



Utah State University Guest Services A-Z

American's with Disabilities Act- Be aware of all of the available seating and ADA accessible restroom nearest your area. Always be willing to help guests with disabilities.

Animals- Animals are not permitted within the Stadium or Spectrum with the exception of service animals and service animals in training. They must be identified as service animals or service animals in training, otherwise they are not permitted to enter. If you have any questions concerning this, ask Juan, Brandon, or Justin.

Attendance- Attendance and punctuality are expected. We expect you to honor your work commitment and work every event for which you are scheduled. You should arrive to work on time, ready to work and in the correct uniform by call time.

Breaks- May be offered throughout the event. You should never leave your post without approval from a supervisor or authorized crew member first. Breaks must be taken out of the public eye unless uniform is removed. You may bring food and drink from home, but it must be kept in the break room. It is a maximum of 15 minutes!

Call Time- This is the time when you are in the building, uniformed, and **ready to go**. Call times can be verified via email or the website (www.eventservices.usu.edu).

Cancellation- You may cancel by calling us at 797-2883. Cancellations must be made **at least 24 hours** in advanced. Excessive cancellations may result in termination.



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Credentials- Only persons wearing a credential are allowed in the venue without a ticket. There will be many different credentials on any given event day that allow the bearer varying levels of access. Pay close attention to each credential you see. A credential only gets one person in, not a “plus one” or escort. Refer to your Event Briefing Sheet for questions about credentials.

Crowd Manager- It is our responsibility to maintain safety for all guests and to assist in implementing evacuation plan in event of an emergency. Keep exit doors clear of obstacles, make sure exit signs are lit, keep pathways and aisles clear, and watch for potential risks/dangers.

Difficult Guests and Problems- Be visible and watch the crowd for policy violations. If a guest comes to you with a complaint, listen to them carefully and try to solve the problem to the best of your ability. If you need help, contact a supervisor. If a guest is threatening you or other guests, notify the Police. Never speak disrespectfully to a guest or try to break up a fight.

Employment “At Will”- Utah is an “at will” state. This means that any employee can be terminated at any time with or without reason.

Event Briefing Sheet- Each event you work you will receive an event briefing handout. It will give you specific information that you need to know about the event. Keep this sheet with you throughout the duration of your shift for quick reference for questions.

Event Command Post- This is located in the Press Box and the Spectrum and the Risk Management Trailer at the Stadium. This is the central location where all concerns can be called into- i.e. spilled food/drink, lost and found, missing persons, ect. There will be someone in the Command Post with a radio who can relay the information on to the appropriate crews.



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Fan Text Line- This text messaging service is available to all guests and staff to use during large events in the Spectrum and Stadium. A guest can request assistance anytime during the event by sending a text to (435) 554-1010. This text will be received by a Guest Services representative and the appropriate assistance will be dispatched through the Command Post. Standard text messaging rates may apply.

First Aid- There is one first aid room per venue. In the Spectrum it is located behind section F/G and at the Stadium it is under the blue seats on the west side of the concourse. First Aid concerns, lost and found, and missing persons should be brought to this location. If you need medical personnel to come to your area, make sure you give a detailed explanation of the situation over the radio.

Guest Services Team- Always have a good attitude when you come to work. Be welcoming to guests and pro-active in finding things to do and people to help. Do not use vulgar language or be rude/refuse to help guests or other employees. Remember, you are part of a team and everything you say or do reflects back to not only Guests Services, but the university as well.

Image- Always arrive to work well groomed and in the correct uniform. Extremes in hair styling/coloring, body piercing such as nose rings, and hoop earrings are not permitted. Beards and mustaches must be neat and trimmed.

Knowledge- Be aware of specific details for the event you are working (i.e. opponents). Be familiar with and be able to explain where restrooms, disability seating, first-aid, security, concessions, ect. are within the venue.

Lost and Found- All lost and found needs to be delivered to the First Aid room/the Police. If you find and lost and found items, call the command post to have it picked up. You should direct guests there if they have lost something. If it is after the event and First Aid is closed, ask guests to fill out the "USU Events Lost and Found" form on our website.



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Missing Persons- If you are approached about a missing person, you must get a complete description of the person such as name, gender, age, and hair color to the Command Post and all other ushers. If you find a missing person, take him/her to the First Aid room.

No-Shows- Defined as someone who fails to show for work and makes no notification of his/her absence. Two no shows result in termination.

Outside Food and Drink- Outside food and drink is not permitted within the Stadium of Spectrum.

Paychecks- You will be paid through direct deposit. Paychecks are available on the 10th and 25th.

Position Duties and/or Responsibilities- Vary by position. Ask manager or refer to position description card given during deployment. Be aware of your role in case of an evacuation (also found on position description card).

Radios- Radios are expensive devices that should be handled with care. They are checked out before each event for your convenience and for quick communication among employees. Please remember to state your name and who you are trying to contact before you relay your message through the radio.

Scheduling- Scheduling is done through our website (www.eventservices.usu.edu). You will be emailed prior to registration opening.

Smoking Policy- Staff members are not permitted to smoke whatsoever 1: in any public area 2: when dressed in uniform and/or 3: while on duty. Guests should be asked to smoke outside of the gates/doors.



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Termination- Can occur because of the following: stealing, careless or willful destruction of other's property or equipment, being under the influence of or possessing alcohol or illegal drugs on company time, failing to report to work without adequate justification, insubordination, fighting with or hitting another employee/guest, ticket scalping, improper use of ID badge, and/or admittance of unauthorized personal into building.

Uniform- Stadium: vest (provided at check in), weather appropriate clothing, khaki pants, closed toed shoes, white collared buttoned down shirt- no logos

Spectrum: Guest Services polo (provided at check in), khaki pants, closed toed shoes, no hats, no coats- you may wear a long sleeve shirt under the polo

Website- www.eventservices.usu.edu is where you can find information about events and sign up for shifts.