
2011 GROUP INFORMATION GUIDE



RANGERS BALLPARK IN ARLINGTON

METROPLEX SPORTSERVICE
Rangers Ballpark in Arlington
1090 Ballpark Way
Arlington, TX 76011
(817) 795-8838 • Fax (817) 795-8829
www.txbaseball.com



2011 TEXAS RANGERS SCHEDULE

SUN	MON	TUE	WED	THU	FRI	SAT
APRIL					BOS ¹ 3:05	BOS ² 7:05
BOS ³ 2:05	SEA ⁴ 7:05	SEA ⁵ 7:05	SEA ⁶ 1:05		BAL ⁸ 6:05	BAL ⁹ 6:05
BAL ¹⁰ 12:35	DET ¹¹ 12:05	DET ¹² 12:05	DET ¹³ 12:05		NYY ¹⁵ 6:05	NYY ¹⁶ 12:05
NYY ¹⁷ 7:05	LAA ¹⁸ 7:05	LAA ¹⁹ 7:05	LAA ²⁰ 7:05		KC ²² 7:05	KC ²³ 7:05
KC ²⁴ 2:05	TOR ²⁵ 7:05	TOR ²⁶ 7:05	TOR ²⁷ 7:05	TOR ²⁸ 1:05	OAK ²⁹ 9:07	OAK ³⁰ 3:07

SUN	MON	TUE	WED	THU	FRI	SAT
MAY						
OAK ¹ 3:07	OAK ² 2:37	SEA ³ 9:10	SEA ⁴ 9:10	SEA ⁵ 9:10	NYY ⁶ 7:05	NYY ⁷ 7:05
NYY ⁸ 2:05	OAK ⁹ 7:05	OAK ¹⁰ 7:05	OAK ¹¹ 1:05		LAA ¹³ 7:05	LAA ¹⁴ 3:10
LAA ¹⁵ 2:05	CWS ¹⁶ 7:10	CWS ¹⁷ 7:10	KC ¹⁸ 7:10	KC ¹⁹ 7:10	PHI ²⁰ 6:05	PHI ²¹ 6:10
PHI ²² 12:35	CWS ²³ 7:05	CWS ²⁴ 7:05	CWS ²⁵ 1:05		KC ²⁷ 7:05	KC ²⁸ 6:10
KC ²⁹ 2:05	TB ³⁰ 5:40	TB ³¹ 5:40				

SUN	MON	TUE	WED	THU	FRI	SAT
JUNE			TB ¹ 12:10	CLE ² 6:05	CLE ³ 6:05	CLE ⁴ 6:05
CLE ⁵ 12:05	DET ⁶ 7:05	DET ⁷ 7:05	DET ⁸ 7:05	MIN ⁹ 7:10	MIN ¹⁰ 7:10	MIN ¹¹ 3:10
MIN ¹² 1:10		NYY ¹⁴ 6:05	NYY ¹⁵ 6:05	NYY ¹⁶ 12:05	ATL ¹⁷ 6:35	ATL ¹⁸ 3:10
ATL ¹⁹ 12:35	HOU ²⁰ 7:05	HOU ²¹ 7:05	HOU ²² 7:05		NYM ²⁴ 7:05	NYM ²⁵ 3:10
NYM ²⁶ 7:05		HOU ²⁸ 7:05	HOU ²⁹ 7:05	HOU ³⁰ 1:05		

Schedule subject to change.
All times Central.

SUN	MON	TUE	WED	THU	FRI	SAT
JULY					FLA ¹ 7:05	FLA ² 7:05
FLA ³ 7:05	BAL ⁴ 7:05	BAL ⁵ 7:05	BAL ⁶ 7:05		OAK ⁸ 7:05	OAK ⁹ 7:05
OAK ¹⁰ 2:05		All-Star Game		SEA ¹⁴ 9:10	SEA ¹⁵ 9:10	SEA ¹⁶ 9:10
SEA ¹⁷ 3:10		LAA ¹⁹ 9:05	LAA ²⁰ 9:05	LAA ²¹ 2:35	TOR ²² 7:05	TOR ²³ 7:05
TOR ²⁴ 7:05	MIN ²⁵ 7:05	MIN ²⁶ 7:05	MIN ²⁷ 7:05	MIN ²⁸ 7:05	TOR ²⁹ 6:07	TOR ³⁰ 12:07
TOR ³¹ 12:07	HOME GAMES					

SUN	MON	TUE	WED	THU	FRI	SAT
AUGUST						
		DET ² 6:05	DET ³ 6:05	DET ⁴ 12:05	CLE ⁵ 7:05	CLE ⁶ 7:05
CLE ⁷ 7:05	SEA ⁸ 7:05	SEA ⁹ 7:05	SEA ¹⁰ 7:05		OAK ¹² 9:07	OAK ¹³ 3:10
OAK ¹⁴ 3:07	LAA ¹⁵ 9:05	LAA ¹⁶ 9:05	LAA ¹⁷ 9:05	LAA ¹⁸ 9:05	CWS ¹⁹ 7:10	CWS ²⁰ 6:10
CWS ²¹ 1:10	BOS ²² 7:05	BOS ²³ 7:05	BOS ²⁴ 7:05	BOS ²⁵ 7:05	LAA ²⁶ 7:05	LAA ²⁷ 7:05
LAA ²⁸ 7:05		TB ³⁰ 7:05	TB ³¹ 7:05			

SUN	MON	TUE	WED	THU	FRI	SAT
SEPTEMBER					TB ¹ 7:05	BOS ² 6:10
BOS ⁴ 12:35	TB ⁵ 12:10	TB ⁶ 6:10	TB ⁷ 12:10		OAK ⁹ 7:05	OAK ¹⁰ 7:05
OAK ¹¹ 2:05		CLE ¹³ 7:05	CLE ¹⁴ 7:05	CLE ¹⁵ 7:05	SEA ¹⁶ 9:10	SEA ¹⁷ 9:10
SEA ¹⁸ 3:10		OAK ²⁰ 9:07	OAK ²¹ 9:07	OAK ²² 2:37	SEA ²³ 7:05	SEA ²⁴ 7:05
SEA ²⁵ 2:05	LAA ²⁶ 9:05	LAA ²⁷ 9:05	LAA ²⁸ TBA			

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972-RANGERS

ALL THE ABOVE TIMES ARE TENTATIVE AND SUBJECT TO CHANGE. PLEASE CHECK SCHEDULE THROUGHOUT THE SEASON FOR UPDATES.

