

8200 - GUEST SERVICES STAFF

Position reports: Event Services Manager

Date: 08/97

Department: The Lakeland Center

Division: Direct Events

JOB FUNCTION:

Event Supervisor I, II, III:

An employee in this classification is responsible for supervisory work under the direct supervision of the Event Services Manager. Work involves instructing Event Services in their assigned positions and duties for events. Duties include assisting with monitoring access to facilities and exiting, securing restricted areas, directing guests to proper entrances and seating areas, monitoring non-ticketed events, monitoring guests safety, maintaining building safety standards, giving directions, adhering to building policies and specific event requirements. Work is carried out through verbal and/or written instructions.

Guest Services I,II,III:

An employee in this classification works directly under the supervision of the Guest Services Supervisor, Event Services Supervisor or Event Services Manager and is responsible for work involving monitoring access to and exiting the facility, securing restricted areas, directing guests to proper entrances and seating areas, monitoring non-ticketed events, monitoring guests safety, maintaining building safety standards, giving directions, adhering to building policies and specific event requirements. Work is carried out through verbal and written instructions.

Guest Services Lead:

In addition to the above functions of Guest Services I, II, III, an employee in this classification performs supervisory work under the direction or in the absence of Guests Services Supervisor as assigned and is responsible for performing supervisory work as needed.

Guest Services Supervisor:

An employee in this classification is responsible for performing supervisory work involving scheduling employees for shifts, instructing ushers and other event staff in their assigned positions and duties for events, as well as all duties listed under Guest Services I, II, III.

ESSENTIAL FUNCTIONS:

Event Supervisor I, II, III:

1. Responsible for inspection of facility prior to event and completion of event reports.
2. Responsible for ensuring that the Guest Services sign-in sheets, time cards and event paperwork are accurate and complete.

3. Directs event staff in setting up of turnstiles and unchaining the doors prior to and at the close of each event.
4. Responsible for ensuring that Ticket Takers/Door Attendants are maintaining a smooth flow of traffic into facility, following procedures in regard to entrancing and exiting and checking tickets for correct information during ticketed events.
5. Responsible for ticket counts and delivery of reports to the appropriate supervisors.
6. Handles problems and complaints in a calm, professional, courteous and timely manner. Directs others to appropriate supervisors.
7. Provides special direction of information to guests in regard to handicapped seating, procedures for lost and found articles, restroom locations and specific event information as instructed in regard to assigned event.
8. Keeps railings, walls, aisles, stairs and other areas free of congestion.
9. Monitors crowd for adherence to building safety standards (i.e. smoking, cameras, food/beverage policies and specific event requirements).
10. Monitors facility for accidents and unsafe conditions and reports same to the appropriate personnel immediately for maximum guest enjoyment and safety.
11. Checks facility before, during and after events for damages and lost articles and reports same to appropriate personnel.
12. Monitors non-ticketed events and performs duties as event requirements dictate.
13. Expected to follow the established dress and behavior codes.
14. Monitors employees attire for uniform policies.
15. Expected to attend event staff meetings, supervisory meetings, pre-event meetings and training classes to keep up to date on building policies and procedures as required.
16. Required to perform other duties and job classifications for The Lakeland Center as special events and emergency situations.

Guest Services I:

1. Assists with setting up turnstiles and unchaining doors prior to and at the close of each event.
2. Responsible for ensuring that each guest attempting to enter the facility has a ticket for that event.
3. Reads each ticket for correct event, date and time. If incorrect information occurs on ticket, the guest should be directed to the proper location for assistance.
4. Tears tickets in the proper manner depositing part of the ticket into the drop box and returning the other part to the guest. This should be handled quickly and efficiently to maintain smooth traffic flow into the facility.
5. Remains at assigned position at all times until relieved.

6. Reminds guests of the no re-entry policy on ticket stub and directs emergency requests to the proper location for assistance.
7. Handles minor problems and guest complaints in a calm, professional, courteous and timely manner.
8. Provides special direction of information to guests in regard to handicapped seating, procedures for lost and found articles, restroom locations and specific event information as instructed in regard to assigned events.
9. Keeps railings, walls, aisles, stairs and other areas free of congestion as determined by assigned area.
10. Monitors crowd for adherence to building safety standards, smoking, cameras, food and beverage policies and specific event requirements.
11. Monitors assigned areas for accidents and unsafe conditions and reports same to supervisor immediately to ensure maximum guest enjoyment and safety.
12. Checks for damages and lost articles immediately after an event and reports same to supervisor.
13. Expected to attend event staff meetings, pre-event meetings and training classes to keep up to date on building policies and procedures as required.
14. Expected to follow the established dress and behavior codes.
15. Required to perform other duties and job classifications as needed.

