

UMBC Event Center Event Services Staff Handbook



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Guest Services

Job Description:

UMBC Event Center Guest Services Staff will work each event in a customer service roll. Staff will be responsible for assisting guests in locating their seats as well as providing general information related to each event. After the event is over, you will be responsible for thanking guests for coming and opening doors. This position is strictly **event-based**.

Event Examples: concerts, basketball games, graduations, public speeches, wrestling, volleyball games

Pay:

\$10.50/h

- Staff will be allowed to take a 15 minute break after 4 consecutive hours of work. Breaks will be assigned by supervisor.

Responsibilities:

- Direct patrons to their seats
- Help guests find bathrooms and concessions
- Arrive for staff meeting 45 minutes prior to doors opening
- Be able to stand for the duration of the event
- No cell phones except emergencies
- Other duties as assigned

Requirements:

- Must have the ability to stand in the same spot for an extended period of time
- Must be mobile
- Must be courteous and polite
- Must be knowledgeable about event/game taking place
- Must have a desire to work events, nights and weekends

Dress Code:

During Events: Event staff is expected to maintain a clean and professional appearance. Any dress, appearance or hygiene factor that interferes with customer relations or in any way compromises the image of the UMBC Event Center and Pinnacle Venue Services is prohibited.

- **Shirt** – Will be provided prior to the event & left after event
 - Must be tucked in at all times
 - If an undershirt is desired it must be **Black, Gray, or White**
 - **No hoodies**
- **Pants** – Black pants; no rips
- **Shoes** – Comfortable shoes (no open toe shoes)

Positions:

All positions must stand up straight and not lean; Smile and encourage people to have a positive experience; be proactive to answer patrons questions and assist as needed (**Use of phone while in position is strictly prohibited.**) In the case that you need to contact a supervisor/manager, radio them directly.)

Front of House

- Ticket Takers: Smile; welcome people to building; encourage people to enjoy the event; at end of event thank people for coming and encourage them to come back by suggesting next event
- Lobby Monitor: Smile; pay attention to whole lobby; Be proactive and ask guests if they need help finding seats, bathroom, &/or concessions
- Door Monitors: Check tickets/credentials to make sure only authorized people are going into area. Be courteous

Concourse:

- Section 100: Greet guests; direct fans to seating sections; check tickets of patrons trying to enter these sections and direct them to the quickest way down to seats
- Sections 101-109: Greet guests; check tickets of patrons trying to enter these sections and direct them to the quickest way down to seats
- Sections 102-110: Greet guests; check tickets of patrons trying to enter these sections and direct them to the quickest way down to seats

Discipline

Write-ups: 3 = termination

- Being caught on phone in non-emergencies two times in an event
- Being late two consecutive times without valid excuse and notice
- Signing up for an event and canceling within 24 hours of event two times without informing supervisor
- Leaving without a supervisor's permission (walking off the job, voluntary termination)
- For every month you go without a write-up, one will be erased from your record

No-Call/No-Show: 2 = termination (1 = write up w/conversation with manager)

Behavior deemed detrimental to the UMBC Event Center will result in an immediate dismissal.

Behavior deemed detrimental by Event Center management includes:

- Drug and/or alcohol use (including coming to work under the influence or consuming drugs or alcohol during events.
- Inappropriate behavior towards other staff member or guests.
- Unsafe and/or inappropriate operation of Event Center equipment.
- Aggressive and/or violent actions towards guests or other staff members.
- Insubordination.

Rewards

- At the end of each month one employee will be rewarded a gift card to a local restaurant. This will be given to the event staff employee who exceeds expectations during the month.

Parking Services

Job Description:

The UMBC Event Center Parking Services staff will work each event in a customer service roll, though all of their duties will be performed in an outdoors setting. Staff will be responsible for the efficient and safe parking of guests before events at the Event Center, as well as the efficient and safe direction for guest leaving events at the Event Center. Staff will be responsible for checking tickets to validate parking space (whether it be general or VIP parking), responding promptly to guest complaints, complying with university policy and authorities regarding parking and traffic, and providing efficient customer service. This position is strictly **event-based**.

Event Examples: Concerts, special variety events (such as political inaugurations and conventions), trade shows, university events (commencement and related events), basketball games, live shows (such as Double Dare Live!) and more.

Pay:

\$11.00/hour

- Staff will be able to take a 15 minute break for every four hours worked. In adverse weather conditions (such as rain, sleet, extreme cold and extreme hot background), staff will be able to come inside if they are not performing any parking-related duties. The Parking Supervisor will be responsible for delegating breaks for staff.

