



NORTHEAST OHIO ALLSTARS

2018-2019

Booster Club

Information Packet

*"Seeing all athletes the same and making it possible
for all athletes to cheer through Fundraising
opportunities."*

Ways to communicate with Boosters:

- Email: neoallstarboosterclub@gmail.com
- Address:
NEO Boosters
PO Box 2332
North Canton, Ohio 44720
- In Person- Email us and then we can set up a time to meet or talk. We want to help and be there as much as we can.
- Season 27 Booster Club Facebook page: NEO Booster Club 2018-19
www.facebook.com/groups/1801996093439866/

~Reminder Booster Board is a Volunteer position. This job is done on a volunteer basis with also having jobs, families and other things that fill our daily lives.

~Last year Boosters was able to...

- *Provide team rooms at 4 competitions*
- *Provide a year end banquet*
- *Provide Christmas gifts to every athlete*
- *Provide Year end gifts to every athlete*
- *Provided over 20 opportunities for all athletes to fundraise*

~This year Boosters will be able to accept Credit Card (With a 5% added cost to you), or Check and Money Order. Boosters is NOT responsible for missing Cash from booster boxes. Please avoid this.

All Athletes families are required to be members of the Booster Club whether or not they choose to fundraise. Boosters provides team rooms, gifts and a banquet for all athletes.

NEO Booster Club (hereinafter known as "NEOBC") does many things:

- We act as a communicative link between parents and the NEO Allstar program.
- We financially support the educational, coaching and sportsmanship process of NEO athletes and their families.
- We sponsor fundraising events to make the sport of competitive cheer more affordable for everyone.
- We hold meetings to ensure good communications throughout the gym.
- We sponsor many gym activities, promote charitable work and encourage healthy lifestyles for our athletes.
- NEOBC is the visible entity for our parent's spirit and sportsmanship.

Dues:

There are \$50 dues **per family** due by June 15 (For all teams) or 30 days after you have joined the gym. After the said dates, a \$25 late fee will be added. No Fundraising may be done until you have paid dues- NO exceptions this also means for team fundraising.

How do I pay my dues?

*~Turn in the attached registration form AND your check attached for proper crediting. Please put all payments in an envelope and put in booster box at the gyms or mail directly to
NEO Boosters- PO Box 2332- North Canton, Ohio 44720*

Mandatory Fundraiser:

All Athletes are required to participate in the Mandatory Fundraiser. Each Athlete will need to get a \$35 sponsor for Boosters. Sponsors are due by September 15. Each sponsor will receive a small gift (Water bottle) and a note thanking them for their support. After September 15 athletes will be charged \$25 buy out fee and a \$25 late fee.

If an athlete chooses not to get a sponsor they can do a buy out for \$25 for **each athlete**.

How do I turn in my Mandatory sponsor/Buy Out?

~Turn in the attached sponsor form AND your check attached for proper crediting. Please put all payments in an envelope and put in booster box at the gyms or mail directly to:

NEO Boosters
PO Box 2332
North Canton, Ohio 44720

Reminder note: This is per Athlete NOT per family

NEO ALLSTARS BOOSTER CLUB GUIDELINES

The rules are as follows:

- All fundraisers will contribute 5% to NEOBC's general fund to assist in covering expenses involved with fundraising.
- Your athlete must be a current team member to participate in any fundraising event.
- All fundraising must go through and be approved by the NEOBC committee.
- It is imperative to the continuance of the NEOBC with our fundraising partners that we staff all of our events COMPLETELY. Therefore, do not sign up for ANY fundraisers if you are not sure that you can work the event. While NEOBC understands that emergencies do occur, it is imperative that IF you commit to a fundraiser, you work at that event.
- Everyone will follow all rules and obligations of the venues: proper uniform or attire, covering of shifts, stay at station/workplace to serve the customers as assigned, and be TIPS/TEAM trained if required.
- We will follow a 3 strikes rule for fundraising. If you or your athlete receives 3 strikes you will not be eligible to fundraise for the remainder of the fundraising year, which ends May 31 2019.

