

PATRON SERVICES
TRAINING MANUAL

WRIGHT STATE UNIVERSITY'S
NUTTER CENTER
3640 COLONEL GLENN HIGHWAY
DAYTON, OHIO 45435

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PATRON SERVICES – FALL 2013 TRAINING SCHEDULE

September 23 and October 9

6:30pm Current Ushers, Parking, Ticket Takers and Guest Services

*** Location of training sessions may change depending on events in the arena and/or Berry Room. Notice of location will be posted before each training session.

Introduction

Welcome to Patron Services at the Wright State University's Nutter Center. As a member of Patron Services, you have accepted a position in a customer service business. You are here to ensure each customer is completely satisfied with his or her experience at the Nutter Center. The Nutter Center is a very successful arena and much of that success depends on the commitment from each member of the Patron Service group to satisfy each and every customer. Therefore, each group member must recognize that being satisfied with the past will not guarantee success in the future. Each of us must be willing to take a step further to ensure complete customer satisfaction. The entertainment industry changes continuously; you must be also willing to change to assist the Nutter Center in maintaining the highest level of excellence.

To achieve the desired results for Patron Services, supervisors and management will institute a variety of measures to make sure each group member is providing the utmost customer service. Some of these measures include group training, individual training and group member-to-group member training. Supervisors and management will assess other needs by observing and assisting employees in certain situations--a "secret shopper" program--and other methods depending on the specific event. Each of us must constantly remind ourselves we never know who is watching us while we are working. Each employee must be willing to go the extra mile to ensure not only the customer is satisfied but also anyone else who might be watching.

Wright State University's Nutter Center management and Patron Service supervisors encourage creative, fun methods for greeting and assisting customers. Be willing to go above and beyond the usual to please customers and ensure their experience at the Nutter Center will bring them back for another event. Each customer enjoying an event at the Nutter Center should leave feeling he/she has received maximum value for the price of the event. This begins and ends with excellent customer service from the Patron Service group.

A reminder to all Patron Service group members--a customer in the entertainment industry encompasses more than the patron entering the arena to watch the show. A customer also includes promoters, performers, other employees and any person on the property of the Nutter Center. Take care of each and every customer to the fullest. **ENJOY** the work you do. Have **FUN** working at the Wright State University's Nutter Center!!!!

Mission/ Vision

**For the Patron Service
Group**



Group Employment Criteria

Personnel are hired based on the following criteria:

- Minimum 18 years of age.
- NOT a Wright State University Classified/Unclassified employee.
- Communication Skills
- Personality

Each new group member will be required to read and understand this manual.

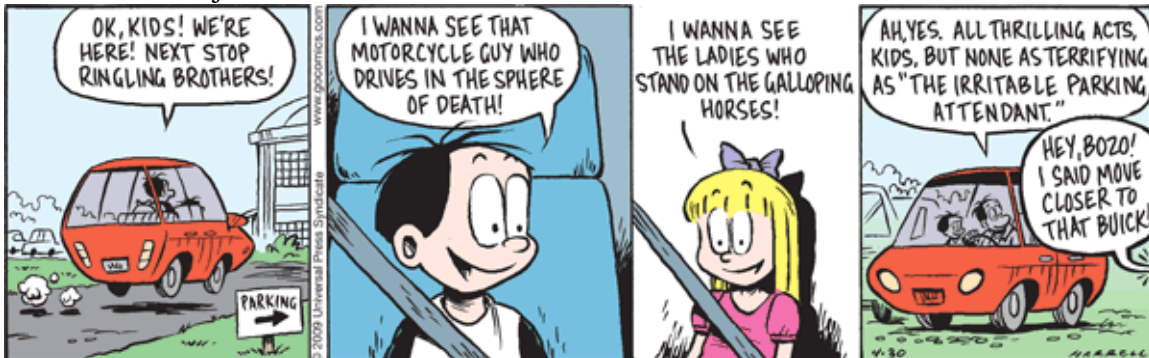
Group Goal

A commitment to customer service by treating all personnel involved with respect, courteousness and full cooperation to ensure that the event delivers complete satisfaction. All personnel include, but are not limited to patrons, media, promoters, entertainers, security and other group members.

Expectations

As a member of the Nutter Center Patron Services Group, you are part of a group of people working toward a common goal...quality, friendly and courteous service to our patrons. Our policies, rules and regulations are designed to ensure “success through service” and benefit all group members.

Our part-time staff is considered a “group” and we will use the “group” approach as a guide in determining how our operation will succeed. All group members are expected to perform in accordance with both general and specific guidelines presented herein. Failure to do so may lead to an unpleasant experience for our patrons and a less than acceptable performance on your part which will result in possible disciplinary action or dismissal. By performing your assigned duties to the best of your ability in a positive and friendly manner, our patrons will enjoy every event at the Nutter Center and you will enjoy the satisfaction of a job well done.



Group Philosophy

The principal philosophy of our group is to provide the safest, most enjoyable environment for our patrons at scheduled events in the Nutter Center. Patrons must feel their business is valued and their wants and needs will be cheerfully and promptly attended to during an event. When this basic precept is followed, success is assured because patrons believe they have received quality service and caring attention and will choose to patronize future events at the Nutter Center.

Create a positive memorable experience!

