

Volunteer Training



Welcome to BlueCross Bowl 2016! We are excited and honoured to have you as a part of our team. Included in this packet are job descriptions for each volunteer position and some resources meant to help make your job easier.

General Information

Check In: All volunteers MUST check-in no later than 15 minutes before shifts start at Volunteer Central located on the West side of the stadium next to WCTE production studio, for placement by their team leaders. Show your credential at Ticket Gates to enter. Please keep your badge on at all times during your shift. It will also serve as a 3-Day Pass into the games. Feel free to enjoy the games during times when you are not scheduled to work.

If you are issued a yellow Event Staff vest. Please wear this at all times during your shift. Please return all materials (radios, clip boards, etc.) to volunteer central at the end of your shift. You may keep your credentials badge.

Scheduling: If you have an emergency and cannot work your shift please contact your team leader with the NAME OF WHO WILL BE WORKING FOR YOU! You are responsible for finding a substitute. Make sure you carry your cell phone and refer to your team leader's cell phone number located on the back of your badge.

Please be flexible and patient! Some shifts may be slow AND we may have more volunteers than needed to complete the task in certain locations. **It is possible that you may be moved to fill a void in another area.**

There will be down time but please be responsible for your area – if a break is needed please communicate with a fellow volunteer in your area to cover for you. **Please remain at your post until you are relieved by the next shift of volunteers.** Allow for a possible **10-15 minute turn over.**

Parking: Parking is at a premium! Volunteer parking will be available at the TTU Intramural Field/Baseball Field lot. Please show your credentials badge to the attendant to enter this lot. There will be a shuttle for volunteers from this parking to volunteer central. If it is full, we are sorry and hope you will be able to find a space close on campus. CATS will also be running their regular routes if you would like to satellite park and be bussed in. Please review the site map and familiarize yourself with the event.

Dress: Prepare to dress warm and wear comfortable shoes. Keep in mind you are serving as an ambassador for the community. It would be smart to dress in layers and bring a foldable poncho.

Food: Thanks to our wonderful sponsors including our Volunteer Central presenting sponsors Cookeville Regional Medical Center and CRMC Foundation, a light meal will be provided at the end of

each shift. Your team leader will help coordinate breaks to grab a bite to eat during your shift. Hot chocolate, coffee, water, etc. will also be available in Volunteer Central.

Ticket Seller

Responsibilities:

- Sell and collect money for on-site ticket sales
- Simple accounting of cash-in, cash-out and tickets sold
- Greet all guests with enthusiasm and politeness
- Will Call Booth: Schools will be turning in unsold tickets here. **Please alert your team leader as soon as a school brings tickets to booth. Your team leader will then immediately alert a member of the Money Crew for pick-up.** The Will Call booth will also have a list of those who bought tickets online. Direct everyone who needs to pick up tickets to the Will Call Booth. The only exception is BlueCross BlueShield representatives/VIPs who should pick up tickets and enter through Gate 6.
- Work closely with team leaders on all decisions/issues

Things to Know:

- All tickets are \$12 + a \$3 credit card fee for card users. School age and up has to have a ticket. Younger ones get in free – use your best judgment on this. Tickets are good for ONE day only, any day. For same day re-entry, ticket holders must get their hand stamped. Ticket takers will have stamps at the entry gates.
- Cash, check and card accepted.
- Will be working in Tennessee Tech Ticket booths
- Outlets are available to plug-in small heaters – each booth will be provided 1 heater.

Ticket Taker

Responsibilities:

- Collect ticket stubs at gate entrances; stubs must be retained for ticket accounting
- Ticket stubs CANNOT be used for re-entry-must get a stamp. Ticket takers will have stamps at the entry gates.
- Refer to Credential Board for awareness of admittance for authorized guests. Know what is acceptable for admittance and remain consistent.
- Refuse admittance to unauthorized individuals or those without tickets or passes.
- Work closely with team leaders on all decisions/issues
- Greet all guests with enthusiasm and politeness
- Report problems or concerns to team leaders.

