



2016 Ryder Cup

General Volunteer Information

WELCOME! Levy Prom Golf, LLC. would like to thank you for participating in this spectacular event. We, as a company and as a team, look forward to working with all of you. We take pleasure in working hand in hand with such wonderful organizations. Our goal is to provide fast and efficient service, with quality products at a fair price. We strive for complete customer satisfaction. If we accomplish these goals, we will make this a very successful tournament. Your hard work and dedication will only result in greater profits to be enjoyed by each organization involved.

The training materials in this handbook will help everyone understand our concession responsibilities and details. The information provided herein is important and for your benefit. This handbook provides general information about our policies, procedures, and expectations. In becoming familiar with the contents of this handbook, you will have an idea of what Levy Prom expects from you and what you can expect from Levy Prom. As a member of our team, your full commitment to abide by these policies is expected and appreciated.

We believe in leadership by example. Our management team will make this same commitment to you and will work to ensure fair and consistent treatment of all volunteers and your respective organizations.

GENERAL INFORMATION

Uniform

Levy Prom and the PGA require you wear the designated uniform which includes a white collared polo-style shirt as well as khaki bottoms- pants, capris, or shorts at least to the knee. NO DENIM is allowed at the event. You will be provided with a hat (yours to keep and use throughout the week) as well as an apron which **MUST** be returned each night. Closed toed shoes are required during all shifts. There cannot be any open-toed shoes in the concession tents. Health codes require all hair longer than shoulder length be tied back. The Health Inspectors will be checking each tent to make sure we are following all of the state guidelines.

If it is chilly, volunteers may wear a sweater or a jacket.

Personal Items

Please keep personal items to a minimum. Secured areas are not provided for storage of personal items. Levy Prom and/or the PGA will not be responsible for any lost or stolen items.

Parking

EVENT DAYS

Tuesday, September 27th – October 2nd

All volunteers will park at Valley Fair: 1 Valleyfair Drive, Shakopee, MN 55379

Shuttles run from 5:00 a.m. – 10:00 p.m.

Pre – Tournament Parking

The Ryder Cup Shops will be open to the public on Friday, September 23 through Monday, September 26 leading up to the Ryder Cup.

No tickets or credentials are required to attend this event.

Parking is complimentary and located at Lot C1.

Located near the Main Entrance, this 47,000 square-foot merchandise shopping experience offers men's, women's, and children's apparel and headwear from the top brands including Ralph

Lauren, Nike, Adidas, Cutter & Buck, Under Armour, Forty Seven Brand, New Era, and more!

The Ryder Cup Shops also offer a vast selection of exclusive accessories, gifts, and memorabilia.

THE RYDER CUP SHOPS HOURS

GRAND OPENING (No ticket required)

Friday, September 23 10:00 a.m. - 6:00 p.m.

Saturday, September 24 10:00 a.m. - 6:00 p.m.

Sunday, September 25 10:00 a.m. - 6:00 p.m.

Monday, September 26 10:00 a.m. - 6:00 p.m.

**THE RYDER CUP SHOPS GRAND OPENING PARKING
FROM THE SOUTHWEST:**

- Take I-90 E
- Take Exit 45 for MN-60 toward Windom
- At traffic circle take 2nd Exit onto MN-60 E/Oxford St
- Continue on MN-60
- Continue on US-169 N
- Turn Left onto Chestnut St/MN-41
- Turn Right onto Chaska Blvd.
- Turn Left onto Audubon RD.
- Turn Left onto Pioneer Trail
- Follow PGA signage to destination

FROM THE SOUTH:

- Take I-35 N
- Stay Left at split to take Exit 88A for 35W toward Minneapolis
- Take Exit 9B for I-494 W/MN-5 W
- Merge onto I-494 W
- Take Exit 11C for MN-5 W/US-212 W
- Stay Left at split; continue on US-212 W
- Take Powers Blvd Exit
- Turn Left onto Powers Blvd
- Turn Right onto Pioneer Trail
- Continue West on Pioneer Trail
- Follow PGA signage to destination

FROM THE NORTH:

- Take I-35 S
- Stay Right at split to take Exit 127 for 35W toward Minneapolis
- Take Exit 11 for MN-62 West
- Stay to the Right to continue on MN-62 West
- Merge Left onto US-212 W
- Continue on US-212 W
- Take the Exit for Powers Blvd
- Turn Left onto Powers Blvd
- Turn Right onto Pioneer Trail
- Continue West on Pioneer Trail
- Follow PGA signage to destination

FROM THE WEST:

- Take US-212 E
- Take the Exit for Engler Blvd toward MN-10
- Turn Right onto Engler Blvd
- Turn Left onto Audubon Rd.
- Turn Left onto Pioneer Trail
- Follow PGA signage to destination

FROM THE EAST:

- Take I-94 W
- Take Exit 249; follow signs for I-494 S
- Merge onto I-494 S

- I-494 S becomes I-494 W
- Take Exit 11C for MN-5 W/US-212 W
- Stay Left at split; continue on US-212 W
- Take Powers Blvd Exit
- Turn Left onto Powers Blvd
- Turn Right onto Pioneer Trail
- Continue West on Pioneer Trail
- Follow PGA signage to destination

Check-In and Shuttle Information

After you have parked your vehicle, there will be a complimentary shuttle that will pick you up in the parking lot to bring you to the main admission gate near the course. Shuttles will run continuously throughout the day from the parking areas to the Main Entrance for the Ryder Cup at Hazeltine National Golf Club. General Parking shuttles will drop you near the Main Entrance (Chaska High School) during the hours of **5:00am until 10:00PM**. Each one-way shuttle trip is expected to take additional time (a minimum of 20 minutes), due to traffic—please plan accordingly. After being dropped off, please locate the **Levy Prom Volunteer Check-In Tent** on the soccer field at Chaska High School. This is where you will need to check-in.

At check-in, you will receive your admission ticket, hat, and a map with directions to your assigned concession tent. If you are working multiple days, you will still need to check-in each day. There are no exceptions!

Please report to your concession tent at the scheduled time. For example: if you are scheduled from 7:00 am to 2:00 pm, it is expected that you will be in your assigned tent at 7:00 am. We suggest arriving at General Parking one hour before your shift to allow plenty of time. Remember, this is a sold out event with thousands of spectators on any given day. Please plan ahead for traffic, parking, check-in, shuttle transportation to the course, and walking to your assigned location.

After arriving at your assigned tent, you should sign-in on the tent's "2016 Ryder Cup Concession Sign In" sheet. **In order for your organization to receive full credit, it is required that you sign in and sign out each day within the tent you are assigned. Also, please do not forget to write your organization's name in the designated area on the sheet.**

Remember: If you arrive late or leave early and do not complete your scheduled shift, your organization will not receive full credit for your shift. It is required that you stay for the entire time you are scheduled and do not leave without checking out with one of the Levy Prom Concession Managers in your tent.

Security and Prohibited Items

Spectators and other Ryder Cup attendees will not be allowed on the shuttle buses or through an Admission Gate with any of the items listed below. Please be sure to read the following list of prohibited items carefully:

- Cameras/Camcorders on Tournament Days
- Backpacks of any size
- Bags, including purses and pieces of luggage, larger than 10'x10'x10' in their natural state (prohibited bags will not be accepted or stored).
- Sealed packages of any kind
- Personal electronics (computers, laptops, tablets)
- Drones, hoverboards, laser pointers, selfie-sticks
- All oversized chairs with wide arm rests
- Weapons of any kind, regardless of permit
- Buckets, ladders, milk crates, or stools
- Banners, posters, or signs
- Any materials with unauthorized advertising or promotion
- Coolers
- Bicycles
- Food (except in limited quantities for medical, dietary, or infant purposes)
- Alcohol or beverages
- Golf clubs
- Other items deemed inappropriate or dangerous by Ryder Cup Security in their sole discretion

Employee Meal Policy/Breaks

Each volunteer working is entitled to a meal for each shift worked. **Ice cream and alcohol are not available to volunteers.**

Your Levy Prom Tent Managers will let you know when you are able to take a break. It is important that the breaks be scheduled when large galleries are not coming through the area of your tent.

When returning from any breaks- including meal, bathroom, or just coming into the tent- we require that you wash your hands before doing anything else.

NO SMOKING!! There will be no smoking in or around concession tents as it is a fire and sanitation hazard. If you need help finding a place to smoke, please ask your concession tent manager.

Weather

The PGA will have meteorology staff on site monitoring the possibility of inclement weather. If a storm is approaching, special "weather warning" signs will be posted on leader boards around the course. When the sign appears, everyone is advised to take immediate precautions prior to any suspension of play. If you are out on the course and play is suspended, close your umbrella and seek shelter immediately.

In the unfortunate circumstances that we have rainy weather, please know that our concession stands must be open unless severe weather arises. You will need to report for your scheduled shift, as planned. We will rely on local television and radio to keep us updated on the weather. If play is DELAYED, there will be a minimum of a 45 minute delay of play. If play is SUSPENDED, there will be no golf played on that day and you will not be required to report for your shift.

JOB DESCRIPTIONS

Below is a brief outline of duties found within our concession stands. We ask that you review the information to be familiar with each description. This will assist you in evaluating your capabilities and interests. Your concession managers will assign these positions and duties.

Griller

The “griller” will cook burgers and chicken on our custom made grills. He/she will be required to maintain high standards of quality and sanitation.

You will be trained in on how to properly grill:

- o Placing product onto the grill
- o How to take product off the grill
- o Cooking the product to safe temperatures
- o Moving product from the grill to the prep area

We like to train two or three volunteers as the “grillers”, so that breaks can be given without compromising the job duty. If you like to be outside and like to grill this is the job for you!

Back of House

The “back of house” is a fast paced job that works in the prep area of the tent. He/she will be required to keep product temperatures out of the danger zone by getting cooked product wrapped and put into warming cabinets.

You will be instructed on how to make our cheeseburgers and hot dogs:

- o Cheeseburgers
 - The burger, cheese, pickles, and bun assembly with wrapping techniques
- o Hot Dogs
 - The dog and bun assembly with the packaging into the foil

The “back of house” will communicate inventory of wrapped product with the tent manager and keep the wrapping area clean and watch food temperatures. The tent manager will train many at this position and there will be other job duties while food is being cooked and not able to be wrapped such as restocking and cleaning

Food Line Stocker

The “back of house” is a fast paced job that works in the prep area of the tent. He/she will be required to keep product temperatures out of the danger zone by getting cooked product wrapped and put into the hot slide.

The “back of house” will communicate inventory of wrapped product with the tent manager and keep the wrapping area clean and watch food temperatures. The tent manager will train many at this position and there will be other job duties while food is being cooked and not able to be wrapped such as restocking and cleaning

Beverage Stocker

The “beverage stocker” is a vital role in the customer service area. He/she will be required to stock beverages and expedite products to our guests. They will ensure cold beverages are in inventory and will constantly be communicating the inventory of cold product to our tent manager. Although this is a simple job, it entails more than just handing a soda and beer to the cashiers. You will be shown the products and how to maintain inventory along with temperatures. There will be approximately 1 “cooler distributor” for every 2-3 cashiers.

Re-Stocker-Service Person

The “re-stocker” keeps the tent fully stocked and clean at all times and is a critical part of our food safety and inventory control. This person will be in charge of keeping the condiment table and tent clean and stocked. He/she will need to be able to multitask and communicate with all volunteers in the tent. The tent manager will show you where backup products are located and what tasks you will need to be attentive towards during your shift.

Cashier

The “cashier” is the front line of customer service and our salesperson. This person is the face to the customers, takes all orders, and handles the money for the transactions. He/she will need to learn how to use our cash registers along with how to properly do transactions with credit cards. He/she will need to card those people who look 40 years or younger looking to purchase alcohol. It will also be their responsibility not to sell alcohol to anyone who appears intoxicated. They will need to be in accordance with our alcohol policy. This job is a very difficult but rewarding job for anyone that enjoys interacting with the customers.

We want everyone to succeed at this role. If you know you do not want to work with customers face to face or take responsibility for the cash register, please let the tent manager know so you can be assigned other tasks. We want everyone to enjoy their experience with us.

SANITATION POLICY

Levy Prom Golf, LLC trains their tent managers so that they are knowledgeable on food safety issues and food temperatures. **If you are sick, we ask that you do not work.** By working while you have any illness you are putting other’s well being and possibly their life in danger.

We require all persons working in the concession tents to adhere to the following:

- WASH YOUR HANDS OFTEN
 - Upon entering/re-entering the concession tent before working
 - After changing gloves
 - After touching any part of your body, clothing, equipment, or anything that is not the food
 - After smoking, using the restroom, eating or drinking
 - Before handling any food product
 - Your tent manager will have a temporary three compartment sink made up with wash, rinse and sanitize buckets of water. Please follow the manager's instructions on how to properly wash any utensils that become dirty.
- Each manager will provide a bleach water bucket for sanitizing the counters and surfaces. Any rags used should be kept in this bucket and chlorine/bleach ppm levels should be monitored by your tent manager
- Hair restraints will be needed by everyone in the tent. Please tie your hair back before coming to the tent.
- Food Temperatures are critical in our operation. The tent manager will have several food thermometers for use in the grilling, wrapping, cooking, and service area. The manager will instruct some of you how to use them but ultimately the manager will be responsible for taking and recording temperatures of all food.
- Refrigerator temperatures are very important as they keep our beverages cool for our customers and more importantly they keep our cold sandwiches cold. This cooler needs to be constantly checked for proper operation and temperatures.
- All products must be kept off the ground at all times. They should be stored on shelving or pallets.

* * * Being busy never constitutes sacrificing any of our sanitation or food safety policies. If someone gets sick or our food is not at our high standards, we all have failed.

ALCOHOL POLICY

Levy Prom's alcohol policy follows any policy that the event adopts but if there is not one in place by the tournament, we adhere to the following basic standards:

- We I.D. everyone that looks under the age of 40 years old. This means that as a cashier you are responsible for making sure the customer is 21 for beer purchases.
- We allow two beers per I.D. If they are buying for another individual you will need to card them as well.
- We do not want to over serve any customer at any time. Since our tent manager cannot be at all of the transactions that occur, you as a cashier need to make that call or let the manager know that there is a person who is intoxicated. Please make sure the tent manager knows or is involved with any situation involving a customer who is intoxicated.
- There are alcohol service start and end times, your tent manager will make sure to let you know what they are.

Responsible Alcohol Service Standards

Levy remains committed to providing our guests with a memorable dining experience that is in all ways reflective of our values as a Family of Passionate Restaurateurs. We are proud to include the responsible service of alcoholic beverages as one of the many ways in which we communicate these values to our guests, partners, team members and Volunteers.

- The sale or service of alcoholic beverages during hours not authorized by law is absolutely prohibited.
- Volunteers may not serve beer, wine or liquor to any person under the age of 21 years old. Anyone who appears to be 30 years of age or younger must be asked for and present valid identification prior to receiving any alcoholic beverage.
- All Volunteers who deliver an alcoholic beverage to a guest must ask for, and be presented with, valid identification from any individual who appears to be 30 years of age or younger. Volunteers must verify that the guest is of legal drinking age.
- If a Volunteer observes a guest who has provided proper identification transferring a purchased alcoholic beverage to another guest who appears to be 30 years of age or younger, the Volunteer must obtain valid identification from the guest in question.
- If the guest in question cannot produce valid identification, the beverage must be taken from the guest's possession.
- Volunteers will not sell any tobacco products to any guest under the age of 18, and Volunteers must ask for and be presented with identification from any guest purchasing tobacco products who appears to be 30 years of age or younger.
- It is not Levy's policy to utilize wristbands as proof of age for the sale of alcoholic beverages. Some Facility clients may mandate the use of wrist-banding to identify those guests 21 years of age or older. It is Levy policy that Volunteers must still ask for, and be presented with, valid identification prior to the sale of each alcoholic beverage to any guest who appears to be 30 years of age or younger.
- The Volunteer making the sale is ultimately responsible for ensuring that the guest is 21 years of age or older. Wrist-banding or other carding procedures in place (i.e., at the point of entry into the Facility), do not alleviate the responsibility of the server to ask for identification at the time of the sale.
- The following documents are the only valid unexpired forms of identification acceptable to Levy:
 - Current, valid United States or Canadian Driver's License
 - Current, valid Military ID w/photo
 - Current, valid United States or Canadian State ID w/photo
 - Current, valid Passport
 - Current, valid Mexican Consular ID card
 - Current, valid U.S. Passport Card
- Volunteers shall physically examine all forms of identification, out of protective covers, by touching and handling it to ensure that it is a valid form of identification.
- It is not Levy's standard to confiscate an identification that is in question or appears to be altered. However, if a guest leaves his/her identification with a Volunteer, the Volunteer must turn the identification in to Levy management.
- No more than 2 alcoholic beverages may be sold or served to a guest at any time per identification. If a guest already has a drink present, he/she will only be allowed to order one more drink.
- The above limits may be modified to less than the specified numbers for certain events, in special circumstances, or during the course of an event at the discretion of the location's Director of Operations or General Manager in conjunction with the approval of the Regional Vice President. Limits may not be increased at any time.

