



“Specializing in Sports & Entertainment”

Thanks for Joining the Select Serv Team!

Select Serv is a novelty food sub-contractor, merchandising and vending company that operates throughout the Chicagoland area. We specialize in concession sales and vending in and around sports and entertainment venues. Whether it is a major sporting event or sold out concert, Select Serv’s trained staff is there to provide its guest with an amazing experience.

We produce and sell Fresh Squeezed Lemonade, Fresh Squeezed Vodka Lemonade, Dippin’ Dots, snow cones, cotton candy, and hot chocolate in addition to some other menu items. Select Serv also provides a vending and merchandise service to all the venues in which we operate.

Select Serv’s main goal is to provide the highest quality products in addition to impeccable customer service. In order to accomplish this we need individuals who are highly motivated and courteous. Our success is dependant upon people like you.

We invited you to be a member of our team because you display the skills, talent, and positive attitude that we look for in our employees. Please take the time to read and study this handbook. Many of your questions will be answered and it will give you a clear picture of what is expected of you.

Best of luck and welcome to Select Serv!

Select Serv owns and operates various kiosks around sporting and entertainment venues around the Chicagoland area. Some of you will be hired as stand personnel, some as bartenders, and some as seat vendors. The following is a list of commonly asked questions by new hires.

What will be required of you at Select Serv?

Team Members Responsibilities:

Quality customer service requires commitment to excellence on the part of everyone. We must be willing to accept the challenge as well as the responsibility for our actions. We encourage you to do the very best that you can for our guests and each other.

- ☞ Maintain correct posture absolutely NO sitting is allowed
- ☞ Remain courteous at all times
- ☞ Comply with proper grooming and uniform standards
- ☞ Maintain a clean, well-organized work area
- ☞ Display a positive, helpful attitude
- ☞ Follow safety guidelines, be aware of the environment
- ☞ Maintain a professional service focus towards guests
- ☞ Maintain a high level of productivity at all times
- ☞ Always produce and maintain a quality product
- ☞ Adhere to all policies and procedures

The Guest Service Process:

Excellent guest service is essential for a memorable experience. Regardless of how perfect all other aspects of the event were, if a guest receives poor service, their memory of the experience will be unfavorable.

Hospitality

Hospitality is having a friendly attitude toward all guests. Never act as if the guest is an interruption. Give each guest your full-undivided attention as you provide friendly and efficient service. This is the key to our success as a company.

Do's

- ⇒ Stand up straight, and be ready to serve
- ⇒ Always greet the guest with a smile maintaining eye contact
- ⇒ Always be polite
- ⇒ When handling a guest complaint, always listen, empathize, apologize, and direct
- ⇒ Always have a positive attitude when dealing with a guest

Don'ts

- ⇒ Lean or Sit
- ⇒ Ignore a guest as they approach you
- ⇒ Have personal conversations in front of a guest
- ⇒ Say "I don't know", find out the answer!

If a guest becomes verbally abusive, get a Supervisor or Manager to help immediately. Do not try to handle this type of guest on your own.

What do I wear?

The Uniform:

You will be issued (1) Select Serv Polo shirt and (1) Black visor or hat. These will be issued at no charge. Additional shirts will cost you \$20 and hats/visors will cost you \$4. If you arrive at work without your proper uniform, you will be issued and charged for replacements.

- Your uniform must be clean and wrinkle free
- Your shirt must be tucked into your pants
- T-shirts must be solid white or black and worn under your uniform shirt
- Pants must be worn at the waist
- Pants must be hemmed to an appropriate length for you height
- Jeans, stretch pants, Capri pants, and sweatpants are not allowed
- Shoes must be black, closed-toe, closed-heel, comfortable, flat, and have rubber soles. Clogs, mules, slippers, flip flops, and sandals are not allowed.
- Personal belongings can be carried in a CLEAR OR MESH small bag or handbag. Backpacks and hip packs are not allowed.
- Your ID Badge must be visible at all times.
- Sweatbands or wristbands can only be worn by vendors. Colors must be neutral and coordinate with your uniform.

Hygiene

Men

- Hair must be neatly trimmed, combed, and of natural color
- Hairstyle must not block eye contact from the guest
- Hair must be above the collar. Employees with shoulder length hair must wear it pulled back
- Hair can not extend out or upward more than 2 inches from the scalp
- Face must be clean-shaven. If a beard or mustache is worn it must be neatly trimmed and well kept
- Fingernails should be clean and neatly trimmed
- Avoid excessive use of after-shave and/or cologne

Women

- Hair must be neatly trimmed, combed, and of natural color
- Hairstyle must not block eye contact from the guest
- Hair must be above the collar. Employees with shoulder length hair must wear it pulled back
- Ribbons, clips, headbands, barrettes, bows, and other accessories must coordinate with the uniform colors and are subject to management approval.
- Fingernails should be clean and neatly trimmed. Nail polish and/or decals must be a neutral color.
- Avoid excessive use of perfume
- Handbags/purses must be mesh or clear plastic

How do I know when I work?