Things to Know:

- Will be outside for shift (dress in layers – bring a fold up poncho to keep accessible)
- Coolers, flags on poles, weapons, drones, whistles, air canisters, pop-up tents and etc. are PROHIBITED. Please nicely ask that these items be taken back to cars before entering. If there is a problem, find a police officer if necessary

Program Seller/Usher

Responsibilities:

- Sell game-day souvenir programs (\$5).
- Simple accounting of cash-in, cash-out and programs sold
- Walk within designated selling area to include stadium, gates and/or tent
- Ticket takers will have stamps at entry gates.
- Serve as ambassador for the event by providing general information when asked (restrooms, concessions, etc.)
- Work closely with team leaders on all decisions/issues
- Greet all guests with enthusiasm and politeness

Things to Know:

- Will be outside for shift (dress in layers – bring a fold up poncho to keep accessible)
- Ushers/Programs sellers will be roaming throughout the stands and near entry gates.
- Programs will be distributed at Volunteer Central by team leader

Gate Attendant

Responsibilities:

- Refer to Credential Board for awareness of admittance for authorized guests. Know what is acceptable for admittance and remain consistent.
- Refuse admittance to unauthorized persons or persons without tickets or passes.
- Work closely with team leaders on all decisions/issues
- Greet all guests with enthusiasm and politeness

Things to Know:

- Will be outside for shift (dress in layers – bring a fold up poncho to keep accessible)
- **Gate 1:** Team Buses, Home Side Band members & production crew. *Note: Only Band members and Band staff with proper credentials can enter. Parents who are assisting with instruments, equipment, etc. MUST have a band credentials badge.*
- **Gate 5:** TSSAA Staff & some of our staff will be parking in this lot with a GATE 5 pass. EMS will be setting up inside this gate. Also need to open & close for cars, gators, etc.
- **Gate 6:** Credential Gate Only (Not a ticket entrance) – BlueCross BlueShield representatives, referees, media and cheerleaders.
- **Gate 7:** Team Buses & Chartwells' vendor access
- **Gate 11:** Tennessee Athletic Coaches Association (TACA) entrance. ONLY Cardholder gets in free. Spouses, guests, etc. need to purchase a ticket at the ticket booth. Visiting Band Members will also enter through this gate. *Note: Only Band members and Band staff with proper credentials can enter. Parents who are assisting with instruments, equipment, etc. MUST have a band credentials badge.*
- **A final credential board will be located in Volunteer Central.**

Hospitality Host

Responsibilities:

- Overall maintenance of assigned hospitality area and the needs of those in the area; to include overall appearance of area, make coffee, stock water/cokes –tidy and all other supplies well stocked
- Act as community ambassador for the event; provide assistance to catering crews when needed.
- Check credentials of those entering the hospitality areas. (Example credentials can be found in Volunteer Central)
- Work closely with team leaders on all decisions/issues
- Greet all guests with enthusiasm and politeness
- *Bring any empty snack baskets back to Volunteer Central during games and at end of each evening to get refilled.*

Things to Know:

- Will be in and out for shift (dress in layers – bring a fold up poncho to keep accessible)
- Snacks and extra supplies can be found in Volunteer Central

Parking Attendants/ Parking Fee Teams

Responsibilities:

- Direct vehicles to available parking areas and spaces
- Collect parking fee (\$10)
- ***Give each vehicle a Parking Pass – this is good for ONE FULL day ONLY.***
- Champions Parking Passes can be used for all days.
- Direct anyone with a TSSAA or Media Credential to the Reserved Lot. Know these locations.
- Simple accounting of cash-in, cash-out
- Knowledge of parking plan and areas
- Safety awareness at all times
- Work closely with team leaders on all decisions/issues
- Greet all guests with enthusiasm and politeness

Things to Know:

- Will be outside for shift (dress in layers – bring a fold up poncho to keep accessible)
- You may allow TTU students with ID to pass through (especially on University Drive) without paying, but they cannot park in any of the lots designated for the BlueCross Bowl event.

Locker Room Security

Responsibilities:

- Stand outside Home & Visitor Locker Rooms to make sure no one unauthorized enters after the teams have gone onto the field.
- Safety awareness at all times
- Work closely with team leaders on all decisions/issues

Things to Know:

- Home side is the **WEST** side (closest to Hooper Eblen Center) and Visitor side is the **EAST** side (closest to Dixie Avenue).