Group Concepts

The use of the following concepts establishes credibility and develops a successful group.

- **Reliability:** The single most important quality an individual must have to be part of a group is reliability. When an individual is scheduled to work, the expectation of the group is that individual will be at work.
- **Communication:** Good communication is necessary to ensure our group functions properly. Each group member needs to develop a good rapport with all group members, Nutter Center management, WSU Athletics, and other facility support staff (custodians, maintenance, and security).
- **Cooperation:** Cooperation and helpfulness are paramount in efforts to maintain the safety and security of the facility, patrons and all support staff. Never attempt to handle a difficult situation by yourself. Seek the assistance of your fellow group members. If you see a fellow group member in a difficult situation, do not hesitate to assist. Reminder: There is a supervisor available to assist you.
- **Consistency:** Consistency is the concept that will make everyone's job easier. When carrying out your assigned duties, always be consistent in your enforcement of the policies and procedures of your post. Failure to be consistent will cause many difficult situations and could result in disciplinary actions.
- **Integrity:** The management of the Nutter Center depends on the trustworthiness and integrity of all its group members.

“You never get a second chance to make a first impression.”

ASSISTING PATRONS



Patron Courtesy

Patrons are the most important piece of the puzzle in our job. Assist patrons from the moment they drive into the parking lot, step inside the gate, and sit in their seat to the time they make their way out of the venue and leave the parking lot. Making the experience pleasurable for patrons will ensure they return for future events.

Competition is too intense in the entertainment industry to allow patrons to be discouraged or upset by a bad experience at the Wright State University's Nutter Center.

The following employee guidelines will ensure each patron is treated in a courteous manner resulting in a positive public image for the Nutter Center.

“People don't care how much you know until they know how much you care.”

➤ **Appearance**

- Dress Code requirement--shirt tucked in, **jacket buttoned completely**, appropriate jeans/slacks, shoes.
- Hair and grooming must be neat and clean.
- Clean--means both clothes and personal hygiene.

➤ **Behavior and Body Language**

- SMILE; be pleasant but do not become rowdy with the crowd. A smile on your face may put a smile on the face of a patron. *“Welcome to the Nutter Center.”*
- Do not lean against walls, seats or railing. **Be approachable!**
- Appear self-assured and as though you enjoy your job.

➤ **Awareness**

- Go to the patron before the patron comes to you. **Make the effort!!**
- Each event presents different needs/different duties. Please pay attention when the supervisor addresses these needs/duties.
- Be aware of patrons entering area (parking lot, gates, concourse, seats, and floor) and be willing to assist each one. Many patrons who enter the arena for first time are easily confused. Do NOT stand or watch someone struggle. Please offer to assist them with a polite, friendly, **“Is there anything I can help you with?”**

C.A.R.E

Remember to C.A.R.E!

Create a positive first impression!

Actively listen and look for opportunities to create a memory!

Respond quickly to guest requests and service mistakes!

Exceed expectations with extraordinary services!

Importance of Resolving Patrons Concerns

Why Patrons Quit Patronizing Businesses

- 68%quit because of the attitude or indifference on the part of some employee
- 14%.....service dissatisfaction
- 9%.....competitive reasons
- 5%.....influenced by friends
- 3%.....move
- 1%.....die

What happens to an unsatisfied customer after they leave the event?

- 100% Tell at least 9 others of dissatisfaction
- 13% Tell at least 20 other people
- 70% Will do business again if the problem is resolved
- 95% Will do business again if the problem is resolved on the spot

Attempt to resolve the Situation/Complaint

Every attempt should be made to resolve all patron complaints and situations on the evening of the show. If a patron looks dissatisfied, approach the patron and ask, “**Is there anything I can help you with?**” More times than not, they will explain the situation to you.

The Nutter Center management is successful in resolving as many patron complaints and situations at the event so the patron is not leaving upset. If you come across a complaint or situation, please contact a supervisor immediately. If you are unable to find a supervisor, contact a security guard and have them contact the Patron Services Supervisor or Manager on Duty immediately and they should be able to resolve the situation.

One rule of thumb: Never promise the patron something that can not be guaranteed to happen. Some concerts, shows and sporting events limit what can and can't be done as far as set-up and seating arrangements go. Supervisors and management will do everything possible to resolve a complaint/situation as long as it falls within what the event allows.

Arena Updates

The following updates have been implemented or will affect the Nutter Center:

Chartwell's/WSU Hospitality Services – the new food vendor to the entire campus.

Electronic Cigarettes – at this point in time, our stance in treating a patron using Electronic Cigarettes is to treat them in the same manner as a regular cigarette. Our facility is a non-smoking facility. All cigarette users should be directed to the nearest smoking gate.

675/N. Fairfield Road Construction – 2 Phases of construction will take place in 2014 and 2015 which will include resurfacing 675 (Phase 1) and then widening N. Fairfield bridge over top 675 (Phase 2)

In-Seat Service at WSU Men's Basketball – Platinum seat holders and Premium Seat Holders in the first 6 rows of seating will have access to a smartphone app to order food and have it delivered to their seats.

VIP Parking Passes – Implemented in 2013, the VIP Parking Pass program was very successful and we will look at ways to grow this program for coming shows.