Scheduling:

Select Serv schedules are done on a two week schedule and are sent out via email. The schedule will also be available at www.selectserv.com. It is your responsibility to find out when and where you are working, if you for some reason do not receive a schedule contact your supervisor or a co-worker to find out when you are scheduled.

Attendance:

Excessive unexcused absences and/or tardiness will result in disciplinary action up to and including termination.

No Call/No Show:

If an employee fails to call in before their shift to notify management of their absence, we will consider it a No Call/No Show. No Call/No Shows are inexcusable. A No Call/No Show will result in disciplinary action up to and including termination.

Employee Check-In:

Before you begin work each day, you will need to report to the employee check-in location. All stadium employees enter through the designated foodservice entrance. Please have your Select Serv issued badge ready and/or visible for entry into the venue. All employees must follow all security regulations upon entering the building. These include but are not limited to bag and or person searches as well as checking in all bags or back packs.

Requested Days Off:

Requested days off must be put in writing and given to a manager or sent via email. It is your responsibility to give at least a three (3) week written notice for scheduling a vacation or two (2) weeks written notice to schedule an occasional day off. **Requests are not guaranteed.** A written notice does not grant the requested days off. It is your responsibility to make sure your request has been granted and your scheduled shift is covered.

When do I get Paid?

Payroll:

Select Serv operates on a bi-weekly payroll system starting on Monday and ending the following Sunday. It is necessary and your responsibility to keep your address updated. The payroll schedule will also be available at www.selecrerv.com.

If you feel there has been a discrepancy in your pay, immediately contact your manager. It is recommended that all employees keep a record of their hours worked and commission earned as well as their pay stub. In case of a lost or stolen check contact your manager immediately. A replacement fee of \$35.00 will apply.

Hopefully, we've answered the basic questions that are asked on a everyday basis at Select Serv. Now we need to ensure that everyone is on the same page regarding food safety, effective alcohol management, and cash/inventory management.

Food Safety:

To ensure sanitation and safety, you must make sure that you are clean and bacteria free. Following these steps will prevent Food Borne Illness.

- Cuts, abrasions, and burns contain microorganisms and can contaminate food. Workers should use bandages and plastic gloves.
- Plastic gloves should be worn at all times when handling food products. Wearing gloves is NOT a substitute for hand washing. Gloves can become contaminated. If they do, dispose of the gloves, wash hands and put on a new, clean pair of gloves.
- Fingernails should be kept clean and trimmed.
- Limited amounts of jewelry are allowed.
- Keep uniforms and aprons clean, wash them often, and replace if necessary.
- Smoking and eating contaminates your hands. Wash your hands thoroughly after smoking, eating, and drinking.

Hand Washing:

Hand washing is essential to personal cleanliness. You must wash your hands and arms thoroughly with warm, soapy water.

- 1) Use warm water to moisten the hands and arms.
- 2) Apply soap
- 3) Rub hands together for 20 seconds.
- 4) Rinse thoroughly.
- 5) Towel or air dry.

A few more important items....

Never serve a cup that you have touched the inside or the rim. Serve a cup by carrying it on the outside lower portion.

Never touch or eat ice directly from the ice bin. Fill cups with an ice scoop and not with cups. Never allow the handle of the ice scoop to touch the ice.

Any utensil that has fallen onto the floor or onto a contaminated area must be washed and sanitized before using it again.

Food that has been in the possession of a guest cannot be served to another guest or employee. Throw out any product left in the cups and save the cup to be counted as spoilage at the end of the night.

Effective Alcohol Management:

The proper handling and serving of our alcoholic products is imperative to our operation.

All servers/vendors will have to complete stadium wide alcohol classes before they can begin serving. Listed below are the key components that are required of you in order to serve responsibly. Any infractions will result in revoking your privilege to serve alcohol:

- *ID All Guests*
- *One Shot of Liquor per drink!*
- *The Shot Glass may not be taken off the countertop*
- *Do not pour directly into glass*
- *2 Drinks per Person at all times!*
- *Do not serve guests who appear intoxicated*

Cash Handling Procedures

Bank:

The banks are issued at the start of your shift. Employees must count and verify the bank before going to their designated stand/cart. If there is more than one employee at a location, all employees are accountable for the bank issued for that stand/cart. If a discrepancy occurs, inform the bank issuer immediately before leaving check-in. **Employees become fully responsible** for your bank once the bank was verified. Proceed directly to your designated stand/cart. **DO NOT STOP ANYWHERE!**

Once you arrive at your stand/cart, check the stand thoroughly to ensure that it does not have any money, coupons, etc. in the stand before you set up. If any items are found report it to your Supervisor.

Balancing your Till:

At the end of the employee's shift, they will be required to turn in the bank and the inventory. The bank will then be counted. In the event of any overage or shortage, the employee/cashier's failure to comply with policy will result in disciplinary action, up to and including termination.

