

UNIVERSITY OF ALBERTA GOLDEN BEARS & PANDAS ATHLETICS EVENT STAFF TRAINING



November 7th, 2012



Overview

- Athletics Organization
- Event Management Team
- A-Team and Tech Crew
- Ticketing
- Programs (Cubs Club, KIC)
- Customer Service
- Staff Roles
- Medical-Emergency Procedures
- Questions, Comments

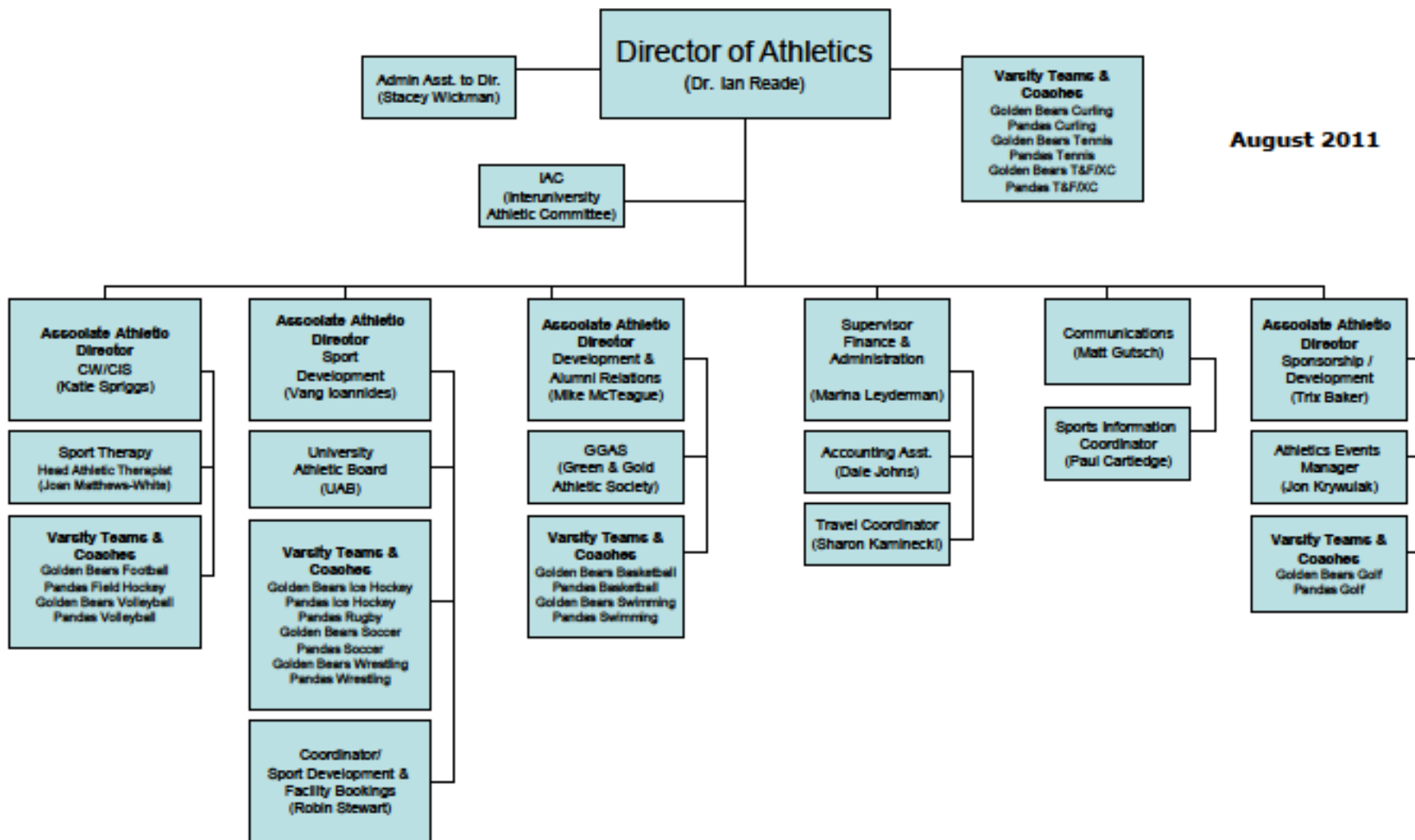
Ian Reade

Athletic Director



University of Alberta Golden Bears & Pandas Athletic Program

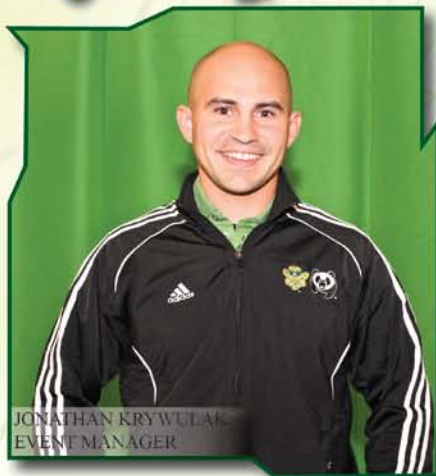
August 2011



Event Management Team



GOLDEN BEARS & PANDAS ATHLETICS
EVENT MANAGEMENT TEAM



JONATHAN KRYWULAK
EVENT MANAGER



ERIC MALMAS
EVENT SUPERVISOR



BREANNE FERRIS
EVENT SUPERVISOR



MEGAN RAGUSH
EVENT SUPERVISOR



Event Supervisors

- Assist in the training, scheduling, and supervision of event staff
- Monitor the day-to-day operation of events, including handling and resolving various event related issues
- Liaison between teams and officials
- Act accordingly to maintain the safety and security of athletic varsity events
- Lead pre-game staff meetings
- Attend weekly supervisor meeting
- Provide in-game supervisory assistance and support to the service areas of ticketing, merchandise and alcohol sales.
- Responsible for event cash-out and reconciliation
- Assist in the preparation of events throughout the week
- Provide assistance in payroll and other event related tasks



THE ATTEAM

- Composed of 5-7 students
- Responsible for game day promotions and activities
- Assist in the promotion of athletic events on Campus and in surrounding communities

Production/Tech Crew

- Volleyball and Basketball Crew
- Includes announcing & music
- Instrumental in providing a professional game day experience

Admission info

The following passes will allow for direct admission into the event:

- VIP
- Media
- Gold Athletic Staff Badges
- Canada West Conference/Official Pass
- Volleyball Official badge

Please note: all non-participating athletes are required to have a ticket