WELCOME TO SPORTSERVICE

Sportservice began in 1915 as a popcorn vendor. In the early 1920's the company moved into the major leagues and success has been nonstop. Sportservice is now a subsidiary of Delaware North Companies, a diversified international holding company located in Buffalo, New York. Delaware North Companies employ more than 40,000 people throughout the world.

Metroplex Sportservice has been providing Food and Beverage Service at Rangers Ballpark in Arlington, since Opening Day, April 11, 1994. Sportservice has had the distinction of providing service at the 1995 All-Star Game, during the Play-Offs in 1996 and 1998 seasons, and most recently during the playoffs and World Series games during the 2010 season. From picnics to special catered events, even weddings, we take great pride in our service and commitment to Guests of Rangers Ballpark in Arlington.

Thank you for joining our team. We hope you have an enjoyable and lucrative experience with us.



Our Commitment to Our Guest

- Our Guests are the most important people in our business.
- Our Guests are not dependent on us. We are dependent on them.
- Our Guests are not an interruption of our work. Our Guests are the purpose for our work.
- Our Guests are not just money in the cash drawer. They are human beings who have feelings and deserve to be treated with respect.
- Our Guests deserve the most courteous attention we can give them. They are the lifeblood of our business. Our guests pay our salary. Without our guests, we would close our doors.
- Our employees are the key to our success. Our employees provide outstanding customer service that sets Sportservice apart from all the others.
- Most important, our guests are “sports fans” who want quick, friendly service, so they can return to enjoy the event and their memorable experience.
- As you begin your first day of work, we would like to leave you with one parting thought:

**Every job is a self portrait
of the person who performs it.
Autograph your work with excellence**

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ABOUT THE BALLPARK

More than 48,000 fans can enjoy the game from three different levels and private dining areas.

Concessions

There are over 100 fixed and portable concession stands on three concourses. Operated by Sportservice, one of the largest concessionaires in baseball, concession stands offer a wide variety of food including hot dogs, peanuts, popcorn, soft drinks, pizza, nachos, bratwurst, barbecue, ice cream and desserts. Major credit cards are accepted at all concession stands.

Vending

Vendors sell a variety of food products to fans in their seats. Products available are ballpark favorites like Peanuts, Hot Dogs, and Beer, as well as Soda, Cotton Candy, Ice Cream and Bottled Water

In-Seat Service/Club Level

This premium seating area has wider seats (22") as well as individual wait service for Sections 217-235. The club level, with its white paneling and black and white tiled floors, stretches around the entire length of the seating bowl with access to both the Lower and Upper Suite Levels.

Suites

A suite rental is the perfect solution for client entertainment, special events, meetings, birthday parties, reward programs and business incentives. Suites are available to accommodate any size group and include food and beverage packages/ credits, parking passes and game programs.

Cuervo Club

The Cuervo Club is a fully air-conditioned private club located on the Mezzanine Level at the Home Plate entrance of Rangers Ballpark. Admittance to the Cuervo Club is by the specially designated game ticket or by guest pass. The club is open two hours prior to game time and at least one hour post-game. Food and beverage is available for purchase before and during the games. The Cuervo Club is also available on non-game-days for private events. For special catering events, call (817) 795-8838, ext. 2034.

All You Can Eat Buffet: This restaurant includes seating for 475 patrons, including 166 on the glass, overlooking the playing field, three bar areas, and sports programming on over 100 televisions, including three big screens. Special ticket packages with food and beverages are available for all Rangers home games, and private banquet and meeting rooms accommodate up to 100.

Open on game days only, Rawlings All American Grille features a menu with a creative blend of American foods and ballpark favorites.

The Diamond Club

Open to all Texas Ranger baseball fans with a game ticket may enjoy the spectacular view overlooking Left Field. The Diamond Club offers an all you can eat buffet, opens two hours pre-game, and closes one hour after the game starts. (817) 795-9006.

Special Catering Packages

Groups or corporate events may be held in any one of the restaurants, Cuervo Club, The Diamond Club and the All You Can Eat Buffet. For special catering events call (817) 795-8838 ext. 2034.

Guest Relations and Lost and Found

Guest Relations is located along the Main Concourse behind home plate. This personal service center operates from the time the ballpark opens until one hour after the end of the game. Here, guests may obtain information and assistance, offer suggestions, and receive help with any problems during their visit. For information, call (817) 273-5009. When Rangers Ballpark in Arlington isn't open, Guest Relations feedback can be provided to (817) 273-5131.

Novelties/Souvenirs

Novelty stands are located behind Home Plate and throughout the ballpark. The Grand Slam Shop is located in the Center Field area with street access to Randol Mill Road. The store is open year-round.

On-Field Access

Per Major League Baseball rules, only authorized personnel will be permitted on the field before, during or after the game. Any unauthorized person on the field will be removed from Rangers Ballpark in Arlington and prosecuted. Violations of this policy would be grounds for termination.

Gates Open

The gates at Rangers Ballpark in Arlington open two hours before game time for evening games and two hours before afternoon games. Fans are encouraged to arrive early to watch batting practice, infield workouts, and pre-game ceremonies. (Gate openings are subject to change). Concession stands open two hours prior to the game.



CUSTOMER CARE COMMITMENT

Whether we work directly with customers or behind the scenes, we want all guests to enjoy the complete baseball experience. Treat guests as you would want to be treated when you are at a restaurant or sporting arena. Think of working at the ballpark as putting on a show. The fans are the audience. The only thing the fans should see and experience is the finished product and service.

Part of customer service is answering questions from fans. Your knowledge of the ballpark can help us increase sales in other areas.

