

THE BOB CARPENTER SPORTS/CONVOCATION CENTER



**EVENT STAFF
OPERATION
GUIDELINES**

NOTE: Whenever a Bob Carpenter Center policy corresponds to a policy in the University of Delaware Policies and Procedures, the UD policy is referenced in brackets.

*April 2007***Table of Content**

Welcome/Introduction.....	3
- About the Bob Carpenter Center	
- Our Goal	
- Open Door Policy	
Necessary Prerequisites.....	4
- Payroll Paperwork	
- Direct Deposit	
Staff Responsibilities.....	4
- Time Log	
- Scheduling	
- Reporting to Work	
- Tardiness	
- Absenteeism	
- Appearance	
- Cell Phone Policy	
- Approaching Patrons	
- Professionalism	
- Breaks	
- Clocking Out/Dismissal	
- Event Cancellation	
- Event Staff Evaluations	
Position Duties.....	8
- Ticket Takers	
- Ushers	
- Arena Door Entrance	
- Media/Special Guest Entrance	
- ADA Escort	
- Stage Security	
Policies.....	10
- Indoor Policies	
- Outdoor Policies	
Safety/Emergency Policies.....	13
Sample Event Staff Evaluation.....	14
Event Staff Contract.....	16

Dear New Event Staff Employee:

The management team of the Bob Carpenter Sports/Convocation Center (BCC) would like to take this opportunity to welcome you to our staff. We would also like to take a moment to explain our organizational goals and our expectations of you as an event staff member. The work performance of all staff members should be modeled after the guidelines and explanations found in this handbook, which will be used as the standard by which the management evaluates your performance.

At the BCC, our first concern is the satisfaction of our customers; including patrons, students and promoters. Their satisfaction depends on the willingness and cohesiveness of our event staff, ensuring a positive experience. We come to the BCC to work; however, our customers come to relax, unwind and just have fun. It is our job to assist in enhancing their leisure experience, as long as they follow the rules and policies of the facility. We should all pride ourselves on providing outstanding hospitality in a safe and enjoyable environment for our guests during all events held at the BCC. This can not be accomplished without your adherence to specific guidelines, that is the purpose of this handbook. It is important that all employees read, understand and follow these policies and procedures. They have been developed on past experiences of employees at the BCC and our success depends on their implementation.

About The Bob Carpenter Center

The Bob Carpenter Center opened in 1992. The facility was designed to serve the state of Delaware as a multi-purpose arena. The BCC is capable of hosting a variety of events including; athletic events, entertainment shows, conventions, conferences, graduations and exhibits. The BCC Arena can seat up to 5,626 persons, depending on the event.

Our Goal

Customer satisfaction and the safety of both our customers and employees are our primary goals. We all must strive to be the best at what we do, to do so, we must consistently provide quality service to all guests of the facility. To achieve this, a tremendous amount of effort is required and expected of you when you report to work. The rules and regulations set forth in this handbook will define the expectations we have of you. Your POSITIVE ATTITUDE is the most important factor in establishing a pleasant atmosphere. It is imperative that you approach others kindly and respectfully. With the proper attitude we can provide an enjoyable experience for all our customers.

Open Door Policy

As employers at the BCC, we value your feedback for the improvement of our operation. We will discuss with you any problems that you encounter and work to remedy negative situations. Also, if you have any input as to what factors helped a particular event run smoothly, or if you have ideas for improvement, we would appreciate your constructive input. On an individual basis, please feel free to approach us with suggestions, comments, and other feedback.

EVENT STAFF GUIDELINES

I. Necessary Prerequisites

A. Payroll Paperwork

Students and/or other prospective employees need to complete the required paperwork in order to be entered into the University of Delasare's payroll system. This includes: New Hire Information form, W-R form (tax information), Agreement to Assign form and the I-9 form. Forms may be picked up at the Office 106 of the BCC. Two forms of identification is required—one being a social security card. For new employees under the age of 18, working papers need to be turned along with the payroll paperwork. It is imperative that working papers be processed and turned in prior to the employee's start date. All employees are required to be cleared prior to their first day of work in order for their time log to be processed through the Payroll Department. Exceptions are made rarely, when given specific permission from a supervisor. Upon submission of paperwork, the first paycheck may not be issued for up to four (4) weeks. Paychecks are then distributed every two (2) weeks, depending on your time spent working at the BCC.