Valid for one admission to all Golden Bears and Pandas home games.

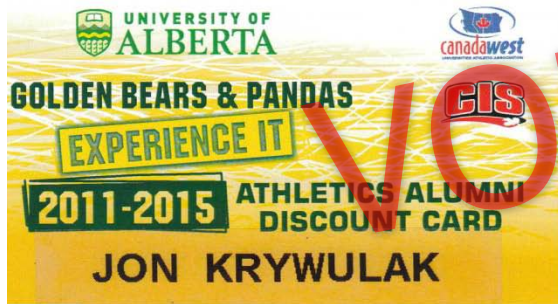
Present VIP Card at door to gain admission.
NON TRANSFERABLE.

For all Golden Bears and Pandas game information visit:
www.bears.ualberta.ca or www.pandas.ualberta.ca
or call 780-492-BEAR (2327)



GOLDEN BEARS & PANDAS

UNIVERSITY OF ALBERTA

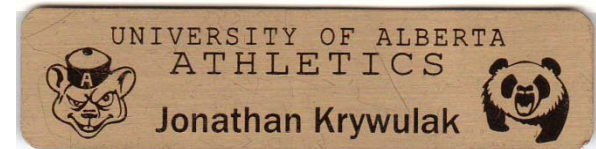


Present Alumni Discount Card with picture Id on game day at walk-up ticket booth to receive a discount ticket rate on up to two tickets. Only eligible for Canada West Conference and Playoff Games. (Excluding CIS Championships and some Non Conference events.) **Non transferable.**

More information regarding the use of this card can be found in the Alumni Section at www.bears.ualberta.ca

Present at Hudsons for
20% off regular priced food
All DAY, EVERY DAY!
\$14 Hudsons Jugs until 8 PM.

*Offer may be subject to change without notice.





Must be Shown at
Box Office
Expires March 31, 2013

**2012-13
CONFERENCE
STAFF PASS**

This pass entitles bearer admittance into any
CANADAWEST venue for all regular season and play-off games



**2012 - 2013
CONFERENCE OFFICIALS PASS**

This Pass Entitles Bearer Admittance to any Canada West
Venue for Regular Season or Playoff Basketball Game



Supervisor of Officials

**2012-13
Men's Hockey Pass**

www.canadawest.org

Good at games - Non-transferable



Ticketing

Types of Tickets

UAF0924 TKT# GAO 55 ADULT EUAF0924
 F= 0.00 GEN ADMISSION 14.00 11:35
 UNIVERSITY OF ALBERTA CN 31465
 TKT# GOLDEN BEARS FOOTBALL TKT#
 PP 2X US PPUAA400
 GAO 55 SASKATCHEWAN HUSKIES GAO
 UAA400A FOOTE FIELD - EDMONTON A 14.00
 20SEP10 FRI SEP 24 2010 7:00PM SEAT 55

UAF0924 TKT# GAO 56 JST*SR EUAF0924
 F= 0.00 GEN ADMISSION 9.00 11:35
 UNIVERSITY OF ALBERTA CN 25577
 TKT# GOLDEN BEARS FOOTBALL TKT#
 PP 2X US PPUAA400
 GAO 56 SASKATCHEWAN HUSKIES GAO
 UAA400J FOOTE FIELD - EDMONTON J 9.00
 20SEP10 FRI SEP 24 2010 7:00PM SEAT 56