How to Achieve a Customer Service Focus:

- The fans are guests in our stadium. They are to be treated with the utmost respect and courtesy at all times. It is our responsibility to provide quality.
- Disabled guests may have special service needs. Please make every effort to meet those needs, or contact a supervisor for assistance.
- When serving, keep these service tips in mind:
 - ❖ Serve guests as soon as possible. If unable to serve them immediately, be sure to acknowledge them and let them know that service is coming.
 - ❖ Always address the guest with a confident, positive greeting. Make eye contact and give a friendly smile. Be energetic, confident, attentive and show continued interest.
 - ❖ Be familiar with all products being sold.
 - ❖ Always close each sale with a sincere, "Thank you, and enjoy the game."
- The guest is the most important person in the establishment and must be served to satisfaction. Listen carefully to what the individual asks for and accommodate the request whenever possible.
- The guest has the right to change his or her mind. Be understanding and maintain self control.
- Know the locations of important areas of concern (examples: restrooms, phones, first aid, ATM machines, etc) This will enhance your image with the guest. If you don't know the location, don't give incorrect information to a guest; direct them to a Ranger's Usher or Fan Assistance, at The Home Plate entrance on the main concourse.
- The key to successful service is a well mannered and well-informed employee who keeps the guest's needs first.
- Every employee is empowered to make the guest's stay as enjoyable as possible.

GUESTPATH

A PASSIONATE COMMITMENT

Delaware North Companies made a commitment to implement the GuestPath Improvement Process and since its birth here at Rangers Ballpark in Arlington, we are passionately committed to succeeding in our Service Promise: **“Creating Special experiences one guest at a time”**.

Commitment to the GuestPath philosophy requires passion. This passion trickled down from our corporate office to all of us here at the ballpark. What we are trying to achieve here with the Universal Service Standards is important.

Delaware North Companies provided us with the proper training tools to assist our associates and Non-Profit Groups in helping create a special environment for our guest.

All Non-Profit Groups must follow the Ten Universal Service Standards (listed on the next page) as well as all Operational Standards. We are graded on our compliance at any given time through out the baseball season. Getting into the habit of greeting the guests, using their name, providing friendly service and showing appreciation towards the guest will come naturally..., as long as we all continue to practice.





1. Professional Appearance and Grooming

We start by looking the best we can. We present a professional appearance because a poor appearance immediately distracts from all aspects of our service.

- We are professionally attired (for uniformed positions, only company-issued garments are worn on the job and uniforms are complete)
- Our clothing is clean, well maintained, pressed and fits properly.
- Our shoes are clean, polished and in good repair.
- We wear the correct name badge to enable a personal connection with our guests.
- Our jewelry (if worn) is conservative in style and number.
- We wear no more than two earrings per ear.
- We display no visible body piercing (other than earrings)
- Our hair is neatly groomed and conservatively styled. Hair color/highlights are natural in color.

2. Attentive Posture

Welcoming, positive energy is essential when creating experiences of a lifetime.

- Our posture is friendly, enthusiastic, patient and attentive.
- Our facial expressions are alert and confident.
- Our posture is upright, indicating an eagerness to assist our guests.
- We acknowledge our guests within 10 feet as they approach us or we approach them.
- We smile and maintain friendly eye contact while we are conversing with guests and fellow associates. We respond to each guest as an individual.
- We are prepared to assist guests by carrying the appropriate items for the job positions such as pens, wine openers, etc.

3. Gracious and Friendly Service

Gracious and friendly service depends on courteous and professional language.

- We demonstrate cordial, sincere and welcoming behaviors in interactions with guests and co-workers.
- We use pleasant, refined, well-modulated voice tones when speaking with guests and associates. We use polite professional language and phrases such as “I would be happy to,” “It is my pleasure,” etc., rather than “Sure,” or “OK.” When a guest says “Thank you,” we respond with a sincere, “You are welcome.”
- We do not use profanity, slang or industry jargon while talking with guests.

4. Guest Name

We “Notice” whenever possible by determining and using our guests’ names. This helps us recognize and respond to our guests as individuals.

- We greet our guest by name whenever possible. If we know the guest's name, we use the name at least 3 times----at the beginning, middle and end of the transaction. If we are unsure of a name pronunciation, we ask the guest.
- We greet guests by name as a signal of recognition of a clear and personable manner. When greeting a guest by name we use a professional personable style, such as: "How are you today?" It is a pleasure to see you again, Mr. and Mrs. Smith. Welcome back to (facility name)."

5. Greeting Guests

Extending a gracious greeting is one of the many ways that we surprise our guests with special touches.

- We actively greet guests with a smile and eye contact that communicates warmth and genuine hospitality. When meeting someone for the first time, we provide a courteous and professional greeting such as: "Hello, how may I help you? "How do you do, Mr. and Mrs. Smith?" "It is a pleasure to meet you" Welcome" or "Welcome back."
- We greet our guest within five feet as they approach us or we approach them.
- When with another guest or on the phone, we immediately acknowledge waiting guests with eye contact, a smile and a verbal acknowledgement, if possible.

6. Thanking the Guest

Thanking the guests is the final way that we communicate our appreciation and pleasure for the opportunity to provide service.

- We always thank departing guests. We provide a warm and sincere farewell wish, communicating our appreciation for the opportunity to be of service.

7. Teamwork

- We understand that experiences are built around the efforts of many people. Some of us are behind the scenes and others are in the guest contact areas. Our efforts all combine to create experiences of lifetime. It is a team effort.
- We display a positive, cooperative attitude at all times. We work together in a cooperative manner and demonstrate respect for each other. We are familiar with each other's roles, can help each other and work as a team to provide exceptional service.
- Our personal problems never interfere with providing exceptional guest service.
- Personal and business information or conversations not related to the guest interaction are kept "behind the scenes"

8. Pride in Facility Maintenance and Appearance

The cleanliness and condition of our facilities truly effect the guests overall perception of the quality of our services, products and associates. A facility's poor appearance immediately distracts from all aspects of our service.

- We demonstrate a pride in the appearance and maintenance of our facility by picking up paper and debris. We immediately notify the appropriate departments of spills, cleanliness and maintenance issues.
- We understand that a clean and well-maintained facility is everyone's concern and responsibility. We work as a team to ensure our facility is the best it can be.

9. Product Knowledge and Associate Skills

Knowledgeable, well-trained associates are confident and prepared to understand and foresee our guests' needs. Whether in a lodging, stadium, airport or other facility, associates are able to provide quick and accurate responses when guests seek information about the facility or local area.

- We communicate clear and accurate information to guests and fellow associates. We are able to describe our local facilities, products and service offerings, including hours of operation. We notify guests in advance of unavailable services, products, closed facilities, delays and assist the guest to arrange alternative services.
- We are able to direct guests correctly to related areas of the facility. We provide escorts, as well as directions, to the guests whenever possible. If we are unable to leave our work area, we point with an open hand in the proper direction or ask a fellow associate to escort the guest.
- We are trained in technology systems and equipment used in the performance of our job responsibilities.
- In all of our facilities, we provide guest with information about the location of restrooms, seats, elevators, ATMs or the location of any other pertinent products and services with or outside our facility. We are knowledgeable regarding the use of facilities resource materials to provide information to guests.

