

VENUE SPECIFIC INFORMATION:

ARROWHEAD (Aramark)

Opportunities:

- Arrowhead Stadium offers concession-stand-working options.

Training/Licenses:

- To work concessions, volunteers must complete Aramark training. Aramark consists of the following (See Helpful Links tab on our site):
    - Annual policy training
    - TEAM alcohol training. TEAM training is Aramark's alcohol training and valid for 3 years
    - Food handler - is valid for 3 years

Uniforms:

- Black pants (NO jeans, sweats, or leggings), black closed toe non-skid shoes.
- A Royals or Chiefs hat will be provided by the venue each season.
- Royals & Chief's shirts can be checked out for a season and returned at the end.
    - You may wear long sleeved white, gray, or black shirts under the uniform as weather permits.
- At certain times of the year, shorts *MAY* be permitted. This will be communicated via the final confirmation email from Schedulers. Shorts must be knee length & venue-color appropriate.

Appearance:

- No visible tattoos, facial piercings, or unnatural hair color is permitted.
- Only one pair of earrings, no bigger than a quarter in diameter, is allowed.
- No stones in jewelry.
- Hair longer than shoulder length must be pulled up.
- Hair and/or facial netting could be required if handling food.

Ages:

- Adults over 21 years old must have all 3 permits and a valid state ID at check-in.
- Those under 21 need Food Handlers and Policy only.

Parking:

Royals parking is in Lot D. Chiefs parking will be communicated when you receive your confirmation email that you are working. Entrance is via the service tunnel for check in.

Check-In:

- You must check in each time at the NPO table or you WILL NOT be paid.
- You must also sign-in with our group or you will not be paid.
- Any incurred venue fines will be passed on to you.

Food/Drinks:

- For drinks, you must provide your own cup with a lid and straw.
- A meal is provided, or you may bring your own. Eating is permitted only after the stand is completely set up for the event with the approval of the Lead and before gates open.
- Everyone should be in their position prior to gates opening.

ARROWHEAD (Levy)

Opportunities:

- Arrowhead Stadium offer concession stand working options.

Training/Licenses:

- To work concessions, volunteers must complete Online Alcohol Training and have a valid Food Handlers Permit (See Helpful Links tab on our site)
    - Annual Policy training (Online)
    - Food handler is valid for 3 years
    - ServeSafe Alcohol Training, valid for 3 years (Online)

Uniforms:

- Black pants (NO jeans, sweats, or leggings), black closed toe non-skid shoes.
- Shirts can be checked out for a season and returned at the end of the game.
    - You may wear long sleeved white, gray, or black shirts under the uniform as weather permits.
    - NO SHORTS PERMITTED

Appearance:

- No visible tattoos, facial piercings, or unnatural hair color is permitted.
- Only one pair of earrings, no bigger than a quarter in diameter, is allowed.
- No stones in jewelry.
- Hair longer than shoulder length must be pulled up.
- Hair and/or facial netting could be required if handling food.

Ages:

- Adults over 21 years old must have Food Handlers, Alcohol Training (Online) and valid state ID at check-in.
- Those under 21 need Food Handlers and Alcohol Training (Online)
- 18 and over are allowed to work at this venue.

Parking:

- Parking information will be communicated when you receive confirmation email that you are working. Entrance is at Gate D

Check-In:

- You must check in each time, or you WILL NOT be paid. Sign in with the venue and with H&S.
- Check-in for H&S will be in the stand you are assigned to work in.
- Any incurred venue fines will be passed on to you.

Food/Drinks:

- For drinks, you must provide your own cup with a lid and straw.
- A meal is provided, or you may bring your own. Eating is permitted only after the stand is completely set up for the event with the approval of the Lead and before gates open.
- Everyone should be in their position prior to gates opening.

KAUFFMAN

Opportunities:

- Kauffman Stadium offers concession stand working options.

