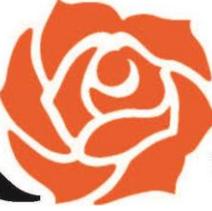


STUART & MIMI

# ROSE



## MUSIC CENTER

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### AT THE HEIGHTS



**The Midwest's Newest  
Entertainment Venue**

HUBER HEIGHTS, OH

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## **OVERVIEW**

The following set of documents detail the departments, responsibilities and policies that will be in place at the new music venue in Huber Heights, OH. This manual is a work product that will be further developed moving forward. All information is proprietary and confidential.

# **DEPARTMENT DESCRIPTIONS**

## **Booking and Programming**

The Booking and Programming department is responsible for the scheduling of all commercial, ticketed and public events, as well as facilitating all rentals and civic/community events. This department proactively works to build the brand and venue within the industry and community to ensure optimum venue usage and bottom line contributions. Booking and Programming maintains an appropriately active calendar mix of quality commercial events and civic/community events.

The Booking and Programming Department works closely with all departments to ensure that risk is mitigated as much as possible, while maximizing revenues on each event.

## **Box Office**

The Box Office department is responsible for the management of all ticketing inventory; including the event creation on the ticketing provider, the supervision of all ticket sellers, and reconciling ticketing monies for the venue. The Box Office works with the Marketing and the Booking/Programming departments to ensure a positive venue and community image.

The Box Office department is an essential part of a successful venue. Maintaining organized ticketing inventory provides better customer service to patrons and keeps the venue earnings trustworthy and current.

The Box Office Ticketing department interacts with all departments and artist management to ensure that public information is accurate and true, while maximizing revenues on each event.

## **Marketing**

The Marketing department is responsible for all facets of Marketing, Advertising and Public Relations as it pertains to each individual concert, as well as the overall concert season. This department is responsible for the planning, development and implementation of all Marketing plans, strategies and communications. The Marketing department oversees and evaluates market research and adjusts marketing strategy to meet changing market and competitive conditions.

## **Premium Seat Sales**

The Premium Seat Sales department is responsible for selling all available Premium Seat inventory for ticketed events at the venue through multiple designated VIP

Packages. This department facilitates all aspects of the VIP Packages including: selling, retaining, and enabling all on-site VIP amenities.

The Premium Seat Department is responsible for the marketing and selling of all VIP Packages; as well as all of the relationship retention, ticket purchasing and the overall outstanding VIP Experience the client must receive.

## **Sponsorship**

The Sponsorship department is responsible for identifying, soliciting and selling sponsorship packages for the venue, while managing and maintaining existing sponsorships.

The sponsorship sales for the venue are a key revenue source that directly affects the bottom line revenue of the building. These sales are not shared with the artists/bands and create a direct profit for the venue.

The Sponsorship department relies heavily on all other departments to service and maintain successful venue sponsorships. On-site implementation and execution is vital to exceed sponsor expectations. This department remains in constant contact and communication with all sponsors to ensure reassurance and retention.

## **Production**

The Production department is responsible for all facets of operations management, event management and event production. This department works with contractors and clients to ensure all event productions are planned and executed in the most efficient and professional way possible. Personal must ensure all production is in compliance with local labor regulations and other agreements between venue, artists, vendors, and clients.

The Production department and its personnel create a liaison between venue management and artist representation. This department facilitates open and thorough communication with all parties involved to produce the most effective and efficient event possible.

## **Event Staff**

The Event Staff department serves as the face of the venue to all visiting patrons. They create the first impression when guests come into the venue. This team is trained to be courteous, provide safety, give valuable information, and handle issues in a collective and professional manner. The Event Staff Manager is directly responsible for this team of employees. The Event Staff Supervisor is responsible for hiring, training, and scheduling a dependable, attentive, and courteous staff for the

duration of the summer. The Event Staff department and supervisor report directly to the Director of Operations & Production.

## **Parking**

The Parking department is responsible for the supervision of staff and operations including: event parking, parking equipment items, and parking lot security. This department works closely with local law enforcement to facilitate vehicle and pedestrian safety. Parking operations are the first impression upon entry to the facility and are vital to a positive patron experience. The Parking Department Supervisor oversees a courteous and efficient staff to escort patrons in and out of facility in a safe and quick fashion. The Parking Department Supervisor reports directly to Director of Operations & Production.

## **Food and Beverage**

The Food and Beverage department is responsible for the management and facilitation of all concession areas; including the supervision of the VIP food and beverage operation. The Food and Beverage department provides a key ancillary income stream for the venue. The Food and Beverage staff provides high quality products to patrons in a timely manner. This department works to reserve margins and maximize bottom line contributions critical to the financial success of the venue. The Food and Beverage Supervisor is directly responsible for the management of this department.

## **Maintenance**

The Maintenance department is responsible for all facets of facility upkeep and preservation. This department is active in the opening, running, and closing of the venue. During the venue season, this department facilitates any jobs that arise in between events while maintaining a clean, safe, functional and updated facility. The Maintenance department responsibilities include behind the scenes functions that create a positive, clean, and enjoyable experience for all patrons, artists and staff. The Maintenance Manager reports to Director of Operations & Production.

