

Grand Casino Arena Training has three parts for the 2025-2026 season!

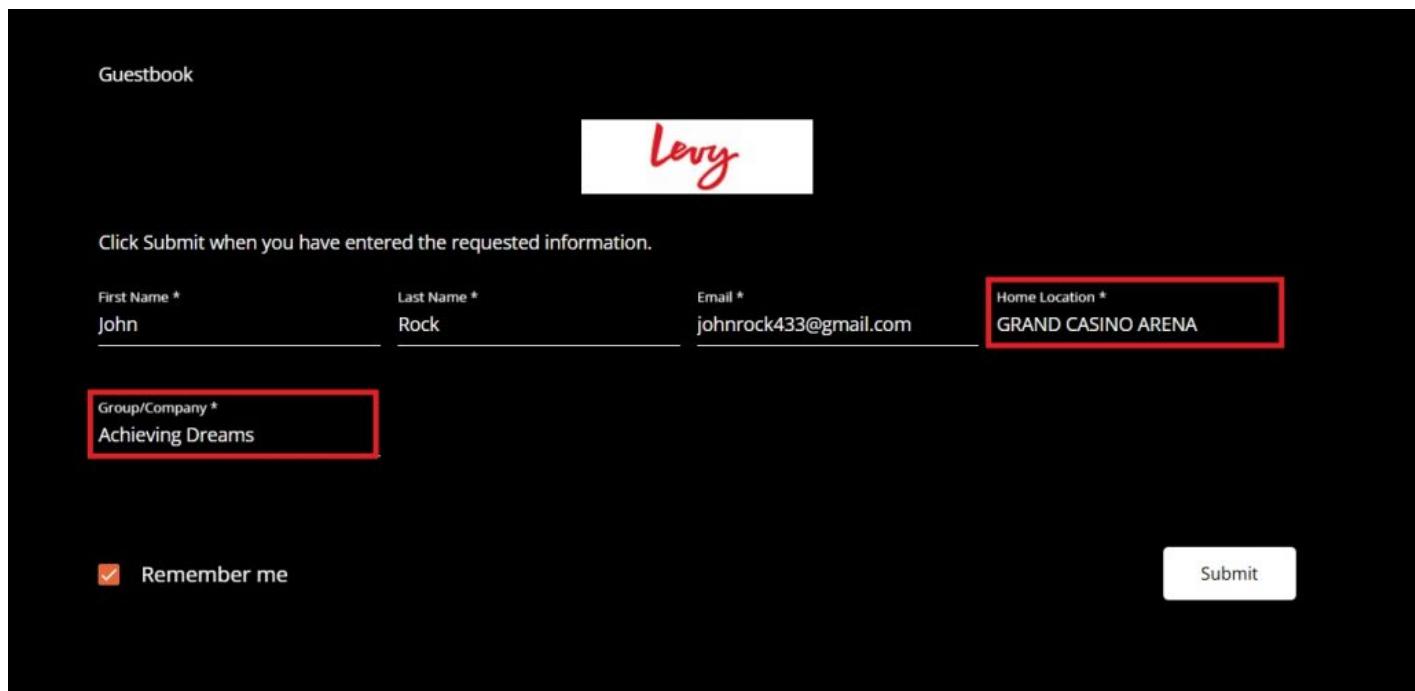
Those 3 parts are follows:

1. Creating Legends Orientation (taken after September 10, 2025)
2. Volunteer Policy Acknowledgement Workbook
3. ServSafe Alcohol Certification. NOTE: If you already have a valid ServSafe certificate you will not have to obtain a new one.

Part 1 – Creating Legends Orientation

Go to <https://www.brainshark.com/levy/nonlevyteammembertraining>

Fill in your specific information and use GRAND CASINO ARENA as the location & Achieving Dreams as the Group Name. All other fields will be specific to you!



Guestbook

Levy

Click Submit when you have entered the requested information.