Training/Licenses:

- To work concessions, volunteers must complete Aramark training. Aramark consists of the following (See Helpful Links tab on our site):
    - Annual policy training
    - TEAM alcohol training. TEAM training is Aramark's alcohol training and valid for 3 years
    - Food handler - is valid for 3 years

Uniforms:

- Black pants (NO jeans, sweats, or leggings), black closed toe non-skid shoes.
- Any Royals hat is acceptable.
- A Royals shirt can be checked out for a season and returned at the end.
    - You may wear long sleeved white, gray, or black shirts under the uniform as weather permits.
- At certain times of the year, shorts MAY be permitted. This will be communicated via the final confirmation email from Schedulers. Shorts must be knee length & venue-color appropriate.

Appearance:

- No visible tattoos, facial piercings, or unnatural hair color is permitted.
- Only one pair of earrings, no bigger than a quarter in diameter, is allowed.
- No stones in jewelry.
- Hair longer than shoulder length must be pulled up.
- Hair and/or facial netting could be required if handling food.

Ages:

- Adults over 21 years old must have all 3 permits and a valid state ID at check-in.
- Those under 21 need Food and Policy only.

Parking:

Usually in Lot D for Royals. Entrance is via the service tunnel for check in.

Check-In:

- You must check in each time at the NPO window once you enter the tunnel. Sign in with the venue and with H&S.
- The H&S sign-in location will be in your confirmation email that you are working.
- Failure to Sign-in with either the Venue or H&S will result in you not getting paid for that day.
- Any incurred venue fines will be passed on to you.

Food/Drinks:

- For drinks, you must provide your own cup with a lid and straw.
- A meal is provided, or you may bring your own. Eating is permitted only after the stand is completely set up for the event with the approval of the Lead and before gates open.
- Everyone should be in their position prior to gates opening.

T-MOBILE CENTER

Opportunities:

- T-Mobile only offers concession stands.

Training/Licenses:

- T-Mobile requires several online trainings annually. (Refer to our website under Helpful Links Tab)
  - Policies Form, ServeSafe Training & Orientation Video
  - Food handler card
  - Valid state ID

Uniforms:

- Black pants only (NO jeans, sweats, shorts or leggings), black closed toe non-skid shoes, and a black hat/visor.
- A shirt is provided by T-Mobile. It is returned daily or can be purchased periodically through the year and must be tucked in.
  - When shirts are not available, it is requested volunteers wear a plain black shirt.
- You may wear long white, grey or black sleeves under your uniform.

Appearance:

- No visible tattoos, facial piercings, or unnatural hair color is permitted.
- Only one pair of earrings, no bigger than a quarter in diameter, is allowed.
- No stones in jewelry.
- Hair longer than shoulder length must be pulled up.
- Hair and/or facial netting could be required if handling food.

Ages:

- You must be 18 to work at T-Mobile

Parking:

- Parking is your own responsibility. There is metered parking, and some free street parking can also be found.
- Anyone parking in unauthorized locations resulting in a ticket or towing will be at the owner's expense.

Check-In:

- The employee entrance is located on Oak St on Level 2, sign in at table after going thru security.
- You must check-in every time or you WILL NOT be paid. Sign in with the venue and with H&S.
- The H&S Lead will sign you in with us in the stand.
- Any venue incurred fines will be passed on to you. Only small clear bags are permitted in the stand.

Food/Drinks:

- You must provide your own cup with a lid and straw and must be kept in the designated area.
- T-Mobile provides a meal ticket that you may choose from. All food must be eaten in the employee break room, never in the stand.
- This should be done only after the stand is completely set up for the event with the approval of the Lead and before gates open.
- Everyone should be in their position prior to gates opening.

Kansas City Zoo & Aquarium

Opportunities:

- KC Zoo & Aquarium offers an assortment of positions which can include concessions, various portables and catering opportunities.