Battery Recycling – Box located underneath the television in the Patron Services office for battery recycling. Feel free to put your household batteries in there as well.

Ticketless Scanners - Patrons may enter an event without a ticket by using their credit card. This is preset for some shows and we should be aware before this happens. They must swipe the credit card used to purchase the ticket, in return the scanner will print their ticket automatically.

Service Animals – defined as dogs that are individually trained to do work or perform tasks for people with disabilities.

Nutter Center Management encourages all Patron Service employees to come up with ideas that might make the Nutter Center a better place. All ideas are taken seriously and looked in to by the management team.

JTECH Paging System

The push button paging system will allow approximately 30 ushers and ticket takers as well as all corporate box holders to have contact with supervisors directly through a handheld push-button device. From the device, an usher or ticket taker can reach a supervisor, housekeeping, medics or security. Each device has a specific location so it is very important to make sure you are taking the correct device to the proper location. Each Corporate Box is equipped with a push-button. When pushed, this will go to a suite attendant pager to be assisted shortly. If a Corporate Box Holder finds an employee outside of the suite, please inform them of the push-button inside of their suite.

General Patron Rules for the Nutter Center

The following is a general list of operational rules you will be expected to enforce. These rules should be consistently upheld during all events. These rules are in place to protect the safety of patrons, employees and performers at the Wright State University's Nutter Center. Contact a supervisor or management immediately if you have a question or concern about a patron or feel uncomfortable dealing with a patron. Any deviation or other interpretation of these rules must be cleared through an Event Supervisor.

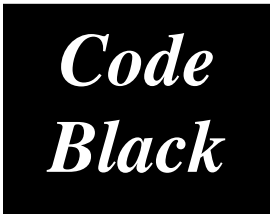
- ◆ All patrons entering the facility for any type of event must have a ticket or proper event credentials.
- ◆ Smoking is **PROHIBITED** inside all areas of the facility. Smoking areas are designated outside certain gates depending on the event and event size - standard smoking areas are outside Gates Three (3) and Six (6).
- ◆ Standing on chairs and sitting on seat backs is **PROHIBITED**.
- ◆ Standing in aisles while an event is in progress is **PROHIBITED**.
- ◆ Everyone must sit/stand in the location that matches the section, row and seat number on his/her ticket.
- ◆ Only one person is allowed to occupy a seat at a time. Children 2 years and younger may sit on their parents lap during an event and may not occupy an extra seat.
**This is subject to change for many children shows.
- ◆ Patrons entering the Nutter Center for an event must enter through the appropriate gates. Only Press and personnel with proper credentials may enter restricted areas.
- ◆ All patrons must wear footwear. All males must wear a shirt and pants or shorts of some type. All females must wear a shirt and pants, skirt, dress or shorts of some type. Deviations should be brought to the attention of the supervisor.
- ◆ No bottles, cans, coolers, aerosol cans, or alcoholic beverages are allowed to be brought into the building for any event.
- ◆ Weapons of any kind (knives, guns, clubs, etc) or any object that may be used as a weapon are strictly **PROHIBITED** in the facility. Anyone carrying a weapon or an item that may be used as a weapon should be brought to the immediate attention of the supervisor, security personnel, or police. This does include concealed weapons.
- ◆ Any person observed defacing, damaging, or destroying facility property or grounds should be kept in sight until appropriate management personnel can be notified.
Never try to physically restrain anyone. Only security personnel or a police officer are authorized to use physical restraint.
- ◆ Cameras or any type of video or audio equipment are **PROHIBITED** in the Nutter Center for some scheduled events. Patrons are not permitted to enter the building with such items if the event will not allow them. Guest Services can hold cameras for patrons during an event. With the growing popularity of digital cameras, it may be more difficult to determine if the patron is using the camera or video portion of the camera. If you observe someone with such equipment, contact a supervisor or security personnel and allow them to make a decision regarding confiscation of the equipment.

Crowd Management Quick Guide

Emergency situations may arise at any time before, during or after an event. After receiving the full Crowd Management training session and reviewing the information below, it is expected that the Patron Services staff is confident to handle any situation in a safe and effective manner. Safety must be the #1 concern for our patrons and employees.



Code Red will be used in an **Evacuation** scenario. Following a Code Red call, staff should immediately start the evacuation process directing patrons to the nearest exit in a calm manner.



Code Black will be used in a **Shelter In Place** scenario. For most events, the arena will be used as a shelter. Direct patrons off of the concourse in to arena seating. Physically challenged patrons on the concourse should be directed to the restrooms on the concourse.



Code Yellow will be announced to **Relocate** patrons to a different area of the arena. This may mean moving a section, row or an entire area to a different location. Details will follow the Code Yellow call.

It is imperative that each employee react appropriately to the different emergency situations. There potentially could be 10,000 patrons looking to **YOU** for direction.

One important item of note – you cannot force a patron to do anything during an emergency situation. Be clear and concise in your commands and direction of shelter areas or evacuation routes. Patrons will then make their own decisions on following your direction for safe shelter or evacuation.

PROCEDURES FOR SPECIAL SITUATIONS

PHYSICALLY CHALLENGED PATRONS:

UPDATED ADA INFORMATION: By law, we are required to allow up to 3 guests to sit with/assist a physically challenged patron.