First Name *	Last Name *	Email *	Home Location *
John	Rock	johnrock433@gmail.com	GRAND CASINO ARENA

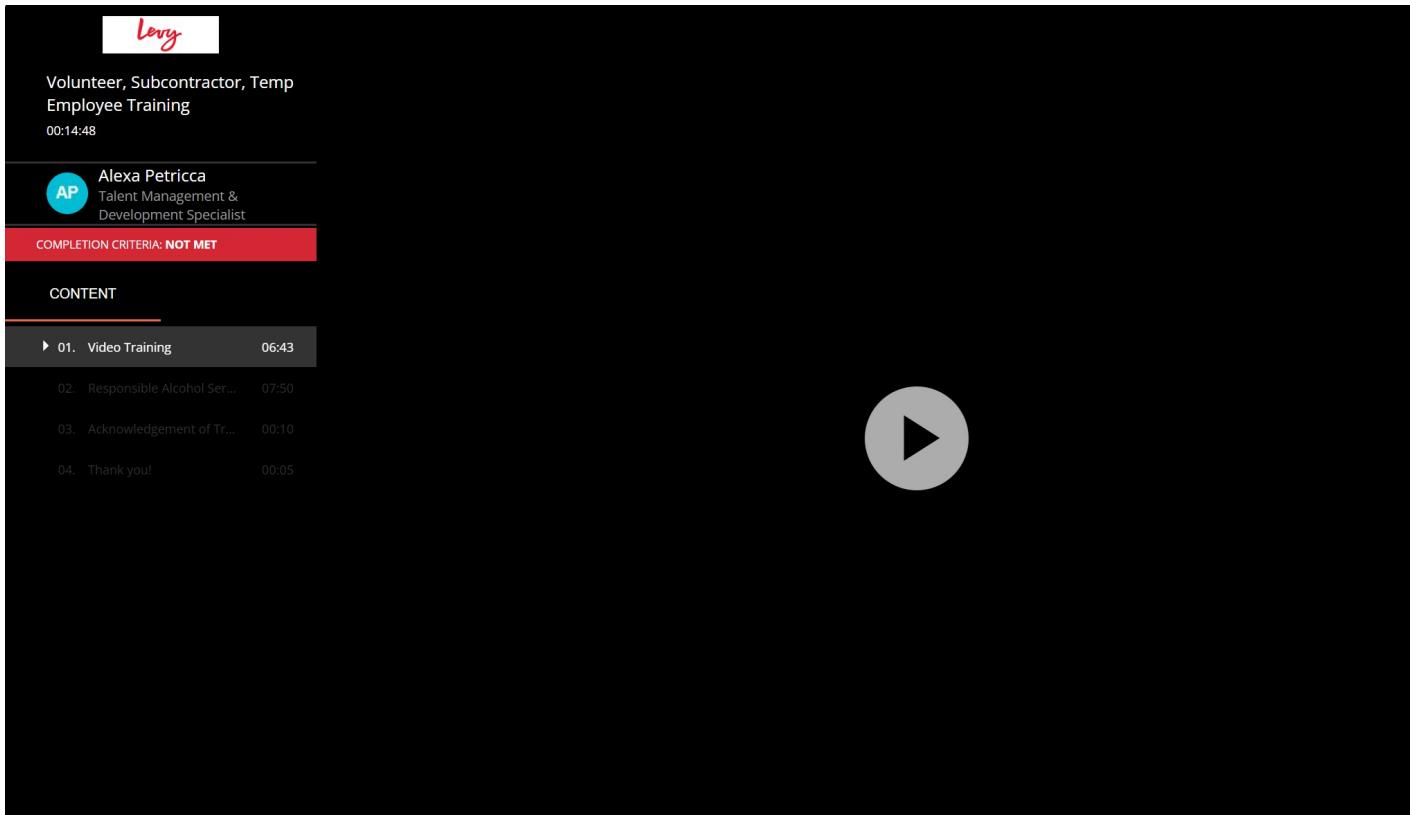
Group/Company *

Achieving Dreams

Remember me

Submit

Click Submit.

