
Table of Contents

Stephen C. O’Connell Center.....	ii
Letter from Ms. Lynda Reinhart, Director.....	iii
Administrative Staff.....	iv
O’Connell Center Organizational Chart.....	v
Welcome.....	1
Guest Relations.....	2
Employment Process.....	4
Payroll Information.....	5
Standard Operating Procedures.....	7
Social Media.....	9
Attire.....	10
Job Descriptions.....	12
Shift Descriptions.....	18
Event Operations.....	18
Event Information.....	20
Ticketing Procedures.....	23
Medical Assistance.....	26
Emergency Procedures.....	28
Building Policies and Procedures.....	30
Disciplinary Action.....	35
Training.....	37
SCOC Facts.....	41
Maps.....	43
Acknowledgments.....	45

MISSION STATEMENT

The mission of the Stephen C. O’Connell Center is to serve as an academic, athletic, recreational, and entertainment facility. In addition, we strive to provide superior service to guests and clients, and training for future leaders while operating the Center’s auxiliary as a financially self-supporting entity.

VISION STATEMENT

The vision of the Stephen C. O’Connell Center is to be a flagship multi-purpose facility among university venues.



STEPHEN C. O'CONNELL
PRESIDENT OF THE UNIVERSITY OF FLORIDA
(1967-1973)

The Center is named for a great Floridian, Stephen C. O'Connell, the sixth president of the University of Florida. He was a past president of the student body, past president of the Florida Blue Key, former general chairman of Homecoming, distinguished Florida Supreme Court Justice and served as Chief Justice of Florida. He served with distinction as President of the University of Florida from 1967 to 1973. It is fitting that such an outstanding facility be named for such an outstanding individual.

"The heaviest burden that a person can bear is a debt of gratitude which can never be fully repaid. Such is my debt to the University of Florida. I am here simply to begin payment on that debt."

Stephen C. O'Connell
September 20, 1967



Lynda M. Reinhart
Director

Welcome to the O'Connell Center family! We're certainly glad you have joined our team. This handbook will provide you with an understanding of our policies and procedures; we like to have fun at work but we still have rules, dress codes, and policies that are in place for your safety as well as for our professional image. While this will show you the basics of what we expect from you as an employee, it will take working a few crews to understand what it really means to be a part of the O'Connell Center staff.

We believe in creating a family environment where people can come and have some of the best experiences of their lives. We are committed to providing excellent customer service to our patrons, clients and guests, but just as importantly, we want your time here to be a lasting memory as well. Now, this does not mean you're going to like everything that you are asked to do; there are parts of our job that are just not fun, like dealing with an irate patron or sweeping up after a sold-out basketball game, but just because the work isn't fun doesn't mean we can't have fun doing it. We spend a lot of time together and most of you will make life-long friendships with a few of your coworkers; some of you may even meet your future spouse on a late night crew (don't laugh – it's happened more often than you think). Most importantly, we want you to know that we understand the challenges of being away from home, balancing school and work, and trying to figure out what you want to do for the rest of your life.

This is a place where you get out of it what you put into it. I encourage you to ask questions and put your heart into everything you do. Don't be afraid to say "Hi!" or "Can I help you?" or "Can you help me?" Aside from once in a lifetime memories, you should leave here with a slate of skills to enhance any resume: high level customer service experience, time management skills, and if you are promoted to supervisor, unparalleled leadership experience.

If you ever have a problem we want to help fix it. If you have a suggestion or a great idea, we want to hear about it. You, our employees, are our greatest resources so it is important to make sure we take care of you as well as take advantage of your creative energy. Some of the greatest changes and ideas have come from our students, so speak up!

Welcome aboard and welcome to our family!

A handwritten signature in black ink that reads "Lynda Reinhart". The signature is written in a cursive, flowing style.

Lynda Reinhart, Director

Administrative Staff



Lynda
Reinhart
Director



Renee
Musson
Associate
Director



Jeremy Cynkar
Director of
Operations



Kevin Burgess
Assistant
Director of
Production



David Lucier
Assistant
Director



Tiffany Griffith
Event Support
Coordinator



Kyle Mainieri
Box Office &
Marketing
Manager



David Rollins
Production Manager



Philip Costa
Senior Event
Coordinator



Cami Stincer
Senior Event
Coordinator



Donna Simpson
Senior Secretary



Courtney Bellot
Program
Assistant



Beth Graeler
Office Manager



Angel Cardec
Maintenance
Mechanic



Debbie Lescault
Accountant

IMPORTANT TELEPHONE NUMBERS
O'Connell Center Administrative Offices 392-5500
Employee Relations Office 392-6535

Link to: [Administrative Staff Contact Information](#)

Stephen C. O'Connell Center Organizational Chart

Vice President of Business Affairs*

Associate Vice President of Business Affairs*

* Denotes full-time position
Positions without numbers are either
members of Physical Plant Division or
Student Labor
... Liaison to Physical Plant Division

O'Connell Center Advisory Board

Director* 10635
Lynda Reishart

Assistant to the Director*
Beth Greiner 18518

Tour Guide

Associate Director*
Reeve Mason 18501

Administrative
Interns

Interns

Associate Director*
Jeremy Cuyler 18711

Senior Secretary*
Donna Simpson 18163

Assistant Director of
Operations*
David Inctor 19682

Program
Assistant*
Daphne Brown
18472

Accountant*
Debra Lacroix
23465

Assistant Director*
Kevin Burgess
18478

PTO Control
Supervisor*
PTO Facilities
Supp*

Maintenance Specialist*
Angel Cardic 18627

Senior Director
of Operations 2*
Phil Costa 23449

Interns

Box Office and
Marketing
Manager*
Kyle McAnulty
28310

Event Support
Coordinator*
Tyron Griffith
24291

Production
Manager*
Daniel Reihars
24596

Senior Event
Coordinator 1*
Coral Sinner 12354

Senior Event
Coordinator 2*
Phil Costa 23449

Associate
Director*
Facult 19636

Senior Fiscal
Analyst*
Vacant 19388

Senior Fiscal
Analyst*
Vacant 23658

Part Time Office
Assistant

Special
Event
Staff

Administrative
Interns

Event
Coordinator

Building
Coordinator

Senior
Supervisor

Student
Labor

Production Leads

Special Technical
Coordinators

Building
Supervising

Senior
Supervisors

Production/Trainers
Crews

Event
Crews

Assistant
Event/Office
Director

Assistant
Security
Supp

Senior Trade
Crews

Event
Crews

Assistant
Event/Office
Director

Assistant
Security
Supp

Updated 8/16/2013

Welcome

WE'RE GLAD YOU'RE HERE!

Each and every member of our team is a key person in the successful operation of the O'Connell Center. Each employee doing his/her best is important because what our employees do will MAKE A DIFFERENCE to the people they meet.

We encourage you to gain experience in all areas of event operations, which include Event Staff, Changeover and Technical crew assignments. The fast pace at the O'Connell Center will make your job here, with its varied schedules and demanding hours, unlike any other job on or off campus. You will have flexibility with your schedule but you must keep actively involved in working events on a consistent basis. We need your commitment to become involved and informed every week. You can make this a great place to work and have fun at the same time.

BE ENTHUSIASTIC AND MAKE A DIFFERENCE!

I AM A KXY PXRSON AT THX O'CONNLL CXNTR

Xvxn though my typxwritxr is an old modxl, it works quitx wxll, xxxcpt for onx kxy. I havx wishxd many timxs that it workxd pxrfxctly. It is trux, that thxrx arx forty-six kxys that function wxll xnough, but if just onx kxy doxs not work propxrlly, it makxs a diffxrxncx. Somxtimxs our building is somxwhat likx my typxwritxr - not all the kxy pxoplx arx working propxrlly and xffixntly or somx of the kxy pxoplx arx missing and othxrs who may not bx as skillxd havx to fill in. You might ask yoursxlf, "Wxll, I am only onx pxrson, I won't makx or brxak the O'Connxll Cxntxr." But it doxs makx a diffxrxncx bxcausx an organization, to bx xffixctivx, nxxds the activx participation of xvxy pxrson. So thx nxxt timx you think you arx only onx pxrson and your xfforts arx not nxxdx... rxmxmbxr my typxwritxr and say to yoursxlf, "I am a kxy pxrson at thx O'Connxll Cxntxr and I makx thx diffxrxncx!"

Guest Relations

The O'Connell Center staff has a "commitment to courtesy." Our commitment includes developing and maintaining a user-friendly facility, which will provide a positive and memorable experience for all O'Connell Center guests. By hiring those individuals best qualified to interact with our guests and meet the demanding schedule, we maintain the extremely high standards that we have set for ourselves. Our staff believes that each person who enters our doors should receive the individual attention necessary to feel welcome and special. This commitment enriches our relationship with the members of the University and the surrounding community. An outgoing approach to welcoming our guests and your positive attitude in serving their needs will help us attain this goal.

THE **E²** PLEDGE

The Stephen C. O'Connell Center staff embraces customer contact as an opportunity to make a difference. We believe excellence should be the foundation of every job function. Our goal is to "Exceed the Expectations" of our clients, patrons, co-workers and supervisors. We consider every employee to be a respected member of our "family" and with teamwork, commitment to excellence and a positive attitude we will be able to provide memorable experiences for those attending the numerous activities and events we host.

SERVICE IS OUR BUSINESS

A guest is.....

- the most important person in our business.
- someone to whom we offer a friendly smile, a warm handshake and a courteous welcome.
- someone we treat as we would like to be treated.
- deserving of the most courteous and attentive treatment we can give.
- part of our business... not an outsider.
- someone who brings us his/her needs...it is our job to serve him/her and to fulfill those needs.
- someone upon whom we are dependent.
- the reason for our work and should never be considered an interruption.
- a human being with concerns and feelings like our own.
- **the reason we are here!**

WE WIN FRIENDS WITH A SMILE!

