



## **2009 HOPE COLLEGE FOOTBALL EVENT STAFF INFORMATION**

<i>Date</i>	<i>Game</i>	<i>Kickoff</i>
<b>September 5</b>	<b>Carthage (Community Day)</b>	<b>1:30 PM</b>
<b>September 19</b>	<b>UW - EauClaire</b>	<b>1:00 PM</b>
<b>October 10</b>	<b>Albion (Homecoming)</b>	<b>2:00 PM</b>
<b>October 24</b>	<b>Adrian</b>	<b>1:00 PM</b>
<b>November 8</b>	<b>Kalamazoo (Senior Day)</b>	<b>1:00 PM</b>

Welcome to the 2009 Football Season!

We are excited to start a year full of new seasons. We are excited to have you be a part of our expanded staff! This season we have five home football games that we will be in charge of. Included are job descriptions for all the positions needed to host a football game. Also included are some resources meant to help make your job easier. Here is some basic information about the job:

### **Pay**

All students will receive an hourly wage depending on how many hours worked per game. You will be able to access a time card on <http://plus.hope.edu> under your student account. Before the beginning of every game you will check in with an event staff manager with your time of arrival and then before leaving check out with the event staff manager on what time you left.

### **Dress**

Dress for the games stays pretty much the same. Khaki or navy colored pants or shorts, with event staff shirts and/or vests are required. One addition is staff "credentials", or nametags that will help customers easily identify you. If the weather does not co-operate with our dress, a Hope sweatshirt or an orange or blue jacket will work also.

### **Hours**

The time you are required to work starts at the time listed above and ends after halftime, you are of course welcome to stay and watch the end of the game as well. Most games there will be light refreshments provided, but grab a quick something to eat before coming to work.

### **Scheduling**

Work schedules will be compiled and emailed to you when completed. It will also be available at <http://sites.google.com/a/hope.edu/event-staff/> Please review it and email [seth.carlson@hope.edu](mailto:seth.carlson@hope.edu) if you have any questions or changes.

Thank you in advance for your willingness to help make this year a fun and exciting year!  
GO HOPE!!

# Football Game Usher

## *Tasks*

- Assist patrons in finding seats
- Direct patrons to restrooms, concession stands and telephones
- Greet patrons attending entertainment events
- Provide assistance with patrons' special needs, such as helping those with wheelchairs
- Search for lost articles or for parents of lost children
- Understand seating arrangements and check tickets to insure everyone is in correct place
- Welcome recruits and their families and show them to the student section
- Report problems or immediate concerns to a manager

## *Skills & Knowledge*

- Service Orientation (Actively looking for ways to help people)
- Speaking (Talking to others to convey information effectively)
- Active Listening (Giving full attention to what other people are saying)
- Social Perceptiveness (Being aware of others' reactions and understanding why they react)
- Confidence (Able to approach people in a friendly and authoritative way)
- Attitude ( Have a positive attitude, and willingness to help)

## *Expectations*

- Arrive at Holland Municipal Stadium 1.5 hours before regular games and 2 hours before homecoming and the season opener.
- Arrive in uniform (khaki or navy pants or shorts, issued shirt and vest unless hot, lanyard)
- Will be charged for items of uniform not returned
- Stay until the end of halftime or until released
- Please eat before arriving, as it will be difficult to find time to eat while working
- Always display professionalism both in person and on the radios, remember you are the face of Hope College at these events
- If you have a question ask, if someone asks you a tough question, find help in answering it

## *Compensation*

- You will be paid an hourly wage; pay will reflect the number of hours worked. You will log on to <http://plus.hope.edu> to enter hours worked.

# Football Game Ticket Seller

## *Tasks*

- Direct patrons to restrooms, concession stands and telephones
- Count and record number of tickets collected
- Complete sales of general admission and reserved seating
- Know what is acceptable for admittance; visitors are no longer free
- Take checks, payable to Hope College, check ID
- Responsible for all money, check cash box in and out
- Communicate with ticket gate attendants to keep track of total attendance
- Report problems or immediate concerns to a manager