# **DEPARTMENT RESPONSIBILITIES**

## **Booking and Programming**

- Actively engage within the industry to book and program available, quality commercial touring events to present and promote within the venue;
- Perform research of past performances, market analysis and other related research to help determine the potential viability of available events;
- Complete and provide financial analysis on each potential commercial booking in order to properly evaluate the risk and potential contribution margins;
- Provide analysis and recommendations to appropriate client representatives and answer any questions or provide additional information in order to secure client approval for the submission of offers;
- Submit and aggressively negotiate submitted offers with artists agents and management companies (while continually informing client representative and securing any additional approvals necessary) working to secure the best deal possible for the venue and the presentation/promotion of the event once confirmed;
- Develop and distribute companywide confirmations outlining deal terms and other information required by all departments to effectively announce, market and promote the event;
- Work closely with the Marketing Department to formulate an effective marketing and promotional plan for each event;
- Work closely with Box Office to ensure the accurate scaling and ticketing of each event;
- Secure and administer all event contracts, riders and other documents ensuring that appropriate revisions are made and that the final revised documents accurately reflect the terms of each deal and other associated terms;
- Execute and return all agreements and riders and process all deposit payments at the appropriate and contracted times;
- Continually monitor ticket counts and progress of each event working with appropriate departments to make any necessary adjustments throughout the sales process;
- Consult with the Production Department regarding the advancing of each event and the maintenance of budget requirements in an effort to maximize returns while ensuring the best presentation of the event and satisfaction of the artist, crew and artist management;
- Create and maintain forecasting model that will be utilized for projecting event results;
- Maintain accurate venue booking calendar ensuring accuracy throughout the season;
- Create and seek approval of rental schedule and associated expenses and maintain same;
- Review and respond to all rental requests including co-promotions, event rentals;

- Ensure that all required paperwork including agreements, insurance certificates, schedules and other necessary documents are secured and maintained on all rentals;
- Facilitate and coordinate all rental events with operations, production, box office and other departments ensuring a successful event for clients;
- Complete DOS settlement with artists management, promoter or event planner, securing all required signed documents and making proper payments, etc.;
- Provide the Finance Department all required paperwork including settlement documents, payment receipts, invoices and all necessary materials and documents to maintain accurate accounting reports and show reports;
- Maintain all show/event folders including agreements, certificates, riders, expenses and associated invoices, signed settlement documents, W-9's and other tax documents, advertising packets, box office statements, ticket audits, and all related documentation.

## **Box Office**

- Hire, manage and train seasonal part time staff members and seasonal supervisor
- Report daily ticket counts;
- Build all events in ticketing provider manifest including price levels, special offers, production kills, ticket holds for building and artist management;
- Manage artist production elements and artist holds that impact ticket inventory and sales;
- Manage and facilitate the distribution of tickets for season subscribers, PSS ticket programs, sponsor programs, public and house orders;
- Event Night Responsibilities: Prepare banks, place staff in stations, fulfill all artist management ticketing requirements, prepare box office statement and comp list, reconcile AR tickets with the band, prepare the guest list and other miscellaneous artist and management requirements;
- Prepare and submit daily and end of the month reports for the finance department;
- Maintain inventory of the box office cash vault and ticket stock;
- Work extensively with Artist management to implement Artist ticket programs, including fan clubs, record companies, sponsorship programs, and Artist Pre-sales.

## **Marketing**

- Responsible for the planning, development and implementation of all Marketing plans, strategies and communications;
- Oversees and evaluates market research and adjusts marketing strategy to meet changing market and competitive conditions;
- Strategically place all media buys including but not limited to: Radio, TV, Print, Digital, Social Media and Outdoor;
- Oversee and approve all creative for advertising materials;
- Develop and implement marketing and promotional plans for each concert;
- Develop institutional marketing, highlighting special events;
- Coordinate timelines for on sales;
- Partner with all media outlets to develop promotions and added value for each concert;
- Negotiate annual deals with all media outlets;
- Maintain advertising budgets for over 85 concerts annually;
- Act as liaison between media outlets and artists;
- Develop and coordinate special promotions (i.e. Sound Check Parties, Meet and Greets, etc.) with labels and artist management;
- Manage grass roots marketing efforts;
- Oversee summer marketing interns;
- Write and distribute press releases;
- Coordinate marketing efforts with sponsors;
- In charge of onsite coordination of all media;
- Assist with promotional activities;
- Create and distribute all email marketing communications;
- Facilitate the distribution of weekly newsletters, e-cards;
- Maintain and update venue websites;
- Coordinate the distribution of all promotional tickets to media outlets;
- Assemble all advertising packets for tour management;
- Maintain on site marquees and digital boards;
- Develop and execute daily, weekly and monthly social media marketing campaigns and strategies;
- Manage all social media sites including but not limited to: Facebook, Twitter, Instagram.

