

CAFE

Member's Handbook

2017- 2018

What is CAFE?

CAFE is the acronym for the **C**orporation for the **A**dvancement of **F**ine-arts **E**ducation. CAFE was formed as a 501-C3 nonprofit to provide an opportunity for patrons of the fine arts to raise funds for their favorite fine arts organization. Current membership is made up primarily of families from Brentwood High School, Independence High School, Centennial High School, Page High School and Ravenwood High School.

What are the requirements to be a member of CAFE?

- Pay a membership fee of \$20.00. The fee may be waived for the second year of membership if you meet the 4-football, 2-other event minimum the previous year. The membership fee may be deducted from the proceed awards for your first event and for subsequent years.
- Complete the training requirements for the event location for which you will be working (i.e.: Nissan Stadium, Bridgestone Arena, etc.). Please notify your school coordinator if you have a valid TN ABC card.
- Abide by all rules of CAFE and of the organizations for which CAFE members volunteer, with special emphasis on the rules relating to alcohol sales.
- Sign a membership agreement each year to familiarize yourself with the contents of this handbook as well as acknowledge your pledge to follow the Rules of Conduct of CAFE.
- Strive to volunteer for a minimum of 4 football games and 2 non-football events during the year. Members are encouraged to volunteer for as many events as they like, but in order to meet our contractual obligations to our venues, members should strive to at least volunteer for a minimum of 4 football games and 2 non-football events during the year.

What are the privileges of membership in CAFE?

- Volunteer for the corporation's fund raising events and earn funds for your designated fine arts organization.
- Attend meetings of CAFE and vote on all matters brought before the membership.
- Eligibility to serve as an officer on the CAFE board.

How do I sign up to work an event?

- Your school's CAFE Coordinator will send out an email detailing a fund raising event(s).
- You then respond to the email letting your Coordinator know you would like to volunteer for this event(s).
- The Coordinator then sends their list of interested members to the event location coordinator (i.e.: Nissan Field Coordinator or the Bridgestone Coordinator - henceforth to be called the Venue Coordinator in this handbook). The Venue Coordinator then combines all school lists to comprise a total list of volunteers to staff the event. If there are more volunteers than spots available, the following steps will be taken:
 - a. Try to get additional stands and/or portables to volunteer from the venue organization.
 - b. Fill critical positions first from those trained to perform these duties:
 - i. ABC certified
 - ii. Inventory
 - iii. Money
 - iv. Cook
 - c. Then fill the remaining spots so as to provide equal opportunity to members.
- Every effort will be made to fairly allocate the available spots. Our first priority is to ensure that we are providing a qualified team to volunteer for each event to fulfill our contractual obligation to the venue organization.
- A week to 10 days before each event you should receive an email from the Venue Coordinator with your assignment. You must then respond to this email confirming you will be there to volunteer. In addition, you will need to let the Venue Coordinator know if you will be at carpool or if you will be driving yourself to the designated parking area. If the Coordinator does not receive a confirmation email from you within 2 days, your spot may be given to another CAFE member.

Can students volunteer for events?

- Student participation is at the discretion of the venue
- Depending on the venue, students age 16 & 17 may normally work as a RUNNER and must **complete Operational Training**.
- A student age 18 by the month of MAY is required to **complete ALL training** as any other adult.

- Students will not be scheduled to volunteer until the parent has volunteered for three events. (This may be waived at the discretion of the Venue Coordinator)
- Students cannot volunteer unless their parent is volunteering. An exception may be granted if there are not enough students with parents signed up AND there is another adult who will take responsibility for the behavior and work ethic of the student. All exceptions must be approved by the Venue Coordinator.
- At the event, student volunteers operate under the direction of the Stand Manager and possibly, at times, the Venue Supervisor. Any action that puts our group's reputation at stake will not be tolerated.
- Insubordination to either the Stand Manager or the Venue Supervisor will result in an unpaid dismissal.
- If a parent cancels because their student is not on the list of volunteers chosen to participate in an event, their student will not be scheduled to volunteer again until the member has volunteered without their student an additional two events.
- The event location can change the ability for students to work at their discretion. Event location rules will supersede any statements made in this handbook.

Attendance Policy

We try to manage stand operations with the minimum number of volunteers so we can maximize the earnings. Therefore, it is essential for you to show up for all the events you registered to volunteer, to be at the venue at the posted call time and to stay until the entire group is dismissed.

Be on time for the "call time" at the event venue – either by being at the carpool location (Brentwood Library) or by meeting the group at the designated parking area for the event. Generally, call times (arrival in our stand location) are two hours before the gates open for the event. If the member cannot make the call time they should contact the Venue Coordinator to discuss their options before registering for the event.

If an emergency occurs, you must notify your School Coordinator and the Venue Coordinator right away so they can try to secure a replacement for you. Do not stop until you have either received a confirmation text or you have actually talked with the coordinators. Communication is vital.

The following actions will be taken if a volunteer proves to be less than reliable.

1. ***A no show that does not call*** may not be scheduled again unless excused (in other words, there is rarely an excuse not to call).
2. ***Cancellation within 48 hours of event*** will not be scheduled for any events for the rest of the month or the following month (unless a valid emergency situation). **
3. ***Cancellation prior to 48 hours of event but less than 72 hours before the event*** will not be scheduled for next event (unless valid emergency situation). **
4. ***Cancellation prior to 72 hours of event*** will not be penalized (however, if this is done repeatedly, then the situation will be addressed differently).