UAF0924 TKT# GAO 57 L:UOFA EUAF0924
 F= 0.00 GEN ADMISSION 5.00 11:35
 UNIVERSITY OF ALBERTA CN 19689
 TKT# GOLDEN BEARS FOOTBALL TKT#
 PP 2X US PPUAA400
 GAO 57 SASKATCHEWAN HUSKIES GAO
 UAA400L FOOTE FIELD - EDMONTON L 5.00
 20SEP10 FRI SEP 24 2010 7:00PM SEAT 57

UAF0924 TKT# GAO 62 M:FAM EUAF0924
 F= 0.00 GEN ADMISSION 8.00 11:35
 UNIVERSITY OF ALBERTA CN 55785
 TKT# GOLDEN BEARS FOOTBALL TKT#
 PP 2X US PPUAA400
 GAO 62 SASKATCHEWAN HUSKIES GAO
 UAA400M FOOTE FIELD - EDMONTON M 8.00
 20SEP10 FRI SEP 24 2010 7:00PM SEAT 62

UAF0924 TKT# GAO 51 COMP EUAF0924
 F= 0.00 GEN ADMISSION 0.00 11:38
 UNIVERSITY OF ALBERTA CN 55017
 TKT# GOLDEN BEARS FOOTBALL TKT#
 PP 2X US PPUAA400
 GAO 51 SASKATCHEWAN HUSKIES GAO
 UAA400C FOOTE FIELD - EDMONTON C 0.00
 20SEP10 FRI SEP 24 2010 7:00PM SEAT 51

Adult Hockey \$15.00 121	Student / Senior Hockey \$10.00 401	U of A Student Hockey \$7.00 432
 GOLDEN BEARS HOCKEY 2012	 GOLDEN BEARS HOCKEY 2012	 GOLDEN BEARS HOCKEY 2012
No Refunds or Exchanges www.bears.ualberta.ca www.pandas.ualberta.ca	No Refunds or Exchanges www.bears.ualberta.ca www.pandas.ualberta.ca	No Refunds or Exchanges www.bears.ualberta.ca www.pandas.ualberta.ca
High Performance University Sport At Its Best	High Performance University Sport At Its Best	High Performance University Sport At Its Best
121 	401 	432 
Adult Hockey 121	Student / Senior Hockey 401	U of A Student Hockey 432

KIC & Family Tickets

Kids in the Crowd 900	Kids in the Crowd 5500	Family - Adult	Family - Youth / Student
Adult	Youth / Student	24	48
 <p>Global Kids in the Crowd Adult Ticket</p> <p>No Refunds or Exchanges www.bears.ualberta.ca www.pandas.ualberta.ca</p>	 <p>Global Kids in the Crowd Youth / Student Ticket</p> <p>No Refunds or Exchanges www.bears.ualberta.ca www.pandas.ualberta.ca</p>	 <p>2011-2012 Family Adult Ticket</p> <p>No Refunds or Exchanges www.bears.ualberta.ca www.pandas.ualberta.ca</p>	 <p>2011-2012 Family Youth/Student Ticket</p> <p>No Refunds or Exchanges www.bears.ualberta.ca www.pandas.ualberta.ca</p>
900 	5500 	24 	48 
University of Alberta 900 Golden Bears & Pandas	University of Alberta 5500 Golden Bears & Pandas	24	48
HIGH PERFORMANCE UNIVERSITY SPORT AT ITS BEST 900	HIGH PERFORMANCE UNIVERSITY SPORT AT ITS BEST 5500	HIGH PERFORMANCE UNIVERSITY SPORT AT ITS BEST 24	HIGH PERFORMANCE UNIVERSITY SPORT AT ITS BEST 48

← Ticket Office

CATCH THE ACTION

GAME DAY TICKETS SOLD HERE

GOLDEN BEARS AND PANDAS

ADULT	10.00
STUDENT	5.00
CHILD	3.00
SENIOR	7.00
GROUP	15.00

Office of the Associate Dean, Research & Management Research Group
22-13 Underwood Room



Activity Registration Zone-Sales Office

- Located in W-79 on lower level of Van Vliet Centre
- Sell advance game tickets, merchandise, as well as register people for classes, camps
- Open game nights for pick up of advance ticket sales, Kids in the Crowd
- Acts as another ticket booth during events

Faculty of Physical Education and Recreation

Activity Registration Zone



SAVILLE COMMUNITY
SPORTS CENTRE

BASKETBALL • VOLLEYBALL • GYMNASICS



Ticketing



Coupons/Vouchers

UNIVERSITY OF ALBERTA

GOLDEN BEARS & PANDAS

YOUTH PASS

CATCH THE ACTION EXPERIENCE IT

www.bears.ualberta.ca www.pandas.ualberta.ca

FREE YOUTH ENTRY
to any regular season Golden Bears or Pandas game with the purchase of one adult ticket.