Training/Licenses:

- KC Zoo & Aquarium requires several online trainings annually. (Refer to our website under Helpful Links Tab)
  - Policies Form, ServeSafe Training & Orientation Video
  - Food handler card
  - Valid State ID

Uniforms:

- Black or khaki pants. At certain times of the year, shorts MAY be permitted. This will be communicated via the final confirmation email from Schedulers. Shorts must be knee length & venue-color appropriate. (NO jeans, sweats, or leggings), black closed toe non-skid shoes, and a black hat/visor.
- Venue requests that you wear a black short sleeve, collared polo shirt for your shift. This may vary depending on type of event you are working at. Attire will be communicated to you via your confirmation email that you are working.
- You may wear long white or black sleeves under your shirt for cooler weather.

Appearance:

- No visible tattoos, facial piercings, or unnatural hair color is permitted.
- Only one pair of earrings, no bigger than a quarter in diameter, is allowed.
- No stones in jewelry.
- Hair longer than shoulder length must be pulled up.
- Hair and/or facial netting could be required if handling food.

Ages:

- You must be 16 to work at the Zoo. There are some limited spots for under 16 with a signed parent consent form, available at the venue.

Parking:

- Park in the Yellow LOT. Enter the main Guest Lobby and go to the far end of the lobby by the restrooms to the double wooden doors.

Check-In:

- Volunteers are escorted to the Office where you will sign-in.
  - We are not currently pre-assigning a lead, cashier, cook etc. Everyone will be working together.
  - The venue may or may not require counting of products.
- You must check-in every time or you WILL NOT be paid. Please ensure you are signing up in the Heart & Soul section of the binder and to check for AM and PM paperwork.
- Any venue incurred fines will be passed on to you. Only small clear bags are permitted in the stand.

Food/Drinks:

- You may provide your own cup with a lid and straw, or the Zoo can provide one.
- The Zoo provides a meal tickets. All food must be eaten in the employee break room, never in the stand.
- This should be done only after the stand is completely set up for the event with the approval of the Lead and before gates open.
- Everyone should be in their position prior to gates opening.

Portables:

- All credit card machines MUST be batched at the end of the event for us to receive the tip Donations.

Starlight Theater

Opportunities:

- Starlight offers positions in concessions.

Training/Licenses:

- Starlight requires several online trainings annually. (Refer to our website under Helpful Links Tab)
  - Policies Form, ServeSafe Training & Orientation Video
  - Food handler card
  - Valid state ID

Uniforms:

- Black pants (NO jeans, sweats, or leggings), black closed toe non-skid shoes, and a black hat. At certain times of the year, shorts MAY be permitted. This will be communicated via the final confirmation email from Schedulers. Shorts must be knee length & venue-color appropriate.
- You may wear long white or black sleeves for cooler weather.

Appearance:

- No visible tattoos, facial piercings, or unnatural hair color is permitted.
- Only one pair of earrings, no bigger than a quarter in diameter, is allowed.
- No stones in jewelry.
- Hair longer than shoulder length must be pulled up.
- Hair and/or facial netting could be required if handling food.

Ages:

- You must be 18 to work at Starlight

Parking:

- Park in the gravel lot to the South of Starlight. You will pull in the Blue lot by the security hut

Check-In:

- You will sign-in with the venue at Gate 3 under the red tent. Once you go through security, go up the hill and sign-in with H&S at Brickhouse Creamery. You then continue to your assigned location.
- You must sign-in every time or you WILL NOT be paid. Sign in with the venue and with H&S.
- Any venue incurred fines will be passed on to you. Only small clear bags are permitted in the stand.

Food/Drinks:

- Volunteers may bring a NON-METAL cup. A meal will be provided before your shift starts. If you wish to eat from the stands, you must purchase it.

KU Basketball

Opportunities:

- KU offers positions in concessions.

Training/Licenses:

  - KU does not have specific licensing requirements.

