



# Volunteer Brochure

---

Welcome to Centerplate at Levi's Stadium!

Are you ready to be a part of history?! Levi's Stadium will be the most state of the art, technologically advanced, and sustainable stadium in the entire world. We are thrilled you have decided to join us in the journey. We look forward to what's ahead!

The purpose of this brochure is to introduce you to Centerplate's expectations for appearance and behavior standards. It will also help guide you through your first game days and events as an employee of Centerplate at Levi's Stadium. This brochure highlights key information and policies, but it is not intended to be a comprehensive guide for all of Centerplate's policies and procedures. Your supervisor or manager is your best resource and he or she will be able to provide you with department and/or position-specific information.

## • VALUES/SERVICE EXPECTATIONS •

As a member of the Centerplate Team at Levi's Stadium, our guests are our #1 Priority.

Our values are the foundation of our culture and our approach to our business.

As part of the Centerplate Team we will

**Act with integrity**

**Deliver Quality**

**Demonstrate a Passion to Succeed**

**Drive Creativity**

**Be Courteous**

**Serve in a Spirit of Partnership**

## • APPEARANCE STANDARDS •

- Hairstyles should be well groomed and clean. Extremes in hair styles and hair colors are not permitted. **Natural hair colors and styles are required.** Women may wear a plain barrette, comb, or headband in black or tortoise shell.
- Beards and goatees must be full and neatly trimmed and cannot be in the early stages of growth. Mustaches must not extend past the corner of the bottom of the ear. Any facial hair styles not mentioned above (e.g., Fu Manchus, soul patches, mutton chops, etc.) are not permitted.
- Tattoos must be completely covered. If a tattoo is exposed, it must be concealed with tattoo-covering makeup (e.g., Derma blend).
- The close contact you have with guests requires your regular use of deodorant/antiperspirant at all times.
- Wash your hands before beginning work, after each time you eat, and after going to the restroom.
- Keep your fingernails clean with length not exceeding **1/8** inch past the fingertip.
- Nail polish is not permitted (this also applies to clear coat).
- Small rings and wedding bands are acceptable. You may wear only one ring per hand.
- Body piercings or studs of any sort that are visible are not permitted.

- Matching earrings are permitted, not to exceed ¼ inch in size. Hoop earrings are permitted but cannot exceed the size of a nickel. Only one earring per ear is permitted and you must wear them on the earlobes. Plug-style earrings are not permitted.

## **• UNIFORMS •**

Uniforms are a key part of the appearance standards we hold our Centerplate employees to. The term “uniform” includes not only garments—but also your name tag, employee badge, and of course the smile on your face.

### **All Departments Will Receive**

- Badges
- Aprons
- Hats

### **Volunteers Must Provide:**

- **All** black non-slip shoes
- **All** black belt
- **All** black pants (example Dockers, Dickies, etc.) No jeans other than Jet Black Levi’s 504’s and 505’s
- **All** white collar shirt – polo or dress shirt style – long or short sleeve
  - Under layer for cold events – long sleeve all black or all white shirt or crew      sweatshirt to be worn under uniform shirt

### **Uniform Standards & Expectations:**

- Uniforms must be neat, clean, mended, and pressed at all times
- Badges must be worn
- Shoes should conform to the approved safety standards and present a businesslike appearance
- Hats and caps that are part of the uniform are allowed while on duty
- Jewelry may be worn in moderation. Dangling necklaces and earrings are discouraged as they pose health/ safety hazards
- No jewelry of any type may be affixed to the uniform
- Rings, studs (and the like) worn in the nose, lip, eye (or other conspicuous body parts) must be removed before “clocking in” for work
- Tattoos must be covered
- Sunglasses are for outside use only and cannot have oversized logos.

## **• PERSONAL BELONGINGS •**

- There is limited space to store personal items. Please leave valuable items at home. Centerplate is not responsible for any lost or stolen items.
- No purses, backpacks, or other belongings will be allowed.
  - Bags that are clear plastic, vinyl or PVC and do not exceed 12” x 6” x 12.” (Official NFL team logo clear plastic tote bags will be available through club merchandise outlets or at [nflshop.com/allclear](http://nflshop.com/allclear))



## • SCHEDULE •

As a volunteer of Centerplate at Levi's Stadium, you are encouraged to be available to work all home NFL games and major events.

## • PARKING •

Will be assigned prior to each event.

## • MANDATORY TRAININGS & CERTIFICATIONS •

Part of your volunteering with Centerplate is the successful completion of all training and certifications.

