

**UES Notes for New Volunteers**  
**UES Website: [www.uesdenver.org](http://www.uesdenver.org)**

**Scheduling**

Once you are registered as a member, you will have access to enroll in our scheduling software.

**Dress Code for UES**

If you are not in dress code, the venue will turn you away to work. This can be a big issue because, not only would we have to “buy” an Aramark worker to replace you, UES could charge you for a share as a “no show” (see Shift Responsibilities below).

- Plain Black, Grey or White SHIRT (short sleeve worn under uniform shirt provided when you arrive – t-shirts are fine)
  - When cold weather is anticipated, you might wear a long sleeve or bring one just in case you need it
- Solid Black pants
  - No jeans
  - Not worn out or torn
  - Solid – no stripes or lines
  - No sweats or running pants
- Plain Black shoes
  - Good support – recommend “Shoes for Crews” available at Walmart or online
  - Tennis shoes are ok as long as plain black
  - Must be closed toed
- Hats
  - Coors – a Rockies hat will be provided with a one time charge to UES. This charge will be taken out of your total share value before payout so don’t lose your hat!
  - Pepsi, Dicks and Fiddlers Green – Plain black baseball style hat can be purchased at Wal-Mart
  - Sports Authority – Centerplate or Broncos Hat. As with Coors, if you don’t have your own Broncos hat, you will be assigned one and charged through UES for a Centerplate hat.
- NO Accessories – you cannot wear any jewelry except a plain wedding band (no gems)
  - No other rings
  - You may wear one small set of earrings (studs only – no dangling earrings)
    - No other piercings (extra earrings, nose, tongue, etc.)
  - No watches
  - No bracelets

**What to Bring (or not to bring):**

- Your state issued ID
- If you are alcohol certified, you must bring your TEAM card
- If your 16 year old doesn’t have a license then he/she can bring a school ID.
  - Must be 16+ to work at Sports Authority, Dicks and Coors
  - Must be 17+ to work at Pepsi
- You will be provided with a meal so it’s best NOT to bring much cash (parking is \$1 at Coors)
- Your cell phone
- If you are alcohol certified, you will be a cashier
  - A couple of pens
  - A calculator
  - A handful of paperclips and a couple of letter size envelopes (you may or may not use all this depending on your own experience)

- If you bring a small bag (do not bring large bags or purses or food), it will be searched. We do have a small container in the back of the stand to store personal items but these are by no means secure. Do not bring anything of value.

**Parking:**

Coors - you will enter the parking lot at Blake and 33<sup>rd</sup> street. This is the employee entrance. You will pay the attendant \$1 and they will instruct you on what section is for employee parking. Do not park outside the specific section as your car could be towed. A shuttle bus will pick you up and bring you to the employee entrance.

For all other venues, check the UES website tab for that particular venue. There you will see driving directions, maps and employee entrance info. [www.uesdenver.org](http://www.uesdenver.org)

**REQUIRED TRAINING:**

**Aramark** (Coors, Pepsi, Dicks, Fiddlers Green) - Be the Difference (BTD) and Servsafe - this class is scheduled as one class. New volunteers must take the regular BTD/Servsafe class which is 3 hours. Returning volunteers can take the (Re-Hire) BTD/Servsafe class which is 2 hours. This class must be taken once a year and will cover all Aramark venues. See training schedule for details on location/dates/times.

**Centerplate** (Sports Authority) - Frontline and Backline training is required each year. These classes are offered in mid-summer. You will receive emails announcing training and signup.

**OPTIONAL TRAINING (age 18 and up):**

**Alcohol Certification (all venues)** - this class is called TEAM and once completed will give you a three year alcohol server certification. In order to **CASHIER, you MUST be alcohol certified.** All cashiers serve alcohol and all alcohol servers are cashiers. You cannot do one or the other. To continue to be certified, you would repeat this class every three years. **TAKE A PICTURE OF YOUR TEAM CARD WITH YOUR PHONE SO YOU ALWAYS HAVE IT!**

**To attend training,** you must email Mary at [uesdirector@gmail.com](mailto:uesdirector@gmail.com) with your choice of date/ time of class so she can put your name on the list. Training information will be on website and emailed out as necessary.

**SHIFT RESPONSIBILITIES:**

**Requesting a substitution and shift requirements:** If you find you will not be able to cover a scheduled shift, you must request a substitute 72 hours before check-in time through the scheduling software on the UES website. Coordinators, managers and board members cannot accept substitution requests verbally or via email. The scheduling software will place a time stamp on your substitution request. If you request a substitution 72 hours or more before check-in, it will be up to the UES coordinators to work to find a substitution for you for your assigned shift. Should your substitution request come in time stamped from the scheduling software within 72 hours of the check-in time, the coordinators will do their best to find you a replacement but ultimately the shift still belongs to the person who originally volunteered for the shift and was subsequently assigned the shift. Should our coordinators be unable to find a replacement within the 72 hours of the check-in you will either need to work or you will be charged a share for missing an event for which you volunteered.

You will also be charged a share at anytime you fail to show up for a shift without notice, if you are late for a shift and turned away by the concessionaire or if you are turned away by the concessionaire for any other reason.

**Responsibilities of Alternates:** If you volunteer for a position and the coordinator has more volunteers than they do shifts, they will place the volunteers with the most recent time stamp on the alternate list. Once you are assigned as an alternate it is now your responsibility to check the scheduling software 72 hours before the check-in time to see if you have been assigned a shift. If prior to 72 hours before check-in, you have been moved from the alternate list to a

scheduled shift you are now responsible for that shift. If the coordinator needs you within 72 hours of the shift, the coordinator will try to reach you by phone or email. Within 72 hours of a shift in which you are an alternate the coordinator will not put you in the shift unless they have received either verbal or email confirmation for you that you can take the shift. However it is your responsibility to see if you have been moved from the alternate list 72 hours prior to the check-in time of the shift. If the concessionaire wishes to pay per person for our alternates the coordinator will alert you that they are selling all of our alternates prior to the 72 hours of check-in time.