Emergency Plan

Radio Etiquette:

"This is (name), I have an emergency situation. Please clear the channel. (Police, command post, EMT command post) I have a (medical emergency, fire, security emergency, etc.) Please send someone to (exact location) to assist." If you do not get a response, immediately contact Melinda Keifer (260-5240) or Angie Leathers (529-4122) by cell phone.

If there is a Medical Emergency:

- Radio or call for immediate assistance
- Do not attempt to administer CPR, the Heimlich maneuver or other drastic treatments in the event of a medical emergency unless you are properly trained in these procedures.
- When trained personnel arrive, allow them to take over treatment immediately, and stand by in case they ask for your assistance.
- Do not discuss the situation with anyone other than your team leader, including the victim.

A Security Related Emergency:

- Notify police via radio
- Stay near the problem, do NOT try to solve the problem yourself, obtain license plate number if necessary
- Have another volunteer to phone Melinda Keifer (260-5240) or Angie Leathers (529-4122) to inform them of the situation in detail
- Keep Melinda or Angie abreast of any changes
- Once the situation is under control, call or radio Melinda or Angie and advise them.

Inclement Weather Emergency:

Emergency Personnel or Police will advise us in the unlikely event of an inclement weather situation, however:

- Under a tent is not an acceptable place to ride out a storm that includes lightning or heavy winds.
- If you are advised by your team leader to evacuate, please follow the instructions you are given. Your safety is more important than any equipment. Do not risk life or limb to save tents, tables, etc.

Schedules

Games

Thursday, December 1 (Division II)

<u>Actual Game Time</u>	<u>Shift Time (All Areas except Parking & Volunteer Check in)</u>
3:00 PM	1:00-5:00 PM (Ticket Windows open 1:30 PM, Gates open 2 PM)
7:00 PM	5:00-10:00 PM

Friday, December 2 (Division I)

<u>Actual Game Time</u>	<u>Shift Time (All Areas except Parking & Volunteer Check in)</u>
11:00 AM (1A)	9:00 AM-1:00 PM (Ticket Windows open 9:30 AM, Gates open 10 AM)
3:00 PM (3A)	1:00-5:00 PM
7:00 PM (5A)	5:00-10:00 PM

Saturday, December 3 (Division I)

<u>Actual Game Time</u>	<u>Shift Time (All Areas except Parking & Volunteer Check in)</u>
11:00 AM (2A)	9:00AM-1:00PM (Ticket Windows open 9:30 AM, Gates open 10AM)
3:00 PM (4A)	1:00-5:00 PM
7:00 PM (6A)	

Volunteer Shifts

Shift Times for Parking Volunteers

<u>Thursday</u>	<u>Friday</u>	<u>Saturday</u>
11:00 AM – 1:00 PM (light shift)	8:00 AM – 1:00PM	8:00 AM – 1:00 PM
1:00 PM – 5:00 PM	1:00 PM – 5:00 PM	1:00 PM – 5:00 PM
5:00 PM – 10:00 PM	5:00 PM – 10:00 PM	5:00 PM – 10:00 PM

Shift Times for other Area

<u>Thursday</u>	<u>Friday</u>	<u>Saturday</u>
11:00 AM – 1:00 PM (gates)	9:00 AM – 1:00PM	9:00 AM – 1:00 PM
1:00 PM – 5:00 PM	1:00 PM – 5:00 PM	1:00 PM – 5:00 PM
5:00 PM – 10:00 PM	5:00 PM – 10:00 PM	5:00 PM – 10:00 PM

There will also be a clean-up crew from 9:00 PM – 1:00 AM on Saturday Night

THANK YOU!!!

T-Shirts: We are fortunate to be able to provide long-sleeve t-shirts to each volunteer. You will receive your shirt when you check-in at Volunteer Central. Sizes are on a first-come-first-serve basis. Thank you for your understanding in advance.

Volunteer Appreciation Luncheon: To thank you for a job well done, we invite you to attend a very special Appreciation Luncheon on Tuesday, December 13, 2016 at 12:00 PM at the Leslie Town Centre, 1 West 1st Street, Cookeville. We will share statistics, show videos, and celebrate our success!

Please RSVP by December 2 to MDHUDDLESTON@TNTECH.EDU if you have not signed up online already.

Have Fun: This is an exciting event and you are a critical part of the TEAM! Thank you for all your support and for your time.