B. Direct Deposit [Policy 3-25]

All paychecks are distributed through direct deposit. When submitting forms to the Payroll Department, each prospective employee will be required to fill out a direct deposit form, including specific bank account information. This information should be either a voided blank check or a copy of a bank statement to verify account information. Consequently, all employees must have either a checking account or a savings account prior to their first day of work. Employees will NOT be issued paychecks until this form is submitted and approved. Pay stubs are available online, contact a supervisor on how to retrieve pay stubs.

II. Staff Responsibilities

A. Time Log

Hours are recorded by the computer system when employees clock in and out. This can be done in the Time Clock Rm. 163. On special occasion, we might clock in the Office 106, when given specific permission from a supervisor. All event staff members are to clock in at the same location. Employees are responsible for learning the proper time-clock procedure as instructed by a supervisor. It is also the responsibility of each employee to make sure that the hours recorded in his/her time log are accurate. Employees must also sign in and out on individual event staff time sheets by hand. If employees arrive to work early, they may not clock in more than 15 minutes before the scheduled staff time, unless directed to do so by a supervisor. Employees may only clock out upon approval by a supervisor. If an employee clocks in or out at an appropriate time or neglects to clock in or out altogether, his/her hours will not be submitted until the following pay period, after the hours have been approved by the management team. If further offenses occur, the employee may not be paid for these hours or may be docked part of his/her paycheck. Disciplinary action may be necessary if such offenses continue.

B. *Scheduling*

At the beginning of each new semester, each employee is requested to fill out a scheduling form. This includes new phone numbers, new addresses, new email addresses and availability to work. However, scheduling is done completely on a call in, walk in or email basis. Supervisors will compile "Sign Up" sheets for all upcoming events, including a description, date, staff time, dress and number of event staff needed. This "Sign Up" list will be available in Office 106 at the BCC and will be emailed to any event staff member with a valid email address on the staff list. It is the responsibility of the employee to call or come into the office and sign up for events, or reply to the staff email regarding the dates/time he/she is interested in working. A "Final Event" list will be compiled shortly after the initial "Sign Up" lists are posted. Commitment is made when you sign up on the "Sign Up" list and confirmed by the supervisors when your name is placed on the "Final Event" list. Only supervisors may write or take off names on the "Final Event" list. If your name is on the "Final Event" list and you can not work the upcoming event, a supervisor must be notified as soon as possible to find replacement. Employees may call or visit Office 106 during regular office hours, which can be obtained by calling 302.831.4507. If supervisors are in need of extra help for an event, they may individually contact staff members by phone. It is entirely the decision of the staff member whether he/she will agree to work the event, but once a commitment is made, that employee is placed on the schedule and expected to report at staff time.

C. *Reporting to Work*

Staff arrival time will be indicated on the sign up sheet and on the email during scheduling. When scheduled to work an event, employees should always report to the Time Clock Rm. 163 10 - 15 minutes before their shift begins. At this time, employees should be clocked in properly and issued a staff shirt (and any other necessary equipment), which is to be returned, upon clocking out at the end of the shift. Following the clock in process, all employees should report to the meeting area for an informational briefing. This meeting is generally held in the Auditorium Rm. 102, unless otherwise instructed by a supervisor. This meeting will be used to assign positions, explain duties and give other necessary information pertaining to the event. Employees must be clocked in before reporting to the meeting area.