As a member of the Patron Service group, you are not a doctor and cannot determine whether a patron is physically challenged. If patrons explain they are physically challenged, they are to be directed to the designated areas for physically challenged entrances without challenge. The Nutter Center has many facilities to assist the physically challenged. Guest Services, ushers and ticket takers should know where all physically challenged seating areas are and all accessible ways for patrons to proceed to those areas, e.g. elevators and aisles with handrails. If you are unsure on where to send a physically challenged patron, consult a supervisor or the Patron Service Manager for the appropriate area. All restrooms have stalls designated for the physically challenged. Water fountains are lowered for those patrons with special needs. Wheelchairs are available from Guest Services to assist patrons.

80% of people with disabilities have a disability that is not visible.

TERRORISM: The Nutter Center management takes all potential terrorism acts very seriously. If you notice anything at all suspicious, please bring it to a supervisor, manager or police officers attention immediately. These suspicious items may be boxes, bags, people, vehicles, etc. Wright State police will be contacted immediately and look in to all items.

FIRST AID PROCEDURES: The best rule for first aid is never move an injured person. Make him/her as comfortable as possible without moving the injured patron. When a situation develops requiring Fairborn EMS, contact your supervisor, Guest Services, or any employee with a radio. Detailed information will assist medics with a proper response. Remain with the injured patron until medical personnel arrive and ensure the area remains clear from curious onlookers.

FIRST AID STATION: The First Aid Station is located on the East side of the building by the South elevator close to Gate 1. WSU Police and Fairborn EMS personnel are scheduled for all major and most minor events.

AUTOMATED ELECTRONIC DEFIBULATORS (AED)/LOCATIONS: Nutter Center management and some part-time staff are trained on CPR/AED procedures. There are three AED machines located throughout the Nutter Center. There is an AED located in McLin hallway near the ATM machine, outside of the Administration Office on the concourse near Gate 1 and just inside of Gate 5 on the concourse. Each AED is positioned on the wall and will alarm if the door is opened to gain access to the AED.

EMERGENCY EVACUATION: Each group member is responsible for helping patrons evacuate the facility in case of an emergency. A supervisor will advise you of the emergency evacuation; however, do not hesitate to act if an evacuation is announced by appropriate management personnel. During an evacuation you are to stay in your assigned area until relieved or the situation becomes life threatening. It is imperative you remain calm and in control. Direct patrons to the nearest exit and remind them to walk, not run. Establish a semblance of order and maintain it. Remember the safety and well-being of patrons and employees is of the utmost importance. Please familiarize yourself with the proper emergency evacuation map enclosed in this manual.

ARENA/PARKING LOT ACCIDENT REPORTS: If a patron or fellow employee is involved in any type of accident, either involving or not involving injury, an Accident Report should be completed. Accident Reports can be obtained from the Patron Service office. An Accident Report should be filled out to the best of your knowledge without other employees input and should be completed by the end of the event.

CORPORATE BOX PATRONS: Corporate Box patrons are VIPs and will be treated as such. The top 12 seats directly in front of each Box are reserved for the people in the Box, except for Boxes 211A, 211B, 214A, and 214B. These Boxes do not have seats in front of them. If the Corporate Box is used at an event and the Box holders have the appropriate tickets, keep the top row clear of other patrons. There are certain events where the Box seats are sold separately from the Box. Your supervisor should make you aware of this situation. All alcohol available to Corporate Box patrons must remain in the box, in the assigned top row seats, or be poured into a cup. No beer cans or glass bottles are allowed in the arena. When an event is a blacked-out show, all Corporate Boxes are to dim lights in accordance with the show's requirements.

DUPLICATE TICKETS: This situation does occur at some events. Verify the tickets are the same by comparing section, row, seat number, and event date. Most duplicate tickets are errors in reading the tickets. However, when a duplicate ticket situation is verified, you must immediately notify your supervisor to resolve the situation. If there is no supervisor available, take the patrons and both sets of tickets to the inside Box Office window where Box Office personnel will assist in resolving the problem.

ALCOHOL AWARENESS: All employees should be aware of alcohol situations that may arise during concerts or other events. All patrons drinking alcohol should be wearing a wristband. Also, if you notice alcohol being passed to underage patrons or highly intoxicated patrons, please bring this to the attention of a supervisor or security guard immediately.

LOST AND FOUND: All lost items can be turned into the Lost and Found located at Guest Services near Gate 3. Guest Service personnel will ensure items are tagged and kept in a safe place. For patrons recovering a lost item, direct them to Guest Services. Guest Services/Nutter Center Administration maintains a Lost and Found spreadsheet, so if you receive an inquiry, access can be obtained to the spreadsheet either through the Patron Services Manager or Guest Services.

LOST CHILDREN: All lost children should be brought to the Guest Services Desk located at Gate 3 at the top of section 210. In addition, parents looking for lost children should be immediately directed to the Guest Services Desk. Do not leave a lost child or a patron who is reporting a lost child unless a police officer has taken control of the person.

PAY PHONE: A public pay phone is located on the Upper Concourse by Section 211. Guest Services can supply a phone for patrons to use to make necessary calls.