## *Skills & Knowledge*

- Service Orientation (Actively looking for ways to help people)
- Speaking (Talking to others to convey information effectively)
- Active Listening (Giving full attention to what other people are saying)
- Social Perceptiveness (Being aware of others' reactions and understanding why they react)
- Confidence (Able to approach people in a friendly and authoritative way)
- Attention to Detail (Able to make change and complete a sale quickly and accurately)
- Multi-Tasking (Able to make a sale, count stubs, answer questions sometimes simultaneously)

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- Stay until the end of halftime or until released
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## *Compensation*

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# Football Game Utility Gate Attendant

## *Tasks*

- Direct patrons to correct entrances, restrooms, concession stands and telephones
- Refuse admittance to unauthorized persons
- Greet and open gate for players, coaches, medical personnel, officials and other official personnel
- Report problems or immediate concerns to a manager

## *Skills & Knowledge*

- Service Orientation (Actively looking for ways to help people)
- Speaking (Talking to others to convey information effectively)
- Active Listening (Giving full attention to what other people are saying)
- Social Perceptiveness (Being aware of others' reactions and understanding why they react)
- Confidence (Able to approach people in a friendly and authoritative way)

## *Expectations*

- Arrive at Holland Municipal Stadium 1.5 hours before regular games and 2 hours before homecoming and the season opener.
- Arrive in uniform (khaki or navy pants or shorts, issued shirt and vest unless hot, lanyard)
- Will be charged for items of uniform not returned
- Stay until the end of halftime or until released
- Please eat before arriving, as it will be difficult to find time to eat while working
- Always display professionalism both in person and on the radios, remember you are the face of Hope College at these events
- If you have a question ask, if someone asks you a tough question, find help in answering it

## *Compensation*

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# Football Game Players Gate Attendant

## *Tasks*

- Direct patrons to correct entrances, restrooms, concession stands and telephones
- Refuse admittance to unauthorized persons
- Greet and open gate for players, coaches, medical personnel, officials and other official personnel
- Ensure that only authorized people exit or enter through this gate
- Report problems or immediate concerns to a manager

## *Skills & Knowledge*

- Service Orientation (Actively looking for ways to help people)
- Speaking (Talking to others to convey information effectively)
- Active Listening (Giving full attention to what other people are saying)
- Social Perceptiveness (Being aware of others' reactions and understanding why they react)
- Confidence (Able to approach people in a friendly and authoritative way)

## *Expectations*

- Arrive at Holland Municipal Stadium 1.5 hours before regular games and 2 hours before homecoming and the season opener.
- Arrive in uniform (khaki or navy pants or shorts, issued shirt and vest unless hot, lanyard)
- Will be charged for items of uniform not returned
- Stay until the end of halftime or until released
- Please eat before arriving, as it will be difficult to find time to eat while working
- Always display professionalism both in person and on the radios, remember you are the face of Hope College at these events
- If you have a question ask, if someone asks you a tough question, find help in answering it

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# Football Game Ticket Taker

## *Tasks*

- Direct patrons to restrooms, concession stands and telephones
- Examine tickets or passes to verify authenticity, using criteria listed on master sheet
- Greet patrons attending events
- Refuse admittance to unauthorized persons or persons without tickets or passes
- Operate admittance counter to keep track of total attendance
- Know what is acceptable for admittance and always remain consistent
- Work with cashiers closely to record attendance and ticket sales
- Report problems or immediate concerns to a manager

## *Skills & Knowledge*

- Service Orientation (Actively looking for ways to help people)
- Speaking (Talking to others to convey information effectively)
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- Social Perceptiveness (Being aware of others' reactions and understanding why they react)
- Confidence (Able to approach people in a friendly and authoritative way)

## *Expectations*

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# Football Game Special Assignment

## *Tasks*

- Direct patrons to restrooms, concession stands and telephones
- Greet patrons attending entertainment events
- Provide assistance with patrons' special needs, such as helping those with wheelchairs
- Search for lost articles or for parents of lost children
- Understand entire event management system; be able to fill in whenever and wherever needed
- Know what is acceptable for admittance and always remain consistent
- Communicate by radio relevant information including areas that need assistance
- Assist in balancing cash boxes and calculating final attendance numbers
- Report problems or immediate concerns to a manager

## *Skills & Knowledge*

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- Speaking (Talking to others to convey information effectively)
- Active Listening (Giving full attention to what other people are saying)
- Social Perceptiveness (Being aware of others' reactions and understanding why they react)
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