

INTRODUCTION

Welcome to Retama Entertainment Group herein referred to as Retama in the remainder of this notebook. As a non-profit group this season, the following guidelines will be most helpful to your group. It is recommended that you review these guidelines with your workers to insure their cooperation. Retama looks forward to a successful and rewarding relationship.

Retama fully appreciates and supports the concept of non-profit fundraising. As one of our 2006 non-profit groups, you will need to become an integral part of the operation. Your understanding and cooperation with Retama will go far toward making the 2006 season an enjoyable and pleasant experience.

The following is a list of contacts; please free to contact any member of Retama management with any questions or concerns.

Gina Holt – Food and Beverage Director Non- profit coordinator	651-7077
Hector Burriola - Distribution and Food Manager	651-7186
Holly Smith – Executive Chef	651-7073
Yvette Percle – Group Sales Director	651-7148

Training Classes

- The following are required training classes for Group Stand Leaders:
- **TABC Classes-** this four-hour class allows you to serve alcohol in Texas. If you already have taken the class then you will need to provide a current copy of your certificate. The certificate is good for two years.
- **City of Selma Food Handler Training-** this class is held every month at the City Hall in Selma located about five minutes North of Retama Park. The City of Selma requires this two-hour class for all food handlers. This card is good for one year.
- **Retama Site Training-** this is not mandatory for all group members however, it is recommended. Attending group members will be responsible for relaying all information to the missing group members.

Non-Profit Handbook

The success of the Retama operation depends on each member's ability to follow the rules and guidelines outlined in the next few pages. It is the group leader responsibility to make sure these rules are relayed to the other members of the group.

1. The Retama uniform consists of your organizations choice of shirt and pants or shorts, closed toe shoes with rubber soles. No sandals or open toed shoes permitted. Sweat pants, jogging/wind pants, spandex or excessively tight, short or baggy pants will not be permitted.
2. All group members should be neat in appearance and well groomed. Long hair must be pulled back. Jewelry should be kept a minimum.
3. All group members must be at least 18 years of age or older to sell alcoholic beverages. Retama reserves the right to request verification of age (ID or driver's license) from any group member working. All group members serving alcoholic beverages must be TABC certified. All group members must be certified prior to working at Retama. The certification card must be on file in the office and carried with the group member every time they come to work. If you do not have your identification with you, you will not be permitted to work.
4. All group members will be allowed to park in the Retama lot 3c. Parking will be free to all group members.
5. All group members will check in at the Food & Beverage Money Room, also referred to as 318. The money room is located on the 3rd floor, east and near the service elevator. Only the group members on the list for the racing event will be permitted in. Group members must sign in to verify all members are present.

6. Upon check in, all group members need to report directly to their assigned concession stand and report to their supervisor and/or group leader.
7. Each non-profit group staffing a concession stand will designate at least one of their members as the group or stand leader. The non-profit stand leader will receive direction from a Retama supervisor in such areas as: verify opening and closing inventories, cash handling policies, assigning breaks to workers and insuring the overall look of the concession stand. It is strongly recommended that each group has one or more persons trained as a stand leader.
8. Upon arrival, the head cashier for each group needs to go pick up the groups opening bank. The head cashier must show his/her Drivers License or state issued ID card to the Food and Beverage Money Room Manager (318) to sign out the money bag.
9. 30 minutes to prior to post time, all group members will be expected to be at their workstation.
10. No personal cups or food will be allowed in.
11. All breaks will need to be taken in designated break areas. Non-profit groups are permitted to take breaks in general public area and may purchase food from concession stands.
12. Smoking is to be done only in designated break areas. Under no circumstances are you to smoke in the stand. You must wash your hands before returning to work!

13. The use of cell phones or pagers ARE NOT PERMITTED in the workplace. In the event of an emergency call the Retama Security office at 651-7108.
14. The consumption of alcoholic beverages is not permitted during work by anyone. Any group members consuming alcoholic beverages will be sent home and termination of the groups contract may result.
15. The refilling of a customers cup is not permitted. All items sold must be rung up on a cash register.
16. No food is allowed to leave the premises. Any left over cooked food must remain in the concession stand for verification by a Retama supervisor. Then all food must be returned to kitchen area.
17. A schedule must be submitted by fax or e-mail within 30 days of working.
18. No handbags, knapsacks, briefcases or other items may be brought into Retama. Any container leaving Retama is subject to search. Retama is not responsible for lost or stolen items.
19. Groups are responsible for leaving their area clean at the end of the night. Cleaning includes but is not limited to; all equipment, removal of trash, sweeping and mopping the floor, and cleaning dishes. (A cleaning fee of \$50 will be charged to groups who leave their work area unclean.)
20. All spoilage (product that is damaged, fallen on the floor, returned by a customer) is to be put on the spill/comp sheet and approved by a Retama supervisor. When in doubt, ask your Retama supervisor.

