



2011 U.S. Men's Open General Volunteer Information for Those Groups Parking at Public Parking

WELCOME! Prom Management Group would like to thank you for participating in this spectacular event. We, as a company and as a team, look forward to working with all of you. We take pleasure in working hand in hand with such wonderful organizations. Our goal is to provide fast and efficient service, with quality products at a fair price. We strive for complete customer satisfaction. If we accomplish these goals, we will make this a very successful tournament. Your hard work and dedication will only result in greater profits to be enjoyed by each organization involved.

The training materials we will be reviewing in this handbook will help everyone to better understand our concession responsibilities and details. The information provided herein is important and for your benefit. If you have questions after we review the information, please do not hesitate to ask a member of the Prom Management Staff before you leave this training session. If you have a question, there is a good chance someone else has the same question--we would love to clear up all questions for everyone.

This handbook provides general information about our policies, procedures, and expectations. In becoming familiar with the contents of this handbook, you will have an idea of what Prom expects from you and what you can expect from Prom. As a member of our team, your full commitment to abide by these policies is expected. We believe in leadership by example. Our management team will make this same commitment to you and will work to ensure fair and consistent treatment of all volunteers and your respective organizations.

GENERAL INFORMATION

Uniform

Prom requires you wear the designated uniform which includes a white collared polo-style shirt as well as khaki bottoms- pants, capris, or shorts at least to the knee. NO DENIM is allowed at the event. You will also be provided with a black hat (yours to keep and use throughout the week) as well as an apron (**MUST** be returned each night). Closed toed shoes are required during all shifts. There cannot be any open-toed shoes in the concession tents. Health codes require all hair longer than shoulder length must be tied back. The Health Inspectors will be checking each tent to make sure we are following of all the state guidelines.

Please keep personal items to a minimum. Secured areas are not provided for storage of personal items. Prom and/or the USGA will not be responsible for any lost or stolen items.

Parking

All of the Following Volunteers will park in GENERAL PARKING found at the Montgomery County Fairgrounds/Crown Farm:

- One Brick
- Kiwanis
- Eastern Volleyball
- Rosemont Soccer
- Lupus Foundation
- Travel Television
- Our Lady of Good Council HS
- Bishop O'Connell HS
- Bethesda/Chevy Chase HS
- NCCF (Merchandise and Trophy Club)
- Woodbridge Crew
- So What Else
- Springbrook High School
- Montgomery Village Garden Club

These Prom volunteers will be allowed to park FREE in General Parking. These lots DO NOT REQUIRE PARKING PASSES.

Monday-Sunday (June 13-19): all volunteers will be directed to the *Montgomery County Fairgrounds off of North Frederick Avenue in Gaithersburg.*

Wednesday through Sunday (June 15-19): for their convenience, volunteers traveling north bound on I-270 from the Capital Beltway will be directed to Crown Farm just south of the Montgomery County Fairgrounds. The Fairgrounds will remain the preferred option for those traveling south bound on I-270.

DIRECTIONS TO GENERAL PARKING AT MONTGOMERY COUNTY FAIRGROUNDS:

From Points North using I-270 South (Monday-Sunday)

1. Follow I-270 South to Exit 11 (MD 124 toward Montgomery Village Avenue).
2. At traffic signal make a left turn onto Montgomery Village Avenue.
3. Proceed approximately .4 miles and make a right turn onto North Frederick Avenue.
4. Make a right turn at next traffic signal onto Perry Parkway (approximately .1 mile).
5. Follow signs to parking.

From points South using I-270 North (Monday-Tuesday only)

1. From the Capital Beltway (I-495) exit onto I-270 North.
2. Continue on I-270 North for approximately 11 miles to Exit 11 (MD 124 Montgomery Village Avenue).
3. Follow exit ramp to merge onto Montgomery Village Avenue.
4. Make a right turn onto Frederick Avenue (approximately .2 miles).
5. Make a right turn at next traffic signal onto Perry Parkway (approximately .1 mile).
6. Follow signs to parking.

SPECTATOR DIRECTIONS TO GENERAL PARKING AT CROWN FARM:

From points South using I-270 North (Wednesday-Sunday only)

1. Traveling from the Capital Beltway (I-495) exit onto I-270 North.
2. Continue on I-270 North for 8.5 miles to Exit 9-10.
3. Take Exit 9B (I-370 West toward Sam Eig Highway).
4. Merge onto I-370.
5. At traffic signal make a left turn onto Fields Drive.
6. Follow signs to parking.

Check-In and Shuttle Information

After you have parked your vehicle, there will be a complimentary shuttle that will pick you up in the parking lot to bring you to the course. Shuttles will run continuously throughout the day from the parking areas to Congressional. General Parking shuttles will drop you near the Main Entrance, and Lot P shuttles will drop you at the Hole 5 Entrance during the hours of **5:30am until 90 minutes after play has concluded.** Each one-way shuttle trip is expected to take additional time (a minimum of 20 minutes), due to traffic—please plan accordingly. After being dropped off, please locate the **Prom Volunteer Check-In Tent at your designated entrance.** This is where you will need to check-in. Please note that it is important to park and check in at the

location assigned to your group found under the “Parking” heading in this packet. These are the only locations on course that you will be able to check-in.