All shortages will be calculated and may be taken out of your paycheck if they continue to occur!

GUEST TRANSACTIONS

Six Steps to Satisfaction:

1. **10-5 Rule:** Greet the Guest! Smile, make eye contact, and speak to the Guest first.
2. **Take the order:** and repeat to the guest for clarification.
3. **Suggestive Sell:** Ask the Guest if they would like anything else.
4. **Total the sale:** Verbally say the total of the transaction.
5. **Collecting the money:** When the Guest hands you payment, repeat back to the guest the amount of money they have given you. Place the Guest's form of payment across the drawer or counter prior to returning change. Count the Guests change back placing it in the Guests hand. Place any bills into the cash drawer and close it.
6. **Friendly Farewell:** Assemble the order and deliver. Make a pleasant parting comment. "Thank you and enjoy the game or event"

NOTE: Do not combine the Guest's money into the drawer until you and the Guest are satisfied that the correct change has been given.

If you have disagreements about the amount of change contact your Supervisor immediately

Additional Select Serv Policies

Cell Phone Policy

No cell phones are to be used while working. You may only place calls during an administered break.

Smoking

Smoking during your shift will not be allowed. You may only smoke in designated areas during your break or after your shift.

Theft

The taking of property from the company and/or another employee is strictly prohibited. Theft includes but is not limited to removal of company records, taking of money, tampering with inventory, time sheet fraud, consuming food with out paying for it, refilling product, or giving food away. Any violation of this policy will result in termination.

Harassment

Select Serv. is committed to providing all employees with an enjoyable and productive work environment. You have the right to a workplace that is free of unlawful discrimination or harassment of any kind from any source, including management, co-workers, or guests.

Harassment is conduct which makes fun, belittles, shows hostility, or shows dislike to an individual because of his or her race, color, religion, gender, national origin, age, disability (or perceived disability), marital status, sexual orientation, or veteran status, or any other biases protected by applicable law, or that of his/her relatives, friends or associates.

Harassing conduct includes but is not limited to:

- Epithets, slurs, negative stereotyping, degrading comments, threatening acts, intimidating acts, hostile acts which relate to race, color, religion, gender, national origin, age, disability (or perceived disability), marital status, sexual orientation, or veteran status.
- Written or graphic material which makes fun of, belittles, shows hostility, or shows dislike towards an individual or group

because of race, color, religion, gender, national origin, age, disability (or perceived disability), marital status, sexual orientation, or veteran status.

Sexual Harassment

Sexual Harassment is any unwelcome sexual advance, request for sexual favors, and other verbal or physical conduct. Sexual harassment is illegal discrimination and will not be tolerated. It is the duty of Select Serv to provide a work place free of sexual harassment and all other discrimination.

The following is a list of some prohibited sexual harassment conduct in the workplace, whether committed by management, non-management, or third parties, such as guest.

- Offensive flirtations or unwelcome advances
- Propositions
- Offensive graffiti
- Offensive jokes
- Obscene gestures or motions
- Leering, whistling
- Suggestive comments
- Insults, threats, ridicule
- Improper questions about private life
- Threat of rape, or actual sexual assault
- Sexist language (honey, baby, broad), or Derogatory Vulgar Language
- Putting arm around another, embracing
- Touching, pinching, brushing the body

Because Select Serv views any type of harassment, including sexual harassment as a major offense, it has instituted the following grievance procedure for use when any employee or applicant

encounters any violations or suspected violations of the above harassment policies.

Any individual who believes he/she has been harassed should promptly report the facts of the incident or incidents and the names of the individuals involved to his /her Supervisor, Manager, or Human Resources Supervisor. If the individual feels uncomfortable reporting the facts to his/her Supervisor, Manager, or Human Resources Supervisor, or if the Supervisor, Manager, or Human Resources Supervisor is the subject of the complaint, the individual should bypass the Supervisor, Manager, or Human Resources Supervisor and directly contact Select Serv Inc.'s main office in Chicago, IL at (847) 800-7288. Depending on the findings of the investigation and taking into account the totality of the circumstances, appropriate corrective action will be taken. Such action may include corrective action, up to and including termination.



www.selectserv.com

Receipt of Select Serv, Inc. Employee Handbook

I acknowledge that I have received a copy of the Select Serv, Inc. handbook. I understand that I am responsible for the information within this handbook and I agree to abide by the rules and regulations within.

I also understand that this handbook does not constitute a contract of any kind and is not to be interpreted as such.

I understand that I am hired by Select Serv, Inc. I may voluntarily leave at any time; I may be terminated at any time, with or without notice, at Select Serv's option. I also understand that at the end of my employment with Select Serv, for any reason I am to return all issued uniforms and security badges. If I do not do so, my final paycheck can and will be held until I do so or, the proper amount of deductions have been taken from it.

Name of Employee _____
(Please Print)

Signature _____

Social Security Number _____

Work Location _____

Date _____