21. Any customer problem or complaint should be directed to Retama management for resolution, however, each customer should be given the utmost courtesy.
22. Retama management will handle refunds.
23. Staffing, sales limits, and shut down times are solely the responsibility and discretion of Retama management.
24. All group members must take a food safety class in the City of Selma. The cost of this class is \$15 for each member. You must carry a copy of your card when you are working and have a copy on file in the office.
25. After your group works, it will take about two weeks to receive payment. With your commission check, you will receive a detailed invoice outlining your payment.

ALCOHOL

All Group members must be TABC certified to work at Retama. Retama policy at this venue is to ID for all alcohol purchase. Beer sales to minors, sales above the required limits, or alcohol consumption by group members could result in immediate expulsion! **THE IMPORTANT ISSUE OF PROPER AND RESPONSIBLE ALCOHOL SERVING CANNOT BE OVER EMPHASIZED.**

If you are ever in doubt about serving a customer alcohol then do not serve them. Management will always back you up when you cut off a customer.

Check-In Procedure

1. Parking will be limited to lot 3c and 3a as needed.
2. Please report on time. Please do not arrive more than 15 minutes before your scheduled arrival time.
3. Enter Retama through the main Paddock gate and proceed to the Food and Beverage Money room (318). Here you will be given your stand sheet, keys and money bag for the event. Once groups arrive, please report to your work area, do not wait for all members to arrive to begin working.
4. When entering your stand , see the Retama supervisor or group leader for work assignments.
5. If you are Head Cashier :
 - a) Go to the Food and Beverage Money Room (318) with picture ID to pick up a stand sheet, keys and money bag.
(Please make sure the cashier and a back up are noted on group list. They will be the only persons permitted in the money room and able to pick up money.)
 - b) Verify money
 - c) Sign main Cashiers report
 - d) Report to designated work area

OPENING PROCEDURES

1. Follow stand group leader assignments. This includes, but is not limited to:
 - a) wiping down all counters and cash drawers
 - b) assisting Retama supervisor in inventory set up
 - c) make sure all group members are in proper uniform no later than 15 minutes before opening.
2. Review alcohol and closing policies:
 - a) beer limit
 - b) beer pouring demonstration
 - c) cut off time
 - d) event times and intermissions
 - e) ID on all purchases
3. Identify all chargeable stock

Cups
*

Food
*

Inventory controls are set with these items and your cash sales are based on these items as well.
4. Non-chargeable items
non-chargeable items are that are used to produce or add to a chargeable item. These items do not have a price attached to them. example: napkin, relish, trays, etc.
5. Food locations and product identification
6. Use of equipment
How to turn on warmers, etc.

7. Security Concerns
Do not count money in view of customers in front of your stand.
8. Training on the register.
 - * overrings
 - * no sales
 - * cash handling
 - * management features
9. Spoilage
 - * damaged items, items that have fallen on the floor, returned items, etc.
10. Condiments
11. Handling customer situations
 - *refunds
 - *complaints
12. Set up/organization of stand
 - *wipe all counters down before event
13. Breakdown and clean-up
 - * clean-up check sheet
 - * cleaning supplies and location
14. Break area will be designated by Retama Manager.

INVENTORY

1. Retama will count all opening inventory.
2. Please verify that your inventory is correct. If so, you are able to go ahead and set up your stand. If any items are off, you will need to notify the group leader and/or the Retama supervisor. They will verify the count and make the appropriate changes to your stand sheet. All inventory discrepancies must be corrected before opening.
3. Make yourself aware of all inventory in your stand. The items carry the dollar value that the item is sold for.
4. All credits (spoilage, broken, poor product or returns) must be placed on the spill/comp sheet. These items if placed on the spill/comp sheet will not affect your inventory vs. cash total.
5. At the close of the event you will need to recount your inventory.
6. Once closing paperwork is completed, take it to the Food and Beverage Money room (318). At 318 the stand leader will count the cash, fill out the cash count sheet and turn in the following items:
 - completed stand sheet with cleaning check list
 - all transfer sheets
 - spill/comp sheet
 - keys
 - money bag
 - completed money count sheetAll paperwork will be verified by a Retama supervisor and then the group will be dismissed.