D. *Tardiness*

If an employee expects to be late to work, it is his/her responsibility to notify a supervisor of his/her tardiness by calling the BCC at 302.831.4507 or emailing bceventstaff@yahoo.com. If no supervisor is available at the time, a message should be left with a member of the BCC Administrative Staff or on voice mail. Upon arrival, the employee must locate a supervisor so that he/she may be properly clocked in and issued the necessary equipment. The employee will then receive his/her assignment and duties. Repeated tardiness is not acceptable and may result in the loss of pay or termination.

E. *Absenteeism*

Once you commit to work an event, it is expected that the shift is filled. If an employee finds that he/she can no longer work a scheduled shift, it is his/her responsibility to contact a supervisor, as soon as possible, so a replacement can be scheduled. In case of illness or

emergency, an employee needs to call and notify the BCC at 302.831.4507 or emailing bcceventstaff@yahoo.com. A doctor's certificate may be requested prior to the employee's return. Repeated unexcused absences will not be tolerated and will result in lack of available events or termination of employee.

F. *Appearance*

Since we perform a broad variety of tasks as event staff members, there is also a number of dress styles appropriate for various events.

1. Dress Casual (Dress Up) - When working most events, employees should reports to work well groomed, wearing khaki or navy blue pants. Brown or black shoes are preferred, but sneakers are also acceptable as long as they are solid "normal" colors, i.e. white, brown or black. No jeans, boots or open toe shoes are allowed. Yellow "Bob" shirts are distributed when you clock in. All shirts must be tucked in, following the informational briefing meeting. It is each employees' responsibility to sign out a staff shirt. A sheet is available in the Time Clock Rm. 163 where employees note their name, shirt number and initial when they return the shirt at the end of the event. If staff shirts are still outstanding after the staff has been dismissed, employees who have not returned their shirt will purchase it through a payroll deduction, unless it is immediately returned.
2. Casual (Dress Down) - This is most commonly the dress for set ups and breakdowns. The staff is encouraged to bring a change of close when they are aware of an extended breakdown following an event. Jeans, sweatpants, shorts, T-shirts and sweatshirts are all acceptable. Long pants are occasionally required for specific duties. Under no circumstances are sandals or open toes shoes allowed.
3. Formal Dress - During a few events through the year, more formal dress is required. These events include the University's Commencement Ceremonies, graduations or other formal gatherings. For male event staff members this includes brown, black or blue slacks, a button down collared shirt and a tie. For female event staff members, dress slacks and a formal shirt is acceptable. Skirts may be worn, as long as they are professionally appropriate, not too short. Shirts must also present a professional appearance meaning not too low cut and no exposed midriiffs. No sneaker of any kind is appropriate for a formal event.

G. *Cell Phone Policy*

Cell phones should not be visible at any time during an event at the BCC. If you choose to bring your phone, it needs to stay put away either in your pocket or left in the Time Clock Rm. 163 or Office 106. If an emergency phone call occurs while working an event you may take the call. To do so you must first let a supervisor or at least another event staff member know where you are going and why the call is so important. Then you may take a couple of minutes to handle the emergency but must remain out of the sight for patrons while on the phone. The loading dock and offices are good areas to take such calls. If at any time a supervisor feels you are taking advantage of this policy, for personal or social calls disciplinary action will be taken.

H. *Approaching Patrons*

This is where our positive attitude and customer service come into use. Employees should always approach patrons in a helpful and courteous manner. Begin by asking, “May I help you?” or “How may I help you?” - even when approaching a patron to explain a policy. A smile and friendly gesture will help the patron feel more comfortable and welcome, this increases the probability that he/she will accept your help, follow policies and continue his/her leisure at the BCC.

I. *Professionalism*

The Bob Carpenter Center is a professional organization. Therefore, all employees need to perform accordingly. Employees will keep hands out of pockets and may not lean or sit while on duty, unless specifically instructed by a supervisor. Employees must remain at their assigned position, until a supervisor tells them otherwise. Smoking, eating, drinking and chewing gum are also prohibited while on duty.