10. Telephone Courtesy

Whether in lodging, stadium, airport, or other facility, we offer gracious and friendly service over the telephone.

- Telephone calls are answered within 3 rings. Guests are placed on hold no longer than 30 seconds without an associate updating them regarding the status of a call.
- We offer a pleasant greeting, the establishment name, our name and offer assistance.
- We properly close the conversation.
- We project a positive, professional and hospitable service when answering telephone calls. We use proper etiquette and vocabulary at all times over the telephone. We are polite and natural, not casual.

OPERATIONAL STANDARDS

- A guest should receive a non-verbal acknowledgement from a cashier within 10 feet as they approach the counter for service. (i.e.: eye contact, smile)
- A cashier should verbally acknowledge the guest immediately when they approach the counter. The guest is our number one priority and they are the reason we are here. Let's make sure we leave any stress or problems we may have at the door.
- Greet the guests with a pleasant welcome "Hello, welcome to Rangers Ballpark in Arlington" and a cheerful smile.
- Courteously ask the guest for their order. For example "How may I help you?" If you know the guest's name, use their name. For example "What would you like to order Mr. Smith?"
- If a cashier asks for an I.D. for an alcohol sale, or a credit card the cashier must use the guest name during the transaction.
- Offer at least one add on item that will complement the guest's selection. For example, ask the guest if they would like fries with their hamburger, or peanuts with their beer. Up selling means more money for your group.
- If a guest does not specify a size, suggest a "large" size. For example, "Will that be a large soda?" This will help speed up the line and the guest will not have to search for sizes then make a decision. *SHOW ONLY THE 32 OZ. CUP*
- Repeat the order back to the guest to ensure accuracy.
- Record the order in the POS system, and tell the guest the amount owed. For example. "That will be \$13.50."
- Assemble the order in the following sequence:
 - Sodas
 - Snacks
 - Hot Beverages
 - Hot Food

(Consistently filling the order in the same sequence will increase your speed of service)

- Bill on the Till: If the guest gives you an amount that requires change, take the money the guest hands you and keep it on top of the till; do not put it into the drawer until you have completed the transaction. We have put clips on our registers for your use. Give the guest back the change due. For example: That is \$13.50 out of \$15.00." Count back the change. For example, "Your change is one dollar and fifty cents.

- Give the guest their receipt if requested.
- Present the order to the guest. Offer a carry tray if multiple items are purchased.
- Sincerely thank the guest for their order and offer a closing statement such as: "Thank you, enjoy the game."

Responsible Alcohol Service



Rangers Ballpark in Arlington is a privately owned entertainment facility with a responsibility to provide entertainment to the public in a safe and enjoyable manner. Sportservice provides alcohol to satisfy a preference of a large segment of fans. Alcohol service is a responsibility to serve only those capable of responsible consumption and that those drinking alcohol do not spoil the enjoyment of others. **Being served alcohol is a privilege, not a right.**

Metroplex Sportservice requires TABC certification for anyone selling and/or dispensing alcoholic beverages.

Metroplex Sportservice, Inc. is committed to the responsible service of alcoholic beverages. In accordance to this commitment, all associates and volunteers are required to follow the procedures listed below:

1. All associates and volunteers who serve, sell or dispense alcoholic beverages will successfully complete a Texas Alcoholic Beverage Commission certified Seller/Server training course when beginning employment.
2. No associate or volunteer will serve an alcoholic beverage to anyone under the age of 21.
3. All associates and volunteers will carefully check identification of anyone who appears to be under the age of 40.
4. An I.D. must be unexpired in order to be a valid form of identification. Temporary forms of identification are not acceptable.
5. Metroplex Sportservice recognizes the following five (5) forms of identification only:
 - Valid State Issued Drivers License with a Photo*
 - Valid State Issued Photo Identification Card*
 - Valid U.S. Passport*
 - Valid U.S. Passport Card*
 - Valid U.S. Military Identification Card*
6. All associates and volunteers will check all identification for a valid picture and a valid date of birth. All associates or volunteers should be aware of the current date and the date of birth necessary to purchase alcoholic beverages.
7. For the Restaurants & In-Seat: A maximum of two (2) drinks may be purchased at one time on one I.D.
8. For Concessions: A maximum of two (2) beers may be served per transaction.
9. For Vending (in the seating bowl): A maximum of one (1) beer may be served on one I.D.
10. At the Rangers Ballpark in Arlington, parents, spouses or guardians may not purchase alcohol for a minor in their company.
11. All associates and volunteers will courteously discontinue service to persons who, in the server's opinion, exhibit signs of intoxication.

12. All associates and volunteers will contact Management or Security Personnel for assistance with intoxicated or belligerent patrons, underage persons attempting to purchase alcoholic beverages or persons attempting to purchase alcoholic beverages with falsified I.D.'s.
13. All associates and volunteers must be 18 years old to transport any unopened alcoholic beverage.
14. All associates and volunteers must be 18 years old and TABC certified to handle or transport any open alcoholic beverage.
15. No associate or volunteer will consume alcoholic beverages while at work.
16. Associates or volunteers are not allowed to rehash or refill used cups.
17. Any associate or volunteer who fails to follow the above alcohol beverage service policies will be subjected to disciplinary action up to and including termination.

The Management Team of Metroplex Sportservice fully supports these policies and will stand behind its employees and volunteers in their decisions to promote responsible alcohol service.

The Management Team of Metroplex Sportservice fully supports these policies and will stand behind its employees and volunteers in their decisions to promote responsible alcohol service.

Hints to use while serving:

- Courteously discontinue service on persons showing signs of intoxication. Some signs include:
 - loss of inhibitions loud talk glassy eyes
 - abusive language being a nuisance slurred speech
 - being argumentative
- When dealing with an intoxicated patron - Before refusing service to an intoxicated patron, communicate your intentions to your co-workers. Servers should notify a supervisor about potential problems. If a customer becomes difficult, the supervisor should be brought in for intervention. If a problem escalates, the supervisor should try to get the customer to more secluded area for further discussion or call security as a final measure.
- Contact Management or Security Personnel for assistance with intoxicated or belligerent patrons, or persons attempting to use falsified I.D.'s.
- When checking I.D.'s look at the picture, the birth date and the physical description of the person.. The I.D. may be **valid, but it may not belong to the person presenting.**
- Look for signs of a false I.D.:
 - The words "Driver's License" or "Identification Card" are not found on the I.D.
 - The type style may be different in some places of the I.D.