GUEST SERVICES: Guest Services is located at the top of Section 210 near Gate 3. Guest Services is available for a variety of situations including wheelchairs, complaints, lost and found, lost children, etc. If a patron is unhappy with a situation, please have Guest Services bring a Situation Report to the patron instead of having the patron walk to Guest Services. Guest Services may also hold items not permitted in the building for a specific event. Patrons can retrieve the items following the event. For larger shows, Guest Services will also be open at Gate 1 and will be fully functional.

BASKETBALL PASSES: Event Passes are issued by the Wright State Men's Basketball team for their season. These passes vary so staff should familiarize themselves with them. If you encounter someone without a pass or proper credentials, please ask them to stay put while you contact a supervisor.

Group Guidelines

- ♦ **DO NOT POST PICTURES OR VIDEOS ON FACEBOOK OR OTHER FORMS OF SOCIAL MEDIA FROM EVENTS PROHIBITING EITHER TO PATRONS.**
- ♦ Report to work through designated employee entrance--Gate 5 near the Box Office.
- ♦ **Employees should enter the Patron Service office no earlier than 15 minutes before assigned report time. Employees are welcome to stand outside, on the concourse or in arena seats prior to this time. Supervisors will be the only employees permitted in the office prior to the report time. Shows may ask that no employees be in the arena during sound check. Please respect this request.**
- ♦ Be punctual and ready to work at assigned time. The report time is the time set for everyone to be at the meeting place and ready for instruction from supervisors.
- ♦ Adhere to established payroll procedures by clocking in and out on the appropriate time clock located inside of Gate 5 by the Patron Services office. Paychecks are cut and mailed on a weekly basis and usually arrive in mailboxes on Thursday/Friday. If you do not receive a paycheck on-time, wait until the following Monday to see if it was delayed in the mail and then call (937) 775-4724 and inform Chris Bethel.
- ♦ Storage bins located in the Patron Service office under the coat rack are to be used by employees. You may lock up items in these bins during the event, but must remove the lock after the event so others may use the bins for a future event.
- ♦ **Cell Phones are not to be used while working unless it concerns the event or a family emergency. This includes phone calls and texting!!**
- ♦ Permit employees only to enter the facility prior to the official door opening. All others must wait outside the facility until doors open to the public.
- ♦ Friends or family with tickets are not allowed into the facility until the doors open.
- ♦ **Never bring friends or family without a ticket to an event.**
- ♦ Employees should not stand in the bed of the parking truck while the truck is moving. Also, please refrain from sitting on the tailgate when the truck is in motion as well.
- ♦ Avoid excessive conversation with fellow employees and patrons during your shift.
- ♦ Stay away from unauthorized or restricted areas including the stage, backstage, dressing rooms, and loading dock.
- ♦ **Never offend or touch a patron.** If you are unable to convince a patron to do what is necessary, contact your supervisor or Security immediately.
- ♦ **Profanity, disrespect, or rudeness to patrons or co-workers will not be tolerated.**
- ♦ Refrain from eating or drinking at your assigned post. Use of alcoholic beverages or non-prescription drugs while on duty is strictly prohibited.
- ♦ Never leave your assigned post unless you are involved in an emergency, another employee relieves you, or you have your supervisor's permission.
- ♦ All part-time and volunteer employees are ineligible as participants in any event promotions or giveaways. Do not solicit gratuities including promotional items.
- ♦ Refrain from conversation on or off duty with media and others concerning issues connected with the Nutter Center. Refer any questions or concerns to your supervisor or Nutter Center staff.
- ♦ Report any change in your address or phone number to Chris Bethel immediately.

Radio Etiquette

Two-way radios are used during each event as a means of communication for the specific event. These radios are not to be used to discuss personal business. Radios will be handed out at the discretion of the supervisor. Two-way radios and accessories are to stay together. Please do not hide radio accessories!

The following rules for the use of two-way radios will be maintained during events:

- ◆ **NO PROFANITY.**
- ◆ Do not discuss information about seating or other situations pertaining directly to the event. (Ex: “We have a seating problem.” “Seats are missing.” “Patron is upset.”) In such situations, ask the appropriate person to meet you at a specific spot to explain the situation face-to-face. **Reminder: Promoters carry a house radio during shows.**
- ◆ Keep radio conversations short.
- ◆ Do not interrupt any radio conversation. Wait until channel is clear to ask a question.
- ◆ When you hear “PLEASE CLEAR RADIO,” assume an emergency situation has occurred and the radio must be silent until the “SITUATION CLEAR” signal has been issued.
- ◆ For emergency situations--patron injury, employee injury, illness--inform supervisor immediately by radio of situation with plenty of information such as location, extent of injury or illness, until the EMS crew can arrive at the location of injury or illness.
- ◆ Be courteous to other patrons when speaking over the radio. Remember most radios DO NOT have headsets. Patrons near the radio can hear what is being said.
- ◆ When finished with the radio, please turn switch to the OFF position before placing it back on the charger. If you are unclear where the radio should go, please ask your supervisor for assistance.

