

[General instructions on a night working at Walnut Creek](#)

The location for parking depends on the size of the crowd. You'll be informed ahead of time about the location for your night.

If the show is not sold out (or close to it), then parking will be at Walnut Creek itself.

Click [HERE](#) for map and directions.

Follow the signs to Employee parking, and let any traffic control people know you're working Concessions.

If the show is very full, then parking will be at Southeast Raleigh High School.

Click [HERE](#) for map and directions.

A shuttle will take you to/from Walnut Creek, so you'll need to give yourself an extra 15 minutes to get to the gate. Shuttles will be running from 3 pm until 1 am.

[Map of Parking and Entrance.](#)

After parking, enter via the West Entrance - Staff/Volunteers gate. (If parking at the high school, the shuttle will drop you off here.) The entrance is marked by a small booth/shed located to the left of the back entrance used by the bands' buses and tractor trailers. When you sign here, you'll need to show ID as they will validate your TEAM training status. All volunteers must be TEAM (alcohol) trained prior to their first show. (Note: this training is different from that required at PNC.) Then proceed to the North Pour House stand which is near the front gate (on the opposite end of the amphitheater from where you entered) and check in with the Stand Leader.

Work shift end time will vary, between 9:30 and 11:30. The stand leader will determine who they need to stay and who is free to check out the rest of the concert or head home. If you go to the concert, be sure to have taken off your staff t-shirt first.

The uniform for working at WC:

- Black pants or shorts
- A Walnut Creek staff shirt will be provided at check-in and must be returned at the end of the night (if not returned, the cost of the shirt will be passed onto your account)
- Comfortable closed shoes (no sandals or flip-flops)
- Titans cap - please don't forget!

A few other reminders:

- You **must** enforce the alcohol laws thoroughly!
- Check ID, then collect payment, then open the beverage.

- Everyone needs to give great customer service, and everyone is 'customer facing'
- No personal calls anywhere the audience might see you
- Leave your personal belongings at home or in your car
- You will receive credit on your account beginning with your scheduled arrival time or your actual arrival time - we cannot give credit for early arrivals
- **Have fun!**