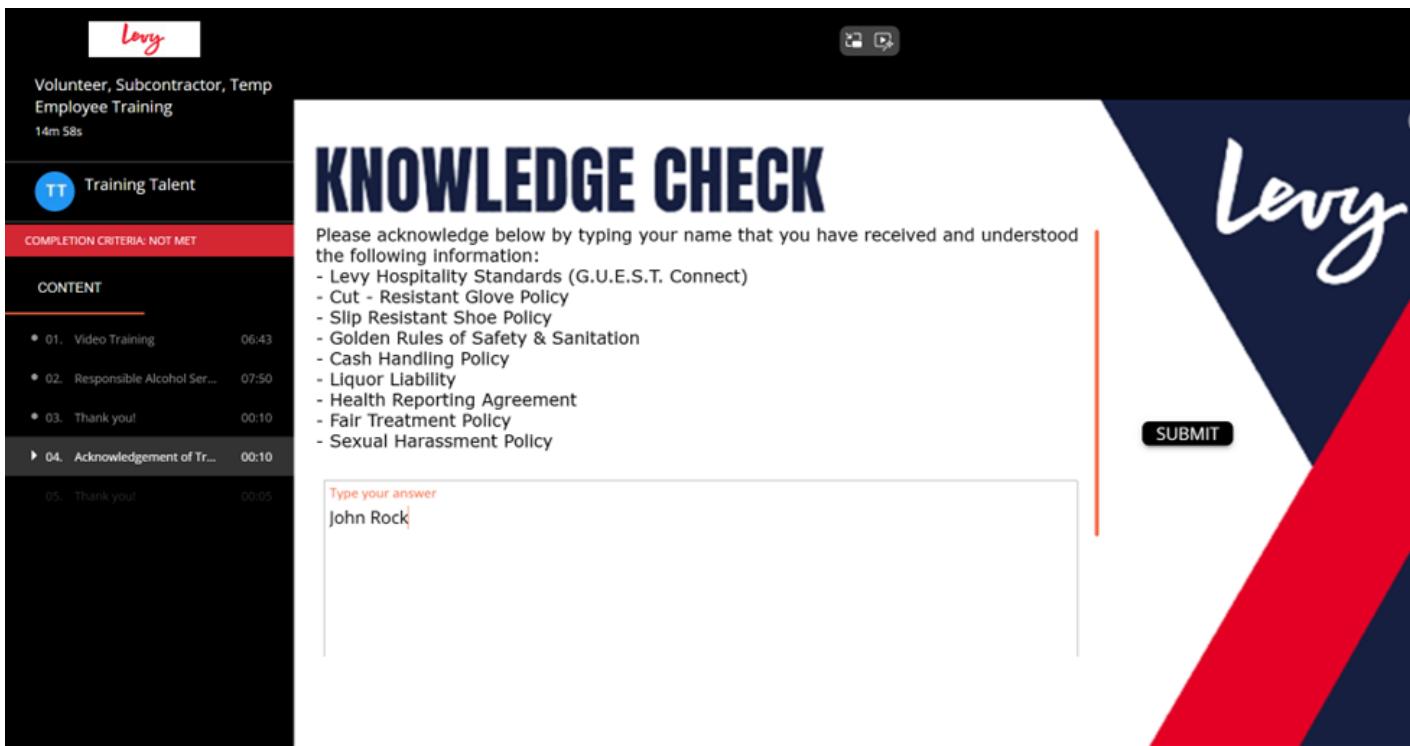


The image shows a mobile-style training video player. At the top, there's a small 'Levy' logo in a red box. Below it, the text 'Volunteer, Subcontractor, Temp Employee Training' and '00:14:48'. A profile picture of 'Alexa Petricca' with the text 'Talent Management & Development Specialist' is shown. A red bar at the bottom says 'COMPLETION CRITERIA: NOT MET'. The main area is titled 'CONTENT' and lists video segments: '01. Video Training' (06:43), '02. Responsible Alcohol Ser...' (07:50), '03. Acknowledgement of Tr...' (00:10), '04. Thank you!' (00:05). To the right is a large play button icon.

Watch the Training Video and Responsible Alcohol Service.

This will take about 20 minutes, as you will need to pause the video at several spots to make sure you understand all the points presented in the videos.

You will then need to type your name at the Knowledge Check screen and click the black Submit button.



The image shows a 'KNOWLEDGE CHECK' screen. At the top, there's a 'Levy' logo and a 'Training Talent' section. Below it, a red bar says 'COMPLETION CRITERIA: NOT MET'. The 'CONTENT' section lists video segments: '01. Video Training' (06:43), '02. Responsible Alcohol Ser...' (07:50), '03. Thank you!' (00:10), '04. Acknowledgement of Tr...' (00:10), and '05. Thank you!' (00:05). The main area is titled 'KNOWLEDGE CHECK' and contains a list of policies to acknowledge: 'Levy Hospitality Standards (G.U.E.S.T. Connect)', 'Cut - Resistant Glove Policy', 'Slip Resistant Shoe Policy', 'Golden Rules of Safety & Sanitation', 'Cash Handling Policy', 'Liquor Liability', 'Health Reporting Agreement', 'Fair Treatment Policy', and 'Sexual Harassment Policy'. Below this is a text input field with placeholder 'Type your answer' and the text 'John Rock'. A 'SUBMIT' button is located in the bottom right corner.