J. *Breaks*

During some of our longer events a 15 minute break is scheduled for all event staff employees. When on break, employees must go to the appropriate area designated for the staff. While in this area, staff may sit, eat, drink and socialize. Staff members may also use the rest room as needed and use designated staff smoking areas if desired. Employees must return to their specified position promptly when their break has ended. Disciplinary action may be taken if unauthorized breaks are taken, if employees do not return to work at the specified time, or if breaks are taken outside the designated area. Employees may not leave the premises of the BCC during breaks for any reason, unless specifically authorized by a supervisor. If an employee must use the restroom during an event but not in their scheduled break, they must let another staff member know where they are going so that the supervisors do not think they are missing from their position.

K. *Clocking Out/Dismissal*

It is very difficult to know exactly when an event will end or how much time will be needed for clean up and/or breakdown. Thus, the ending time for each shift will only be estimated on the sign up sheets, sometimes we may get out earlier but always plan on staying later. If for some reason, an event runs longer than anticipated, all staff members are expected to stay. Please plan on this possibility when signing up to work. If an employee knows they are only available to work until a certain time, they must notify the supervisors when they sign up to work. If something comes up last minute and they have to leave at a certain time, they still must notify a supervisor prior to the beginning of the event. An employee will be docked time, if they choose to inform a supervisor that they have to leave only a short time before doing so. Employees may only report to the Time Clock Rm. 163 to clock out when their duties are completed and a supervisor has dismissed them. If an employee has finished the duties assigned to him/her, then it is the responsibility of that employee to ask a supervisor if there is another task that needs to be completed. No employee should ever sit and socialize or leave unless a supervisor has been made aware, the employee has clocked out and all equipment assigned to that employee has been returned and accounted for. If an employee fails to gain dismissal

from a supervisor, clocks out improperly or fails to return equipment, he/she may be subject to disciplinary action. The supervisor(s) will record dismissal time at the earliest he/she recalls the employee's presence. Outstanding equipment will be paid for by the employee through a payroll deduction.

L. Event Cancellation

If an event is canceled, staff members should not assume they are not needed to report to work. In some cases, there may be clean up or breakdown in which the staff is still required. In the case of an event cancellation, staff members should call the office and ask a supervisor or administrative staff member if they are still needed. If an employee does not call in and does not report for work on time, it is considered an unexcused absence and will be dealt with individually.

M. Event Staff Evaluations

Employees are evaluated by their supervisor(s) during each event. Evaluations are based primarily on appearance, professionalism, attitude towards management, supervisors and patrons, ability to follow instructions and work without supervision and enforce BCC policies. These evaluations may or may not be written records, but employee performance is always noted and often discussed/reviewed by supervisors. A sample Evaluation Form is attached at the end of this handbook. If you have any questions or concerns with the evaluation or evaluation process, please come and discuss these issues with a supervisor.

III. Position Duties

A. Ticket Takers

Ticket takers give the customer their first impression of the Bob Carpenter Center. This is a very important position, you must always be pleasant, smiling, welcoming and patient. Ticket takers are primarily responsible for ensuring orderly entrance into the Bob Carpenter Center Lobby. Ticket takers need to tear tickets carefully and efficiently while welcoming each patron to the BCC. Ticket takers should be able to identify counterfeit tickets and ensure that only the appropriate tickets for the specified event, date and time are accepted. Thus, ticket takers must be able to differentiate between different types of tickets and be aware of the various entrance procedures for students, the general public, etc. Even if there are no tickets issued for a certain event, staff members assigned to the lobby are always expected to control crowd influx, prevent incoming food and beverage of any kind and enforce the "No Readmittance" policy. In some cases, ticket takers may be responsible for assisting with security duties, such as bag checks, metal detection and preventing the entrance of camera equipment. Regardless of which duties have been assigned, any employee located in the lobby must always be courteous, helpful and prepared to answer any questions a customer may have.