COURTESY is...

Courage to be kind when things go wrong.

Other people's point of view, so important to keep in mind.

Urgency to say and do pleasant things.

Rules of conduct that make us pleasant to be with.

Temper to be held in check.

Everyone to be treated politely.

Sincerity of smile, hand clasp, extra effort that helps so much.

You (and me), whose duty is to deal with others as we wish to be dealt with.

Employment Process

Communication throughout the employment process is done electronically, so it is essential that all employees have their most frequently monitored email address on file. Employees must have a signed Social Security Card and a valid driver's license, or an equivalent form of photo identification. UF students participating in Federal Work-Study must have a work permit. Male employees, who are U.S. citizens between the ages of 18 and 25, must show proof of registration for the Selective Service.

All employees will be asked to complete the necessary new hire paperwork, which will take roughly one week to process. Employees must have completed ALL paperwork and received approval by the Employee Relations Office (ERO) Program Assistant before attending orientation and requesting work.

New employees should understand and accept the following conditions of employment:

1. Employees must abide by the rules and regulations of the Stephen C. O'Connell Center, University of Florida and the State of Florida.
2. Attend employee orientation, which includes training on guest relations, patrons with disabilities and the Kronos system.
3. Meet all minimum shift requirements:
 - Working at least one "holiday" event per semester
 - Working one fall commencement shift
 - Working Homecoming weekend.
 - Working 10 hours per month from September to March.
 - Working two crews related to spring commencement
4. Employees must sign in with the Employee Relations Office, in person, biweekly.
5. Employees must become familiar with building policies, job responsibilities and payroll procedures and make an on-going effort to understand and accept on-going policy changes.
6. Check the bulletin boards, calendars and e-mail messages regularly for important policy information and to see what events are coming up. Event arrangements often change on a last minute basis; therefore, we recommend you check frequently to keep up to date.
7. Successfully complete a 90-day probationary period. A determination will then be made regarding your permanent and future employment. While this is a part time job without the benefits of full time employment, we expect our part time employees to exceed expectations everyday and treat this job with respect. In return, we offer an amazing employment experience in a dynamic and exciting work environment.

Payroll Information

PAPERWORK

To be eligible to work, employees must maintain the correct employment paperwork with the ERO. UF Students who participate in Federal Work-Study must obtain a work permit from the Student Employment Office*, room S-107 Criser Hall. You may also obtain a work permit through ISIS



*Note the expiration date of your work permit. Work permits must be renewed **BEFORE** they expire. **Federal Work-Study employees may not work unless they have a current work permit on file.**

TIMEKEEPING SYSTEM

The Stephen C. O'Connell Center tracks employee hours electronically through the use of a time and attendance time clock system. Employees are introduced to this time clock system during orientation. It is the responsibility of the employee to become familiar with all procedures associated with the system. Any questions or concerns should be immediately directed to the O'Connell Center Business Office.

On a yearly basis, each employee is required to re-certify that:

- I understand that the electronic recording of time will be used for the calculation of my pay and that any corrections that need to be made must be properly submitted to the Business Office.
- I understand that I am ultimately responsible for tracking and recording the hours I work. If I believe there is a discrepancy in the time I worked and the time reflected in my paycheck, I must bring it to the attention of the Business Office staff.
- I understand that I may request a copy of my electronic time card for the current pay period by giving the Business Office a written request.
- I understand that I am to personally enter my UFID number into the time keeping terminal. I may not at any time enter the UFID number of any other employee or allow any other employee to enter my number.
- I understand that any tampering with the time keeping equipment will result in disciplinary action and possible termination.
- I confirm that the hours recorded electronically by the time and attendance system accurately reflect time worked and time earned for pay purposes during the pay period.
- I understand that falsification of time worked is cause for immediate dismissal.
- I understand that any corrections that need to be made after the pay period cutoff deadline will be adjusted during the next pay period.

TIMEKEEPING SYSTEM

All hours are subject to final review and approval of a full time supervisor.

If employees work other on-campus jobs (on a dual appointment) they will need to keep track of all hours worked on both jobs. Employees are NOT permitted to exceed a total of the hours per week indicated on their work permit.

Employees will be subject to disciplinary action if they work more than 40 hours in any pay week (Friday 12:00am – Thursday midnight) without prior administrative permission. Employees will also be subject to disciplinary action if they exceed 12 hours of work in a 24 hour period, without prior administrative permission. Employees are allowed to work 18 hours in a 24 hour period for concerts, Gator Grawl and other special events that are specifically noted by administration. Please check with the proper supervisor to confirm whether an event falls within the 18 hour exemption. **International Employees under NO CIRCUMSTANCES may work more than 20 hours in a pay week.** It is the employee's responsibility to track their own hours. If a crew they are signed up goes long and it appears they will go over the 20 hour mark, the supervisor needs to be informed immediately and the employee must get off the crew.

PAY DAY

All University of Florida employees are paid bi-weekly on Fridays. All employees must participate in the University's direct deposit program and complete this paperwork prior to attending orientation. Employees who are unable to establish an account at a financial institution must request to have their salary applied to a pay/debit card through a financial institution in partnership with the University. Additional information on the pay/debit card can be viewed at <http://fa.ufl.edu/payroll/>



QUESTIONS

Questions concerning paperwork and its processing can be answered by calling or stopping by the Employee Relations Office (room 1302, 392-6535).

Questions about time worked, hour discrepancies, or pay rates can be answered by calling or stopping by the Business Office (room 1228, 392-5509).

Standard Operating Procedures



General Information

- All employees are to report to Gate 4 Level 1 and remain in this area for a supervisor. Waiting inside the main arena is prohibited, unless otherwise instructed.
- Crew calls are fifteen (15) minutes prior to the time actual work begins. This time is for both supervisors and you to prepare for the event. Use it to make sure you are completely ready to report to your position (e.g., obtain your uniform, nametag, check grooming, etc.). Employees must check in with their supervisor prior to clocking in.
- If an employee is late or cannot make his/her scheduled work assignment due to sickness or an emergency, he/she should contact someone in the Employee Relations Office at 392-6535 first, if there is no one available contact the supervisor, if possible. It is **never** appropriate to just not show up!
- Maintain the utmost sense of professionalism at all times. Employees are hired to be alert and work consistently; not to do homework, sit down, relax, read, or socialize.
- All employees should make sure they know who their supervisors are and know who can escort a patron or guest into a restricted area.
- Briefings will be held before most events and an information sheet will be given out for large events. This is the time to ask questions and clear up any misunderstandings.
- All crew members working strike after an event should bring a change of clothes to work. After the completion of an event, all staff members begin preliminary strike of equipment and clean up of the building. All crews will be divided and given assignments by the supervisory staff.
- O'Connell Center employees are not permitted to eat, drink, chew gum, or use tobacco products while on duty. **The use of cell phones while on the clock is also not permitted.**
- The acceptance of bribes or gratuities for entrance to an event or for special accommodations is unlawful. Allowing back or front door entrance to fellow employees, friends, or guests is strictly prohibited. Any employee found guilty of these offenses will be subject to disciplinary action up to and including termination of employment.
- Employees are to remain visible to the public at all times. Leaning on walls or railings, having hands in pockets, or sitting while on duty is not appropriate. Watching an event and neglecting your duties is strictly prohibited.
- Employees are to remain at their positions until a supervisor reassigns them. At the end of an event, a supervisor will reposition employees to help with the initial strike, or clock them out. Employees are to check with their supervisors prior to being clocked out.
- O'Connell Center and University of Florida equipment (including musical equipment, lighting equipment, trucks, phones, etc.) will be used for **OFFICIAL BUSINESS ONLY**. Unauthorized use of state property will result in disciplinary action.

-
- Food catered for an event is provided for performers, organizers, or patrons of the function **ONLY**. Make plans to arrange for your meal breaks around your work schedule. **NEVER** assume that leftover food is available for your consumption.
 - Always remember service and safety are our primary concerns.
 - If an employee is issued a radio it is to be used for event or emergency purposes only. The radios are valuable and need to be handled with care, as does all O'Connell Center equipment.
 - When you are finished with your task for the day make sure every crew member has a safe way home.
 - If an accident occurs on your shift you must immediately tell a student supervisor or an administrator.

Crew Scheduling

- Actively check the WebX online scheduling system for newly released shifts. It is recommended that you check this website frequently in order to sign up for the shifts you want to work.
- When you sign up for work be sure of your availability. If you refuse to work or fail to show up for an event that **you signed up for**, it will be noted in your file. Multiple refusals may be grounds for disciplinary action upon the discretion of the Associate Director.
- When an employee requests to be taken off a crew before an event, do not assume the change has been made. You are expected to find your own replacement when you cancel off a crew. If you cannot find a replacement be sure to give enough notice so the office staff has ample time to find someone to take your place. Check with the ERO Program Assistant to make certain a replacement has been found. **It is not acceptable to just not show up for a crew! DO NOT ASSUME A REPLACEMENT HAS BEEN FOUND.** An employee cannot remove himself/herself from the typed time sheet. Changes must be made **and** initialed by an ERO assistant or the Program Assistant. A class or exam does not constitute a good reason to request off of a crew, as all employees should know their schedules before signing up for work.
- It is important for everyone signing up for a crew to understand that the scheduled times indicated on the sign-up sheet are only an approximation. Sometimes the work will be shorter or longer than expected. In any case the whole crew works together until the entire project is completed.

Social Media

Introduction

The O'Connell Center's social media policy is in place for several reasons, which include preventing an unwanted affect on the Center's marketing strategies, protecting our artists and clients, and preparing employees for future employment. We strive to maintain a positive image for our patrons and having our employees follow the O'Connell Center's policies and guidelines can help ensure we achieve that goal.