Radio Channels

Channel 1 – House Channel (Ushers, Ticket Takers, Guest Services, Supervisors, Housekeeping, Promoters, Public Safety, Security)

Channel 2 – Parking

Nutter Center Event Sheets

EVENT STATUS SHEET

DAVE MATTHEWS BAND October 2, 2004

DOORS	GATES	BACK BOX OFFICE	GIVE AWAYS	SPECIAL SETUP	
Approx. 4:30pm	1,2,3,4,6,7,9, N/S Elev	Will Not Be Open Tonight	None	See Note Below	
Attendance:		10,500 – SOLD OUT!!!!			
Set Length		6p-6:30p My Morn. Jacket, 6:35p-7:05p Jurassic 5, 7:10p-8p Ben Harper, 8:15p-10:45p DAVE			
Camera Policy		AUDIO OK, NO CAMERAS			
Shuttles		6 Shuttles/Drop off at Gates 6 and 7			
Merchandise Booths		Gates 1, 3, 6 and 8			
Meet and Greet		TBD			
EVENT CODE		EJN1002			
USHER RELEASE: 15 Minutes after Dave goes on. Chairs: YES					
Berry Room 1		Berry Room 2		Berry Room 3	
Wedding		Wedding		Wedding	
				North Concourse	
				None	
<p>Note: **PASSES – Security will handle all pass checks. Wristband does not give access into the building, must have a ticket or pass. **Ticket Takers will have slow times at the gates up until 7:00p or so. **Cross your fingers that the scanners perform as they should tonight! Ticketmaster Rep on site tonight.</p>					
Beer Garden 3 & 6		Corp Box 203		McLin 1 and 2	
PC SEATING		None		None	
				McLin 3	
				None	
				McLin 4	
				Show Catering	
<p>SUPERVISORS: Ushers-Jerry Miller/Joe Rodriguez Ticket Takers-Dorothy Carey/Sam Claridy Parking-Dennis Young/Amanda Brookey Guest Services-Allen Stebelton</p>					
Corp Box 203		Corp Box 211B		Corp Box 214A	
Larry Klaben		WSUPD Headquarter		None	
				Corp Box 214B	
				None	
				Corp Box 223	
				Lee Midkiff	
<p>**If you notice anyone causing a disruption either in the parking lot or in the arena, please notify security or a supervisor immediately. **Verizon Wireless will be set up at Gate 3 with cell phones for patrons to make free calls on. **NO Willcall/Box Office at Gate 9. Everyone must go up and around the building except PC and ADC.</p>					

An Event Sheet will be developed for each major concert/show or sporting event held in the main arena. Please read this event sheet carefully before the start of the show. The event sheet will keep all employees informed of what is happening in McLin Gym, Berry Rooms and Corporate Boxes along with the parking lots and other areas in and around the arena.

The backside of the Event Sheet may include floor seating diagrams, other special set-up diagrams or emergency evacuation instructions placed as a reminder to the procedures that we will train on that may be specific to potential weather conditions pertinent to that day/event.

Please keep in mind that information on this sheet may change at any time during the event. As soon as information does change, your supervisor will be notified and distribute information to the appropriate employees as quickly as possible.

***Patron Services
Job
Descriptions
and Operations***

- Report broken seats or safety concerns to your supervisor as soon as you arrive in your section.
- Provide Arena Directions – sections, corporate boxes, parties, restrooms, smoking gates, exits, payphones, ATM, Guest Services, First Aid, etc.
- In the event a patron complains about someone occupying his/her seat, please ask for and compare tickets from both patrons. Nine times out of ten, a patron is in the wrong section, row or seat. If both tickets are the same, find the nearest supervisor to resolve the situation.
- Assist physically challenged patrons to and from their seats.
- As an usher, you are asked to pay attention to the patrons and not the concert or sporting event.
- **Do not panic in an emergency situation.** You are responsible for assisting patrons out of the arena in a safe manner. If you panic, patrons will do the same.
- After an event, ushers will assist patrons in exiting the arena.
- Ushers who remain after an event may be asked to remove chairs from the floor.
- All other duties assigned by supervisor or management.

TICKET SAMPLES

***REGULAR
SEASON
TICKET
HOLDER***



***PREMIUM
SEAT
HOLDER***



*****Distinguished
By Ribbon***

ticketmaster Training & Knowledge Services

Walmart Retail Outlet Receipt and Ticket Printing

For Internal Use Only

Tickets will print directly from the Walmart POS receipt printer. The Walmart Associate will place the Walmart receipt and all event tickets in the provided Ticket Sleeve.

Walmart Ticketmaster Receipt
Each ticket will be listed as a separate line item on the Walmart receipt.

Walmart Ticketmaster Ticket

This is your ticket. Please Reveal the QR code for mobile device verification.

Event Information
Seat Location
Special Price
Ticketmaster Convenience Charge
Purchase Code
Ticketmaster Ticket Barcode

ticketmaster This is your tick. Present this entire page at the event.

Match.com
Zip through your next ticket purchase!
Register at ticketmaster.com

Where you can date, relate and flirt on Ticketmaster!

Want to make the most of your city? Citysearch it!

Important Instructions:
This ticket only allows one entry per event.
Unauthorized sale or transfer of this ticket may prevent your admission to the event.

Thank you for choosing Ticketfast. Our next faster delivery method.

THIS IS THEIR TICKET!!

ticketmaster SEAT LOCATOR

SECTION ROW SEAT

NOT A TICKET. NO MONETARY VALUE.

Ticketless Ticket – will not need to scan once this ticket prints out.