B. Ushers

Ushers are responsible for the safe and efficient seating of patrons, enforcement of the "No Smoking" policy and impermissible beverage confiscation. Ushers are responsible for seating patrons with disabilities as comfortably as possible in the designated seating area for

that event. Ushers should always approach and assist patrons courteously and handle problem situations to the best of his/her ability, within the limits of duty. Ushers are often the most visible position and so their appearance must maintain neat and professional. Ushers are also most commonly asked questions. Ushers must be aware of seat locations, the exit procedures, where bathrooms and concessions are located and where the area of refuge is. If an usher is incapable of handling a patrons request or problem, he/she is responsible for directing the patron to (or summoning someone) who can better assist in the situation; either a more experienced event staff member or a supervisor. Ushers are expected to bring potential and/or existing problems to the attention of a supervisor whenever they occur.

C. Arena Door Entrance

The staff member responsible for the Arena Door has to be a vocal individual and be firm in their actions. This Staff Member must monitor all persons entering the Arena onto the main floor. This person must be made aware of the different passes for each event and who is and who is not allowed onto the Arena Floor. This person is also responsible for enforcing the ADA rules. ADA allows a person with disability to avoid the stairs and come right onto the floor. That person is allowed to be accompanied by only one non disabled guest, and their children, if they are the lone adult.

D. Media/Special Guest Entrance

For most events, this Staff member is positioned in the back Loading Dock. Occasionally the doors near the office are used as a media or guest entrance. The Staff member at either entrance is responsible for monitoring the media and special guests not entering through the main lobby. The staff member will be given a list with the media and guests names so they can check off when they enter. The staff member at this location must be aware of the different passes given for various events. The staff member placed at the media entrance must stay in place until they are told otherwise by a supervisor.

E. ADA Escort

Prior to each event, an area is designated for patrons with disabilities. This area is available to patrons who can not access their assigned seats because of a physical disability. This area is most commonly, on the floor in front of Sections 5-10 or 17-18, or on the concourse behind Section 8. Any disabled person may sit in the reserved area accompanied by one, and only one, other patron. Upon entering the lobby, disabled patrons should be approached politely by a staff member, who should offer to escort the patron to the designated area. A wheelchair can be made available upon request. If the patron needs assistance exiting the facility also, the employee escort should inform the nearest usher inside the arena of this need. When the event has ended, the escort needs to offer to assist the disabled patron to the exit. As a precaution, patrons are never to be removed from their wheelchairs unless they are able to walk unassisted. Should a fire alarm sound, an usher's first priority is to assist those who need help exiting the building quickly and safely.

F. Stage Security (when necessary)

Staff members positioned around the stage are responsible for controlling the crowd surrounding the stage and the backstage area during certain events. These staff members

must understand how to stay calm when dealing with disorderly and unruly patrons. They must also be trained in crowd/patron ejection techniques.

IV. BCC Policies

The Bob Carpenter Center policies may vary depending on the type of event being held within the facility. Because certain events require implementation of specific regulations, the BCC management and/or supervisor will conduct a briefing session before each event in order to explain the proper procedures and policies for that event. When enforcing a policy, as in any situation, patrons are to be approached in a firm but courteous manner. If an employee has any difficulty enforcing a BCC policy while in the building or on the premises, he/she should first seek assistance from another event staff member. If the situation can not be resolved, then the employee needs to find a supervisor. If no supervisor is available to assist, the employee may also seek help from a Public Safety Officer.

No Event Staff member should ever feel verbally or physically, threatened or intimidated by a patron. If such actions occur, contact the nearest supervisor immediately.

A. *Indoor Policies*

1. Smoking [Policy 2-18]

The Bob Carpenter Center strictly prohibits smoking anywhere within the facility. If a patron is smoking indoors, staff members should approach him/her and explain the policy politely but firmly. If the patron refuses to cooperate, employees should notify a supervisor or Public Safety Officer of the problem.