Responsibilities:

- Assist guests of the Event Center with parking in parking lots surrounding the Event Center as well as assisting post event to help get guests out of complex.
- Provide accurate facility information and superior customer service to patrons
- Put out parking signs around parking lots and designated restricted areas, set-up VIP parking area, and put out handicapped parking space signs.
- Other organizational and administrative duties as determined by management

Qualifications:

- Must have a demonstrated ability to function independently in a fast paced, high-pressure environment
- Must have the ability to work flexible schedule including long hours, nights, weekends and holidays.
- Must be comfortable working with the public and have strong interpersonal and communications skills
- Prior sales and customer service experience preferred; ticketing sales helpful, but not necessary

Physical demands:

- Must have the ability to stand in the same spot for an extended period of time
- Must be mobile
- Must be courteous and polite
- Must be knowledgeable about event/game taking place
- Must have a desire to work events, nights and weekends
- Must be comfortable working outdoors in unfavorable conditions, such as cold, heat, rain, and other adverse conditions.

Dress code:

While working events, Parking Services staff can wear casual street clothes that are weather appropriate. Shorts during warmer weather are appropriate, as are longer sleeves and layers for colder weather. During rainy weather, rain jackets and ponchos are appropriate as well.

- All Parking Services staff will obtain a yellow reflective safety vest from the Parking Supervisor and a black handheld radio from the Guest Services desk.
- During events, all Parking Services staff **must** wear the yellow reflective safety vest during the **entire** duration that they are outside. All Parking Services Staff **must** also keep their radio on them at all times. Due to the space that staff will be working in (as parking staff will be positioned in different parts of the lots or in different lots), radios are required for communication.

Communication:

All communication by Parking Services staff is done over Channel 3 on the black handheld radios, which are obtained from the Guest Services desk. All communications with the Parking Supervisor will be done on this channel.

- In the case in which a Parking Services staff needs to communicate with a member of event management, or is unable to reach the Parking Supervisor on Channel 3, they may switch to Channel 1 (which is labeled 'Event Management') to communicate with a member of management.
- In the case that staff need to leave their post, they should communicate with the Parking Supervisor on their actions and advise the Supervisor on where they are going. If the

staff needs to leave early for whatever reason, they must seek approval from the Parking Supervisor.

Working conditions

Most of the job duties carried out by Parking Services staff will be conducted entirely outdoors, meaning that staff will be working in outdoor conditions experienced in this area. Staff should be aware of weather conditions and dress appropriately prior to their shift to avoid any issues that may arise.

- It is advised that Parking Services staff bring water with them to their shift, especially during the warmer months, as there may be times during shifts in which you may be unable to go back inside.
- In the case of adverse conditions (such as stormy conditions, extreme cold or heat, rain, etc.) that make it unsuitable for the Parking Services Staff to perform their duties, they may return inside to the Guest Services desk.
- Certain events may require parking at multiple lots around campus to accommodate attendance, meaning staff will be posted at different lots. For reference, here is an updated copy of the UMBC [Parking Map](#).

Discipline

Disciplinary policy for Parking Services staff is the same as for Guest Services, with a few differences. Parking Services can be on their phones while outside, however, they **cannot** be on their phones while parking guests or directing traffic.

Write-ups: 3 = termination

- Being caught on phone in non-emergencies two times in an event, either while parking guests or directing traffic.
- Being late two consecutive times without valid excuse and notice.
- Signing up for an event and canceling within 24 hours of event two times without informing event manager.
- Leaving without a supervisor's permission.
- For every month you go without a write-up, one will be erased from your record.

No-Call/No-Show: 2 = termination (1 = write up w/conversation with manager)

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- Unsafe and/or inappropriate operation of Event Center equipment.
- Aggressive and/or violent actions towards guests or other staff members.
- Insubordination.

Rewards

- At the end of each month one employee will be rewarded a gift card to a local restaurant. This will be given to the event staff employee who exceeds expectations during the month.

Scheduling

How it works:

Scheduling for Event Services (Guest Services and Parking Services) is done in the same fashion as Operations.

- The Event Center, William Wilson, will have all current Event Services staff on an email list. When events come up, William will send out an eblast for events coming up (either in a week or a few week span) and inform staff of what positions he needs filled.
- Positions are filled on a **first-come, first-serve basis**. Once positions for the event have been filled, William will sent out a confirmation email.
- If any staff are interested in additional training opportunities or advancement, contact William at wwilson2@umbc.edu. If any staff are interested in working Operations, contact Trevor Cox, the Operations and Productions Manager, at tcx@umbc.edu