the entire season, which makes it easy for the group leader to schedule members to work. It also gives groups the advantage of staffing the same stand, which fosters familiarity, ease of operation... and usually results in increased sales. If an organization "adopts" a stand, provides the designated number of people on time for every home game, OVG Hospitality will pay a bonus at the end of the season for Blue Arena games. If a group has "adopted" a stand for home games, they are still eligible to work other miscellaneous events as well.

### Are there any restrictions as to who I recruit and/or how I recruit NPO volunteers?

Volunteers do not need to be employees or active members of your NPO, just individuals who are committed to serving on your behalf. Individuals should be at least 16 years old and if your group will be serving alcohol, your group members must be 18 years or older. All group members recruited must be willing to attend the training and must be able to perform the core duties outlined in the program guidelines.

### What is the NPO volunteer time commitment for each event?

It depends upon the event and the function of your team... and the appetites of our guests! Typically, NPO groups working concession stands arrive one hour before doors open (which is usually one hour before the event starts). Volunteers provide a stand leader for taking opening inventory, verifying their opening balance, and getting the stand ready to open. Most of the heavy food and beverage sales occur before the event starts and during halftime or intermission. After halftime, we typically start to wind down (unless, of course, there's still a heavy demand for product). Volunteers are expected to assist with cleanup, which averages 30-60 minutes for most stands. From start to finish, shifts average 5-6 hours.

### Does every NPO group volunteer serve alcohol/beer?

Many of our concession stands serve alcohol at our events, and all must be prepared and willing to serve. ALL volunteers serving alcohol must have a valid TEAM certification card. We can only accommodate volunteers that are (a) 16 and 17-year-old young adults or (b) do not want to serve alcohol/beer at events during which alcohol is not served out of the concession stands (i.e. concerts, circuses, conventions).

### How much money will our group earn?

It depends on how many volunteers are required to staff your stand, which stand you're in, what the attendance of the event is and, of course, how hungry or thirsty our guests are.

### Where do NPO volunteers park?

It is recommended that groups travel by carpool as traveling to the Blue Arena prior to events may be difficult due to traffic. Volunteers are responsible for parking arrangements. The Blue Arena does not currently charge for parking, but this is subject to change. Volunteers should park in the north end of Lot D or Lot E, the gravel lot on the North side of the campus. There are signs indicating both lots.

### Can NPO volunteers watch the events?

Volunteers are **not** permitted to enter "the bowl" (interior of the stadium/arena) while working an event. There are closed-circuit television monitors outside of the permanent stands that enable employees and guests to follow the game live. However, not every event is televised.



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### What do NPO volunteers wear?

Volunteers provide black slacks (or black – NOT blue – jeans), closed-toed/closed heel/rubber-soled shoes (tennis shoes are fine). Upon arrival, volunteers receive a OVG Hospitality uniform shirt that should be worn over your t-shirt. Volunteers proceed to the check-in area for stand assignment. We have designated hooks inside of the concession stands behind the door for personal belongings. We do encourage group members to lock their personal belongings in the trunk of their car if possible instead of bringing them inside.