2. Alcohol and Illegal Substances [Policy 2-13]

Possession, buying and/or selling of alcohol or illegal substances is prohibited. Any such activity should be reported immediately to a supervisor or a Public Safety Officer. On occasion, alcoholic beverages are offered at catered or other special events. In this case, only paper or plastic containers will be used. Alcoholic beverages in bottles and cans are not allowed in the facility at any time. If a patron attempts to bring alcoholic beverages into the BCC, staff members should give him/her the option of returning them to his/her car prior to entering the facility. Upon entrance, staff members should only request that patrons open their purses, bags or coats when there is probable cause. If the patron refuses to comply, the BCC reserves the right to deny entrance. Once inside he arena, any previously concealed alcoholic beverages should be confiscated by an usher when found and disposed of in the nearest receptacle.

3. Other Prohibited Items

In addition to alcohol and illegal substances, below is a list of other items not allowed into the Bob Carpenter Center:

- a) Weapons of any type [Policy 7-26]
- b) Audio or video devices
- c) Unauthorized Artist Merchandise

- d) Fireworks
- e) Large containers of any type
- f) Food or beverages
- g) Anything considered a projectile
- h) Latex balloons
- i) Any other items the BCC management believes is not in the best interest of safety for its patrons.

4. Areas of Egress and Ingress

In accordance with state and city fire regulations, all patrons must stay out of the aisles and exits so they remain clear for easy access and passage. Patrons wishing to stand should be directed to the Lobby.

a) Concerts/Entertainment Shows

All backstage areas, dressing room areas, aisles and interior walls should be kept clear of patrons. Only people with valid passes will be admitted to those areas.

b) Athletic Events

All patrons should be seated during athletic events in the arena. No patrons are allowed on the arena floor unless they possess a valid pass or have been approved by BCC management or a supervisor.

5. Readmittance

a) Concerts and Athletic Events

There is a “No Readmittance” policy for all concerts and athletic events at the BCC. Once a patron leaves, he/she will not be allowed to re-enter. There are a few exceptions to this policy but each situation needs to be dealt with individually by the Lobby Supervisor. There are several “No Readmittance” signs posted in the lobby and patrons should be made aware of this policy by the ticket takers when entering or exiting the building.

b) Lectures and Trade Shows

Patrons are generally allowed readmittance to lectures and trade shows upon presentation of a valid readmittance pass.

6. Audio/Video Recording Equipment

While, in some cases, audio and/or video recording is allowed, most promoters prohibit the use of recording equipment during concerts and other shows. Before entrance to the arena, patrons must be directed to return such equipment to their vehicles. Any audio and/or video equipment found inside the facility should be confiscated by the staff and returned after the show. In general, recording equipment is allowed during athletic events. *Note: This policy is subject to change per event and specific policies will be given during the informational briefing session prior to the event.

7. Photography Equipment

In most cases, promoters prohibit the use of photography during concerts and other shows. If this is the case, patrons will be asked to return photography equipment to their vehicles before entering the facility. If such equipment is found during the event, it is to be confiscated by a staff member and returned after the event. On occasion, photography will be allowed, often with the exception of flash photography. If photography is permitted, patrons may only take pictures from their seats and are not permitted to approach the stage or arena floor at any time. Tripods are not allowed in the stands at any time, due to fire and safety regulations. Any patron using a tripod should be asked to fold it and place it under their seat or on their lap. *Note: This policy is subject to change per event and specific policies will be given during the informational briefing session prior to the event.

8. Distribution of Literature [Policy 2-21]

The BCC management must approve the distribution of literature at any BCC event. University policy prohibits the distribution of any religious material at the BCC. Any such activity should be reported to BCC management and/or a supervisor.

9. Animals/Pets [Policy 2-16]

No animals or pets are allowed in the Bob Carpenter Center, even when on a leash. The one exception is service pets, such as a seeing-eye dogs.

10. Lost and Found [Policy 7-33]

Lost and Found items are to be turned into the office in Room 106 at the Bob Carpenter Center. These items are held for approximately two weeks and then turned over to Public Safety.

B. Outdoor Policies

1. Fire Lane

Only emergency vehicles are allowed to stand or park in a fire lane. All other vehicles are subject to ticketing and/or towing.