To get your certificate, you will need to click the orange button (with the ellipsis) in the lower right, hand corner of the screen.

Levy

Volunteer, Subcontractor, Temp Employee Training
14m 58s

Training Talent

COMPLETION CRITERIA: COMPLETED

CONTENT

- 01. Video Training 06:43
- 02. Responsible Alcohol Ser... 07:50
- 03. Thank you! 00:10
- 04. Acknowledgement of Tr... 00:10
- 05. Thank you! 00:05

Levy

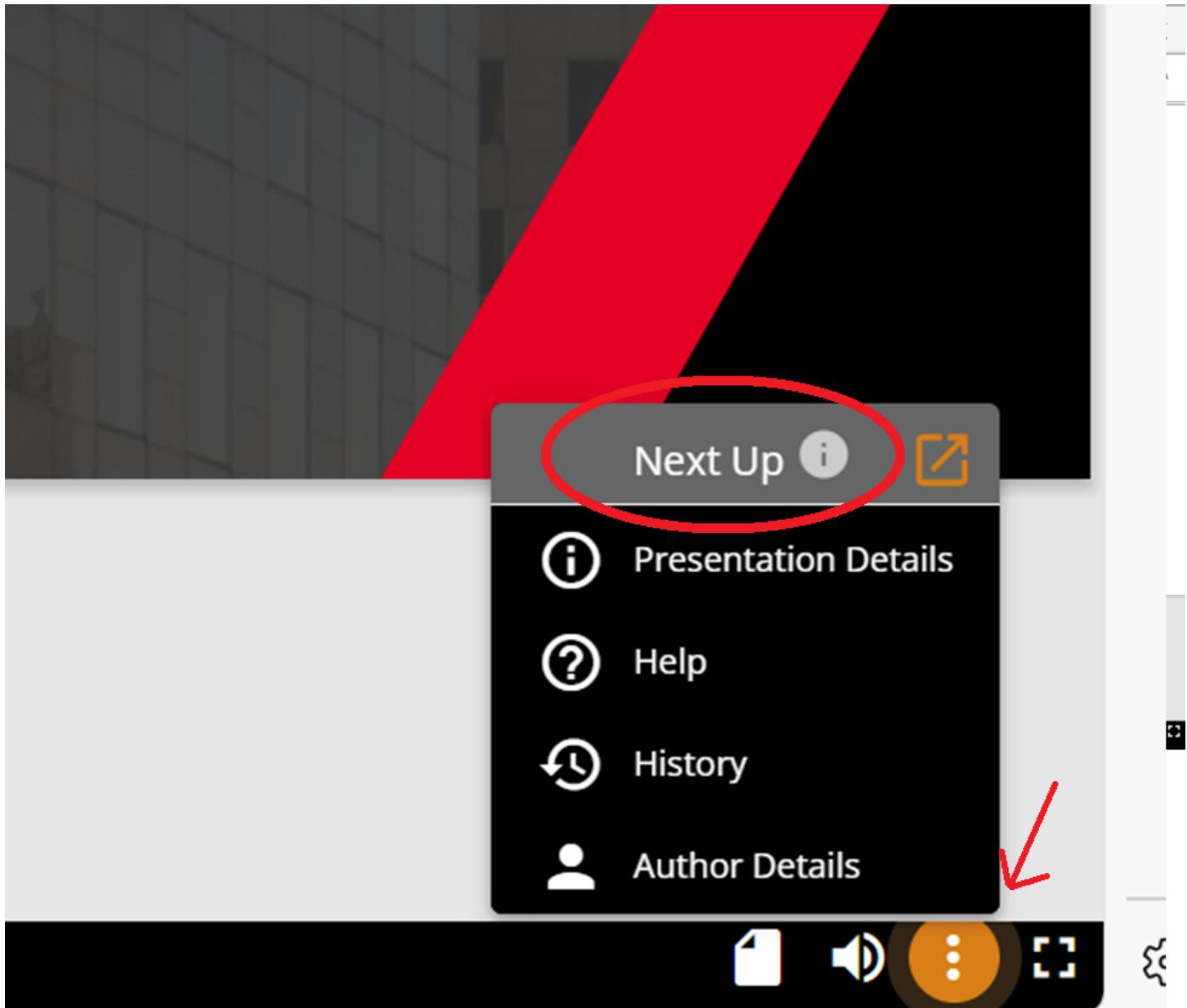
THANK YOU

You have completed your Levy Creating Legends Orientation. Please download your certificate in the bottom right corner of your screen and **forward a copy of your certificate to your supervisor or group lead**. A copy will also be emailed to you after you close out of this tab.