- Youth is 15 years or under.
- Free Ticket will be issued at time of adult ticket purchase. Valid for one use per day.
- Valid for Canada West Conference Regular Season Play
- PLEASE REDEEM THIS VOUCHER IN PERSON.
- IN ADVANCE**
At the Activity Registration Zone Sales Office
W-79 Lower Level Van Vleet Centre, University of Alberta Campus
Office Hours 9 am - 5 pm, Monday to Friday
780-492-BEAR (2327).
- ON EVENT NIGHT**
at the Ticket Booth prior to entering event.
This voucher is subject to ticket availability and does not guarantee entry. Advanced Ticket redemption is recommended.

DATE USED: / /

DATE USED: / /

DATE USED: / /

DATE USED: / /

YOUTH PASS

YOUTH PASS

YOUTH PASS

YOUTH PASS

GOLDEN BEARS & PANDAS

UNIVERSITY OF ALBERTA

Redeem this coupon when you purchase one ticket and receive a second ticket FREE.

2 FOR 1 TICKET VOUCHER

CATCH THE ACTION EXPERIENCE IT

Valid until: _____

- Free ticket must be equal or lesser value.
- PLEASE REDEEM THIS VOUCHER IN PERSON.
- IN ADVANCE**
At the Activity Registration Zone Sales Office
W-79 Lower Level Van Vleet Centre, University of Alberta Campus
Office Hours 9 am - 5 pm, Monday to Friday
780-492-BEAR (2327).
- ON EVENT NIGHT**
at the Ticket Booth prior to entering event.
This voucher is subject to ticket availability and does not guarantee entry. Advanced Ticket redemption is recommended.
- www.bears.ualberta.ca www.pandas.ualberta.ca

Coupons/Vouchers

2 FOR 1 ADMISSION
TO ANY REGULAR SEASON
GOLDEN BEARS FOOTBALL GAME

UNIVERSITY OF ALBERTA ATHLETICS
SPORT WITH CLASS

Amount: _____
Office Use Only
Ticket Types: _____

www.bears.ualberta.ca
www.pandas.ualberta.ca

Event Info Call 780-492-BEAR(2327)

Coupons valid 2010-2011 Season. One coupon per customer. Please present coupon at time of purchase. No cash value. Not valid with any other offers or coupons. Coupon not valid during playoffs and non-conference/exhibition games.

2 FOR 1 ADMISSION
TO ANY REGULAR SEASON
GOLDEN BEARS OR PANDAS GAME

UNIVERSITY OF ALBERTA ATHLETICS
SPORT WITH CLASS

Amount: _____
Office Use Only
Ticket Types: _____

www.bears.ualberta.ca
www.pandas.ualberta.ca

Event Info Call 780-492-BEAR(2327)

Coupons valid 2010-2011 Season. One coupon per customer. Please present coupon at time of purchase. No cash value. Not valid with any other offers or coupons. Coupon not valid during playoffs and non-conference/exhibition games.

2 FOR 1 ADMISSION
TO ANY REGULAR SEASON
GOLDEN BEARS OR PANDAS GAME

UNIVERSITY OF ALBERTA ATHLETICS
SPORT WITH CLASS

Amount: _____
Office Use Only
Ticket Types: _____

www.bears.ualberta.ca
www.pandas.ualberta.ca

Event Info Call 780-492-BEAR(2327)

Coupons valid 2010-2011 Season. One coupon per customer. Please present coupon at time of purchase. No cash value. Not valid with any other offers or coupons. Coupon not valid during playoffs and non-conference/exhibition games.

2 FOR 1 ADMISSION
TO ANY REGULAR SEASON
GOLDEN BEARS OR PANDAS HOCKEY GAME

UNIVERSITY OF ALBERTA ATHLETICS
SPORT WITH CLASS

Amount: _____
Office Use Only
Ticket Types: _____

www.bears.ualberta.ca
www.pandas.ualberta.ca

Event Info Call 780-492-BEAR(2327)

Coupons valid 2010-2011 Season. One coupon per customer. Please present coupon at time of purchase. No cash value. Not valid with any other offers or coupons. Coupon not valid during playoffs and non-conference/exhibition games.

2 FOR 1 ADMISSION
TO ANY REGULAR SEASON
GOLDEN BEARS OR PANDAS BASKETBALL GAME

UNIVERSITY OF ALBERTA ATHLETICS
SPORT WITH CLASS

Amount: _____
Office Use Only
Ticket Types: _____

www.bears.ualberta.ca
www.pandas.ualberta.ca

Event Info Call 780-492-BEAR(2327)

Coupons valid 2010-2011 Season. One coupon per customer. Please present coupon at time of purchase. No cash value. Not valid with any other offers or coupons. Coupon not valid during playoffs and non-conference/exhibition games.

2 FOR 1 ADMISSION
TO ANY REGULAR SEASON
GOLDEN BEARS OR PANDAS VOLLEYBALL GAME

UNIVERSITY OF ALBERTA ATHLETICS
SPORT WITH CLASS

Amount: _____
Office Use Only
Ticket Types: _____

www.bears.ualberta.ca
www.pandas.ualberta.ca

Event Info Call 780-492-BEAR(2327)

Coupons valid 2010-2011 Season. One coupon per customer. Please present coupon at time of purchase. No cash value. Not valid with any other offers or coupons. Coupon not valid during playoffs and non-conference/exhibition games.