2. Handicapped Parking

Handicapped parking is available in front of the BCC and is only available to persons with handicapped license plates or permits.

3. Carpenter Club Parking

Parking spaces are reserved in the lot adjacent to the BCC for club members and patrons utilizing recreational facilities. Club members must present valid identification for admittance to this lot.

V. Safety and Emergency Policies

- A. If a fire is discovered in the building, a bomb threat is received by an employee or any other situation arises which constitutes a need for evacuation, a supervisor and/or BCC management should be immediately notified. This information should not be disclosed to

any other staff members or patron until the BCC management has been made aware. The BCC management will inform all supervisors, who will, in turn, inform employees of the situation and subsequent duties. If the building is to be evacuated, the following procedure should be followed:

1. Event staff members must keep calm at all times. Employees can help the patrons remain calm by keeping themselves composed.
2. Employees should escort all disabled patrons out of the building before the crowd exits. If circumstances mandate, disabled patrons may be lead to an area of refuge.
3. An announcement will be made informing patrons to walk to the nearest exit. Since patrons tend to exit through the main lobby doors, employees should be aware of all exits and direct patrons to the nearest exit to expedite evacuation.
4. Staff members are responsible for continuing evacuation until either the building is empty or they are in danger of serious physical harm.
5. Once outside the facility, staff members need to help escort everyone a minimum of 200 feet away from the building. The best thing to do is direct the families around towards the large parking lot adjacent to the BCC.

B. Accident/Incident Reports [Policy 7-2]

Incident reports must be filed out completely and thoroughly when describing an injury, and how it occurred. Make sure you have a witness sign the report if possible. Injury reports are very important in the event of a lawsuit, so more detail is desired. Always write a report as if someone else will be able to understand exactly what happened when they read it.

C. Crowd Disturbance/Fight/Riotous Conditions: This type of incident is most related to police response and very likely could involve weapons. Procedure is as follows:

1. Nearest usher or security officer to isolate problem individuals.
2. Usher or security officer to notify event supervisor(s) and member(s) of BCC administration and event coordinator(s).
3. Security officer and ushers form a perimeter and encourage non-participation.
4. Security officer to escort offenders to a uniformed Police officer in the lobby.
5. Uniformed Police officer will be called into the crowd only if the situation cannot be handled by building and security personnel or in the event of a weapon being used.

[Policy 7-26]

D. Power Failure [Policy 4-23] Emergency generator will automatically start up and provide sufficient Power for the BCC. Evacuation would only be necessary if it is determined that full power cannot be restored in a timely fashion and the event or performance must be cancelled. All ushers and security personnel are to calm the crowd, keep them in their seats and assure them that the inconvenience is only temporary.

Thank you for taking the time to read through this Event Staff Guidelines handbook. Attached is a sample employee evaluation form and an Event Staff Contract. Please read and sign the contract and return it to a supervisor. Again, if you have any questions, comments or other feedback, please do not hesitate to contact BCC management or a supervisor. We look forward to working with you and making this a positive work experience.

Sample: Event Staff Evaluation Sheet

Name: _____ Date: _____

Event: _____ Staff Time: _____

EVALUATION

PERFORMANCE	POOR	AVERAGE	GOOD	EXCELLENT
Appearance				
Ability to follow instructions				
Ability to work without supervision				
Attitude toward supervisors and peers				
Attitude towards patrons				
OVERALL PERFORMANCE				

Additional Comments: (Please explain all poor and excellent rankings)

EVENT STAFF CONTRACT

Date: _____

I, _____, acknowledge that I have read and comprehend the Bob Carpenter Center Event Staff Guidelines. I understand my role and my position as an Event Staff Member at the BCC. I realize the responsibility of this position. I know my actions and appearance give an impression for the whole facility and the university. I understand that failing to meet the expectations outlined in the Event Staff Guidelines can result in lack of available events or termination from BCC employment. I have cleared any questions with a supervisor or member of the BCC management, and am excited to join the Event Staff team.

Event Staff Signature: _____

Supervisor Signature: _____