- There may be bubbles in the laminate.

- The I.D. may not be centered in the laminate.
 - There may be a bump or ridge at the edge of the photo.
 - There may be a misspelled word on the I.D.
 - The reverse of the I.D. may have fine print that states, "This is a novelty item."
- Falsified I.D.'s are subject to confiscation by Rangers Security Personnel or the Police. Persons presenting such I.D.s are subject to detention. Security will assist you in calling on premises police.
 - Minors attempting to purchase alcohol are subject to detention by Rangers Security personnel.
 - Section 335 has been designated the Non-Alcohol Section.

BEER/ALCOHOL CUT OFF TIMES

Concession Stands and Bars:

Alcohol sales will terminate 2 hours and 25 minutes after the game begins, or at the end of the 8th inning, whichever occurs sooner.

TEXAS ALCOHOLIC BEVERAGE COMMISSION (TABC) CERTIFICATION

Any person, group member or employee, who serves/sell alcohol under the liquor license of Metroplex Sportservice at Rangers Ballpark in Arlington, must have TABC certification!

This means any cashier who dispenses or sells alcohol; anyone who relieves cashiers for breaks during the course of the night selling in their absence; any stand manager who maintains responsibility for the service of alcohol in their concession location must get TABC certification.

Metroplex Sportservice will provide TABC certification courses throughout the season. We will incur the cost of certification for anyone who attends our certification courses. You are welcome to attend TABC classes outside the Sportservice sponsored ones; however it will be at your own expense. Metroplex Sportservice will NOT reimburse you or your organization. We will however require a copy of your TABC certification for our files.

Each person will receive the original of their TABC certification after they take the TABC class. Metroplex Sportservice will keep a copy of the certificates in our offices. . The certification is valid for 2 years.

As of this printing, no limit has been placed on the number of people your group can send to our TABC classes. Send anyone you think might sell, serve or dispense alcohol. The more people you have certified, the more flexibility you have to operate with.

TABC certification classes are **4 hours** in length. This length of time is mandated by the Texas Alcoholic Beverage Commission. No one is allowed to arrive late or to leave this class early.

You need a **photo I.D.** that shows **proof of age**. Know the name of the organization that you are working for so your certification will be on file correctly.

Expect a video(s) to be shown and a written test to be administered at the end of the session.

TABC certification dates, times and locations will be posted throughout the season. Check with the Group Coordinator if you have any questions.

DNC SPORTSERVICE ALCOHOL SERVICE CLASS (RETRAINING):

All Non-Profit group member and employees must attend a DNC (Delaware North Companies) Alcohol Service Training Class, provided by Sportservice, even though they have a current TABC certification from the prior year or from a school other than the Sportservice Ballpark Training Service TABC class. This class is **mandatory** for all TABC trained Non-Profit group members, Managers and employees before they can sell, serve and/or dispense alcohol during the current baseball season. During this class you will learn about the DNC Sportservice Alcohol Policy at Rangers Ballpark in Arlington.

Anyone who has a TABC certification from 2008 is now considered expired. These individuals need to be TABC recertified before the beginning of the 2010 baseball season. Please refer to the TABC training information sheet.

A person who has a current TABC certification from 2008 will need to take the DNC Alcohol Service Training class before the beginning of the 2009 baseball season. This class is approximately 1 hour in length.

Any person, who receives their TABC certification from an *on-line school* or a *local school* other than the Sportservice Ballpark Training Service, must attend the DNC Alcohol Service Training class, even though they took the above course in 2009. We need a photocopy of the person's certification for our records. They should plan to bring it with them to their training. We do not have a copy machine available at our trainings.

DNC ALCOHOL SERVICE DISCIPLINE POLICY

This Policy establishes the Company's discipline policy as it related to the serving of alcohol. This Policy applies to Sportservice management and all individuals responsible for the service of alcohol on behalf of the Company.

NON-MANAGEMENT ASSOCIATES

Step I - Single Infractions Resulting in Termination:

- Serving an intoxicated patron; or
- Serving a minor; or
- Any other violation of law; or
- Service of more than the allowed number of drinks to a patron; or
- Violation of a rule established by a unit in which associates have signed a written acknowledgment that a single violation will result in termination.

Termination will occur if a second Step II violation occurs during the associate's course of employment.

The above list of violations is not exclusive. Associates terminated under this policy are not eligible for rehire.

Variations from the discipline steps cannot occur at the unit level. In extraordinary circumstances, the unit can initiate a request for a variation by contacting the Corporate Director of Human Resources and Director of Labor Relations (if a union represented associate) and the applicable Regional Vice President of the subsidiary involved.

No variation can be approved without the concurrence of the Corporate Vice President of Human Resources and the Operating President of the subsidiary involved.

METROPLEX SPORTSERVICE POLICIES



CASH HANDLING / TIPS

When a guest gives you a bill, place the money across the register while you count the correct change. After the guest has accepted the change, place the cash in the cash drawer or vendor pouch. Use phrases that will ensure you and the customer are aware of the bill denomination provided. For example, "That's \$15.25 out of \$20.00." All bills should be bank faced (facing the same direction) when cash pickups are made and when cash is turned into the money room.

It is a violation of company policy to solicit tips from guests. Any employee/non-profit group member found soliciting for tips will be subject to disciplinary action up to and

Including termination. Tip cups in the guest's view are considered solicitation and will not be permitted. The Company reserves the right to confiscate any displayed tip cups.

Employees/non-profit group members are required to provide the guest with correct change after each sale. Employees/non-profit group members are not to assume that the change is a tip.

COUNTERFEIT BILLS

Pay close attention to the various bills. Be aware of counterfeit bills.

- No raised texture
- Thickness of paper grade is flimsy
- The ink color will run when wet
- The face on the bill is off centered
- Compare the number on the 4 corners of the bill to the written number under the face
- For example, be aware of the new \$20 now in circulation. The new bill that was introduced in 2003 looks considerably different from the old \$20. Be aware of its new color, placement of symbols, and verbiage on the bill. There are still old \$20 bills in circulation. There are other new denominations currently in circulation.