Uniforms:

- Solid black pants - no shorts, jeans, capris, athletic pants, spandex, or leggings, or any stripe, color, or pattern. Close-toed, non-slip shoes. Centerplate provides shirt, hat, apron, and nametag to be worn on the right side of your shirt or apron.
- Please bring a black hat/visor as KU has been out lately.
- Heart & Soul T-shirts are required for this venue and can be ordered through the Scheduler. Cost is $15.00 and can be deducted from your account.

Appearance:

- No visible tattoos, facial piercings, or unnatural hair color is permitted.
- Only one pair of earrings, no bigger than a quarter in diameter, is allowed.
- No stones in jewelry.
- Hair longer than shoulder length must be pulled up.
- Hair and/or facial netting could be required if handling food.

Ages:

- You must be 16 to work at KU.

Parking:

- You will be responsible for your own parking, and may be at a distance, may be a paid lot, etc. Please be prepared with some spare parking money just in case. Previous volunteers have parked in lot 112 and tell the attendant you are working. Some others have parked in lot 90 and have not gotten a ticket, but at your own risk. There is a lot right behind the building that someone was not charged either. Also, residential area 8n Sunnyside Ave. But ultimately it is on your own.

Check-In:

- Centerplate warehouse, on the east side of the stadium, Gate 12. Sign in with Centerplate under Heart & Soul NPO. Failure to sign in or signing with another group forfeits your payment for the event. The H&S Lead will sign you in with us in the stand.
- Every person needs an ID which can be a valid state driver's license, state ID, military ID, or student ID with proof of age. A small bag for essentials only is permitted. You may bring small snacks and a beverage container. Meal vouchers are provided to each volunteer.
- You must check-in every time or you WILL NOT be paid. Sign in with the venue and with H&S.
- Any venue incurred fines will be passed on to you. Only small clear bags are permitted in the stand.

Food/Drinks:

- You may provide your own cup with a lid and straw.
- This should be done only after the stand is completely set up for the event with the approval of the Lead and before gates open.

KC Sporting – Sporting Park

Opportunities:

- Sporting Park offers positions in concessions.

Training/Licenses:

- Sporting Park requires several online trainings annually. (Refer to our website under Helpful Links Tab)
    - Policies Form, ServeSafe Training & Orientation Video
    - Food handler card
    - Valid state ID

Uniforms:

- Black pants and black socks and shoes. No colored logos. Example: no red Nike Swipe but a black Sketchers logo is ok. No logos/wording on anything, other than Adidas or SKC. Long sleeve black, gray, or navy blue sleeves are allowed. No hat is required for cashiers. If working in the kitchen, please wear a black hat or hair net. Shirts are provided if you do not have one yet please let them know at the check in table what size and stand you are working. (Wear a black one with no logos if you don't have one in case they run low on shirts.) You can wear shorts but NO SHORT SHORTS, NO LEGGINGS OR SPANDEX. Shorts must be knee length & venue-color appropriate.
- You may wear long white or black sleeves for cooler weather.

Appearance:

- No visible tattoos, facial piercings, or unnatural hair color is permitted.
- Only one pair of earrings, no bigger than a quarter in diameter, is allowed.
- No stones in jewelry.
- Hair longer than shoulder length must be pulled up.
- Hair and/or facial netting could be required if handling food.

Ages:

- You must be 18 to work at Sporting Park

Parking:

- Parking is at the Speedway (scheduler will send details for this with confirmation email). There is a shuttle to Sporting Park.

Check-In:

- Shuttle will drop you off at the loading dock where there is a NPO check-in table. Get a wristband. If you are being dropped off, enter by the loading dock off of France Family Drive across from Best Western.
- Sign in at the stand again for SKC and with H&S.
- You must check-in every time or you WILL NOT be paid. Sign in with the venue and with H&S.
- Any venue incurred fines will be passed on to you. Only small clear bags are permitted in the stand.

Food/Drinks:

- Follow the hallway to Brew House for your meal. This will be your only opportunity to eat and you cannot eat elsewhere but this space. Stands have water bottles available for you in the stand. You can bring in your own cup but there are no fountain drinks at Sporting Park