2 FOR 1 ADMISSION
TO ANY REGULAR SEASON
GOLDEN BEARS OR PANDAS GAME

UNIVERSITY OF ALBERTA ATHLETICS
SPORT WITH CLASS

Amount: _____
Office Use Only
Ticket Types: _____

www.bears.ualberta.ca
www.pandas.ualberta.ca

Event Info Call 780-492-BEAR(2327)

Coupons valid 2010-2011 Season. One coupon per customer. Please present coupon at time of purchase. No cash value. Not valid with any other offers or coupons. Coupon not valid during playoffs and non-conference/exhibition games.

2 FOR 1 ADMISSION
TO ANY REGULAR SEASON
GOLDEN BEARS OR PANDAS GAME

UNIVERSITY OF ALBERTA ATHLETICS
SPORT WITH CLASS

Amount: _____
Office Use Only
Ticket Types: _____

www.bears.ualberta.ca
www.pandas.ualberta.ca

Event Info Call 780-492-BEAR(2327)

Coupons valid 2010-2011 Season. One coupon per customer. Please present coupon at time of purchase. No cash value. Not valid with any other offers or coupons. Coupon not valid during playoffs and non-conference/exhibition games.



50% OFF

University of Alberta - Golden Bears & Pandas
Enjoy up to 4 ADMISSIONS at 50% off the regular price.
Offer Conditions on reverse side.



Valid now thru November 1, 2010

W-79 Van Vliet Centre, Edmonton, AB
(780) 492-BEAR

More Offers Online!

REDEEM FOR TICKET

UNIVERSITY OF ALBERTA ATHLETICS
ALEX PACKS VOUCHER

ADULT

For Golden Bears & Pandas Schedule information call **780-492-BEAR(2327)**
www.bears.ualberta.ca www.pandas.ualberta.ca

Redeem this voucher in person for a ticket prior to any Golden Bears and Pandas regular season home game.

Ticket may be redeemed game day at the main ticket booth or in advance at the Activity Registration Zone Sales Office
W-79 Lower Level Van Vliet Centre, University of Alberta Campus
Office Hours 9:00 AM - 5:00 PM Monday through Friday, 780-492-BEAR(2327)

This voucher is subject to ticket availability and does not guarantee entry.

* Voucher not valid during playoffs, non-conference/exhibition games or national championships. No cash value.

AVAILABLE IN **5 GAME AND 10 GAME PACKS**

The **FirstClass** 2010/2011 Card
Since 1963

The Ultimate 2 for 1 Golf and Entertainment Card

Celebrating Our 18th Year

9408 432 998 325

JON KRYWULAK

Expires 07/11

This voucher entitles you to two tickets to a University of Alberta Golden Bears or Pandas Canada West Conference regular season home game.
Compliments of

ATHLETICS

UNIVERSITY OF ALBERTA

YOUR UNIVERSITY TEAMS

GOLDEN BEARS AND PANDAS

HOCKEY • BASKETBALL • VOLLEYBALL • FOOTBALL • SOCCER

CATCH THE ACTION

Customer Service is....

- the ability to provide a service or product in the way that it has been promised
- about treating others as you would like to be treated
- a phrase that is used to describe the process of taking care of our customers in a positive manner

There are two major reasons to deliver customer service:

- repeat business and happiness.

The Customer Wants You to

-greet them
-value them
-help them
-listen to them

Customer Service = GUEST

G – Greet the customer

U – Understand customer needs

E – Explain situation (features/benefits)

S – Suggest additional options

T – Thank the customer

Complaint Handling

- Appreciate/Thank the customer for sharing the complaint
- Apologize for the error/mistake/inconvenience
- Listen actively and nod from time to time showing interest
- Show Empathy – Put yourself in the customer's place
- Resolve, if it is within your control. If not, bring it to the notice of your supervisors

Don't take customers' complaints personally

Tips for Good Customer Service

- **Smile**
- Make yourself presentable/well groomed
- Greet each customer
- **Smile**
- Make eye contact when speaking to customers
- Be a good listener and show interest in what the customer is saying
- **Smile**
- Identify and anticipate needs
- Apologize when something goes wrong
- Use positive verbal & body language

WAKE UP
BE THANKFUL
BE APPROACHABLE
COMPLAIN LESS
SMILE, REALLY
START EARLY & GO LONG
GO BEYOND EXPECTATIONS
HAVE A SENSE OF URGENCY
BE RESOURCEFUL & RESILIENT WITH NO EXCUSES

 smile & move

Shifts

- Will generally start 90 minutes prior to game time (min. of 2 hours prior for football)
- We ask that all staff stay until work is done – generally 15-20 minutes following a game
- Shifts are generally 4-5 hours
- Schedule set well in advance and posted online (<http://www.ualberta.ca/~jk6/>)
 - Changes are done by staff members (through e-mail, phone calls) and then must notify Jon
 - List serve email address: athletics-staff@mailman.srv.ualberta.ca

