



## **2012 - 2013 Non-Profit Organization** **Informational Packet**

*ARAMARK at University of Tennessee is looking for Non-Profit Organizations who are interested in participating in a fundraising program that is fun and exciting!*

Each season, ARAMARK staffs many of its concession stands with Non-Profit Organizations (NPO's), as a means of raising funds for their mission. It serves as an alternative to traditional fundraising while developing teamwork and camaraderie in an exciting atmosphere. We are proud of our program and hope that we can help make a difference in the Tennessee area.

This packet includes:

- ARAMARK Information
- NPO Utilization
- NPO Requirements
- NPO Information Sheet

Once you have read this packet please feel free to contact me via e-mail at [taylor-remy@aramark.com](mailto:taylor-remy@aramark.com) with any questions. If your organization is ready to partner with ARAMARK, please fill out the Group Information Sheet on page 5 and e-mail or fax it to me at the address or number listed below.

Thank you for your interest in partnering with us and I look forward to working with you in the future.

Sincerely,

Rémy S Taylor  
Senior HR Manager  
202.661-5162 fax

[taylor-remy@aramark.com](mailto:taylor-remy@aramark.com)

For questions please contact Lou Morga @865-974-1204

## **ARAMARK OVERVIEW**

ARAMARK Corporation is the world leader in providing managed services. We serve 2 million customers each day in over 22 countries across the globe. In 2010, ARAMARK was named #1 in the Outsourcing Services Category on FORTUNE Magazine's "Most Admired Companies in America" list.

Today, no other single company provides as many different services to so many people as ARAMARK. The Sports, Entertainment and Convention Centers division of ARAMARK, which ARAMARK at University of Tennessee is a part of, provides managed services at over 170 locations.

Our dedication to customer and client services has allowed ARAMARK Corporation to be one of the most respected companies in the country that provides food, beverage and support services.

## **Frequently Asked Questions**

### **Minimum # of events a group must agree to?**

We would like each group to commit to at least 20 events. We encourage groups to work as many games as they can to earn as much as they can for their mission. ARAMARK invests a great deal of time in training and preparing each group.

### **Minimum # of volunteers needed to staff a concession stand?**

You would need a minimum of 10 volunteers to run our smallest type of concession stand. Our average size concession stand requires 10-32 people.

### **How much money can my group expect to make?**

Your group is able to have a potential of earnings **\$500 & up!** However, there are not any guarantees on the minimum or maximum amount your group will earn for each event. How much your particular group makes depends on: # of events you sign up for, size of your concession stand(s), weather, interest in the event taking place at the venue, your group's customer service skills etc. NPO groups are paid a percentage of their concessions stand's total net sales for the event.

### **How do we get paid?**

Groups will can pick up their commissions or have it mailed. Payment will be received within 45 days after the end of the event.

## **NPO UTILIZATION**



- At each event individual Non-Profit groups will be assigned a concession stand at University of Tennessee to work. Stand size, concept, and location will be determined by management and will be based on the NPO group's capabilities, availability, size, etc. *If a group volunteers to operate a stand that takes 15 people, they would have to have at least 25 – 30 people on their roster, to support the stand.*
- All NPO group members must complete a thorough training program in order to work. Training will be provided by ARAMARK prior to a group volunteering. Additional training will be provided as needed.
  - Concept Training – This is for all of the members of the group. Concept training consists of training the group how to run the registers, how to prepare the food and the safety aspects of running the concession stand.
  - Food Safety Training – this training goes over food safety service, proper temperatures and other food safety topics.
  - Guest Service Training/be the difference – Each volunteer must also attend this training.

*Each volunteer must bring valid state issued ID or drivers license to enter the trainings, must be 16 years or older & no children are permitted in the trainings. We also suggest volunteers arrive early. Training dates are provided monthly so that groups may add volunteers as needed and the trainings are typically offered in the evenings. Dates are sent to group leaders, with contact information for registration.*

- ARAMARK management will ensure each group has completed all required training and will support groups in the management of their stands.
- It will be each group's responsibility to show at least 2 hours before the gates open and begin their pre-event activities. These activities include completing opening inventory, setting up the registers and food preparation. Event assignments will be communicated via e-mail by an ARAMARK representative and specifics for arrival, departure, volunteer need, uniform and other logistics will be detailed in the e-mail.
- Once the gates open, each group will be in charge of operating their stand from the beginning of the event until the closing of their stand.
- Once ARAMARK management has determined that it is time to close the stand, it will be the NPO group's responsibility to close out their stand. These activities include, but are not limited to, closing out all registers, cleaning the stand, and completing a closing inventory with ARAMARK managers.