**** If you locate a substitute volunteer with the appropriate training, then the penalty will not apply for #2 or #3. This substitution must be **approved by the Venue Coordinator prior to the event** to ensure the person is properly trained and that there are no other volunteers on a “waiting” list” for that event. If prior approval is not obtained, it will be treated as a no show.**

The venue may penalize CAFE for a no-show. If the venue does charge CAFE for the no-show, CAFE reserves the right to charge the individual's account the penalty. Note that these charges can be up to \$50 or more per event

Participation in fund-raising events is in a TEAM environment with each member play an important role. Keeping your commitment when you have registered to volunteer for an event fundamental to the smooth operation of CAFE.

General Rules of Conduct

While volunteering for a fund-raising event, all CAFE members must follow these Rules of Conduct:

1. Show up on time for the event.
2. Follow all alcohol sales guidelines. This includes:
 - a. Check **everyone's ID every time**. There may be times when an event organization will not require us to card everyone. However, CAFE believes the only way to protect our members and our corporation is to check **everyone's ID every time**. No exceptions. It only takes one time to sell alcohol to a minor for our working privileges to be provoked.
 - b. No sales to anyone who appears to be intoxicated.
 - c. **No one under 21 years of age is allowed to touch alcohol, make alcohol sales, pour alcohol, check IDs or otherwise appear to be making alcohol sales when working the event.**
3. Follow all health regulations. Wash hands often, wear gloves when handling unwrapped food, etc.
4. Perform all duties as assigned. Pitch in if you see additional things that need attention. Volunteering to work events involve some or all of the list below:
 - a. Standing for extended periods of time
 - b. Cleaning – washing dishes, sweeping, mopping, etc.
 - c. Willingness to work with others as a team
 - d. Money handling
 - e. Serving beer and/or alcohol
 - f. Cooking and food preparation
 - g. Some lifting
 - h. Customer service - lots of interaction with customers!
5. Coordinate all breaks with the CAFE stand manager.
6. No cell phones use while working.

7. No smoking or drinking of alcohol at any time during an event.
8. Continue working on final clean-up until the CAFE stand manager has approved the stand fully clean.
9. Any action that puts the group's reputation at stake will not be tolerated and could lead to membership revocation.
10. If a true last-minute emergency arises that will not allow you to work an event, notify your School Coordinator and Venue Coordinator ASAP so they can try to secure a replacement for you. Do not stop until you have either received a confirmation text or you have actually talked with the coordinators. We volunteer with limited staffing in order to maximize earnings for each volunteer.

CAFE, Inc. Membership Agreement

A. Membership Information

Membership is available to anyone who meets the following requirements:

1. Pays a membership fee of \$20.00. The membership fee may be deducted from the proceed awards in lieu of payment.
2. Volunteers for a minimum of 4 football games and 2 other non-football events during the year.
3. Completes the training program for the event location (i.e.: Nissan Stadium and/or Bridgestone Arena.) Please notify your school coordinator if you have a valid TN ABC card.
4. Abides by all rules of CAFE and the organizations for which we volunteer, with special emphasis on the rules relating to alcohol sales.
5. Members understand that at times your student MAY NOT be scheduled to volunteer with their parent. With the event organization allowing a limited number of students for each event, parents may volunteer without their students up to 60 % of the time.
6. When a member's student is scheduled to volunteer their parent WILL be scheduled and MUST volunteer.
7. Members follow the registration process by communicating with their CAFE School Coordinator and/or Bridgestone Coordinator in a timely fashion. Communication is key!
8. Members should confirm their commitment to volunteer no later than two (2) days from receiving the assignment email from the Venue Coordinator. Your confirmation email should include whether the member will carpool or drive themselves to the designated event parking area. If there is no email confirmation within the specified time period, the spot will be given to another CAFE member.
9. Members must be on time for the "call time" (arrival in our stand location) at the event venue – either by being at the carpool location or by meeting the group at the designated parking area for the event. If the member cannot make the call time they should contact the CAFE Venue Coordinator to discuss their options before registering for the event.

B. Membership Privileges:

1. Members may volunteer to participate at the CAFE's fund raising events.
2. Members will be eligible to attend CAFE meetings and vote on matters brought before the membership.
3. Any voting member is eligible to serve as an officer.
4. Members will be given, upon request, a copy of the By-laws of the Corporation.
5. Members will be given, upon request, a copy of the Annual Report at the end of the fiscal year.
6. Members may designate to which fine arts charity their participation proceeds are awarded.

***Membership is a privilege. Anyone who does not abide by the rules of CAFE and of the event organization will be dropped from membership with no refund of dues. ***

Member
Initial: Date:

Membership Agreement Form

I, _____ have read the above membership information and the Members
Parent (Member)

Handbook including the "General Rules of Conduct", a copy of which has been given to me, and agree to abide by these and any amendments that are given to me in subsequent communications.

Member's Shirt Size: _____ **NEW MEMBER** (\$20) Dues paid: \$ _____ Check # _____

NOTE: I understand that I am authorizing CAFE to deduct the \$20 New Member dues from the proceed awards if payment is not paid at time of new member registration

Email: _____ **Cell:** _____

Parent Signature: _____ **Date:** _____

☐

RENEWAL MEMBER: (No Charge)

I worked the **minimum 4 football games and 2 non-football events at Nissan Stadium** during the prior year.

Student's name: _____

Student's Graduation Year : _____

Student's Birth Date: _____

Student's Shirt Size: _____

Designated non-profit Fine-Arts charity:

☐

(High School Name - band, chorus, drama, art)

☐

(Drumline, College or University)

Accepted by CAFE: _____

Date: _____

Nissan Training Date: _____

CAFE Acct #: _____

Bridgestone Training Date: _____

Add to Nissan Roster: _____

ABC Card Expiration Date: _____

CAFE, Inc.

Handbook 2017-18

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Member Initial: Date: