

WJHS-BPA & PNC Arena 2023-2024

Welcome to the WJHS PNC Team! The WJHS-BPA has a signed contract with the PNC Arena to staff a concession stand for 60 events this season, this included Hurricanes hockey games, NCSU basketball games and several add-on events during the year (concerts, Disney on Ice, Monster Truck Rallies, etc.). All events are cashless. This makes it easier for us at the end of the night.

This fundraiser provided over \$100,000.00 to our band program last year with the majority going to personal band accounts. Yes, it may be hard to take time from your personal schedule but the benefits are plentiful. This document contains more detailed instructions and information, including bullet-points of what to expect.

- **Attire:** we must wear a uniform (WJHS band hat, teal golf shirt, black apron, black pants, closed toe athletic shoes)
- **Arrival times:** varies depending on event but if you are going to be late please inform WJHS coordinator
- **Duration:** expect to work approximately 7 hours per shift
- **RASP Training:** All adults touching alcohol must complete alcohol training, provided online. Please send a screenshot of the certificate once completed to WJHS PNC coordinator. **Teenagers are not permitted to touch alcohol at any time for any reasons.**
- **Potential earnings/Earnings calculation:** WJHS-BPA earns an average of sales per event. 10% of those earnings are given to the general band fund. The rest of the money is divided among volunteers that worked the events and are paid. Your earnings will be reflected on your monthly statement from the WJHS-BPA. Expect a 1.5-2 month delay in reporting of earnings on that statement. ***All earnings from PNC go toward your child's account even once you've paid your balance. Anything over the balance due will remain in your child's IE account.
- **Scheduling:** done online through our scheduling software, Acuity. PNC Calendar: <https://wjhspnccalendar.acuityscheduling.com/>
- **Cancellation Policy:** If you sign up to volunteer for a date and need to cancel without providing a replacement within 48 hours of the event/ no show, IE account will be charged \$50 for the 1st event and \$100 thereafter. WJHS band If you experience an emergency the board will take that into consideration.
- **Physical demands:** staff must be able to walk, reach, stand, bend and stoop throughout the shift.
- **Expect the unexpected:** as much as we love to have plans set in stone, we are at the mercy of the PNC staff and their decisions. Sometimes we just have to wing it!
- **We have FUN!** Some events are busy and frustrating but all the time, we just try to enjoy ourselves, remembering that this is for the BAND and our kids. GO WEST!
- **WJHS PNC Coordinator:**
Katrina Noel-McNeill
schedulingpnc@gmail.com

Uniform: Collared teal shirt must be tucked in at all times

https://www.amazon.com/Port-Authority-K500-Silk-Touch/dp/B0085NAA6I/ref=sr_1_4?crd=3C3ALE5ZUSTUA&keywords=port+authority+polo+shirts+for+teal+green&qid=1672087703&srefix=port+authority+polo+shirts+f+or+teal+green%2Caps%2C137&sr=8-4amazon

- Hat with WJHS band logo

- Black logo apron
- Black pants (Jeans, stretch/spandex, shorts never acceptable)
- Shoes should be closed toed, rubber soled athletic shoes
- You may choose to wear a long sleeve, black shirt under the collared shirt during hockey games and colder weather, no jackets/coats are allowed inside the stand
- Hair longer than the collar must be neatly tied back.
- Limit jewelry to wedding bands, watches and stud earrings no larger than a nickel. Hoop earrings less than 1 inch in diameter are permitted. No dangling earrings at all.
- **Cell Phones: volunteers are prohibited from using electronic devices of any kind in the stands or carts while working in any capacity and at all times during which their uniform is visible to the public.**
- **Smoking: Please use designated smoke areas. No exceptions**

Any violations in these rules may result in PNC asking you to leave the premises/fees which WJHS will attribute to the offender's IE account. ex. if PNC asks you to leave because you are not in uniform, WJHS will charge a no show fee to your IE account

Directions and Parking – LOT C (from McGee’s Area)

- Take I-40 toward airport
- Exit 290, right off the exit
- 3rd light take a left onto Edwards Mill Road
- 1st light take a right onto Trinity
- Take second left into “Lot C” There may be an attendant – if they stop you let them know you are a volunteer with WJHS
- Park in the gravel lot to left
- NOTE: please allow yourself enough time for traffic and walking into the arena to arrive at scheduled time

Arrival

- The employee entrance is on the West Side of the Arena (to your left as you walk from parking lot). Go down the stairs to Mezzanine Level and pass the sign for “Employees Only”
- Enter the first door on the right
- Check in with security. Let the person there know you are with West Johnston High School Band
- Take a right and the first set of doors on the right is the uniform/check-in room. Make sure you sign in on West Johnston’s sign-in sheet and grab a badge (Sheets will be in alphabetical order). ** If you wore a coat or brought an umbrella please store any items in lockers provided in locker rooms before signing in.
- Women’s locker combination: 34 24 6 Men’s locker combination 05 07 17
- Exit the uniform room going straight down the hall, turning left and go through the red door at the end of that hall to the stairwell. Know the stand you are assigned to for each event.
- Wash hands when you arrive in the Stand then sign in again (this is for security and to ensure you are paid properly for your work)

DUTIES

Lead

- Responsible for balancing inventory sheet for each event
- Responsible for return of group badges at the end of each event
- Set positive example for group members by arriving at arena at the assigned time
- Assist PNC Lead to supervise post and coordinate activities of volunteer members by assigning duties within the stand
- Assist volunteers in serving guests or in performing other duties as needed to ensure a smooth functioning stand
- Must be able to walk, reach, stand, bend and stoop for long periods of time, lift up to 35lbs and climb stairs
- Responsible for location of all group members in the facility at all times
- Assist PNC Lead to ensure that all equipment is set up and operating efficiently and accurately.
- Assist PNC Lead to ensure that needed stock is always available by estimating and inspecting all supplies and inventory
- Ensure that all workstations and storerooms remain clean and sufficiently stocked
- Understand operation of point of sale system and its application
- Train new volunteer members

Volunteer Staff

- Report to work as scheduled at assigned location on a timely basis
- Review assigned register, check stock and replenish
- Ensure station readiness for opening
- Must be able to walk, reach, stand, bend and stoop for long periods of time, lift up to 35lbs and climb stairs
- Maintain high standard of customer service by circulating in assigned section, greeting all guest and being genuinely interested in meeting and exceeding their expectations
- Acquaint guests with items available for sale
- Adhere to VAB RASP training guidelines by serving alcoholic beverages responsibly. Request ID from all guests who appear to be age 40 or under
- Properly record transactions, reviewing the orders as they are taken
- Call back orders all at one time, making eye contact with person at the window to ensure order was heard
- End transactions in positive way, encouraging customers to have a nice evening
- Make sure to clean and stock in between high volume times. Help close down the stand by receiving assignments from the Stand Lead or Stand Closer as the game and shift comes to an end

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Emergencies/Event Status

- Security Dispatch - 919-861-2345: this is the number family should use to contact you in case of emergency during an event.
- PNC Arena Employee Information Hotline: 919-861-2322 (for weather related closings, delays)