Policies and Guidelines

- Official Stephen C. O'Connell Center photos are not to be used on employee's Facebook, Myspace, Twitter, or any other kind of social media page.
- Employees are not permitted to photograph and/or post picture(s) of the "backstage" action for any event hosted at the O'Connell Center. The only kinds of event photographs that are acceptable are the ones that can be seen by patrons during events. If patrons cannot see the action during the event, employees are not allowed to photograph it.
- If there is anything on your page associating you with the O'Connell Center you need to be mindful of how you are representing yourself since you are also representing the O'Connell Center. We have the right to ask you to remove something from your social media page if it is associated with the O'Connell Center, or terminate your employment.
- If your personal page(s) has no association with the O'Connell Center, the use of your page(s) is entirely at your discretion; however, part of our mission is to prepare you for the future and you should be mindful of the fact that whatever is put on the internet is going to be retrievable forever. Photos, comments, and phrases that represent you in an undesirable manner can negatively impact your ability to command respect or get a job in the future.

We also encourage all employees to review the University of Florida social media use guidelines which are accessible at the following link:

http://www.hr.ufl.edu/emp_relations/policy/social_media.asp

These guidelines apply to all students and employees of the University, even outside of work hours, when use of social media affects the individual's responsibility as a member of the university community. Please familiarize yourself with these guidelines as you will be expected to adhere by them.

Attire

Event Staff and Tidy Crew Attire

- Solid black pants, slacks, or skirts are appropriate attire to wear for events; “mini” skirts are not acceptable.
- Event Staff crewmembers should wear solid white dress shirts or blouses with collars and fronts that button up. It is expected that your shirt is tucked in and neat at all times.
- Tidy crew workers wear a tidy crew polo shirt. Shirts must be tucked in and neat at all times.
- Solid black ties are to be worn by males. Females can wear black ties if they choose. Ties are to be worn business style, next to the collar.
- Black dress shoes with low heels and closed toes are required with black or dark colored socks. Black aerobic shoes can be substituted with prior approval from the supervisor. Sandals, boots, tennis shoes, and flip-flops are not permitted. **Open toed shoes are never permitted!**
- Employees will be issued blue vests depending on their job assignment.
- Name badges should be placed on the right side of the vests or shirts/blouses, approximately four inches below the mid-point between the shoulder and neck.
- Hair, cosmetics, and jewelry should be tasteful and neat at all times. Extremes in hairstyle, jewelry, and overall appearance are not acceptable.
- During certain events our Event Staff will wear Event Staff t-shirts and jeans. Shorts are permitted during certain outside functions with the approval of the Event Staff Manager. Shorts should be black, jean, khaki or navy “walking” style; athletic shorts are not permitted. Shorts must hit mid-thigh or longer in length. It is expected that your shirt is tucked in and neat at all times. White sport socks and tennis shoes are also to be worn with the outdoor uniform. **Event Staff t-shirts are state property and are to be worn only while the employee is on duty.** The t-shirts must be returned in good condition when requested by the Program Assistant, or at the end of the employee’s term of employment. Failure to return the t-shirt will result in the employee’s University record being flagged.
- During OUTSIDE Event Staff crews, employees are allowed to wear UF/Gator or solid colored baseball hats. Hats with advertisements, slogans, or other university affiliations are not allowed.



Technical and Changeover Attire

- These personnel are to wear comfortable, non-restrictive clothing that will allow them to perform various duties. Jeans, sweatpants, or modest shorts are recommended; shirts are required at all times. Comfortable t-shirts or sweatshirts should not be too loose or too tight. Skirts are not appropriate for this type of work. Gloves are a good investment and are strongly recommended. Technical and changeover personnel are often lifting or pushing heavy equipment and protection of the hands is extremely important. Take extra care to lift properly. Do not be embarrassed to ask for help if something is too heavy. Shoes are to be worn at all times; there are **NO EXCEPTIONS** to this rule. **Open toed shoes are not allowed.** Good tennis shoes or work boots are suggested.
- REMEMBER, what an employee wears to work should not interfere with his/her performance while on duty.
- During specific events technical crews will wear the technical t-shirt, which should only be worn while on duty as a technical employee. The t-shirts must be returned in good condition at the end of the individual's term of employment.
- **THINK SAFETY!**



Hygiene

O'Connell Center part-time employees are expected to present a well-kept, professional appearance while on crew. It is important to create a spotless first impression to our patrons. Your cleanliness and neatness affect not only patrons, but also your fellow co-workers. It is expected that clothes are in a tasteful fashion and in compliance with dress code. It is also the employee's responsibility to keep his/her personal hygiene within acceptable standards. This includes being properly groomed and bathed, the use of deodorant, and minimal use of cologne/perfume (due to the potential for allergies).

Job Descriptions

CHANGEOVER

Purpose

When working on an event changeover crew, members are responsible for the complete setup before and the breakdown after the event. Crew members will have one or more supervisors who will provide direction as necessary. This crew is responsible for the major conversions of the arena from one event to the next and it is important that all equipment is put back where it belongs. The atmosphere of an event is created by the changeover crew. Remember to view the set or strike from the perspective of guests who will enter the building. When the extra effort is made to make sure everything is in place the building and its image shines! It takes added initiative at 3:00am to make sure the set or strike is complete, but it is this effort that makes a lasting impression in the minds of new and returning guests of the O'Connell Center. Remember... "Exceed the Expectations" of our clients, patrons, co-workers and supervisors.

Policies

When reporting to work for either a set or strike, meet at the designated location indicated on the sign-up sheet. **DO NOT USE THE ADMINISTRATIVE OFFICES (ROOM 1232) AS A WAITING AREA.** A supervisor will meet with you at the designated meeting location to review the work assignments for that shift. It is not appropriate to enter the main arena while an event is in progress; report directly to your assigned location.

Tidy Crew

The employees assigned to work tidy crew during an event are responsible for inspecting the arena for safety hazards, such as food and beverage spills, leaks, objects on stairs, etc. This crew is responsible for assuring the comfort of our guests by keeping restrooms, lobbies, aisles, and areas outside the entrances clean and properly maintained. Tidy crew is also "on call" to respond to any immediate changeover responsibilities (breaking down tables, setting up chairs, etc.).

EVENT STAFF

Purpose

Event Staff crew members are the first people the patrons see when they enter the building. Their primary responsibilities are to create a warm welcoming atmosphere, direct patrons to their seats, help patrons with their needs while in the building and ensure a safe environment during events. An Event Staff crew member should ensure all patrons have a memorable experience that makes them want to return. When answering questions and giving directions, friendly, personalized, and courteous service is a must! Event Staff crew members should make sure everyone coming has a valid ticket for the event in progress. Other responsibilities

include securing special areas and equipment. Remember “Exceed the Expectations” of our clients, patrons, co-workers, and supervisors.

Policies

Problems/Conflicts

If there is a problem with an event (game, concert, etc.), do not panic or let the problem continue. Contact the person in charge of that area (the Event Staff supervisor, or the supervisor-in-training–“SIT”). Know who these people are and inform them immediately of the situation.

Event Staff crew members are responsible for resolving minor conflicts (ticket problems, rowdy patrons, persons trying to enter a restricted area, etc.) that might occur during an event. A crew member’s approach to the situation will determine the success of the resolution. The University Police Department (UPD) is responsible for handling unruly circumstances. If an employee has a conflict that is beyond his/her scope to handle, contact a supervisor for assistance.

Foul language and the use of physical force by employees **WILL NOT BE TOLERATED**. The O’Connell Center has a **HANDS OFF** policy when interacting with the public.

Employees should use good judgment in resolving situations in a firm, yet non-physical manner. When something is observed that should not be happening, the employee is to notify the nearest supervisor or UPD officer immediately. For example, if a complaint is received regarding an intoxicated and/or disorderly patron make sure a supervisor or police officer is present as you approach the individual in case a problem arises. It is each employee’s responsibility to resolve situations while minimizing the potential for conflict. If the situation is more than you can handle or feel comfortable handling, call for a supervisor or officer on the radio to assist you.

Safety

Take time to think through each possible step of action while using common sense. Take responsibility for your own safety and the safety of those around you. Learn the “proper” way of doing things and seek advice from those who have more experience. Your safety is of paramount importance to us; however, we cannot always be there to watch over you. We expect our employees, without exception, to be devoted to helping produce a safe, well-managed event.

No one in the audience is allowed to climb on the rails, barricades, trucks, scaffolding towers, or stage at any time. Concert equipment should be handled only by authorized personnel. It is our responsibility to protect all equipment from theft, vandalism, damage and bad weather.

Access Restrictions

It is your responsibility to find out who has authorization to enter a restricted area and what special passes are valid, if any. Being a crew member **does not** give employees access to all areas. Ask a supervisor for assistance if something is needed from a restricted area. The employee working backstage or at the back door of the O’Connell Center, the Bandshell, or other event locations will be informed as to what passes are permitted to gain access. If a person, including an employee, does not have a pass, he/she is not permitted in the restricted

area. If an individual insists on entering through the back door but is not on the list and/or does not have the proper pass, contact the Event Staff supervisor or administrative staff for instructions.

O'Connell Center name badges or staff badges are not valid to gain access to the building during ticketed events. **University Athletic Association badges and credentials are valid only for access to their own events.** Special press passes are valid only for the event printed on the pass. Standard press credentials are not valid for admission to events. The University Athletic Association will supply special press passes that are valid only for a particular athletic event. Be polite in working with these situations and check with a supervisor when you need clarification. Any special arrangements will be covered at the pre-event briefing.

Parking Lot

When working in the various parking lot positions it is vital to remain calm, polite, and **alert**. Although these positions are designed primarily to assist guests with traffic and parking arrangements, be prepared for unusual circumstances and keep in contact by radio with your supervisors, if need be. During pre-event briefings parking lot employees will be given specific instructions for their positions.