At check-in, you will receive a map with directions to your assigned concession tent, as well as your meal voucher for the shift you are scheduled to work. If you are working multiple days, you will still need to check-in each day. There are no exceptions!

Please report to your concession tent at the scheduled time. For example: if you are scheduled from 6:00 am to 2:00 pm, it is expected that you will be in your assigned tent at 6:00 am. We suggest arriving at Volunteer Parking one hour before your shift to allow plenty of time. Remember, this is a sold out event with thousands of spectators on any given day. Plan ahead for traffic, parking, check-in, shuttle transportation to the course, and walking.

After arriving at your assigned tent, sign-in on the tent Sign-In Sheet. **In order for your organization to receive full credit, it is required that you sign in and sign out each day within the tent you are assigned. Also, please do not forget to write your organization’s name in the designated area on the sheet.**

Remember: If you arrive late or leave early and do not complete your scheduled shift, your organization will not receive full credit for your shift. It is required that you stay for the entire time you are scheduled and do not leave without checking out with the Prom manager in your tent.

Security and Prohibited Items

Heightened security procedures for this year’s tournament will be implemented. Spectators, volunteers and staff will **not** be allowed on the shuttle busses or through an admission gate with any of the following items:

***No Cell Phones** – including any cell phones with photographic capabilities

*No Noise-Producing Electronic Devices – including Pagers

*No Cameras and/or Camcorders (other than Monday-Wednesday)

***No Bags Larger than 8”W x 8”H x 8”D in its natural state**

*No Cases and/or Covers (such as chair covers)

*No Signs, Posters and/or Banners

*No Televisions and Radios

*No Food and Beverage

*No Containers and/or Coolers

*No Pets (other than service animals)

*No Lawn and/or Folding Armchairs

*No Bicycles

*No Ladders

*No Metal-Spiked Golf Shoes

*No Weapons

*No MP3 Players (such as ipods, iphones, ipads, etc)

*Any other items deemed unlawful or dangerous by the USGA and/or Championship Security Personnel, in its sole discretion.

Employee Meal Policy/Breaks

Each volunteer working is entitled to a meal for each shift worked. You will be given a volunteer voucher when you check in that allows you to choose from a selection of menu items at one of our concession stands. **Ice cream and alcohol are not available to volunteers.**

Your Prom Tent Manager will let you know when you are able to take a break. It is important that the breaks be scheduled when large galleries are not coming through the area of your tent.

When returning from any breaks- including meal, bathroom, or just coming into the tent- we require that you wash your hands before doing anything else.

NO SMOKING!! There will be no smoking in or around concession tents.

Monday Playoff

In the event that there is a tie between two players on Sunday afternoon, we will roll over into a Monday Playoff. Prom will open a few concession tents. We will need to staff these tents for an approximate eight-hour period.

Your respective organizations have been provided a playoff plan with the concessions stands that will need to be open. If you have signed up to work during the playoff, your coordinators will touch base with you throughout the weekend confirming your Monday shifts.

Weather

The USGA will have meteorology staff on site monitoring the possibility of inclement weather. If a storm is approaching, special “weather warning” signs will be posted on leader boards around the course. When the sign appears, everyone is advised to take immediate precautions prior to any suspension of play. If you are out on the course and play is suspended, close your umbrella and seek shelter immediately.

In the unfortunate circumstances that we have rainy weather, please know that our concession stands must be open unless severe weather arises. You will need to report for your scheduled shift, as planned. We will rely on local television and radio to keep us updated on the weather. If play is DELAYED, there will be a minimum of a 45 minute delay of play. If play is SUSPENDED, there will be no golf played on that day and you will not be required to report for your shift.

JOB DESCRIPTIONS

Below is a brief outline of duties found within our concession stands. We ask that you review the information to be familiar with each description. This will assist you in evaluating your capabilities and interests. Your concession managers will assign these positions and duties.

Griller

The “griller” will cook burgers and chicken on our custom made grills. He/she will be required to maintain high standards of quality and sanitation.

You will be trained in on how to properly grill:

- Placing product onto the grill
- How to take product off the grill
- Cooking the product to safe temperatures
- Moving product from the grill to the prep area

We like to train two or three volunteers as the “grillers”, so that breaks can be given without compromising the job duty. If you like to be outside and like to grill this is the job for you!

Product Wrapper/Sandwich Prep

The “product wrapper” is a fast paced job that works in the prep area of the tent. He/she will be required to keep product temperatures out of the danger zone by getting cooked product wrapped and put into warming cabinets.