BRAINSHARK

00:05 / 00:05 5 / 5

After clicking the Orange button, choose “Next Up”



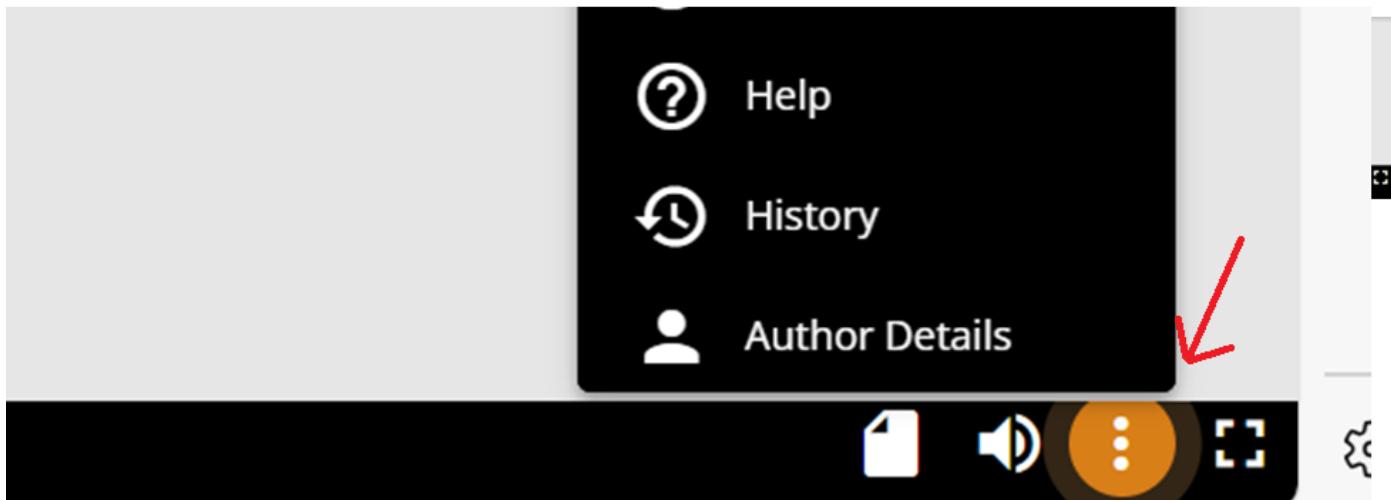
On the next screen, select Print Certificate – which will download copy of the certificate to your device. **Screen shots will not accepted by the venue, it must be a PDF.**

Volunteer, Subcontractor, Temp Employee Training

John Rock
June 25, 2024

[Print Page](#)[Print Certificate](#)

	Required	Completed	Status
% Audio Played	95.00%	100%	 Complete
% Slides Viewed	95.00%	100%	 Complete



IMPORTANT: Submit your PDF using the button found on the training center page, under Grand Casino Arena.

Part 2 – Volunteer Policy Acknowledgement Workbook

Under the SUBMIT TRAINING DOCUMENTS for Grand Casino Arena, click the blue submit button to the right of the Grand Casino Signing Packet line.

You will receive a copy of your signed packet for your reference and Achieving Dreams will receive a copy. You do not need to forward anything, but READ the whole document once you receive it. You will be expected to follow all these policies and will lose your opportunity to volunteer at Grand Casino Arena if you do not follow these policies.

Part 3 – ServSafe Alcohol Certification

If you need ServSafe certification, please follow the instructions below.

The **ServSafe Alcohol Service Training** is a comprehensive three-hour program required for all volunteers at several of our venues. Additionally, this certification is a mandatory requirement for managers at **Allianz Field**.

ServSafe Alcohol Training Instructions

Every volunteer is responsible for creating their own account and paying for their training directly through ServSafe. At the end of this process, you must download a **PDF** to submit back to us as documentation of your certification.