Shifts

- Looking for consistency in staff during events
 - Particular positions / sport
- Be attentive during shift – have fun but priority is to remain on task
- Busy times are early in the season and playoffs



Event Staff Website

Code of Conduct

- Be on time
- Expect to stay until work is done
- Know what your job entails, if you don't know
ASK!
- If you can't make a shift, it is your responsibility
to find a replacement and inform Jon
- Two Strikes and your out!
- Work together
- Be respectful

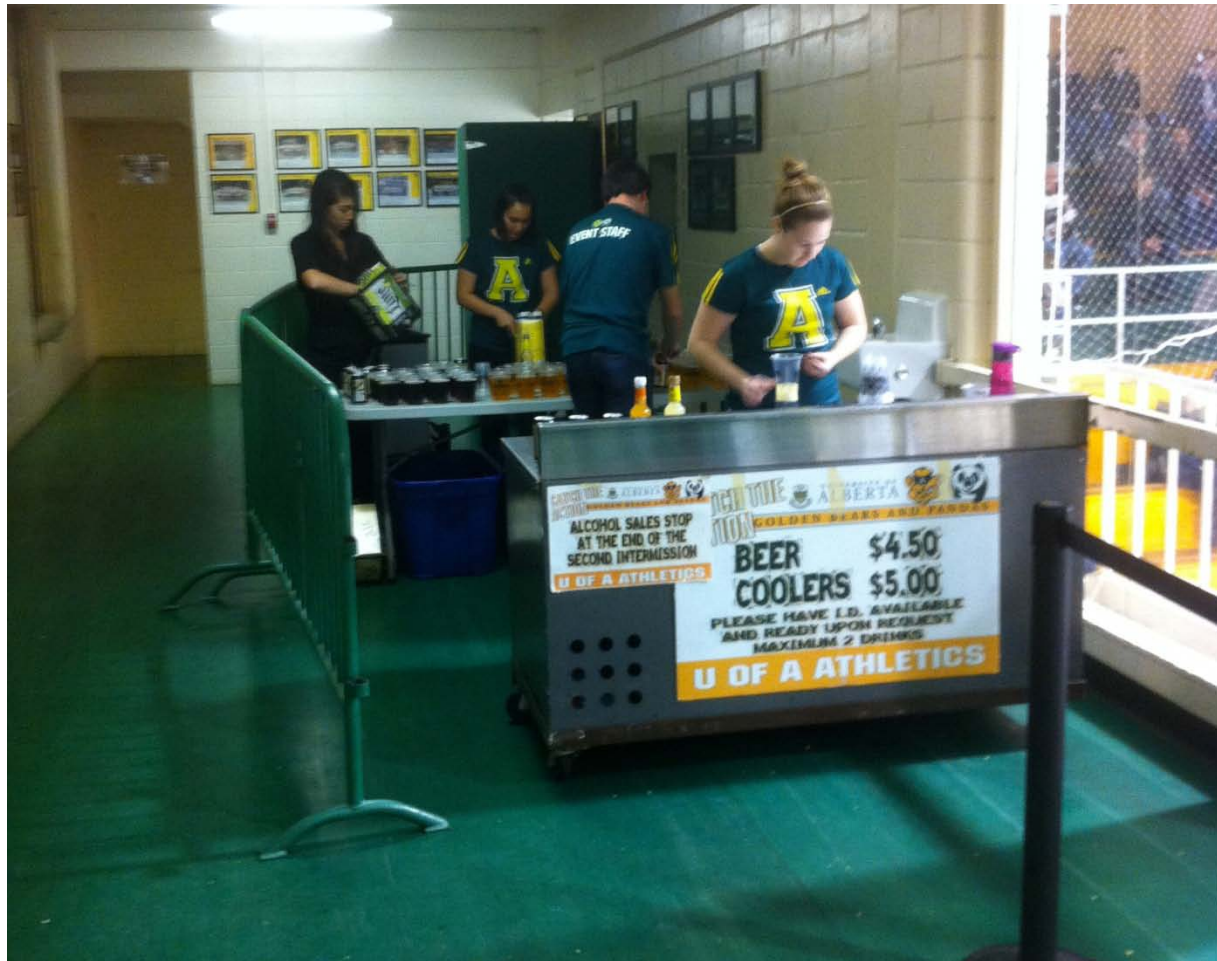
Staff Uniform

- All staff are provided with an Event Staff shirt and are expected to wear it during each event
- Vests in Gym and Jackets outdoor & arena
- No Hats!!!
- No Cell phones!!!
- Dark blue or black pants
 - No ripped jeans, shirts, or shorts*
- Recommend comfortable shoes that you can stand in, easily move around in (No Sandals)
- Dress appropriately for cold games