West Lot

The West Lot is the gated entrance near Gate 3. You may use the lights and AC as needed. Please do not post papers on the windows. Please open both gates at the same time. If one gate breaks, please leave both open and call your supervisor for the appropriate barriers. When at this position please familiarize yourself with the passes and names on the list. You are the first person these people will meet so remember to be courteous and smile!

Cow Gates

A "cow gate" is the break in the level two rails that allows access to the aisle steps. Event Staff crew members are usually positioned here to control access. They are responsible for **checking each ticket** before admitting guests to level one or main floor seating areas. This is primarily to prevent overcrowding by guests who do not have tickets and are attempting to sit in these areas. Employees working a "cow gate" should also remind each guest to "WATCH YOUR STEP" as they begin to descend the bleacher stairs from level two.

Floor

Employees working the main arena floor are responsible for providing assistance to guests in locating their seats, assisting in maintaining a safe environment and checking floor tickets.

Seating Areas for Patrons with Disabilities

Designated building entrances for patrons with disabilities are at all gates. Seating areas for patrons with disabilities varies for each event depending upon the seating configuration for that particular event. There is accessible seating at all four corners of the arena, and along the level two rail between gates one and two. There is additional seating on six platforms on level three between gates one, two, and three. There is also seating on the platforms in sections "L," "A," and "F" level one bleachers. As a general rule, patrons with disabilities are not allowed on the floor for concerts, speaking engagements, or sporting events. There is typically not a safe area on the floor for individuals with disabilities.

Employees assigned to the seating areas for patrons with disabilities are responsible for assisting with their seating and that of their families. The Event Staff crew member should provide a portable chair for **one** family member to sit with the individual with a disability. If room permits, two people may sit with the individual with the disability; please make every attempt to avoid breaking up a family party of three. The remaining members of the party must have a ticket and should sit in their designated seat. For certain events everyone in the disabled section must have a ticket; if someone needs a seat and does not have a ticket, call the Guest Relations Coordinator. In addition, the employee can provide assistance in obtaining programs if the patron with a disability requests. Additionally, the employee should assist in keeping the surrounding concourse clear and encourage standing patrons to return to their seats.

Level Two and Level Three

Employees assigned to work levels two and three are primarily responsible for assisting guests in finding their seats. They also help keep the concourse clear, and encourage standing guests to return to their seats.

VIP Section

Employees working the VIP section follow the same procedures as those working a “cow gate”. Discretion is important however, as the comfort and hospitality extended to our special dignitaries is of the utmost concern. Always ask a supervisor to assist you if there is a question concerning the use of this area.

Ticket Taker

The ticket taker is responsible for scanning tickets and greeting patrons. The enforcement of the policy of no outside food or drinks permitted within the building and assisting tidy crew with keeping the lobbies neat and clean are two additional duties of the ticket taker. During the event it is the ticket taker’s responsibility to inform departing guests of the NO RE-ENTRY policy, as well as enforce this policy when guests attempt to re-enter. Prior to egress and under the direction of the supervisor, the ticket taker will break down the gate control equipment in preparation for egress. Upon completion of the event, during egress, the ticket taker will assist in maintaining a smooth flow through the doors. Please see the section titled “Ticketing Procedures” for more information on the role of the ticket taker during an event.

TECHNICAL

Purpose

The technical crew’s primary responsibility is to provide lighting, sound, special effects, and labor for all productions within the O’Connell Center, as well as selected outside events. Whether the crew consists of one person or many, the following policies should be observed. Remember...“Exceed the Expectations” of our clients, patrons, co-workers and supervisors.

Policies

Getting Started

New crew members will rotate jobs as much as possible in order to learn exactly what is required of each position. If there is a particular type of production work that interests you, make it known to the Production Manager, Director of Production or Show One. They will attempt to see that each employee is given the consideration to work in special areas when the opportunity is available. This includes special interests in working spotlights, forklifts, sound mixing boards, etc. If you want to learn and work more, be persistent in with staff, and your email for notices of upcoming training sessions and classes.

Take the initiative to seek work rather than waiting to be told or sitting around waiting for something to come up. Check with the production lead and ask what else can be done. Employees will learn more from active participation and the O'Connell Center staff appreciates employees taking extra initiative.

Problems

The supervisor of each technical crew is a **Production Lead (“PL”)**, who reports to the Director of Production and Production Manager. Know who these people are, and be ready for any job that they may assign. Report directly to the PL upon your arrival to be assigned work and clocked in. If an employee is late or if there is a problem with an employee’s conduct while on the clock, the PL will have the authority to send an employee home and/or recommend further disciplinary action.



If there is a problem with an event (movie, concert, etc.), do not panic or let the problem continue. Call the person in charge of the area (PL, Show One, sound or lighting director) to let him/her know. Know who these people are and try to reach them through the emergency contact information posted on the web or through the Employee Relations Office at 392-6535. If there is no response within a few minutes, contact the Director of Production or the Production Manager.

When anyone other than the PL gives directions that are questionable, consult with the PL to avoid any confusion.

Equipment

When handling equipment, be certain to follow the instructions of the person in charge. Careful handling is necessary to avoid personal injury or damage to the equipment. If an employee removes equipment from the Event and Technical Services facility he/she is responsible for making sure it is returned to its proper location after an event. Every employee is responsible for the Center's equipment.

Meal Breaks

Occasionally, O'Connell Center technical crews will work with the road crews of major events. The promoters of these events provide food for the road crews; **DO NOT** assume that meals will be provided to you. **DO NOT** ask your PL if food will be provided. It is considered a privilege when food is provided. Make sure to eat prior to any crew.

Be courteous and helpful to road crews, promoters and event organizers. We depend on their repeat business and want them to truly enjoy their experience working with us.

GUEST RELATIONS COORDINATOR

Purpose

A Guest Relations Coordinator is a full supervisor who has shown the knowledge and ability to handle additional responsibilities of improving patron satisfaction at our events. They have consistently shown a level of service above and beyond what has been asked of them. Remember... "Exceed the Expectations" of our clients, patrons, co-workers and supervisors.

Policies

Guest Relations Coordinators must be very knowledgeable of the entire operation of the O'Connell Center, know all the specifics of running the event, be prepared to conquer any problem before it has a chance to arise, and must be dedicated to doing the job right and efficiently.

Shift Descriptions

Shift	Description
Event Staff	
Event Staff B/W	Handles a wide variety of tasks for crews inside the O'Connell Center. Duties include ticket taking, ushering, securing restricted areas, monitoring ADA areas and assisting patrons
West Lot Booth	Used for controlling access to the West Lot Parking lot via the gated entrance off of stadium road. Depending on the time and event, can be Event Staff T-shirt or B/W crew. A list is generally given and the Booth includes air conditioning, electrical power, and sometimes WiFi
Event Staff T-Shirt Crews	Used for concerts as well as outside crews
Parking	Controlling access to numerous parking lots around the O'Connell Center and various other areas on Campus. Can be large (50+) for events like Football games or small (1-3 people) for smaller sporting events, shows inside the dome, or other miscellaneous crews. Often scheduled outside, if so it is recommended to bring sunscreen.
Lower West Lot	Used to control access to the lower portion of the West Lot and the loading dock area. Normally given a list. Bring sunscreen and books
Changeover	
Set Crews	Converts the arena into a usable form and layout for an upcoming event. Can be very brief or long and somewhat labor intensive depending on the event.
Strike Crews	Cleans the arena following an event and assembles the equipment in a manner more easily used by future set crews.
Final Set	Handles small details that set crews won't have time for, as well as small miscellaneous details that pop up in the immediate time before the event.
Furniture Moves	Used by many University agencies to convert their facilities into more usable forms for certain events.
Tidy Crew	Provides custodial and maintenance support during events.
Flip/Drop seats	Assembles/Disassembles the arena chairs in order to extend or retract the bleachers on level 2 as needed
Tech	
Load in	Provides support to external groups utilizing the O'Connell Center or other venues for shows requiring lighting, audio, video, and other technical aspects. Specifically, assists with assembling the components before the show
Load Out	Similar to Load in, but instead reverses the process and assists with removing the equipment from the arena and placing back onto the trucks used to ship it

Stage set/strike	Assembles/disassembles stages of varying sizes in the O'Connell Center, as well as in numerous locations around campus on occasion
Stagehands	Provides support during the show, including coordinating the stage and props. Provide technical support for any issues that arise with the building's equipment.
Spotlight Operators	Operate spotlights.

Event Operations

Be a Team Player!

All employees are encouraged to gain experience in **all** areas of event operations at the O'Connell Center, including:

- Event Staff
- Changeover
- Tidy crew
- Technical crews



Each crew is partially dependent on one or all of the others. All of the crews need to work together and form a complete **TEAM** to ensure the success of each event. We trust that each employee will develop a spirit of cooperation and give 100% to finalizing the arrangements of each event.

SPECIFIC EVENT RESPONSIBILITIES

DOORS

Keep a constant watch of patrons entering and exiting the doors of the building, being on the lookout for prohibited items not allowed inside.

RAILINGS

Guests are not allowed to lean on the railings, or dangle their feet over the edge of overhangs or railings.

AISLES

Keep aisles and stairs clear. Fire regulations require that the aisles be clear at all times.

GATES

Warmly greet each guest who enters the building. Be observant, watch for cameras, food and beverages, or any other contraband items before they are brought into the building. When the lobby is not busy keep the area clean and safe for our guests.

FLOORS

For certain athletic events we must keep the floor area and corners clear of unauthorized personnel for proper event management.

SEATING

There are many occasions when patrons need assistance with locating their seats. Make sure you're aware of all sections in the arena so you may easily answer any questions regarding seats.