Reasons for strikes but not limited to:

- If you miss, cancel, no show or leave an event site for any reason
- Do Not follow code of conduct for any event
- Show up for any fundraising event in incorrect attire
- Bounce a check to Boosters (Plus a \$35 bank fee)
- This is not a comprehensive list- they are highlights. Expectations are clearly stated by team leaders

Reimbursement Guidelines:

Below is a list of examples that are reimbursable assuming they were incurred during the dates and times that a team(s) is competing.

- Airfare – limited to cheerleader and parent/guardian
- Hotel expenses – receipts must coincide with competition schedule

- Monthly fees – transferred directly to the gym or proof of payment to the gym
- Uniform/shoes/practice clothing – transferred directly to the gym or proof of payment to the gym
- Private lessons, camps, tumbling or specialty classes – transferred directly to the gym or proof of payment to the gym
- Post season competition fees and airfare/hotel expenses (outlined above) – transferred directly to the gym or proof of payment to the gym
- For a reimbursement and/or transfer funds to gym account you must complete a form and provide receipts. All requests turned into the NEOBC by the attached time table
- All reimbursement requests must be turned in within the current cheer season.
- If an athlete's gym account is deemed 30 day+ delinquent, given appropriate documentation from the gym, the booster club may transfer funds directly to the gym from the booster account to cover said delinquency.
- If an athlete decides not to be a member of a team, funds may be transferred to the gym for any team fees. The remaining funds may not be transferred to another athlete, they will go into the general booster club fund. These transfers will happen 30 days upon leaving the gym

NEO Booster Code of Conduct for Fundraising

- Note these policies are not just NEO Policy but the organizations we work with policies
- A strike will be issued for a Code of Conduct Violation- after 3 strikes you will not be allowed to fundraise again until June 1, 2019.
- Strikes are comprehensive and cover Canning, Bounced Checks, Call offs for any reason, and Code of Conduct Violations.
- In Some cases your ability to fundraise will be revoked or suspended without having 3 strikes. This is up to team leaders, owners of NEO and Board Members.

General Policies & Procedures for Venue Fundraising

Uniform and Appearance Policies

Uniform

Uniforms should be clean, neat, and pressed at all times. Shirts should be tucked into the pants and pants must be worn around your waist. Pants should not be gathered at the bottom and should not drag on the ground. Denim is not acceptable. All event staff must be in full uniform and in compliance with the dress code prior to your clock-in time. Specific Clothes will be communicated by Team leader.

Personal Hygiene

Due to the close contact with guests, employees, and fellow volunteers, the use of antiperspirant or deodorant is required. For the same reasons, the use of heavy or strong scents and fragrances are not permitted.

Hair Styling & Coloring Mustaches, Beards, Fingernails, Jewelry and Tattoos

- Hair must be worn above the collar. If hair length is below the collar it must be tied back with none hanging in your face. Hair must be clean and well maintained. If a cap is required as part of your uniform, hair must be neat and fit under the cap. Styled hair that does not fit under a cap is

unacceptable. Hair coloring must be a natural looking shade. Unacceptable extreme hair coloring includes but not limited to shades of blue, yellow, green, orange, purple, and pink.

- Beards and mustaches must be well maintained and neatly trimmed.
- Fingernails must be clean and dirt free. Clear or neutral tones of nail polish are acceptable. Polishes that are in extreme shades of green, purple, black, yellow, orange, blue, or red are unacceptable. No artificial nails may be worn without gloves when handling food. Gloves must also be worn with polished fingernails.
- Please limit the amount of jewelry worn while on the premises. A watch and one bracelet per arm are acceptable. Please limit your rings to one per hand. For safety reasons, large loop earrings are not allowed to be worn. Stud earrings are acceptable. No visible body piercings are permitted and necklaces should be concealed beneath the uniform shirt.
- Tattoos must be covered at all times.

Personal Items

Please limit the numbers personal items brought into the building during your shift. Should you need to bring anything personal in the building, such as a coat, it must be left in the back Concession Manager's office or locker. Nothing should be brought into the stands. Cell phones are not permitted at the registers or on the concourse floor during events unless authorized by the General Manager or your supervisor. Management is not responsible for any items lost or stolen on the center's property. Clear purses are required if you need a purse

Scheduling

EVERYONE IS TO BE ON TIME –at least 1 hour prior to each event unless you are told otherwise. Calling off for ANY reason will result in a strike, You have 3 chances use them wisely as sickness can occur and those would be a good reason to have one.