Event Staff Roles

- Alcohol Sales
- Merchandise Sales
- Ticket Selling
- Security/Ticket Taking

Alcohol Sales



Alcohol Sales



Alcohol Sales

- Staff briefing
- Pick up and take a beer bin containing supplies
- Retrieve and transfer appropriate alcohol stock & ice to station
- Set up station
- Count and confirm float and alcohol stock
- Once confirmed, radio for supervisor to sign off
- Begin selling
- Handle your own sales if possible
 - Cash handling / serving
- Get change and stock as needed
 - be sure to adjust your quantity on your accounting sheet
- End sales – determined by the Event Supervisor
 - Basketball - after third quarter break
 - Football – after third quarter
 - Hockey – end of second intermission
 - Volleyball – dependent on match

Alcohol Sales

End of Night

- Take down the station
- Replace all remaining inventory back into storage
- Prepare stock in coolers the for next event night
- Replace empties to storage area (if nec. count them to ensure accurate reconciliation)
- Ensure all equipment is clean and placed back in an organized fashion (bins, coolers, counters, Bears Den etc.)
- Count cash and complete cash out form

Alcohol Sales - TIPS

- ID anyone appearing under the age of 25
- Take time when handling cash – don't feel rushed into completing transaction
- 2 drinks maximum per person – cut people off as necessary
- Ensure sufficient stock prior to half-time/intermission
- Be relaxed and have fun even with long lineups but work quickly
- Don't be afraid to get your hands dirty
 - Counting and replacing empties
 - Minor spills in the work area
 - Moving and hauling inventory
- Focus on efficiency and work as a team

Merchandise



Merchandise



Merchandise

- Staff briefing
- Get stock from Sales office
- Count and confirm inventory and float
(be sure to keep an eye on your cash tray)
- Once confirmed, radio for supervisor to sign off
- Create attractive display of items
- Help customers with questions, sizing, pricing
- Be diligent about tracking what's sold

Merchandise

End of Night

- Stay until after game and after the majority of the fans have left the venue
- Neatly pack up items in tub and return to ticket booth
 - On Saturday nights – return inventory to Sales Office
- Count cash and complete cash out form

Ticket Selling



Ticket Selling

- Staff briefing
- Count float and tickets – once confirmed have supervisor sign off on it
- Prepare sales area
- Ensure all necessary signage is in place
- Familiarize yourself with ticket prices, moneris machines, and how to handle coupons
- Get change as needed during night – ask for it before you really need it
- Don't be afraid to use your coin

End of Night

- Count cash, credit / debit receipts and reconcile to event sheet
- Clean up ticket booth for next event night

Ticket Selling - TIPS

- Smile and be welcoming to all spectators – you're likely the first point of contact for them that night
- See ID from all U of A students
- Relax and have fun, even if line-ups are long
- Take time when completing transactions – there is no need to rush
- Will call will be at the ARZ – Sales office during hockey games and right beside the main ticket booth at basketball and volleyball games

Cash Out - Reconciliation

Cash Out

1. Remain at your station and accurately count and record remaining stock: tickets, alcohol (full and empty), merch.
2. Exchange any tips into bills as large as possible and place in envelope with date/event/amount
3. Calculate $(\text{Items Sold}) \times (\text{Price}) = (\text{Total Sales})$
4. Count and record your total cash
5. Face bills in same direction
6. Roll as much coin as possible
7. Remake your float as close as possible to what you started with (small denominations preferred)
8. Record the cash you have left (after you make your float) in the DEPOSIT section
9. Make sure $(\text{Total Cash}) - (\text{Float}) = (\text{Deposit})$
10. Check if $(\text{Total Sales}) = (\text{Deposit})$. If not, re-count money and stock(if possible)

ASK IF YOU ARE UNSURE ABOUT ANYTHING!

Ticket Taking



Ticket Taking / Security

- Staff briefing
- Assist with other areas as necessary
 - Getting alcohol stock to stations
 - Placing sponsor signs in gym / Foote Field
 - Sweeping the Main Gym floor
 - Setting up merchandise
 - Organizing Game Day programs, brochures
 - Getting gates, stamps ready for arrival of fans
- Get location assignment from supervisor

Ticket Taking / Security



Ticket Taking / Security

- Staff briefing
- Understand all security issues for the night
- Bag checks/intoxicated patrons
- Check and verify **ALL** tickets
- Assist during volleyball warm-ups to protect fans
- Ensure alcohol does not leave the venue
- Know the nearest exits in your area to direct people in case of evacuation

Ticket Taking / Security

- End of Night
 - Ensure orderly flow of exiting traffic
 - Store all sponsor signs
 - Assist with returning alcohol to storage room
 - Assist merchandise staff in packing up inventory
 - Stay in the venue until the Event Supervisor dismisses you
 - Assist with packing up of vests etc.