5. FAMILY SHOWS

STAFF SIZE: 10-40

Responsibilities include setup and strike of all equipment, taking tickets, assisting with seating patrons, assisting those patrons with special needs, maintaining order and cleanliness, enforcement of the O'Connell Center's policies, and other duties as required.

6. FOOTBALL GAMES

STAFF SIZE: 60-100

Responsibilities include securing all parking lots in addition to equipment and various technical tasks relating to sound systems, headsets and interfacing equipment.

7. GAME DAY GUEST RELATIONS

STAFF SIZE: 4-8

This position allows the opportunity to show off the O'Connell Center to fellow students, faculty, staff, alumni and distinguished guests prior to all home football games. Responsibilities include taking the initiative to greet the public and provide information about the Center while being a very gracious host to our many special guests.

8. RECEPTIONS/BANQUETS

STAFF SIZE: 5-20

Responsibilities include setup and strike of all equipment, taking tickets, assisting with seating, information and other duties as required.

9. TRADE SHOWS

STAFF SIZE: 10-40

Responsibilities include setup and strike of up to 270 booths complete with drapes, chairs and tables. These shows will also include expansive technical and electrical requirements, usually last several days, and will require an extensive support staff.

Ticketing Procedures

GENERAL INFORMATION

Make sure you look at every ticket and check for special instructions, such as “floor” or “wristband”. Direct patrons to their seat or any special area their ticket warrants. Looking at the ticket will help to solve many initial problems. In the event that a different ticket will allow free entry to an athletic event, there is no need to tear/scan the ticket. Patrons often hand over the ticket receipt, instead of the actual ticket. Taking just a couple seconds to watch for these things will help solve problems before they arise.

Be friendly and engaging. You are the first impression of the building; keep that in mind as you are working. Ask patrons how their day has been or how their trip was. It’s always great to offer an excited “Go Gators!” at any athletic event. Look like you are happy to be at the event. Greeting and engaging patrons will make time go by faster for you, while making the overall experience better for the patron.

If you are at a turnstile that gets less traffic, make yourself known. Encourage patrons to come to your lane so that they can enter the arena quicker. Never leave a turnstile unattended. Once the rush slows down, if you want to close a turnstile down, just make sure the station is set up to block off entry that way.

Keep a lookout for prohibited items and inform the patrons about them before they come in. There are two ways to check tickets for an event; scanning and by hand.

SCANNERS

For all events held at the O’Connell Center, the use of ticket scanners may be implemented to provide expedited entry to the building. Scanners read barcodes attached to various ticket forms.

General Use

The on/off button serves two purposes. The first is to simply turn to the machine on or off. Once the scanner is on, press and hold the power button to brighten or dim the screen. Scanners function by taking a picture of the barcode. Hold the scanner six to eight inches from the ticket to ensure the machine is reading the barcode. A green or red laser bar or a single red dot will illuminate from the scanner in order to line up the barcode with the device.

How to Scan

One of three buttons is used to scan tickets; two on the side of the device and one bright orange button at the center of the device. Use whichever button you prefer.

Reading the Scanner

Once done reading a barcode, one of two things will occur:

1. The scanner will indicate that the ticket is valid by emitting a pleasant sound, along with displaying a giant check-mark on the screen and a green light will illuminate from the top of the scanner. In this event the patron is good to enter the arena and enjoy the event.
2. The scanner will indicate that there is an issue with the ticket by emitting an unpleasant sound, displaying a giant “X” on the screen, a red light will illuminate from the top of the scanner and it will vibrate. The scanner will display one of several error messages including but not limited to: wrong date, already used or wrong event. Try to assist the patron best you can based on the error messages that arises, if there is any confusion or if a bigger problem arises please seek the assistance of the gate captain or your supervisor.

Troubleshooting

If an issue arises with the scanner, please contact the gate captain or your supervisor for assistance.

Manual Entry

In the event that the bar code is torn or unreadable, you can enter the number located below the bar code. Select the “manual entry” option located on the bottom center of the screen. Simply enter the digits associated with the barcode on the ticket.

Battery Replacement

Each scanner bag is equipped with two to six extra batteries in the event that they are needed. Battery life is monitored in the top right corner of the device, so it should not be a surprise when a device powers down due to a dead battery. To change the batteries, simply unscrew the wheel-lock on the back of the device and using the black paper inside this area to remove dead batteries. Replace the batteries, secure the back and turn the device back on.

Final Reminders

- Ensure that scanners are powered on before placing them in the bag.
- Scanners are very expensive. **DO NOT** play around with them, drop them, or lose them.
- Brightening the screen causes battery life to deplete faster. Be mindful of this when working double/triple headers.
- Please do not take scanners with you to bathroom or water fountain.

CHECKING TICKETS BY HAND

In the event that scanners are not operational the show must go on. All lobby ushers need to be prepared for this to happen at any event. The process is much slower, but works as a back-up plan.

Reading the Ticket

If the scanners are not working, make sure you are reading each ticket carefully. Pay very close attention to the date, time and name of the event. Ensure that the ticket is for the correct venue and performance.

Ticket Tearing

Once you ensure that the ticket is for the correct event then you need to mark the ticket as used. There are two types of tickets. A standard ticket (see below) is broken up into three sections: the main ticket and two stubs; **always tear and keep the stub with the barcode on it**. Tear the **barcode** stub off and place it in the ticket box (generally a round cylinder located next to the turnstile). Patrons often print tickets at home on a standard sheet of paper; make sure to rip off the barcode section when presented with this ticket format. In both ticket cases, make sure that you return the main portion of the ticket to the patron so that they can find their seats.

Section Floor Row A Seat # 1

EVENT CODE	SECTION/AISLE	ROW/BOX	SEAT	ADMISSION	TAX	EVENT CODE
\$ 0.00	FLOOR	CHAIR	A 1	0.00	0.00	0.00
CONVENIENCE CHARGE	MASTER MAP				CN 19109	
FLOOR	O'CONNELL CENTER				FLOOR	
CA 1X	LARGE ENDSTAGE CONCERT				CA400GSO	
A 1	1 PRICE				A	
GS01314	MAPPAGE: 1A				C 0.00	
C27AUG2	REV 4/02 JS & BO				1	

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ticketmaster

Medical Assistance

First Aid for Patrons

Medical assistance is provided by one or more teams of EMTs/paramedics at gate four, level one, and gate four, level two for most events (This may be subject to change. Make sure to read all info sheets). Should a patron need medical assistance during an event the following procedures are to be followed:

1. Make the patron as comfortable as possible without moving him/her. Try to reassure the individual that you are there to help and comfort him/her.
2. Send someone or radio a supervisor to alert the paramedics while staying with the person. Make sure you are specific as to your exact location when you reach a supervisor.
3. Take responsibility for the person and stay with him/her until the paramedics arrive.
4. Contact the supervisor immediately to receive further direction, (employees will need to describe the nature of the incident to the paramedics, UPD, staff, etc.). Supervisors will need **factual** information regarding the incident, including name(s), witness(es), what happened, and where the injury/accident occurred for our in-house report. Do not draw conclusions or state opinions on the accident form.

If a guest wants to walk to the first aid station contact the supervisor who will escort him/her. EMT/paramedic personnel will not administer medication for aches and pains. We have emergency medical personnel on-site for most events and they are solely responsible for providing medical assistance.

In the **absence of paramedics**, stay with the person and **send someone to summon emergency medical assistance**. Remain calm and reassure the person that help is on the way. If you have current CPR/first aid certification you must make a personal decision about your willingness and competence to administer treatment before help arrives. We recommend that you use your training to the extent of your ability only! All O'Connell Center supervisors and administrators are trained in CPR as well.

First Aid for Employees

During regular business hours employees are to contact their supervisor or report to the administrative offices to obtain the proper paperwork for medical treatment. Always practice safe procedural methods. Employees who are injured after hours or outside the building should contact their supervisor or request assistance from the Building Coordinator ("BC") at the O'Connell Center. The injured employee seeking medical attention (and the driver of that

person, if a driver is necessary) will be paid for three (3) hours maximum, or until the crew clock-out time.

WHAT TO DO?

1. Do not hesitate! Let your supervisor or other department representative know immediately that you have been injured and he/she will help you determine if you need to seek medical assistance, and the appropriate place to go.
2. Make sure you obtain the proper paperwork and have it filled out for treatment.
3. Get medical assistance immediately and have someone take you for treatment.
4. Our department must process additional paperwork within 24 hours; therefore be sure to have the completed paperwork from the hospital returned to us within that timeframe. Follow up with the Program Assistant in room 1302 to fill out additional paperwork, as required. Please take these procedures seriously, as the O'Connell Center can be fined for delays in submitting these documents.

FIRST AID SUPPLIES

First aid supplies and “Bloodborne Pathogen Response Kits” can be found in the following areas:

- at the lifeguard station on the pool deck
- in the storage area of room 1302 (ETS area)
- in the administrative offices, room 1232
- in both Event and Technical Services trucks

During events there are phones on the pool deck and at the Bandshell that are available for emergency purposes. Become familiar with the locations of first aid supplies and phones should an emergency arise.

Emergency Procedures



Emergency



During the orientation session, employees will be introduced to appropriate techniques for handling emergency situations. Safety and security of our guests and fellow employees depends on your knowledge and ability to successfully control emergency situations. Employees will be informed by supervisory personnel if an emergency exists. However, if the problem is localized in a small area the attending employee may need to provide immediate guidance to our guests until supervisory personnel arrive to assist.

Fire Safety Equipment and Procedures

Fire alarm pull boxes and fire extinguishers are located on levels one and two only. Hoses are located on all three levels. It is important to remember to keep all pull boxes, fire extinguishers and hose boxes clear of obstructions. If a fire develops first pull the alarm, then notify the nearest staff member with a radio to alert the administrative staff. There are fire extinguishers and hoses throughout the building. Unless you have received proper training in using this equipment we advise that you evacuate the area of the fire and wait for appropriate personnel to arrive. Your primary responsibility is to keep the area clear and to ensure the safety of our guests.