FREE FOOD OR MERCHANDISE

Associates of the Company are prohibited from giving away free food, drink, or any other merchandise to anyone, including customers and Associates, unless special approval is granted by management. Giving away food is considered to be theft and will result in termination.

REFILLING OF CUPS

Alcoholic and non-alcoholic drinks are to be sold only in cups designated for each type of drink. These cups are not to be reused or refilled for any further drinks. Refilling is de-fined as:

- Sale of a beverage in a used, washed, soiled or unauthorized cup; or
- Possession of a used, washed, soiled or unauthorized cup in a stand or bar.

Cups are to be crushed and removed from the counter after use and before placing in trash receptacles. Soiled or defective cups should be crushed and accounted for appropriately.

Merchandise is not to be served or consumed other than in accordance with these regulations. Failure to comply with this policy will result in termination.

PROMOTIONAL ITEMS/AUTOGRAPH

Employees/non-profit group members on duty or in the Sportservice uniform are not authorized to participate in Texas Ranger promotional events, or wait in line for autographs.

MAIN OFFICE

The main office is a place of business. At the end of the shift, do not enter the general office unless you have business to conduct.

CONTAINER POLICY

No metal cans, glass containers, or alcoholic beverages may be carried into the ball-park. No coolers, backpacks, or oversized bags are allowed. All carry bags and purses may be 12"x12"x16" or smaller, and are subject to search by security staff.

RAIN DELAYS/RAIN OUTS

If the weather is poor on the day of a game, do not assume the game will be canceled. Usually, the weather will change by game time. Rain-outs can cause double-headers later in the season. Games will normally be played the day they are scheduled. If in doubt, listen to AM Radio, KRLD, 1080 for up to-the-minute information.

WORKING TOGETHER

Over 1000 employees and Non-Profit Group Volunteers are working together during events. Every employee and volunteer counts on his and her co-workers to complete their jobs accurately and timely. Every job is very important to the smooth running of the operation. Complete your work correctly, quickly and with pride. Remember that other employees are doing the same thing. Their work areas may be in a different section of the ballpark, and you may not see them perform most or all of their duties. Nevertheless, we are all working as a team!

Employees and Volunteers are people who come from all walks of life and have varied beliefs, talents and interests. Respect all your co-workers, their feelings, and beliefs. Refrain from using profanity, inappropriate jokes and improper questions about their private life. Inappropriate behavior Interferes with productivity and morale, and creates an unpleasant and possibly offensive working environment. Treat others as you wish to be treated.

Unprofessional and/or inappropriate behavior is cause for disciplinary action, up to and including termination.

WORK STANDARDS AND PERFORMANCE

We are in business to make money. Suggestive selling is one way we do this. When guests are unsure, you can gently lead them to deluxe items or large items. “Add-on” sales are another way to increase revenue. By suggesting an item that goes with the guest’s purchase, your revenue will increase. Suggest an additional item when a guest completes his or her order. Always thank the guest for their order, and invite them back, or tell them to “enjoy the game”.

All employees will perform their duties as instructed during training classes. There are over 1000 people working in the food service areas during games. Performing duties as instructed will provide efficient service and reduce the possibilities of injuries.

- Please, don’t take shortcuts.
- Serve food in the correct portion size.
- Clean all work areas before leaving the event.
- All department of health guidelines must be followed.
- Prepare the correct amount of food for each event.
- Guests expect to be serviced without waiting.
- Guests must pay for all items.
- Waste must be kept to a minimum. Slow down preparation by watching the crowd and preparing accordingly.
- Complaints should be taken to the department manager/supervisor immediately.

ON DUTY

PERSONAL AND PROFESSIONAL CONDUCT

We are proud of the outstanding customer service we provide. Professional conduct is expected

- Be prepared to work:
 - Be ready – in complete uniform and your work area organized
 - Be friendly – Use a friendly greeting
 - Be knowledgeable about your work area, our products and service and your job
 - Be proactive – anticipate the guest needs
- Please do not speak with the press at any time. Refer all media personnel to the General Manager, Operations Manager or Director of Food and Beverage.
- For safety reasons, do not allow anyone except employees in work areas!

PATRIOTISM

The American National Anthem, The Star Spangled Banner, is played preceding events in our ballpark. Out of respect for the majority of our guests who stand for the National Anthem, all employees should pause and refrain from talking until the completion of the Anthem. Employees are authorized to face the American Flag and stand when the Star Spangled Banner or O, Canada is played. Any man whose uniform requires a hat may remove it during the National Anthem.

BASIC RULES

Below is a reminder of what is required from the time the gates open until after the game is over and the crowd has left the building. Everyone in your concession stand must be in full uniform. Some members come in after the gates open. These individuals should change in the closest restroom to your concession location right after they arrive at your stand. If they do not have the proper pants please send them downstairs to our uniform room to check out a pair of pants. We charge a \$3.00 rental fee.

- **SHIRTS:** Uniform shirts are to be checked out from the Sportservice laundry room by Group Manager. Stand Managers who have attended the current year Manager Training wear the Red Manager shirt. The Team Blue shirts are for Cashiers and Food Preps. *All shirts must be tucked in.* T-shirts (optional) should not be visible through the uniform shirt. Wear a short-sleeved T-shirt that cannot be seen under the uniform shirt. Navy blue or white turtle necks may be worn in cooler weather. The uniform room has red long sleeve turtlenecks available to check out if needed. .
- **PANTS:** Each person must wear Khaki (Dockers style) pants or shorts. Blue Jeans, Gym, or athletic pants/shorts are not allowed. Shorts must be *no* shorter than 2" above the knee. *Pants must be worn at the natural waist line, not on the hips.*
- **SHOES:** All footwear must be flat, rubber soled, closed-toed and closed heeled. **(No sandals or any type of high heeled shoe allowed)**. *Socks must be worn at all times while preparing or serving food.*
- **HATS:** Hats can be purchased from the Sportservice laundry room for \$5.00 each. Each person in the stand must be wearing a Sportservice Texas Rangers Hat. No individual is to wear any other type of hat. *All hats must be worn with the bill facing forward.*
- **BADGES:** Non-Profit Group Badges are to be worn on the left collar of the uniform shirt facing outward. All badges worn must be current 2011 badges. Lanyards or hanging ID badges are not permitted. They are considered a safety hazard while working in the concession stands.

