SILVER & BLACK LOTS PARKING GREETER

YOUR MISSION

As a Silver & Black Lots Parking Greeter, your role is critical to our guests' experience and the overall success of the San Antonio Stock Show and Rodeo. Your primary responsibility is to serve as a welcoming presence for our guests as they enter to park at the rodeo. As a result, your attendance is critical. We are counting on each of you to show up for your shift, as we do not have the ability to find back ups. Your attendance and conduct is a reflection not only of you and your work ethic, but of the organization you represent.
As duties may change throughout the shift, including assisting with exiting guests, we appreciate your

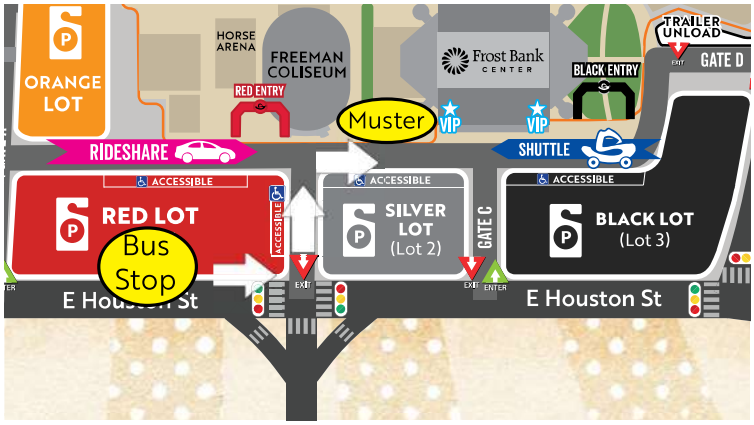
BASIC ARRIVAL INSTRUCTIONS

On weekends, traffic can be very heavy. Allow yourself **60 to 90 minutes** to arrive for any shift after 11 AM.

DRIVING TO EVENT

Must park at Wheatly Heights Sports Complex
200 Noblewood Dr, San Antonio, TX 78220
Parking pass required

- Print parking pass for dashboard
- Arrive at Wheatly Heights Sports Complex **at least 60 to 90 minutes before shift start time** to allow for parking, shuttle time, and check-in
- Make way to shuttle pick-up location, tentative pickup schedule every 30 minutes
- Shuttle drop off at bus stop on Houston Street
- Meet at Muster location at least 15 minutes prior to shift start time



GETTING DROPPED OFF

- Drop off at bus stop on Houston Street at **least 30 minutes prior to shift start time**
- Meet at Muster location at least 15 minutes prior to shift start time.

SHIFT TIMES

Day	Shift 1	Shift 2	Shift 3
Friday	5:00 to 9:00		
Saturday / Sunday	9:00 to 2:00	2:00 to 6:00	6:00 to 10:00

CONTACT INFORMATION

Stephen Bridges
210-386-4842

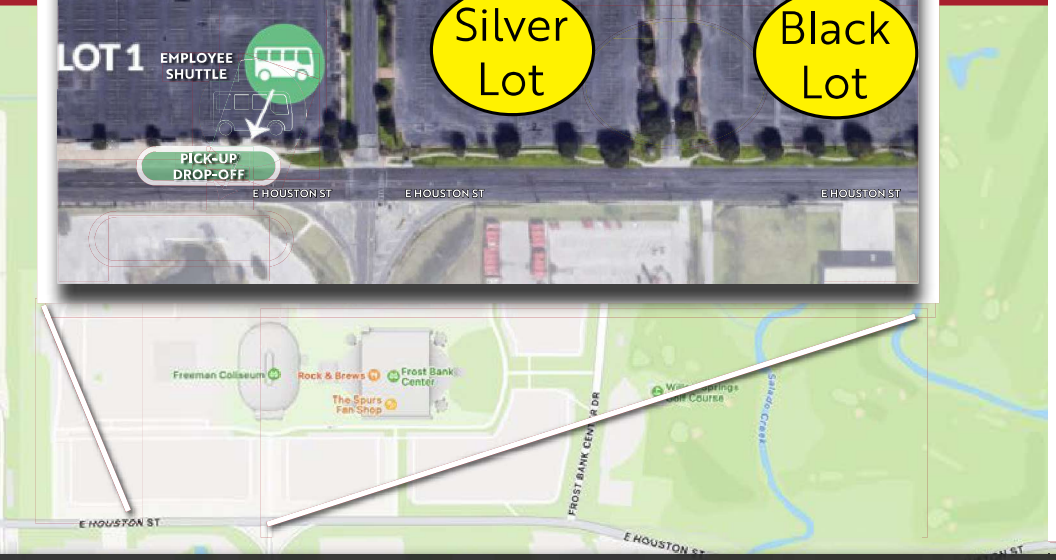
Wade Cleary
210-241-8166

Steven Stokinger
210-842-0488

San Antonio Stock Show & Rodeo®
FEBRUARY 6–23, 2025

2025 SAN ANTONIO STOCK SHOW & RODEO

EMPLOYEE PARKING



Employee Parking available at:
The Wheatley Heights Sports Complex
200 Noblewood Dr, San Antonio, TX 78220

Employee Shuttle will pick-up and drop off employees at designated areas of the Wheatley Heights Sports Complex at no expense to riders. **Shuttles will run 24 Hours every day**. Employees will be dropped off at Employee Entrance Gate located near the SW Ticket Tower. Pass required for entry.