Evacuation

Your responsibility as an employee is to ensure the safety of our guests. When an evacuation becomes necessary employees can limit the potential for injuries to our guests by remaining calm. Your primary responsibility will be to know where the nearest exits are in proximity to your location and to maintain your composure in giving directions to the public.

The following steps apply during a CODE RED evacuation:

Remain calm
Ensure the safety of all patrons
Direct patrons to the nearest exit

Remember that the manner in which the emergency is handled will determine the success or failure of managing it. If you do not control the scene, the scene will control you. Much more can be accomplished if employees keep their composure and calmly assist the patrons to safety.

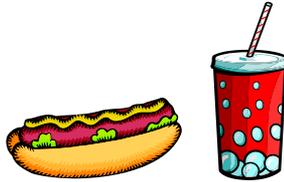
Bomb Threats

Depending upon the circumstances the O'Connell Center staff will conduct a security sweep of the building in conjunction with the University Police Department. An announcement will be made by the senior administrative staff person in charge of the event, which will inform the public of the situation. The announcement is designed to keep the audience calm and give them an option to leave the building.

Building Policies and Procedures

ADMISSION -- For each ticketed event, every person who enters the building must have a valid ticket. The only exceptions are employees working the event and invited special guests. Special guests and employees should enter through the back door and will be on a list for back door access. This policy applies even if the event has only two minutes remaining. For certain sporting events individuals with proper press credentials may enter at any gate.

CONCESSIONS STAFF CREDENTIALS -- Concessions employees will have a wristband that is color coded for each event to permit entry through gate lobby doors. No concessions personnel are to enter without the proper wristband. If they insist upon admittance without proper credentials, contact a supervisor for assistance. The wristband must be firmly attached to the wrist.



PATRONS WITH DISABILITIES – Patrons with disabilities require extra effort on our part. Employees should watch for the patron and meet him/her at the door rather than leaving the person waiting outside. Take the ticket and refer the patron to the usher assigned to the seating area for patrons with disabilities. This area is designed for seating guests with physical and/or health limitations; these guests may be accompanied by **one other individual only or two if there is a party of three patrons**. The primary reason for this is that we want to provide ample seating for all patrons with disabilities and others with special needs.

POLICE ENTRANCE -- During ticketed events only uniformed UPD officers are permitted to enter without a ticket. All other law enforcement officers must make prior arrangements with the administrative office. If a question arises call the administrator in charge for clarification and ask the officer to wait for approval before entering the building.

CAMERAS AND RECORDING DEVICES -- Cameras, video equipment and recording devices are not allowed inside the building unless otherwise specified in the event briefing. If you see a guest with video equipment, a camera, or recording device ask him/her to please return it to his/her car **prior to** entering the turnstile.



FOOD AND DRINK -- No food or drink is allowed to be brought into the building from the outside. If you see this happening, please explain the policy to the guest and ask him/her to dispose of it **prior to** entering the turnstile. We cannot effectively control what is brought into the building if any exceptions are made to this policy. Concession stands are available at most events for the convenience of our guests.

ALCOHOLIC BEVERAGES AND CONTROLLED SUBSTANCES -- Alcoholic beverages and controlled substances are **not allowed** in the building. Ask the guest to dispose of it prior to his/her entering the turnstile. If a guest is successful in bringing alcoholic beverages or controlled substances into the building alert a police officer, who will then ask the person to dispose of the contraband. Employees are not to take this situation into their own hands without the proper backup personnel and they are not to confiscate the contraband.

WEAPONS -- No knives, guns, weapons or fireworks of any kind are allowed in the building. Ask the guest to return these items to his/her car prior to entering the turnstile. Ask a police officer or supervisor for assistance if these items are discovered inside the building.

BAG CHECKS – Each individual event may or may not require bag checks to be performed by the University Police Department and/or Stephen C. O’Connell Center staff. If an event does require a bag check, anyone who enters the O’Connell Center with a bag or purse will be subject to a bag check. The O’Connell Center reserves the right to inspect all bags and packages entering the building and refuse any item our staff deems harmful, dangerous, or obtrusive. Additionally, oversized bags (larger than 15" x 9" x 6") are prohibited inside the facility for all events. Final clearance of bags into the facility is left to the discretion of the venue staff, the use of a bag box at each gate helps determine whether or not a bag is oversized.

RE-ENTRY -- We have a **NO RE-ENTRY** policy for ticketed events. If a guest wishes to leave the building inform him/her of the policy and make it clear that he/she may not re-enter unless he/she purchases another ticket. If special circumstances arise that deserve consideration request assistance from a supervisor.

SEATING AREA -- The level one bleacher seats and main floor seating areas are controlled and admittance is strictly enforced by ushers assigned to the cow gate positions. If a guest without a proper ticket wishes to enter the area explain that only patrons with appropriate tickets are allowed to do so.

RESERVED SEATING EVENTS -- Each guest is assigned to a specific seat for reserved seating events. Guests should not worry about losing a good seat if they need to use the restroom or visit a concession stand. This seating arrangement is a very effective crowd management tool as the number of people that are permitted to enter certain seating areas can be limited.



GENERAL ADMISSION EVENTS -- All seats in the arena are available on a first come, first served basis for general admission events. In these types of events the audience tends to congregate near the action of the performance. Whether it is a basketball game, concert or wrestling match it is extremely important to keep the aisles and walkways clear for emergency purposes.

ELEVATORS -- The elevators may be used during an event by both employees and patrons. Occasionally, there might be a circumstance in which we would not allow a guest to use the elevator but this would be based upon the individual event. Usually, exceptions would be covered during pre-event briefings. In case of an emergency ushers and guards would assist patrons down the stairs if the elevator is not accessible. The gate 1 elevator is for passenger use only; no equipment should be transported in this elevator.

DUPLICATE TICKETS -- When it appears that there are duplicate tickets for an event please be sure to check each ticket carefully. Many times the tickets are not duplicates; rather the guests have misread them and are in the wrong section, row, seat, event or even building. Be patient and take time to review all possibilities. However, should there actually be duplicate tickets please ask a supervisor to assist you. The guests who were seated first remain in those seats; the other patrons will be escorted to the best available relocation area by a supervisor.

COMPLAINTS -- If a guest complains that he/she cannot see, hear, or is uncomfortable, please bring it to the attention of a supervisor or administrator. Should you experience a situation where a patron complains of a broken seat, check with your supervisor or an administrator about relocating the individual and his/her guest. In this situation, be sure to make a note of the broken seat and report it to the Building Coordinator and an administrator at the end of the event. In most cases we are successful in correcting these situations to the satisfaction of our guests; however, make sure everything is done to resolve it immediately.
Show our guests we care!

RELOCATION AREAS -- For most ticketed events we hold some very good seats for the purpose of relocating customers who experience problems with seating. If this item is not covered during the pre-event briefing ask a supervisor for details.

UNRULY GUESTS -- If guests are disturbing others ask them to be considerate of those persons around them. If they persist, obtain the assistance of a supervisor and warn the guests that they will be escorted from the building if there are further complaints or problems involving them during the event. If they do not comply obtain the assistance of a UPD officer and have the guests escorted from the premises.

REFUNDS -- The O'Connell Center does not offer refunds for ticketed events. We do try to resolve any problems our guests may encounter in a timely manner. Supervisors should be contacted when there is a problem that an employee cannot resolve. If a supervisor is unable to resolve a situation he/she will ask an administrator for assistance.

LOST PERSONS -- If a patron reports to you that someone is lost, write down a specific description of the person. Be sure to include name, age, sex, race, height, weight, attire and other pertinent information. Use the radio to call all staff and describe the situation. A search of the building and grounds will be conducted and coordinated by Event Staff and police supervisory staff.

ANNOUNCEMENTS -- Rule announcements are not made during events in the building, as we do not have paging capabilities. If the situation appears to be an emergency bring it to the attention of a supervisor or administrator. Depending upon the circumstances he/she will do his/her best to handle it in an appropriate manner.

LOST AND FOUND -- Lost and found is located in the administrative offices (room 1232, gate four, level one) and is open during normal business hours, 8:00 am to 5:00pm, Monday through Friday. If a guest has lost something during an event call the BC or receptionist on the radio to check if the item has been turned in. If not, write down a detailed description of what was lost, as well as the person's contact information (name, phone number, address) so that we can reach him/her if the missing article is found at a later date. Give this information to someone in the administrative office or the administrator in charge of the event.

BANNERS -- All banners must have the approval of the administrator in charge of the event, or his/her designated representative. Banners obstructing a guest's view are not allowed. Banners are never permitted at commencement.

AISLE OBSTRUCTIONS -- Guests are not allowed to sit or stand in aisles or on staircases. We must keep the aisles completely clear to minimize potential injuries. Please ask the guest, "May I help you find your seat?" Or, "Excuse me, we cannot allow you to stand or sit in the aisle." Or, "Please return to your seat."

SAFETY OF CHILDREN -- Children must remain under the supervision of their parent/guardian during events at the O'Connell Center. Small children are easily disoriented in large buildings and in large crowds. Children also may not realize the dangers of playing on the stairs or railings. When a child is found unsupervised in the O'Connell Center, escort him/her to his/her seat and ask the parent/guardian to stay with the child.



EGRESS/EMERGENCY EXITS -- After an event we monitor the departure (egress) of guests. This is to encourage a smooth egress and the safety of all guests.

SMOKING – Smoking is not permitted in the building due to the Florida Clean Indoor Air Act. As the O’Connell Center enforces a no re-entry policy patrons are not permitted to leave the building to smoke during ticketed events.