Ticket Taking / Security

- Must be confident asking fans to abide by policies
 - No running
 - Cutting people off who have had too much to drink
 - No smoking in venues
 - No animals in venues (excl. seeing eye dogs)
 - All spectators that do not possess the appropriate pass, must have a ticket or stamp to gain entrance – if they do not be confident in turning them away and denying access (Feel free to contact a supervisor)

Ticket Taking / Security

- Assist any patrons that need help getting to their seats
- If a spectator is causing problems, calmly visit & talk to them to see how you can help
- Ask for help from venue supervisor and, if necessary, campus security
- Know game day spectator care procedure
 - Explained prior to each event
- Be sure to keep all walkways open
- Hockey staff need to pay extra attention to pucks flying into the crowd
- Spills
 - Act quickly to clean up minor spills (ex. popcorn, pop)
 - Inform Event Supervisor immediately for any major spills (ex. Vomit)

WE WANT TO SEE YOUR INITIATIVE

- Take charge of the situation without someone asking you to do so
- If you see a job that needs to be done, no matter how great or small, do it!
- Those who show a willingness to work and possess a good work ethic will be recognized

Spectator Control

We are responsible for promoting good sportsmanship from spectators and ensuring that that sufficient security is in place to prevent serious problems from arising and impacting the normal conduct or integrity of the event.

Emergency Procedures

- As events staff you have a DUTY to respond to and prevent *potential emergencies*.
- Remain calm, listen to direction and execute so that everything ends properly and safely
- If our staff remains calm, patrons will as well

SPECTATOR CARE

Charge Person:

The first event staff to the scene will be designated the charge person. They are to send a runner to the merchandise table or go themselves to radio for a supervisor. Supervisor determines whether the incident is urgent or non-urgent.

Call Person:

- Supervisor or designated by the supervisor.
- Call 911 and/or radio or call the Operations **(780-492-3276)**
- The Operations Staff will assist and direct the ambulance to the location of the injured spectator and have access to an AED.
- Call Person is to contact U of A Protective Services

Control Person:

-Designated by the event supervisor, ensures area safety/crowd control. (event staff security)

Event Supervisors

1. Determine if injury is urgent or non-urgent
2. If urgent - call 911 -> inform operations to help (Equipment Room) -> ask Supervising Therapist for help
3. If non-urgent - utilize first aid kit

*** Accident Report Form must be filled out for all injuries

Emergency Procedures

- Fire / Gas / Explosion
 - Equipment room staff to take lead
 - Upon alarm going off, will commence evacuation of buildings
 - Want people OUTSIDE, not funneled into other parts of Van Vliet Centre
 - Announcements will be made to crowd
- Bomb
 - Campus Security to take lead
- Lights Out / Power Failure
 - Emergency lighting should engage
 - Announcement made for fans to remain seated
 - Equipment Room to take lead

Emergency Procedures

Fire / Explosion

- activate nearest fire alarm
- Close doors
- Evacuate building
- Ensure all remain at safe distance from venue – do not re-enter unless all clear given by Fire Department
- If possible, call U Control Centre (492-5555)
- Meet Fire Dep't at main entrance

Emergency Procedures

Bomb Threat

- If caller still on line ask key questions
 - Expected time of explosion
 - Location of bomb
 - What does it look like / what kind of bomb is it
 - Reason for bomb – caller identity
- Note time of threat
- Immediately call Campus Security 492-5050
- Campus Security makes decision on procedures
- If evacuation, activate fire alarm and begin orderly exit of building
- Events Manager use PA to make announcement
- Ensure all remain at safe distance from venue

Medical Emergency

1. See and recognize the incident
2. Stay Calm
3. Do not move person unless he/she is in immediate danger
4. Assess responsiveness – if responsive introduce yourself, ask basic questions about person, injury, how it happened
5. Call Supervisor on radio to attend situation and get medical attention
6. Begin ABC's (airway, breathing, circulation)
7. If you begin performing CPR, you should remain until someone more qualified to take over arrives
8. Be prepared to offer information you have to medical personnel upon arrival

As the "Primary Responder"

YOU

Are Responsible to ensure that an Incident Report Form is fully filled out and given to a Supervisor.

Key Contact Information

U of A Protective Services 492-5050

U of A Control Centre 492-5555

Glen Sather Clinic 492-4752

Equipment Room 492-3276

Pay Information

- All staff must have appointment forms completed in order to get paid
- It is your responsibility to ensure your pay information/direct deposit is updated on Bear Tracks and that you correctly sign in and out at each event
- Pay statements accessible through Bear Tracks online
- Keep track of your hours as mistakes do happen!

Pay Periods

- Pay periods for Event Staff are typically every two weeks.
- Our pay periods do not match the University pay period time-line

Staff Perks

- 15 free event tickets – up to 5/event
- (must give at least 24 hours notice)
- 15% discount on merchandise
- Staff parties, meet new friends, fun social environment....
- Opportunities for advancement
- Build your resume

SIPS SEMINAR

- November 21, 2012 7:30 to 9:30 pm
Physical Education East E120
- January 20, 2013 7:30 to 9:30 pm
Physical Education East E120
- **To register for a SIPS course**
- **Please email your name, student identification number, your student group name, number of people attending, and which date you wish to attend to jesse.howey@ualberta.ca**




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Questions, Comments

GO BEARS GO PANDAS

Thanks Staff and Enjoy a Great Year