Arriving/Leaving

- Check in at the team leader EVERYTIME. Arriving late and leaving early are not acceptable.

Alcoholic Beverage

Under NO circumstances is alcohol to be consumed before arrival, or during event or during clean up.

General Rules & Regulations

The following will be strictly enforced. Please familiarize yourself with this information and expectations.

- NO smoking in the building or in front of customers at ANY time!! Smoke breaks must be authorized by management and must be taken in the designated employee smoking area in the back of the building, near the security entrance. **No smoking in the guest smoking section!** No consuming of alcoholic beverages, or illegal drugs just prior to or during your shift. Failure to comply will result in that member no longer being able to volunteer with the organization.
- No Chewing Gum or eating during your shift, especially in customers view.
- No slouching, sitting, or leaning against walls, trash cans, concession stands, etc. during the course of an event, please be alert and ready to assist patrons.
- No profanity on the grounds.
- No engaging in arguing, fighting or shoving with guests, fellow employees, or other nonprofit volunteers.

- DO NOT DISCUSS ANY ISSUES WITH MEDIA. No volunteers may release information, including casual comments or opinions to the media. This includes posting on social media any photos or correspondence.
- Limit the use of guest bathrooms when guests are present.
- Volunteers may only eat in authorized areas and designated break rooms. No Eating or Drinking in the stands. No food or beverage may be consumed without authorization by management.
- Do not solicit free food or beverages from any concessionaire or give out free food or beverages to anyone without permission.
- Food and Beverage items may not be removed from this property unless you have management's permission
- No props such floral arrangements, centerpieces, or favors may be taken from the building unless approved through management.
- Asking for autographs or photos while in uniform or while on arena property is strictly prohibited. If this occurs, you will be asked to leave.
- Promotional items or merchandise are given to guests with tickets only and are not to be collected by volunteers.
- No negative talk of others, gym or athletes under any circumstances.

Customer Service Policy and Training

S.E.R.V.I.C.E. BEGINS WITH A SMILE

Smile	Greet each guest and address him or her appropriate <i>"Hello my name is John,"</i>
Enthusiasm	Show enthusiasm. Enjoy your job! <i>"Have a great day/evening!"</i>
Responsibility	Respect the guest and your co-workers and take personal responsibility to provide guest satisfaction. <i>"How can I assist you?"</i>
Validate	Value and listen to the guest's point of view. Use proper conflict resolution and communication skills to provide a prompt and effective solution. <i>"I understand that you're Prime Rib is not at your desired temperature, may I see if the Chef can offer you another?"</i>
Initiative	Anticipate guest's needs and take action. <i>"Let me direct you to the lost and found."</i>
Commitment	Commit to your job to help us be the <i>"Finest Convention Centre in the Region."</i>
Excel	Exceed expectations. Always be ready to go the extra mile to help our guests.

FOUR Customer Service Building Blocks

Studies indicate that an unhappy guest will not only take his or her business elsewhere, he or she will tell between 12 and 20 people about that single service experience. So what does it take to get your attention? When guests complain, they are really saying, *"I want to do business with you, however, I'm not happy at the moment."* This is the proverbial moment where we have a second chance. When you know that the relationship is riding on your response and you genuinely care about the business you represent, a little preparation can pay enormous dividends. A compassionate response can save a business relationship.

Listening

- Keep an open mind and empathize with your guests. Remember, our guests are people who have deadlines, problems and frustrations, at work and at home. They do not have your level of knowledge in your area of expertise, so what seems clear to you can appear to be confusing to them. Listen to and understand their point of view. Withhold your opinions and judgments.

- Show you are listening through body language. Lean forward and look them in the eye. Your facial expressions and non-verbal behaviors have as much impact as the words you use.

Question

- Let our guests know that you have thoroughly listened to them and that you are concerned of their situation. Check your understanding by clarifying and summarizing their concern.
 - *"Are you saying..."*
 - *"As I understand..."*
 - *"You're concerns are..."*

- Once you have an understanding of the situation, involve our guest in the solution.
 - *"How can I help..."*
 - *"Can I offer you something else..."*