BACK DOOR/PARKING LISTS -- Persons who are to have access to the parking lot and back door will be on a special list in most cases. All other guests are to park in the next available non-restricted lot and enter through the front gates. At times, an individual may be inadvertently left off the list in which case the crew member or police officer will need to contact the administrator in charge for clarification/confirmation.

ATHLETIC LOCKER ROOMS -- Athletic team locker rooms are off limits to everyone except coaches, players, and trainers. Exceptions to this are at the discretion of the coaches only. All other special guests must wait in the exterior hallway for the athletes to come out of the locker rooms.

CONTACT WITH TALENT -- Employees shall not ask the talent for autographs, take pictures, attempt to enter talent dressing rooms, engage the talent in conversation, or partake in any such unprofessional behavior.

DUAL EMPLOYMENT WITH OTHER UNIVERSITY DEPARMENTS AND ESTABLISHED CLIENTS – The O’Connell Center does not allow its employees to engage in dual employment other departments on-campus that provide similar labor and event services. In addition to University departments, this policy also extends to established clients of the O’Connell Center. Examples of these clients include: University of Florida Performing Arts, University Athletic Association, Ultratech, K-24, Everyman Sound, Keith Watson Productions, Show Systems, etc., including any other contractors that work within our facility. An employee must have the expressed written consent of the O’Connell Center’s Director to engage in employment with any of these agencies.

A great deal of time, money and energy goes into training our employees, which is lost if an employee goes on the payroll of these other entities. Likewise, these groups often require similar schedules/availability to that our event schedule, which can interfere with your ability to perform your O’Connell Center responsibilities. The O’Connell Center is more than willing to contract the services of our personnel to the agencies when they need our assistance.

Disciplinary Action

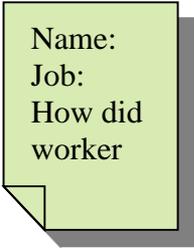
We will make every effort to help provide each employee with general guidelines as to the responsibilities and standards we expect while working at the O'Connell Center. However, employees exhibiting poor work performance or committing rule infractions will receive disciplinary action. Each situation will be individually evaluated and consideration will be given to the severity of the infraction. As a general rule a progressive, four-step procedure will be followed:

1. **Verbal Reprimand** -- A first infraction will result in the employee being given a verbal reprimand that an infraction or poor work performance has occurred. This verbal reprimand will be documented and corrective action will be required from the employee.
2. **Written Reprimand** -- A second or serious infraction will result in a written reprimand which may also carry a suspension, depending on the severity of the infraction as determined by the Associate Director and/or another administrator.
3. **Suspension** -- A third or more serious offense will result in a suspension of two to four weeks without work; the severity of the infraction is determined by the Associate Director and/or another administrator. This is the final opportunity for the employee to make the necessary improvements to avoid termination from employment.
4. **Termination** -- There are certain circumstances or infractions that may compound to a point where this action is the only appropriate alternative. Termination is final and the director or her designee will be involved in this action.

Alcohol – Any employee who drinks alcohol, uses illegal drugs, or is under the influence of alcohol or illegal drugs while on the clock will be terminated from employment and asked to leave the premises.

Remember that disciplinary action is designed to aid each employee in developing positive work behavior. There is never intent to alienate or be destructive in shaping the expectations we have for our employees.

EVALUATIONS



Name:
Job:
How did
worker

After each shift worked crew members will be evaluated by their supervisors for attentiveness, timeliness, attire and initiative. Supervisors will be evaluated by both crew members and administrative staff on a periodic basis. Employees receiving poor evaluations may be called in for consultation with their supervisors and the Associate Director and/or another administrator.

HARASSMENT

It is our goal to protect employees of the O'Connell Center from verbal, physical or sexual harassment. Should an event occur that you feel constitutes any of these, bring it to the attention of the administrator. If you have any questions regarding harassment go to the UF website: <http://www.hr.ufl.edu/eo/sexharassment.htm>

Training

To be more effective in helping guests each employee is held responsible to:

- Attend the orientation and training sessions.
- Learn about the building's layout, special needs and general policies.
- Carefully read the O'Connell Center Employee handbook.
- Actively listen during pre-event briefings.
- Ask questions during briefings if clarification is needed.
- Keep informed on upcoming events and specific information for the evening's event.
- Familiarize yourself with your assigned area before doors open for an event, and be able to quickly and accurately direct guests to:

- | | | |
|---------------|---|------------------------|
| ▶ telephones | ▶ fire extinguishers | ▶ stairwells |
| ▶ elevators | ▶ concession stands | ▶ lost and found |
| ▶ restrooms | ▶ police officers | ▶ box office locations |
| ▶ exits | ▶ EMTs/paramedics | ▶ first aid kits |
| ▶ fire alarms | ▶ parking for persons with disabilities | ▶ seating charts |

You will be asked many of the same questions repeatedly. By staying informed an O'Connell Center employee can either answer questions correctly and take care of situations, or refer guests to the appropriate person.

**The Most Important Word In Our Vocabulary Is...
COURTESY!**

The O'Connell Center wants each employee to feel confident in his/her ability to do a job well. Therefore, we offer a variety of employee training programs. These programs will be outlined in the new employee orientation, which will also include a tour of the building, introduction of full-time staff and supervisors, a description of general policies and procedures, as well as a question and answer session. Employees will process payroll sign-up information during the orientation to enable them to work.

To further develop specific skills employees may take advantage of various programs and workshops throughout the semester. The training sessions are non-paid, work related experiences that will help the employee grow at his/her own pace. Some special workshops will feature guest speakers and will be taught by qualified employees who have significant experience in a particular area.

TRAINING COURSES OFFERED

EMPLOYEE ORIENTATION

Guest relations and “nuts and bolts” will be discussed in a joint orientation training session. Employees will have training in guest relations, the Kronos timekeeping system, handling patrons with disabilities, and Technical, Event Staff and Changeover techniques. All duties and responsibilities of each of the three divisions will be covered in detail and a tour of the facility will also be included.

****EVERYONE MUST ATTEND EMPLOYEE ORIENTATION BEFORE THEY MAY BEGIN WORKING AT THE O’CONNELL CENTER.**

FLOOR CREW TRAINING

Individuals who work on the floor crew must have specific training on the installation of the portable basketball and volleyball floors. Any exception must be with administrative approval. This is an appointed position. Back support braces are highly recommended during the installation of the floor.

TECHNICAL TRAINING

A variety of technical training classes are offered and instructed by qualified student/staff personnel. These classes are mandatory in order to qualify for advancement to a supervisory position in each specific area. All classes require an apprenticeship to be completed prior to certification being awarded. Apprenticeship requirements vary according to the skill needed.

BEGINNING SOUND (Small PA Class)

Employees are given an opportunity to take part in the actual setup of a small PA (public address) system in order to gain hands-on experience/instruction. **Goal:** small PA technician



BEGINNING LIGHTING (Spotlight Class)

Employees are given an opportunity to learn the proper handling, storage and use of the Xenon Super Trooper Spotlights. There may be more advanced classes that incorporate instruction on additional lighting. **Goal:** spotlight operator

INTERMEDIATE SOUND

Employees must be qualified small PA technicians to take this class, which is by invitation only. Topics include the medium PA, small concert sound system, and the cheerleader PA. If

time permits, the instructor may also cover the arena PA system of the O'Connell Center.
Goal: medium PA technician and house sound technician

FORKLIFT

An employee wishing to operate a forklift must take the forklift class, which is by invitation only. This class covers safety as well as operation and requires a test be passed at the end of the session. Qualification to be a driver is dependent upon the instructor's evaluation of the employee and/or the employee's previous experience with a forklift. No one other than the driver will be allowed on the forklift. **Goal:** forklift operator



ELECTRICIAN

The prerequisite for this class is qualification in at least three other advanced areas, and/or documented previous experience in the field of electronics. This class will cover power distribution setups and hard wire hookups for satellite dishes, buses, and trucks, as well as sound and lighting equipment. The electrical setup of the Bandshell, as well as the O'Connell Center will be discussed. **Goal:** electrician

SUPERVISORY LEVEL TRAINING

SUPERVISORY TRAINING

Recently promoted supervisors will undergo extensive training of job related duties and leadership skills. Training will take place primarily on the job under the direction of the senior supervisors and support personnel.

SUPERVISOR DRESS CODE

Supervisors are allowed to dress in appropriate business attire. Dress shoes need to be closed toe and low heels are required.



SUPERVISOR'S PLEDGE

As I represent the Stephen C. O'Connell Center and the University of Florida I willingly accept the responsibility and privilege of being a Student Supervisor. Because of my continuous display of leadership qualities and extraordinary work ethic I have reached the level necessary to meet the challenges of this position. I understand that being a Supervisor requires increased responsibilities and even greater commitment to the job. *E*² has been the

driving force behind my achievement and I pledge to uphold its mission to “Exceed the Expectations” of our clients, patrons, co-workers and supervisors.