# **NPO REQUIREMENTS**

Below are policies governing the use of the Non-Profit program. Groups are required to follow the policies and procedures set forth by ARAMARK management. These policies are intended to ensure that our guests receive the highest level of customer service. ARAMARK reserves the right to change, modify, suspend or cancel at any time any of the policies mentioned in this packet.

1. **NONPROFIT TAX EXEMPT STATUS:** Non-Profit Group must certify that they are a Not-For-Profit, tax-exempt organization as defined in Section 501-C of the Internal Revenue Code. The Non-Profit Group must verify with ARAMARK their tax-exempt status as accepted by the IRS. **A copy of your Federal ID Number and a Letter of Determination (example can be provided) recognizing the organization as tax-exempt must be furnished at the time your organization turns in the completed/signed agreement.**
2. **AGE REQUIREMENT:** All Non-Profit group volunteers must be at least 16 years of age with a valid state ID present for each event/birth certificate.
3. **TRAINING:** Group members must attend the appropriate training classes conducted by ARAMARK. The ARAMARK training classes are as follows:
  - a. All volunteers must attend NPO Orientation, which includes Food Service Training and Guest Service training.
  - b. Stand Operations Training
4. **W9:** This must be filled out for your group to be set up for payment. This form is required for us to register you with our accounts payable department.
5. **GROUP INSURANCE POLICIES:** Groups must provide basic General Liability Insurance of no less than \$1,000,000 of coverage; ARAMARK must be named as an additional insurer. Non-Profit Groups must provide a certificate of insurance that will be kept on file for the duration of the contract. **ARAMARK also provides insurance to each group free of charge**, the election for ARAMARK insurance must be selected in the contract.
6. **REFERENCES:** Each Group will be asked to provide at least 2 personal/professional references that can attest to the validity of the group and the mission of the group.
7. **COMMITMENT/CONTRACT:** Groups must volunteer at a minimum of 20 events throughout the season. We understand several groups only work a specific sport, we'd ask that the group simply be open to supporting other activities provided they're given enough notice.
8. **LETTER OF INTENT TO VOLUNTEER SERVICES:** All non-profit group members must sign a written statement declaring their intent to volunteer and donate their services to their organization. **All members must sign this at every event.**



# GROUP INFORMATION SHEET

Please Print

Upon receipt of this information sheet an ARAMARK representative will contact you to set up an interview. Thank you for your interest in partnering with ARAMARK at University of Tennessee!

<b>Non Profit Name</b>	
<b>Non Profit Affiliation</b>	
<input type="checkbox"/> <b>Non Profit Physical Location Address</b>	
<input type="checkbox"/> <b>Non Profit Mailing Address</b>	
<b>Non Profit Group's Purpose/Mission</b>	
<b>Federal Tax ID Number</b>	
<i>Please check the address that the check should be mailed to.</i>	

Primary Contact Information			
<b>First Name</b>		<b>Last Name</b>	
<b>1<sup>st</sup> Phone</b>		<b>2<sup>nd</sup> Phone</b>	
<b>E-mail</b>			

Secondary Contact Information			
<b>First Name</b>		<b>Last Name</b>	
<b>1<sup>st</sup> Phone</b>		<b>2<sup>nd</sup> Phone</b>	
<b>E-mail</b>			
<b>Number of Volunteers Group can supply per Event:</b>	<b>Number of Total Committed Volunteers:</b>	<b>Number of Years of Group Service:</b>	
<b>Other Locations Group has Volunteered</b>			
<b>If Returning – Current Location/Stadium/Arena &amp; Stand Concept</b>			
<b>Other Fundraising Methods</b>			
<b>Does your group have a fundraising goal for this year? \$</b>			
<b>Is your group able to work all events at University of Tennessee? <input type="checkbox"/> Yes <input type="checkbox"/> No</b>			

Please fax or scan this form back to Rémy Taylor, 202.661-5162 fax, mail Thompson-Boling Arena, Room 119, 1600 Phillip Fulmer Way, Knoxville, TN 37996 or e-mail a scan to [taylor-remy@aramark.com](mailto:taylor-remy@aramark.com).