- All drinks will be made according to the Levy standards. These standards are: a) 1 ¼-oz. shots for liquor; b) no free pouring; c) wine must be a 5-oz. pour when using bottles, 6.3-oz. pour when using package 187 ml bottles in certain applications; d) draft beers must not exceed 25 oz., and e) bottled/canned beers must be no larger than 25 oz.
- The above limits may be modified to less than the specified numbers due to laws or regulations applicable to certain locations or at the discretion of Levy management for certain events, in special circumstances, or during the course of an event at the discretion of Levy management. Limits may not be increased at any time.
- Proper and standardized signage will be placed on the premises at all times, stating the legal age for the purchase of alcoholic beverages and tobacco products, identification policies of the establishment, drink limit (i.e., no more than 2 drinks per identification), cut-off time, and any other signage requirements dictated by applicable local, state, or province regulations. Each stand location and bar must display the proper, standardized signage at eye level or above.
- The sale of alcoholic beverages to an obviously intoxicated guest is prohibited. Any Volunteer found serving beer, wine or liquor to anyone who appears to be intoxicated is in violation of Levy Responsible Alcohol Service standards, and will be subject to disciplinary action up to and including removal from the Event.
- If a Volunteer observes an intoxicated guest with an alcoholic beverage, the beverage must be taken from the guest's possession.
- A Volunteer who engages in pouring alcoholic beverages, unless assigned to do so by Levy as part of his/her job responsibilities, may be subject to disciplinary action up to and including removal from the Event.
- Levy will participate with the facility operations team or owner and our beverage supplier/partners that provide Designated Driver Programs to ensure the safety of our guests and the community. Levy will make available alternative means of transportation to any intoxicated guest requesting transportation.
- Volunteers may be subject to disciplinary action up to and including removal from the Event if they engage in any of the following: a) unauthorized consumption of alcoholic beverages or controlled substances while on the premises of the Facility or any working area operated by Levy; b) demonstrating signs of intoxication while on duty; c) reporting for work under the influence of alcoholic beverages or controlled substances; d) being in possession of, or bringing to the workplace, any intoxicating beverage or controlled substances; or e) violating the Levy Alcohol and Drug Policy or f) violating the Levy Responsible Alcohol Service Standards.
- Volunteers may not sell, deliver, store, or use any unlawful drugs or controlled substances in any work area or on Levy property. If witnessed or suspected by a Volunteer of any such unlawful activity, a supervisor or manager must be notified immediately.
- Volunteers will not engage in any unlawful behavior, including but not limited to any act of lewd or lascivious solicitation or imply to anyone that he/she will engage in any such acts.
- Levy recognizes that there may be applicable local, state, federal, province, and other applicable laws that may mandate requirements that are more restrictive than the above stated standards. In all such cases, the applicable local, state, province, and all other applicable laws shall apply.
- All Volunteers involved in selling and/or delivering alcoholic beverages to our guests must remember that Levy's ability to sell alcohol at our venues is regarded by the law as a privilege and not a right, and should be treated as such.

- As a condition of volunteering with Levy, Volunteers must possess any applicable certifications to meet local, state, or any other mandates to serve alcohol within the location's jurisdiction prior to their first day at the Event.