For more information please contact your supervisor.
Expect heavy traffic and delays on busy event days, please plan on arriving at shuttle location in plenty of time for your shifts.

TRAINING OVERVIEW

We want our guests to have a wonderful experience at the Rodeo, from parking, to the show and grounds, to departure. As Silver & Black Lots Parking Greeters, we will be the first people they interact with and will set the stage for their experience.

The Silver & Black Lots are the reserved parking lots for premimum ticket holders (suites, etc.) so there is an expectation that the level of service they receive throughout the event is commensurate with the investment they have made in the San Antonio Stock Show and Rodeo. Our goal as Silver & Black Lots Parking Greeters is to ensure that the best-in-class service starts the moment they check in to park.

CHECK IN

- Sign in - a record of your attendance is necessary to ensure your organization is compensated
- You will be issued a safety vest and a handheld radio
- Safety vests must be worn at all times
- Handheld radios and/ or row sign (depending on assignment) will be issued to each Parking Greeter and must be turned in at end of shift

GREETER (2 PEOPLE)

- Traffic to enter between Silver Lot and Black Lot
- Paid parking attendants to prescreen and send appropriate vehicles to us
- Greet vehicles as they arrive, look to see where they are supposed to park, and give basic instructions
- Show map
- Radio row attendant and announce vehicle type and spot
- Attendants distributed down driveway to give further direction
- Handicap spots available first come basis and are not limited to Silver Lot patrons

ROW ATTENDANT FOR SILVER LOT (10 PEOPLE)

- Parking spaces will be numbered and identified with signs - familiarize yourself with lot layout
- When you hear a radio call for your row, hold up sign and confirm parking location
- Guide vehicle to appropriate parking space

SHIFT LEAD

- Ensure all Parking Greeters have signed in
- Issue safety vests and handheld radios
- Parking spaces will be numbered and identified with signs - familiarize yourself with lot layout
- Maintain daily log sheet and sign in designated space when each Parking Greeter completes their shift and return issued items
- Ensure all safety vests, handheld radios, and signs have been returned at end of shift

CHECK OUT

- Return items issued to you (vest, radio, sign, etc.)
- Check out with supervisor and make sure they sign off your name on the sign-in sheet. Your shift and corresponding compensation will not be complete without supervisor sign-off.

Silver Lot Parking Pass

LOT ATTENDANT FOR BLACK LOT (6 PEOPLE)

- With the exception of limited VIP parking spaces, the Black Lot will be open parking
- Greeters will familiarize themselves and keep inventory of open spaces, then guide guests to available locations
- Utilize radios to coordinate other greeters

SILVER LOT MAP

FREQUENTLY ASKED QUESTIONS

Where are the restrooms?
Just inside Red gate inside Harry & Joe Freeman Coliseum. The shift leader has passes that will grant access to grounds.

What happens if I arrive late?
Please arrive on time, as we have not made accomodations for alternates. If you will be late, call Stephen Bridges or Wade Cleary.

What if someone's desginated parking spot is already taken?
Report it to Shift Lead. Shift Lead will contact Wade or Stephen to help find workaround.

What if someone doesn't have their parking pass?
If they do not have a parking pass they can pay to park elsewhere.

What should I wear?
- Dress comfortably as you will be standing throughout your shift. This includes comfortable shoes.
- Your shift location will be outside, so be prepared for the weather extremes and any sudden changes.
- We suggest wearing layers as Texas weather can change throughout the day.
- Please do not bring valuables; the Rodeo is not responsible for items you might bring.

Can shifts be changed?
No changes can be made less than 48 hours before your shift.

Who do I contact if I need assistance, have a question, or need to update my shift?
If you are running late or must cancel, please contact Stephen or Wade as soon as you can.

My shift is over, now what do I do?
- If your replacement hasn't arrived by the end of your shift, we request that you remain for a maximum of 10 minutes past the end of your shift. If you can stay longer, please let us know at the time, and we will add the time to your shift.
- Check out with shift leader so they can sign off that you've completed your shift. We can't pay your organization unless we verify that you've completed your assignment.
- Turn in safety vest, handheld radio, and any other items you were issued.