Required Trainings:

1. Alcohol Certification
2. CA Food Handler's Certification

### **Food Handlers Card**

It is a state requirement that anyone handling food and beverage must have a valid Food Handlers Certificate. Each volunteer must obtain a certificate by receiving instructions and passing the required County of Santa Clara Department of Environmental Health Food Handlers Test. This class ranges in price from \$9.95 - \$15 per person (depending on the vendor) and is available on-line. Training must be renewed every 3 years.

Here is a list of approved County of Santa Clara Department of Environmental Health on-line training vendors for acquiring the California Food Handlers card:

| Vendor                                  | Web Address   | Price   |
|---|---|---------|
| <b>Premier Food Safety</b>              | <a href="https://www.premierfoodsafety.com/california-food-handlers-card">https://www.premierfoodsafety.com/california-food-handlers-card</a>                       | \$9.95  |
| <b>E Food Handlers Inc</b>              | <a href="http://www.cafoodhandlers.com/">http://www.cafoodhandlers.com/</a>   | \$10.00 |
| <b>Above Training/State Food Safety</b> | <a href="http://www.statefoodsafety.com/food-handler/california/state-of-california">http://www.statefoodsafety.com/food-handler/california/state-of-california</a> | \$12.25 |
| <b>Serv Safe CA Food Handler</b>        | <a href="http://www.servsafe.com/ss/catalog/productlist.aspx?SCID=55&amp;RCID=21">http://www.servsafe.com/ss/catalog/productlist.aspx?SCID=55&amp;RCID=21</a>       | \$15.00 |

## •CHECK- IN AREA•

Centerplate volunteer entrance is located at GATE C. Prior to accessing the stadium you will go through a security check and scanned for access control (**volunteers are only allowed in the stadium if you are scheduled to volunteer and cleared by security**).

All volunteers are required to check in at designated check in areas prior to their shift. Unless you have a pre-assigned a location, you will receive your location assignment during check in as well.

## •VOLUNTEER MEALS AND BREAKS•

Breaks must be taken before gates are opened or after half time. No breaks are allowed after gates open or during half time unless instructed by your supervisor or manager. Employee meals are provided at designated stands. You are allowed up to (2) hot dogs or vegan dogs, (1) bag of chips and employee cup of soda. Please sign out your meal on the stand "Eat Sheet" indicating the qty and type of hot dog you selected as well as the flavor of chips you've chosen. Should you choose to eat items other than the designated volunteer/employee meal, you must pay the stated price and be able to present a receipt if asked. Breaks must be taken out of guests view.

While it can be tempting to be around all the food offerings we have, you are not allowed to eat or chew gum in your work areas.

This is a violation of health codes and gives an unprofessional impression.

Your behavior while on break or while leaving the stadium should continue to reflect well upon the company and the 49ers. Do not visit other areas within Levi's Stadium at these times since visiting employees during their working hours is a distraction and could result in disciplinary action.

### ADDITIONAL POLICIES

- Requesting or obtaining players' and/or entertainers' autographs are strictly prohibited.
- Cell phones and other personal electronics such as iPods are not to be used while working. If you have an emergency that requires you to keep in contact with someone while you are working, please let your manager or supervisor know before you start your shift. Incoming calls for employees will only be accepted for emergency purposes.
- Sitting in guest seating, even before gates are open, is also not allowed.
- When "The Star Spangled Banner," "O Canada," or any other national anthem is played or performed, all employees should show the proper respect by removing their hats and standing at attention. All talking and activity should stop

during the anthem(s).

☐ Employees of Centerplate are prohibited from representing the company to the media. Should any member of the media

approach you, direct them to the General Manager.

☐ While tips can be accepted, they cannot be solicited. Solicitation of tips can include verbal references to tips, leaving

change out on the counter, a visible tip jar/cup, or other methods. These are prohibited.

☐ Volunteers may not take leftover food home.

☐ All volunteers must exit stadium when done volunteering.

## **•CONTACT INFORMATION•**

Centerplate- Levis Stadium  
4900 Marie P. DeBartolo Drive  
Santa Clara, CA 95054  
(408) 217-7000

Human Resources Manager:  
Monica Abelardo

Human Resources Coordinator- Staffing:  
Shama Arakeri

Human Resources Coordinator- Training:  
Andre Moore

Human Resources Coordinator- Non-Profit Groups  
Kerry Johnson

Payroll Coordinator  
Ruth Reyes

Human Resources Team  
[centerplatelevishr@centerplate.com](mailto:centerplatelevishr@centerplate.com)