Cash/Pickup Procedures

1. The head cashier or alternate must arrive within 1 hour prior to post. **No money will be issued without a valid picture ID.**
2. All money should be counted in the Food and Beverage Money room (318) not in the stands.
3. Once you arrive at your stand, make sure money is distributed to all assigned registers or money handlers.
4. Once your stand is closed, money must immediately be counted and taken to the money room (318). Make sure to take out all money from cash drawers.
5. Make sure that your group number and name are listed on the top of your cash slip.
6. Make sure your group name is listed beside the bank you sign for.

MONEY ROOM PROCEDURES

CHANGE RUNS

In the event that you require change, Please call extension 7108 and ask them to page a Food and Beverage Manager to your stand.

TURNING IN MONEY

All bills should be face up

Cash slips should be totally and accurately filled out.

BREAKS

1. All meals must be eaten in assigned break areas. **NO** food is allowed into your work areas. **NO EXCEPTIONS.**
2. An 8oz cup will be provided for group members. You are allowed unlimited non-alcoholic beverages. You must drink your beverages behind your stand and out of the customers view.
3. Please limit breaks to your assigned break time. Please see your stand leader or Retama manager if a problem arises.

CLOSING PROCEDURES

1. Retama management will determine when your stand will close.
2. Immediately upon closing, the head cashier must collect all money and report to the Food and Beverage Money room (318).
3. Volunteers should begin cleaning duties. A cleaning check sheet will be provided for each stand.
4. You must check out with the stand leader and/or Retama supervisor prior to leaving.

CLEAN-UP CHECKLIST

1. Soup warmer (inside/outside)
2. Cooling bins (inside/outside)
3. Nacho machine/pretzel warmer (inside/outside)
4. Hot dog grill, drip pan (behind and under) Clean with soap and water and then dry
5. All sinks (inside/outside)
6. Soak tea buckets/cup mesh/baskets - leave overnight in soap, sanitizer and water
7. Coffee and tea machines (inside/outside)
Coffee and tea pots (inside/outside)
8. Cabinets - clean with soap and water and then sanitizer.
9. Sweep and mop floor area as needed.
10. Floor drains - make sure all trash and food is removed.
11. Sneeze guards (inside/outside)
12. Soak soda taps - leave overnight in soap, sanitizer and water

SCHEDULING REVIEW

SCHEDULING WILL BE DONE BY THE 5TH OF THE MONTH FOR THE FOLLOWING MONTH.

IF YOUR GROUP IS UNABLE TO ADEQUATELY STAFF FOR AN EVENT, PLEASE GIVE RETAMA AT LEAST ONE WEEK'S NOTICE.

CONFORMATION FORMS MUST BE FAXED OR E-MAILED BACK TO THE OFFICE BEFORE THE INDICATED DEADLINE.

GROUP LISTS MUST BE FAXED OR EMAILED IN THE OFFICE BY 12PM THREE DAYS BEFORE THE EVENT.

NON-PROFIT SCHEDULING PROCEDURE

The following is a list of criteria of how non-profit groups are scheduled:

1. Groups that commit to fully staff a certain stand for every event during the season.
2. Groups with seniority.
3. Groups that have the ability to provide workers for all-day or early events are given events that apply.
4. Groups that help us out on short notice will be given preferred schedules.
5. If a group cancels on short notice (less than one week), we generally call groups who are always able to provide workers on short notice.
6. If a group cancels when the schedule is initially made out, we use this criteria to replace them.

* All the above is contingent on the groups ability to operate a stand efficiently. This includes opening and closing properly, not having large cash shortages and good group appearance/attitude.

CUSTOMER SERVICE

Customer Service is our number one goal.

Here at Retama, we refer to our customers as our guests.

Customer Service Guidelines

1. **SMILE** and make eye contact
2. **ACKNOWLEDGE** the customer
3. **NEATNESS** is critical
4. **PEOPLE** come first, customers are people
5. **PROBLEM** solve for the customer
6. **BE SINCERE** - friendliness is part of your job
7. **SAY** "your welcome" or "my pleasure" **NOT** no problem
8. **THANK** the customer for their patronage

Always handle yourself in a professional manner around and towards the customer.

STATEMENT OF INTENT TO VOLUNTEER LABOR

By my signature below, I acknowledge that I have volunteered to perform services for _____ on _____ / _____ / _____. Such services consist of helping above named organization to sell food and merchandise at the Retama Park. I do not wish or expect any compensation for such services, since I wish to donate my services to the organization.

Signatures

Signatures