Relocation Pass- Tear the top sheet and give back to patron, keep bottom 2 sheets for ticket count.



Ervin J. Nutter Center Location Pass

Account number _____

Event _____ Time _____

Day _____ Date _____

Name _____

Section _____ Row _____ Seat(s) _____

Reason _____

Authorized by _____

JN1211 205 7 1 G 60.75 E9T0608
60.75 SECTIONABLE ROW/BOX SEAT ADULT
\$3.00 PRKNG INCL

HALLMARK CHANNEL PRESENTS
TRANS-SIBERIAN ORCHESTRA
LOST CHRISTMAS EVE 2013

WSU NUTTER CENTER
WSU NUTTER CENTER
WED DEC 11 2013 7:30 PM

740333717944

WRIGHT STATE
NUTTER CENTER
NO REBID
NO EXCHANGE
NOT REFUNDABLE

pepsi
ticketmaster

Ticket printed from the Nutter Center Box Office

EVENT CODE 9T0608 FLR2 1 15 ADULT E9T0608
\$ 125.00 FLOOR 125.00
\$ 5.75
XYZ PRESENTS
THE SPECTACLES
TM ARENA
MON JUN 8 2009 8:00 PM

CN 48520
FLR2
014OTC
1
125.00
15

725547420562

ticketmaster

Ticket purchased and printed from a Ticketmaster Outlet

Parking Attendant

- Primary responsibility is to GREET and DIRECT patrons to appropriate parking lots and spaces. Remember you are the person each patron will see before entering the building. Greet each patron with a SMILE.
- Save adequate spaces in specified lots according to the Event Sheet.
- Answer questions in a POSITIVE and FRIENDLY manner.
- Be aware of special parking passes and requirements and ensure patrons are parked appropriately.
- Restrict access to lots designated for certain events.
- Assist Campus Police by controlling traffic at the beginning and end of each event.
- Collect all parking cones and signs (EVENT TODAY) used for each event. Jackets, vests, flashlights, radios and parking truck all need to be cleaned up and placed in their proper spot after each event.
- Collect necessary parking fees for certain events.
- All other duties assigned by supervisor or management.

Guest Services

- Primary responsibility is to ASSIST, INFORM and LISTEN to patrons with questions or complaints involving the Nutter Center facility, the scheduled event or the support staff.
- **Guest Service area must be manned by at least one person throughout the scheduled event at all times.**
- **Take Situation Reports to the patrons seat. The patron should not have to walk to the Guest Service Desk to fill out a Situation Report.**
- Be familiar with all arena functions, including McLin Gym and Berry Room.
- Provide Arena Directions – sections, corporate boxes, parties, restrooms, smoking gates, exits, payphones, ATM, Guest Services, First Aid, etc.
- Ensure proper door signs are in place before opening of doors at each event. Collect door signs after each event. Door signs should read “Exit Only” at all gates following an event.
- Assist physically challenged patrons, monitor loan of wheelchairs to maintain at least one wheelchair at all times for patrons needs.
- Handle minor patron complaints. Contact supervisor/management immediately if situation escalates to a major complaint.
- Be available to assist all management and support staff.
- Keep Guest Service area presentable.
- Assist lost children or parents. When approached about a lost person, keep person reporting incident with you until lost person is found. Obtain data in accordance with the Lost Person Report Form. Contact Public Safety immediately.
- All other duties assigned by supervisor or management.

DRESS CODE

****Take pride in your appearance. This is the patrons first impression.**

Ushers, Ticket Takers & Guest Services

Concerts/Shows/WSU Men

- ◆ White Dress Shirt or Blouse
 - White polo shirts with collars or turtle neck shirts may be worn.
 - Please have your white shirt tucked in neatly!!

- ◆ Black Pants

- ◆ Black shoes
 - Totally black tennis shoes are acceptable. Note: ALL-BLACK. Please make sure shoes are not multi-colored. White logo is permitted.
 - Reminder: You will be standing for the majority of your shift. Make sure shoes are comfortable.

**** All Ticket Takers and Ushers will be issued a GREEN EVENT STAFF jacket before each event. When signing in on the timesheet, write in jacket number for identification purposes. Please keep green jackets buttoned. Jackets must be turned in after each event.**

Parking – All Events

- ◆ Appropriate clothes for weather.
- ◆ Appropriate footwear.
- ◆ Hat and Jacket when appropriate.

**** All Parking Personnel will wear a YELLOW EVENT STAFF jacket and ORANGE/YELLOW VEST. If weather permits and Yellow Windbreakers are not needed, YELLOW T-SHIRTS with ORANGE/YELLOW VESTS can be worn.**

ALL EMPLOYEES ARE ASKED TO PURCHASE AND BRING THEIR OWN FLASHLIGHT FOR EACH EVENT.

Please note that valuables may be stored in the Patron Service office but the Nutter Center cannot be responsible for lost or stolen items.

Scheduling and Assigning Events

Working events at the Nutter Center is voluntary. You are not required to work any event, but you are welcome to work every event. The Nutter Center realizes this is a part-time or second job for most employees. We appreciate the fact that you work the events you have scheduled for yourself. Unfortunately, there are show schedules that fill up quickly and not everyone will be able to work.



Scheduling can take place 1 of 3 ways through AESOP Frontline Placement Technologies.