Requirements to maintaining ETS **supervisor** status;

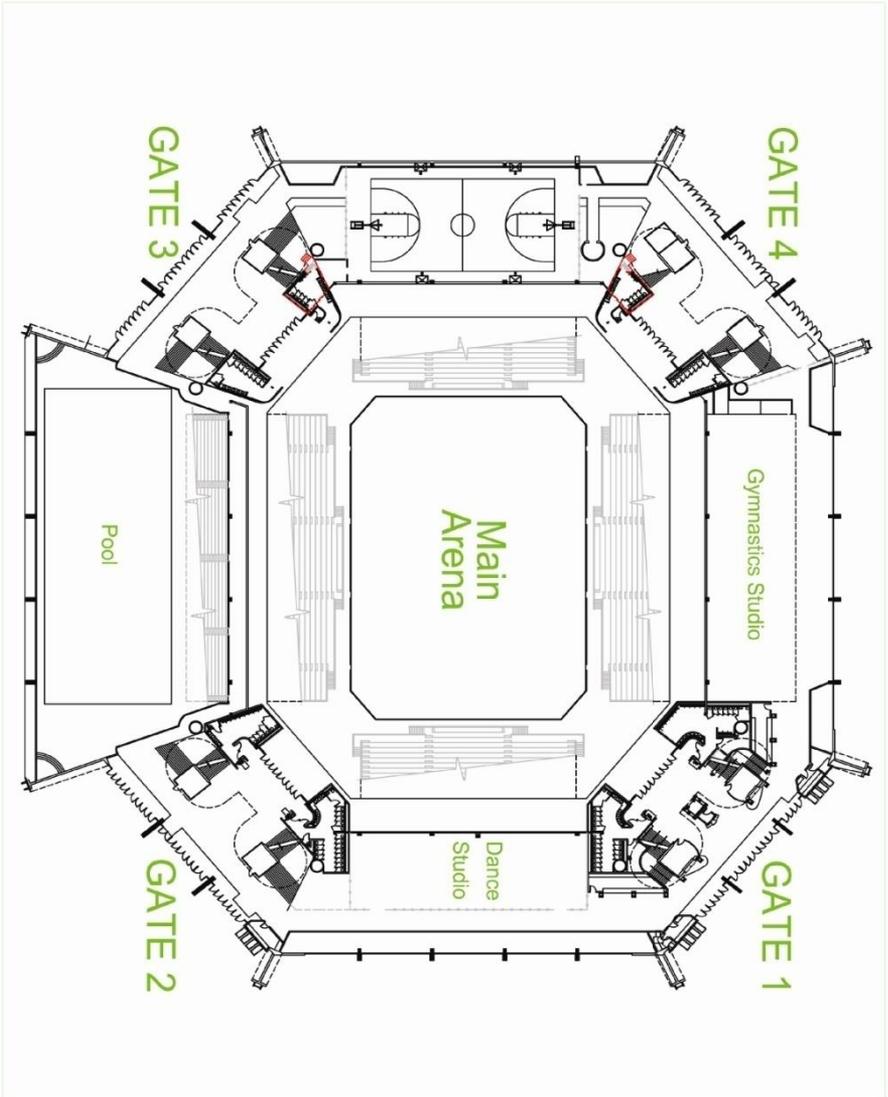
1. Must complete all the requirements of regular ETS crew.
2. Must lead at least one crew per month.
3. Must attend all supervisor classes.
4. Must attend monthly division meetings.
5. Must attend 3 Spring Commencements.

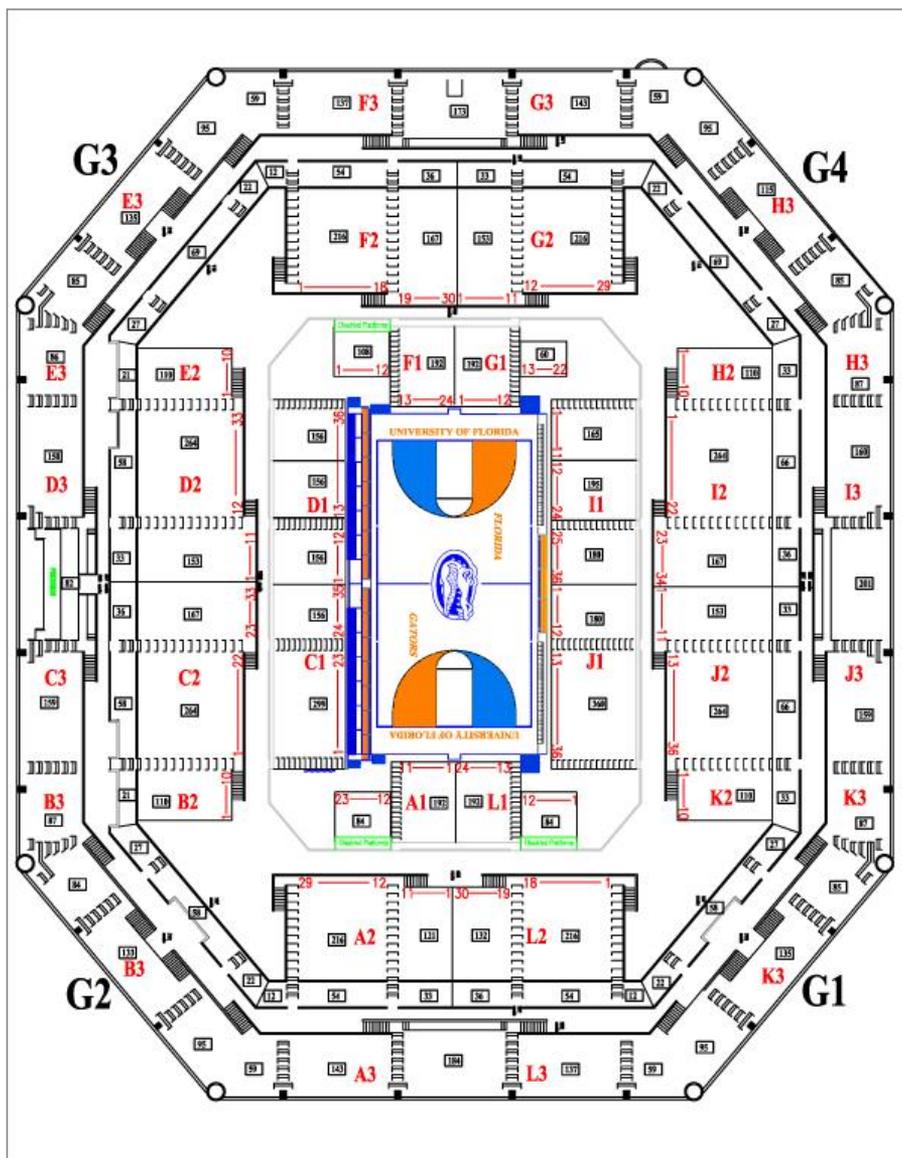
S.C.O.C. Facts

- Dedicated in December 1980, the construction of the building took over three years to complete at a total cost of \$15.9 million.
- The structure covers more than 3.6 acres and measures 296,000 square feet.
- Originally, the building featured a translucent roof made of Teflon-coated fiberglass, which was kept inflated by huge fans that boosted the air pressure in the main arena.
- Throughout the summer of 1998 the air-supported roof was replaced by a permanent steel space framed roof. At the same time new lighting and sound systems were installed and the bleachers on level one were renovated. The total cost for the roof project was \$8.5 million.
- During 1999/2000 the University Athletic Association (UAA) significantly supported a \$2.5 million renovation project to the Center. Some of the *major* improvements were: a new elevator at gate one, increased and easier seating access for patrons with disabilities, two new concession stands at gate one, expansion of the men's/women's restrooms at gates one and two, new entry doors (which eliminated the revolving door system) and flooring at all gates, and new main arena scoreboards.
- The fabric of the lower portion of the Center's roof was replaced in 1999 which included an overall cost of about \$2 million.
- The new roof is 118 feet above the main arena floor.
- The main arena floor is over fourteen feet below ground level, which allows for a more consistent temperature.
- Seating capacity in the main arena varies from 11,884 for athletic events to 12,700 for "in the round" concert style seating.
- Approximately 1,200 students use the facility each day for physical education classes, dance instruction, weight lifting, jogging, martial arts, recreational swimming and conditioning activities.
- The fifty meter Olympic sized pool contains 847,000 gallons of water and when originally built is considered one of the "fastest" in the world. The depth of the pool under the ten meter diving platform is eighteen feet.
- The O'Connell Center was home to the back-to-back NCAA Men's Basketball Champions in 2006 and 2007. Their National Championship Banners are displayed proudly in the Main Arena.

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- Throughout the summer of 2001 the entire pool area was renovated. Some of the *major* improvements included: re-surfacing of the pool deck, re-lining of the pool, and a new and improved tribute wall of past UF swimming & diving greats.
 - Several world records have been broken on the Center's 200 meter indoor track since the building opened in 1980.
 - The O'Connell Center "StageRight" system is used for events requiring a stage. This extremely versatile system can provide staging at various heights and configurations up to a size of 40' x 60'. A stage of this size can be assembled or disassembled by a crew of eight people in three hours.
 - The Center has two portable wood floors, one for basketball and one for volleyball. The semi-permanent practice basketball floor is designed with the versatility to accommodate the special requirements of the basketball teams, volleyball teams, and educational classes. A wood floor can be assembled by a crew of seven people in two hours, and disassembled for storage in one and a half hours.
 - The Center houses the offices of women's gymnastics.
 - The O'Connell Center holds the banners of the back-to-back Men's Basketball National Champions of 2006 and 2007.

Maps





Acknowledgments

This handbook is dedicated to the spirit and commitment of exceptional O'Connell Center employees from the past, present, and future.

The second edition of “**a commitment to courtesy**” was created by a very special group of devoted individuals – L.A. Staton, Lionel Dubay, Mike DeLorenzo, Tom McMorrow, and Bob McKay, all of whom diligently labored to make this handbook a valuable working guide for our new and existing employees. For the inspiration and dedication necessary to complete the original handbook, a special thanks goes to L.A. Staton, Anna Brown, Bob Rose, and Tesa Castell. Technical advice was graciously provided by L.A. Staton, Lionel Dubay, Mike DeLorenzo, and Tom McMorrow.

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Phone Directory

O'Connell Center

Director's Office 392-5500
ERO 392-6535

Security

UPD 392-1111
SNAP 392-SNAP

J. Wayne Reitz Union

Information 392-1649
University Box Office 392-1653

Odds and Ends

Infirmary 392-1161
Shands Emergency 392-3591 or 392-3240
Athletic Ticket Office 375-4683 ext. 6800
University Information 392-3261
Recreational Sports 392-0581
Physical Plant Department 392-1121
Student Employment 392-0296