Steps to Purchase Your Course

- 1. Create a Profile:** Visit [www.servsafe.com](https://www.servsafe.com/ServSafe-Alcohol) and select “Create Account.”
If you already have a profile, simply log in.
- 2. Access Alcohol Section:** After you are logged in, click on **ServSafe Alcohol** on the top navigation bar.



The screenshot shows the ServSafe website's top navigation bar. The URL in the address bar is <https://www.servsafe.com/ServSafe-Alcohol>. The navigation bar includes links for "GETTING STARTED GUIDE", "WELCOME JOHN", "CERTIFICATES", "SCORES", and "ADMINISTRATORS". Below the main menu, there are links for "Get Certified", "Take Online Course", "Take Online Exam", "Check My Score", "Download My Certificate", "Find Instructor/Proctor", "Find a Class", "Buy Alcohol Products", and "FAQs". The "SERVSAFE ALCOHOL" link is highlighted with a red box.

- 3. Select Your Location:** Enter **MINNESOTA** for the state and click Submit.



Get Started Now

Alcohol service involves many risks. Prepare yourself to handle these risks with responsible alcohol training from a trusted and experienced source, the National Restaurant Association.

MINNESOTA

SUBMIT

4. **Add to Cart:** Add the **ServSafe Alcohol Online Course and Primary Exam – 3rd Edition** to your cart.



ServSafe Alcohol Online Course and Primary Exam-3rd Edition

NOW IN ENGLISH AND SPANISH! -

SSAOLP3

\$30.00

ADD TO CART

5. **Apply Discount (Levy Venues Only):** Click “View Your Cart.” If you are training for a **Levy venue** (Target Center, Grand Casino Arena, or CHS Field), enter **LEVY23** in the coupon code field and click **Apply Coupon**.

Note: This code gives you a 32% discount.

Please Note: This code is exclusively for Levy locations and use is strictly tracked. Unauthorized sharing or use of this code may result in the dismissal of the individual volunteer and their associated non-profit group.

6. **Checkout:** Click **Checkout**, enter your payment information, and select **Continue** to finish your purchase.

Step-by-Step: Completing Your Training

Phase 1: The Online Course

- **Access the Training:** Hover over **ServSafe Alcohol** in the top menu and select “**Take Online Course**.”
- **Start Training:** Locate the ServSafe Alcohol course in your dashboard and click “**Launch**.”
- **Complete Modules:** Finish all training modules to prepare for the final test.

Phase 2: The Final Exam

- **Start the Exam:** Once the course is finished, click on “**Take Online Exam**.”

- **Select Exam Type:** Choose the “**Primary ServSafe Alcohol Exam**.”
- **Begin:** Your exam access code should populate automatically. Click “**Continue**” to start.

After the Exam

- **Results:** You will be notified immediately if you passed or failed.
- **Get Your Certificate:** After **48 hours**, your certificate will be ready. To download it, go to **Certificates**, then select **View/Print Certificates**. From this screen, save this – it will be in the required PDF format to upload later.
- **Validity:** Your certification is valid for **three (3) years**.

How to Submit Your Certificate

Once you pass the test and download the certificate as a PDF, you must upload it to our system.

1. Go to our **Training Center**.
2. Find the **ServSafe** row and expand it to reveal the **Submit or Update** button.

Training Status

for John Rock

Common Certifications	
TEAM	Valid ▾
ServSafe	Expiring Soon ▲
Expires Feb 08, 2026	UPDATE

This will open a JotForm where you can **Drag and Drop** or browse to your ServSafe Certificate PDF. Click the box acknowledging our standard processing time to reveal the **Submit** button.

ServSafe Alcohol Training Submission

Volunteer Name *

John Rock

ServSafe Certificate Upload *



Browse Files

Drag and drop files here

 servsafe cert.pdf

0.2MB



Your training submission will be reviewed by our training team. This process typically takes up to two business days. You will receive an email notification once the review is complete. To ensure a timely turnaround for everyone, we kindly ask that you refrain from sending status inquiries during this window.

I understand

Submit

You will receive email updates regarding your submission. Once approved, your status will be reflected in the Training Center. If there is a problem with your submission, we will reach out to you.

Once all three proofs are submitted, the system will notify training@achievingdreamsmn.org. Watch your email and observe your training status in the Training Center.

[Download Training: Grand Casino \(PDF\)](#)