- **JEWELRY:** No large Jewelry is to be worn. Earrings cannot be larger than a quarter size in diameter. **A maximum of two earrings per ear is allowed.** Extreme body ornamentation is not permitted. (i.e. nose, tongue, lip or eyebrow rings and tattoos). Bracelets, ankle bracelets, or necklaces are not permitted.
- **SUNGLASSES:** Generally, sunglasses are not to be worn. There are exceptions for specific areas which are subjected to glaring sunlight. Your supervisor will let you know if you are authorized to wear sunglasses.
- **PROFESSIONAL APPEARANCE:** Makeup should be conservative and neatly applied. Fingernails should be trimmed and extend no more than ¼ inch past the fingertip. **Beards and mustaches must be neatly trimmed and no longer than one inch long.** Long hair must be restrained or pulled back. Hats are required, to restrain both long and short hair.
- **PERSONAL BELONGINGS:** Please leave all unnecessary belongings at home. No large bags are allowed. Lockers are available in the hallway near the uniform room. Those who choose to use lockers must provide their own locks. Lockers must be emptied after each homestand. Food and beverages are not allowed in any locker. If lockers are not emptied at the end of the homestand, Sportservice reserves the right to open the locker, empty and dispose of its contents. All groups are encouraged to use the lockers since bags, purses, and other personal belongings are not allowed to be stored in the concession stands. It is not recommended that anyone bring in excessive amounts of money with them to work at the ballpark.
- **CELL PHONES:** Personal phone calls are not permitted while working unless it is an emergency. Cell Phone use by hourly employees (Non-Management) and non-profit group members is **prohibited during game time and/or in view of the guests.** If your family has an **emergency** they can call the Sportservice office at 817-795-8838. Our night receptionist keeps a list of all Non-Profit Groups by location.
- **SMOKING:** Is not allowed in our uniform. If a person must smoke they must take off the uniform shirt, badge and hat. There are only a few designated smoking areas outside the ballpark in the patio area on the first level. The only area on the upper deck is against the outside wall at section 304/305 or section 343/344.
- **BREAKS:** Please limit your break time to 10 minutes. Breaks are best taken before the 6:30 p.m. or after 9:00 p.m. Please eat in the back of your concession stand. Picnic tables on the concourse *are not* for Ranger employees, Sportservice employees or Non-Profit Groups use.
- Alcoholic beverages are **not** to be consumed by any non-profit group member at any time while they are in Rangers Ballpark in Arlington volunteering for their organization.

- Refrain from chewing gum, eating, drinking in front of our guests!
- Sportservice employees and non-profit group members may not participate in promotions, or stand in line for autographs while on company time, or, while in the Sportservice uniform.
- It is expected that you are working during your time in the stadium, and you should remain in your assigned area at all times. Watching the event and/or being in an area other than your work area is not allowed.
- Any group that reports to an event understaffed will be assigned Sportservice employees to bring the level of staffing up to the proper levels. The group will be charged \$75.00 per person.
- Those workers dispensing, selling and/or handling alcoholic beverages must be at least 18 years old as required by law and must be TABC certified. Proof of certification is required.
- Acceptable forms of identification are: A driver's license with a photo, a state issued identification card with photo, a U.S. passport, a U.S. military identification card, birth certificate accompanied by photo identification.
- All Group members working at the facility must be at least 16 years old. Proof of age for minors who work with a Non Profit group is required!!!!
- Any group member not in proper uniform will not be allowed to work. No jeans are permitted!!!
- Some stands will be assigned a condiment cart on the concourse and it will be the responsibility of the group to keep the area clean and stocked at all times, even on the event days that condiment cleaners are provided.
- At the end of each event groups are required to clean all equipment used such as: grills, counter tops, deep fryers, coolers, soda machines, all utensils, etc. Floors must be swept and mopped. All grease recovered from the grill traps must be placed in grease buckets to be picked up at the end of the event. Grease must not be disposed of in the drains. Failure to properly clean the stand may result in a cleaning charge of \$100.00 deducted from the donation.
- Credit will be given on all spoiled merchandise approved by Sportservice management **ONLY**. Excessive spoilage will be charged accordingly.
- All food and beverage products to be sold by the group and all paper products used in their sale shall be provided by Sportservice. The group is prohibited from bringing into its stand any food and beverage or any paper or plastic products. Only cups approved by Sportservice management can be brought into the stand.

Managers:

- At the end of the event your supervisor must sign your inventory stand sheet out before you can leave.
- At the end of the event the Stand Sheet should be returned in the stand folder to the box in front of the money room. Keys should be returned in your key bag which is left in your stand folder, or to the Sportservice office.

SAFETY FIRST IT'S EVERYONE'S RESPONSIBILITY

“Safety First” is our commitment to providing our employees and guests with the safest possible place to work and visit. While we cannot guarantee that all injuries will be eliminated, we will always support a commitment to safety. Safety will be involved everywhere and in everything you do. By thinking and working safely, you can prevent accidents and injuries and identify potential hazards. Always put your safety, your fellow co-workers’ safety and the safety of our guests above everything else, at all times. Remember that “Safety First” is everyone’s responsibility.

Most injuries can be prevented. Sportservice has designed work procedures with safety in mind. Short cuts can cause injuries. • Follow ALL safety policies and procedures.

- Request re-training when you are unsure how to perform a job properly.
- Do not take chances.
- Report **ALL** safety violations and unsafe working conditions, no matter how minor, immediately!
- Refrain from horseplay or other acts of carelessness.
- Use ladders for reaching high places; do not climb on chairs or other equipment.
- Keep walk areas clear.
- Wear sturdy, well-fitting shoes that protect the entire foot.
- Please walk, do not run in the ballpark!
- Think before you lift. Request assistance for large loads.
- Be careful while on stairs.
- Notify co-workers if you are carrying hot containers, etc.
- If you become injured, report the injury **IMMEDIATELY!!!** to a stand manager, level supervisor, or Human Resources Representative.
- Always use the proper handling and storage methods for chemicals and other hazardous materials.
- Do not walk up or down moving escalators.

FIRST AID

First aid offices (ext. 5085) are located on the Third Base side (north east side) of the Main Concourse, near Section 5 and Club Concourse, near Section 208. Paramedics and a nurse are on duty during all events. If an emergency occurs, the first aid office can render assistance faster than calling 911.