1. login.frontlineplacement.com
2. 1-800-405-7453
3. Text Message set up through AESOP

Frontline Placement's website provides each employee with individual work schedules including your report time.

Once an individual is scheduled to work, it is his/her responsibility to cancel off of the event either online or through the phone with Frontline Placement. If the scheduled shift is within 24 hours, you must contact the Patron Services Manager. Please be considerate of other group members on stand-by.

Phone Number: (937) 775-4724 or (937) 775-4545

Email: chris.bethel@wright.edu and royce.silverwood@wright.edu

Parking/Ushers--New concerts/events will be placed on the system Monday after tickets go on sale unless tickets go on sale during the week (Mon-Fri). When tickets go on sale during the week, they will be placed in the book on the same day.

****Raiders games will be in the book a month in advance. (ie. December games will be placed in the book on November 1st)**

****Events will be placed on the system at 11:00pm unless a date is on the same night as a concert that may have employees still working at the 11:00pm time. Then the event will become available at 12:01am. Every attempt will be made ahead of time to inform employees of the switch to 12:01am.**

Ticket Takers – New Concerts/Events/Raiders Games will be placed on the system on Mondays at 8:00pm. **This does not mean every Monday will have new available events.

Events going on sale numerous months before the actual event will have an assigned sign-up date set by the Patron Services Manager. An email will be distributed stating this date.

Employee Ticket Benefits

As a member of the Patron Service group, you are entitled to the following ticket benefits for the upcoming season:

- **4 FREE tickets to a Wright State University Men's Basketball game of your choice.
- **Advanced ticket purchases for major concerts and events at the Nutter Center.

Ticket requests for basketball games should be submitted at least 3 business days before the event. A ticket request will be filled out and signed by the Patron Services Supervisor and submitted to the Box Office. Tickets can be picked up on the day of the game at the Willcall Window.

Ticket requests for major concerts and other events must be submitted no later than 12:00pm the day before the public on-sale date. These tickets are normally fairly decent seats, but normally do not include front row seats. No discount is given because you are a Nutter Center employee. This allows the employee to request tickets without waiting in line on the morning of the tickets going on sale. You can expect your tickets to be ready approximately 2 weeks prior to the show. Credit Cards will be the only accepted means of payment for ticket requests. Employees may suggest a desired seating area but this does not guarantee that is the area you will be placed in.

Keeping Up With The Nutter Center

The following are a handful of **FREE** ways to keep up with future events at the Nutter Center:

- www.nuttercenter.com
- Facebook: Ervin J. Nutter Center
- Facebook: Nutter Center Patron Services
- Twitter: nuttercenter
- Text "nuttercenter" to 90210

Inappropriate/Unacceptable Behavior

All group members will behave according to group guidelines. Inappropriate or unacceptable actions will result in disciplinary measures ranging from verbal warnings to immediate termination. All group members will be held accountable for their actions from the start of their shift to its end. Any person who feels the disciplinary actions taken against him/her are unjustified may appeal his/her case but must do so in writing within 48 hours of notification of his/her status. This appeal will be submitted to the Nutter Center by an Event Supervisor to the Patron Services Manager.

INAPPROPRIATE ACTION	1st Offense	2nd Offense	3rd Offense	4th Offense
Consumption of Alcoholic Beverages while on duty (WOD)	TERMINATE			
Use of Non-Prescription Drugs WOD	TERMINATE			
Falsification or Alteration of Time Sheets, Records or Official Reports	TERMINATE			
Disorderly or Immoral Conduct WOD	TERMINATE			
Sleeping WOD	TERMINATE			
Solicitation of Tips or Gratuities	TERMINATE			
Intimidation or Interference with duties or rights & privileges of patrons or other support staff	WRITTEN(W) WARNING	TERMINATE		
Violation of Safety Regulations or Policy	W/WARNING	TERMINATE		
Non-Compliance with dress code	VERBAL(V) WARNING	W/WARNING	TERMINATE	
Absenteeism	V/WARNING I	V/WARNING II	TERMINATE	
Accidental Damage to Facility Property	W/WARNING	TERMINATE		
Conducting Personal Business WOD	V/WARNING	W/WARNING	TERMINATE	
Unsatisfactory Job Performance	V/WARNING	W/WARNING	TERMINATE	

Areas not covered by the chart will be dealt with by management on a case by case basis. This chart is a guideline for disciplinary action by management and each case is considered individually.

ACKNOWLEDGEMENT 2013

I have read and understand the Patron Services Group Training Manual. I understand the purpose and contents of this manual and acknowledge it sets forth the guidelines of the Nutter Center. I accept the responsibility to comply with this handout while performing my duties. I further understand that, when in doubt, I will seek the advice and guidance of my supervisor or other Nutter Center Management. I understand failure to comply with group guidelines will subject me to disciplinary action or dismissal.

I have been explained and understand proper Emergency Training Procedures and Emergency Evacuation Routes.

Please check the following boxes to confirm you have been informed, read and understand proper procedures for each subject:

	Initial
Emergency Training Procedures	_____
Emergency Evacuation Routes	_____
Proper Dress Code	_____
Group Guidelines and Rules	_____
Responsibilities and Duties	_____

Group Member Signature: _____

Date: _____