You will be instructed on how to make our cheeseburgers and hot dogs:

- Cheeseburgers
 - The burger, cheese, pickles, and bun assembly with wrapping techniques
- Hot Dogs
 - The dog and bun assembly with the packaging into the foil

The “product wrapper” will communicate inventory of wrapped product with the tent manager and keep the wrapping area clean and watch food temperatures. The tent manager will train many at this position and there will be other job duties while food is being cooked and not able to be wrapped such as restocking and cleaning

Cooler Distributor

The “cooler distributor” is a vital role in the customer service area. He/she will be required to take beverage and sandwich orders from the cashiers and expedite products to them along with communicating inventory to the tent manager. Although this is a simple job, it entails more than just handing a soda to the cashiers. You will need to be attentive and listen to many orders at once. You will be shown the products and

how to maintain inventory along with temperatures. There will be approximately 1 “cooler distributor” for every 2-3 cashiers.

Beer Pourer

The beer pourer MUST be 21 years of age or older and will be responsible for pouring beer. The “beer pourer” is the best and worst job in the tent because you get to pour beer, but you will pour a lot of it. He/she will have to be able to pour keg beer into cups and communicate with the tent manager on keg levels along with keeping ice on the kegs and in the tapper box. You will be shown how to properly pour the beer into the cup with the right amount of “head,” and the “beer pourer” will train in replacements for breaking purposes.

Product Runner

The “product runner” is a simple but crucial role in the customer service. This person is the communication line between the service area of the tent and the prep area in the tent. He/she must be able to move hot pans of wrapped and unwrapped products to the service area from the prep area as needed while communicating with the wrappers and tent manager about inventory levels. You will be instructed on how to manage the amount of food in the service area and how to communicate to the wrappers and tent manger what is needed.

Re-Stocker-Service Person

The “re-stocker” keeps the tent fully stocked and clean at all times and is a critical part of our food safety and inventory control. This person will be in charge of keeping the condiment table and tent clean and stocked. He/she will need to be able to multitask and communicate with all volunteers in the tent. The tent manager will show you where backup products are located and what tasks you will need to be attentive towards during your shift.

Cashier

The “cashier” is the front line of customer service and our salesperson. This person is the face to the customers, takes all orders, and handles the money for the transactions. He/she will need to learn how to use our cash registers along with how to properly do transactions with credit cards. He/she will need to card those people who look 40 years or younger looking to purchase alcohol. It will also be their responsibility not to sell alcohol to anyone who appears intoxicated. They will need to be in accordance with our alcohol policy. This job is a very difficult but rewarding job for anyone that enjoys interacting with the customers. We want everyone to succeed at this role. If you know you do not want to work with customers face to face or take responsibility for the cash register, please let the tent manager know so you can be assigned other tasks. We want everyone to enjoy their experience with us.

SANITATION POLICY

Prom Management group trains their tent managers so that they are knowledgeable on food safety issues and food temperatures. If you are sick, we ask that you do not work. By working while you have any illness you are putting other's well being and possibly their life in danger.

We require all persons working in the concession tents to adhere to the following:

- WASH YOUR HANDS OFTEN!!!
 - Upon entering/re-entering the concession tent before working
 - After changing gloves
 - After touching any part of your body, clothing, equipment, or anything that is not the food
 - After smoking, using the restroom, eating or drinking
 - Before handling any food product
 - Your tent manager will have a temporary three compartment sink made up with wash, rinse and sanitize buckets of water. Please follow the manager's instructions on how to properly wash any utensils that become dirty.
- Each manager will provide a bleach water bucket for sanitizing the counters and surfaces. Any rags used should be kept in this bucket and chlorine/bleach ppm levels should be monitored by your tent manager
- Hair restraints will be needed by everyone in the tent. Please tie your hair back before coming to the tent.
- Food Temperatures are critical in our operation. The tent manager will have several food thermometers for use in the grilling, wrapping, cooking, and service area. The manager will instruct some of you how to use them but ultimately the manger will be responsible for taking and recording temperatures of all food.
- Refrigerator temperatures are very important as they keep our beverages cool for our customers and more importantly they keep our cold sandwiches cold. This cooler needs to be constantly checked for proper operation and temperatures.
- All products must be kept off the ground at all times. They should be stored on shelving or pallets.

* * * Being busy never constitutes sacrificing any of our sanitation or food safety policies. If someone gets sick or our food is not at our high standards we all have failed.

ALCOHOL POLICY

Prom Management Group's alcohol policy follows any policy that the event adopts but if there is not one in place by the tournament, we adhere to the following basic standards:

- We I.D. everyone that looks under the age of 40 years old. This means that as a “cashier” you are responsible for making sure the customer is 21 for beer purchases.
- We allow two beers per I.D. If they are buying for another individual you will need to card them as well.
- We do not want to over serve any customer at any time. Since our tent manager cannot be at all of the transactions that occur, you as a cashier need to make that call or let the manager know that there is a person who is intoxicated. Please make sure the tent manger knows or is involved with any situation involving a customer who is intoxicated.
- There are alcohol service start and end times, your tent manager will make sure to let you know what they are.

While you are volunteering for your group or organization, please remember that you are doing a “JOB” which requires duties to be performed. The ending result will be both rewarding for you personally and for your volunteer organization.

On behalf of Prom Management Group, Thank You!