INJURIES

If you become injured, report the injury to your supervisor, manager or Group Coordinator immediately! Get medical attention first. You must report an injury to the Group Coordinator the day it happens, even if you don't need medical attention.

FOOD SAFETY AND SANITATION

Providing food and beverages that are safe to eat makes sense. Every food & beverage provider must maintain proper cleanliness of work and serving areas. The following information summarizes our food safety and sanitation policies.

OBSERVATION

Keep your work area organized and clean. As you move throughout the park, if you notice trash, discard it in a proper place. If something looks dirty, it is, so clean it, or report it to management

PERSONAL HYGIENE

Using the **20/20 rule** hands should be washed every 20 minutes for 20 seconds. Wash hands at the beginning of each shift, during the shift and as many times as necessary (after touching hair, coughing, sneezing, using the toilet, eating, drinking or smoking, after handling raw meats and after touching contaminated surfaces, such as money, papers and un-sanitized surfaces). Long hair must be restrained and /or pulled back into the uniform baseball cap.

COOKING TEMPERATURES

Foods must be brought to a safe internal temperature before serving. Foods must cook at the following temperature for a minimum of 15 seconds:

- **165° - Chicken, poultry, leftovers**
- **145° - Fish**
- **155° - Hamburgers, pork,**
- **140° - Hot holding temperature , whole beef**

HOT HOLDING

All foods kept in a hot holding unit must be kept above 140°. Leftover foods must be reheated to 165° before dropping down to 140°. (Reheat leftovers one time only, and then discard).

FOOD SAFETY

Any employee/group member preparing food must wear a baseball cap. Long hair must be pulled away from the face and under the baseball cap.:

Never touch food with bare hands or dirty gloves or utensils.

- The most important thing a food handler can do to prevent contaminating food is to properly wash his hands very often.
- Wearing gloves is the second step of prevention. Change gloves every time you wash hands. ***Both steps necessary each time!!***
- Bacteria multiply rapidly in food that is high in protein, such as meats and cheeses.
- Bacteria multiply very quickly in the “temperature danger zone”, a range between 41° and 140° F.
- Always use clean, sanitized utensils and cutting boards when preparing food.
- Never use the same utensil, knife or cutting board to prepare different kinds of food unless it has been cleaned and sanitized.
- Cooked food must always be stored above raw or uncooked food.
- Rotate the stock.
- Never store anything except an ice scoop in bins of consumable ice. Cans, bottles and buckets are not authorized in consumable ice as they can contaminate the ice.

As of 2011 All Non-Profit Group Managers must take the Food Safety class and test which is given during each of DNC Non-Profit Managers training or take the City of Arlington class and present the Non-Profit Coordinator a copy of their certificate.

GETTING TO WORK



EMPLOYEE ENTRANCE

Our Sportservice Employee entrance is the stairwell on the south side of the Diamond Club entrance, on Ballpark Way (between the Center Field and Third Base Gates). You may also enter through the Home Plate entrance, on Six Flags Road and Nolan Ryan Expressway. (Keep in mind that the Home Plate entrance is not our employee entrance, it is the Ranger's employee entrance. We are allowed to use their entrance at the discretion of the Texas Rangers. **You must have your group I.D. to enter the facility, at either entrance.**

UNIFORMS

The uniform room is located near the General Offices, across from the time clocks. The Sportservice uniform consists of a blue shirt, khaki pants, a Sportservice hat and a group identification badge for all workers. Each group will purchase it’s own uniform hats and supply its own khaki pants. Khaki walking shorts may be worn provided they meet with approval of Sportservice management. Shorts must be no shorter than 2” above the knee. **Jeans and jean shorts are not allowed!!!**

All uniforms are picked up daily and returned at the end of the event. A charge will be assessed for each shirt not returned and will be deducted from the group donation.

IDENTIFICATION BADGES

I.D. badges are Sportservice property and must be returned at the completion of your contract.

The I.D. badge is for the members only, and to be used only for the purpose of entering the ballpark for volunteer work.

Photo I.D. badges are issued to those who attend Manager and TABC training classes only. Badges with the group name will be issued to the group contact for the other members. The number of badges issued to your group is contingent upon the location for which your group has contracted.

If an emergency arises and more badges are needed, 24 hours notice must be given.

Items of value should not be brought into the ballpark. Sportservice is NOT responsible for items lost or stolen in this ballpark

METROPLEX SPORTSERVICE MANAGEMENT TEAM

Group Coordinator	Mary Rivers	817-299-5542
Assistant Concessions Manager	Brian Swehla	
Concessions Manager	Greg Maass	817-299-2012
Warehouse Manager	Del Chaun Scott	
Operations Manager	Casey Rapp	817-299-5535
General Manager	Shawn Mattox	

Look for our Non-profit newsletter and any changes that occur throughout the season, at the check-in window downstairs. There is a Non-Profit bulletin board across from the check-in window with training information.



NON-PROFIT GROUP REGULAR REPORT TIMES

**** REPORT TIMES SUBJECT TO CHANGE AT MANAGEMENT DISCRETION ****

****CERTAIN LOCATIONS MAY HAVE EARLIER REPORT TIMES TO ACCOMODATE AN EARLIER GATE. YOU WILL BE NOTIFIED OF THESE LOCATIONS****

**FOR REGULAR 7:05 PM GAMES
(GATES OPEN @ 5:00 PM)**

STAND MANAGERS	3:30 PM
STAND WORKERS	4:00 PM

**FOR REGULAR 1:05 PM GAMES
(GATES OPEN @ 11:00 AM)**

STAND MANAGERS	9:30 AM
STAND WORKERS	10:00 AM

**FOR REGULAR 2:05 PM GAMES
(GATES OPEN @ 12:00 PM)**

STAND MANAGERS	10:30 AM
STAND WORKERS	11:00 AM

**ALL STANDS MUST BE OPEN AND OPERABLE AT GATE TIME!!!
PLEASE ALLOW TIME FOR TRAFFIC, PARKING, AND PICKING UP YOUR FOLDER, UNIFORMS
AND MONEY.**

**ALL MEMBERS MUST BE ACCOUNTED FOR AND IN UNIFORM NO LATER THAN ONE HOUR
PRIOR TO GAME TIME.**



GuestPath®

Creating special experiences one guest at a time.