

## **CASHIER AND RUNNER TIPS AND NOTES**

- **All BOTTLE CAPS must be removed (if someone orders more than two give them the heads up before charging and opening the bottles)**
- **You will have lines and that is okay! One customer at a time, take their order repeat back ensure its correct then collect items for the order then take payment.**
- **Make sure all food receptacles are upside down so that nothing not collects debris (nacho trays, cups, utensils etc.)**
- **Make sure ice scoops are straight up and the germs from the handles are not in the ice**
- **Swap quarters from tips with bills from your drawer when you have time.**
- **ID EVERYONE EVERYTIME NO MATTER WHAT**
- **Duplicate and expired licenses, liquor IDs, birth certificates, police badges, or any other forms of identification are not accepted at Gillette Stadium.**
- **Each person may purchase no more than two (2) alcoholic beverages at any one time.**
- **All alcohol sales will be discontinued in the third quarter of Patriots games.**
- **Alcohol Sales may be discontinued earlier at the discretion of stadium management. If you feel that, you cannot serve someone because they have had too much you have the right and obligation to cut them off. Get the booth supervisor at this time.**
- **Questions can be directed to the Guest Services booths located at mid-field on both the east and west sides of the Main and Upper Concourses.**
- **Patrons younger than 25 with out of state IDs must visit one of the Guest Services booths for an ID check before purchasing alcohol to receive a wrist band the color changes with each event.**

- **Ensure all spoils go into the spoils box (cups, bottles, nacho containers, popcorn containers, meat and candy)**
- **If you have a credit card that just will not swipe! No worries follow these steps:**
  - **Hit manual key**
  - **Type in credit card #**
  - **Type in exp. Date**
  - **Hit swipe CC key to complete sale**