Guest Services II, III:

1. In addition to all the above, escorts guests to designated seating area by reading assigned ticket.
2. Responsible for proper handling and return of equipment issued for event.

Guest Services Lead:

1. In addition to the above, inspects seating areas and front of house prior to and directly following event.
2. Ensures that the Guest Services staff sign-in sheets, time cards and event paperwork are accurate and complete.
3. Marks seating areas with correct seating information prior to event.
4. Supervises and directs Guest Services staff to ensure that they are adhering to seating policies by checking tickets for correct information, seating guests correctly and verifying compliance with event requirements.
5. Meets with Box Office Manager/Event Services Manager prior to the event to discuss special seating or event requirements.
6. Handles seating problems and relocation of problem areas.
7. Ensures that the Guest Services staff maintains a smooth flow of traffic into the seating areas and that they are positioned for maximum visibility.
8. Ensures that employees are equipped with needed equipment such as flashlights, radios, etc.
9. Checks seating areas during and directly after events for damages and lost articles and reports same to appropriate personnel.

10. Monitors non-ticketed events and performs duties as event requirements dictate.

Guest Services Supervisor:

1. In addition to all the above for Guest Services Lead, schedules employees as event requirements dictate.

KNOWLEDGE, SKILLS & ABILITIES:

Event Supervisor I:

1. Ability to read and follow verbal and written instruction.
2. Thorough knowledge of building policies and procedures and event requirements.
3. Knowledge of basic math skills.
4. Ability to supervise Event Supervisors, door attendants, ticket takers and other event staff as assigned.
5. Ability to interact with fellow employees and the general public in a positive and professional manner.
6. Ability to discipline subordinate staff as required and give directions for improvement.
7. Ability to stand for long periods of time and climb stairs to inspect and handle problems, inspect the facility and handle emergency situations.
8. Ability to lift objects up to 20 lbs.
9. Ability to stay alert and observant of surroundings in order to prevent accidents and safety problems.
10. Ability to handle stressful or emergency situations for guest and personal safety.
11. Available to work irregular hours including nights, weekends and holidays.

Event Supervisor II:

1. In addition to the above, requires experience in all Guest Services classifications, proven supervisory skills and proven job performance skills.

Guest Services I, II:

1. Ability to read and follow verbal and written instructions.
2. Knowledge of basic mathematical skills.
3. Ability to adhere to building policies and event requirements.
4. Ability to interact with fellow employees and the general public in a positive and professional manner.
5. Ability to lift objects up to 20 lbs.
6. Ability to stand for long periods of time and climb stairs as required to assigned areas.
7. Ability to remain alert and observant in order to prevent accidents, safety problems and illegal entry into the facility.

8. Ability to handle stressful or emergency situations for guest and personal safety.
9. Available to work irregular hours including nights, weekends and holidays.

Guest Services III:

1. In addition to the above for Guest Services I & II, requires experience in both those classifications with above average customer skills and proven performance skills.

Guest Services Lead:

1. In addition to the above for Guest Services I, II & III, must have ability to supervise and discipline subordinate staff as required and give directions for improvement.
2. Requires experience in classifications for Guest Services I, II & III with above average customer skills and proven performance skills.

Guest Services Supervisor:

1. In addition to the above for Guest Services I, II, III and Lead, must have ability to supervise and discipline ushers as required and give direction for improvement.
2. Requires experience in classifications for Guest Services I, II, II, and Lead with above average customer skills and proven performance skills.

QUALIFICATIONS (EDUCATION, TRAINING AND EXPERIENCE):

Event Supervisor I & II:

1. High school diploma or its equivalent.
2. Prior supervisory and customer service experience in a related field.
3. No previous building experience required.
4. An equivalent combination of education and experience that is determined to be directly related to the foregoing specific requirements may be substituted.

Guest Services I:

1. High school diploma or its equivalent.
2. Prior experience in dealing with the public or a related field.
3. No prior building experience required.

Guest Services II, III, Lead, Supervisor:

1. High school diploma or its equivalent.
2. Prior experience in dealing with the public in a related field.
3. An equivalent combination and experience that is determined to be directly related to the foregoing specific requirements may be substituted.