## Premium Seat Sales

- Develop/Market the VIP Programs Business Plan;
- Sell the VIP Packages;
- Obtain new sales through-Cold Calling, E-Blasts, Networking, Referrals, Direct Mail, Radio, TV, & Print advertisement;
- Create marketing materials for VIP Programs;
- Compile, generate, and collect contracts and payments for new clients for the VIP programs;
- Develop relationships with new VIP Clients from the initial contact through the sale to the renewal the following year;
- Maintain contact with current VIPs throughout the entire year to always anticipate their needs and ensure their renewal the following season;
- Send out concert updates prior to the public on sale so that the VIP client are notified prior to the public of the confirmed shows that are part of their VIP package;
- Retain updated records on each VIP client (contact information, mailing address, email, seat location, etc.);
- Manage and maintain all VIP Box Suite inventory and Season Seat inventory-work closely with Box Office Manager to hold this inventory from public on sales and to always know what is available to sell to potential clients;
- Submit all VIP requests to the Box Office and follow up to make sure that tickets are pulled and mailed with parking and club passes;
- During the concert season the Premium Seat Sales Manager must do an exceptional job of taking care of client's needs and handle any problems or complaints in a timely and professional manner;
- Fulfill any sponsorship needs determined by Sponsorship Manager in regards to the Premium Seat Department-mailing of tickets, contact sponsor regarding specials, signage, etc;
- Offer any special ticket offers outside of The Music Center at Huber Heights to all clients when applicable;
- Hire and supervise summer interns ;
- Order and ensure that proper VIP Season Seat and VIP box plaques are up to date per VIP clients contract and maintained for each concert;
- Complete box seat map for each show and distribute to Security, Maintenance, and VIP Club staff;
- On show days communicate with Security and Maintenance to make sure that the VIP Suites, VIP Season Seats, and VIP Insider Seats are staffed, cleaned, prepared, and ready for patrons by show time;
- The Premium Seat Manger is always on call to assist with any issues pertaining to the VIP clients experience;
- Hire, supervise, and schedule VIP Club Concierge Staff and Supervisors;
- Build relationship with food and beverage staff to maintain superior level of service for our VIPs in the VIP Area;
- The Premium Seat Sales Manager must make sure the VIP Club is ready to wow the VIP client prior, throughout, and after each concert;

- Provide all tools needed for the VIP Concierge Staff prior to doors – scanners, guest lists, will call tickets, wristbands, any other information regarding event to ensure that they provide great service to the VIP patron;
- Greet VIP clients and guests throughout the night-maintain and build personal relationships;
- Preserve the integrity and exclusivity of the VIP amenities for the VIP guests-VIP parking, VIP Club, Seat Locations, etc;
- Work to create excitement through VIP specials - creating theme nights, VIP drink specials, etc;
- The Premium Seat Sales Manager must work with Parking and Security to ensure that the VIP parking areas are set up, staffed, and ready to greet VIP guests as they enter and to ensure that VIP guests are exited appropriately;
- Be available to assist or develop other projects as determined.

## **Sponsorship**

- Identify key advertisers in the local, regional and national markets that would be viable new sponsors for the venue;
- Utilize various resources to identify potential new advertisers;
- Solicit new sponsors through email and phone contact to establish their interest and to schedule meetings;
- Develop customized sponsorship proposals that appeal to potential sponsors as an extension of their advertising message;
- Create new and unique on-site inventory that could be available for sponsorship;
- Establish sponsorship inventory values based on the exposure provided;
- Manage existing sponsors to insure success and their renewal for long term partnerships;
- Establish and maintain relationships with all sponsors and deliver on all aspects of the sponsorship agreement to support the renewal process;
- Prepare all sponsorship contracts with the approval of the General Manager;
- Support the Accounting Department on the collection of sponsorship fees;
- Work directly with support staff to implement all elements of sponsors' agreements;
- Assist in the management of the on-site support person, who works with sponsorships;
- Communicate sponsor agreements to all staff members that are affected; accounting, marketing, operations, premium tickets, box-office, etc;
- Work closely with the box office and Premium Seat Manager on all sponsors ticketing as contracted;
- Develop season end re-caps with the help of support person and present to all sponsors to justify their investment.

## Production

- Advance all shows with tour and production management
- All aspects of production, catering, security needs, cash requests, stagehand calls, meet & greets and staffing requirements;
- Study rigging, lighting, staging plots and electrical requirements specific to each show to ensure feasibility and safety;
- Work as liaison to lighting, sound, or other technical equipment and services as requested;
- Maintain proper budgets within scope of event;
- Act as facility representative to review and approve all rigging plots and ensure all points are installed as planned for venue, artists, and patron safety;
- Work with box office and ticketing regarding production kills, approved GA capacities and relocations affected by artist production;
- Negotiate deals and contract with vendors to include but not limited to production equipment and backline, rental of production vans, artist transportation; catering, hotels, pyrotechnic companies and other miscellaneous required vendors necessary to execute artists needs day of event;
- Hire, train and schedule production runners, temporary catering staff and tour production assistants as per the request of artist/tour management;
- On site for load in first thing in the morning through load out at the end of the day
- Handle any and all production problems/requests/demands throughout the day;
- Responsible for payroll for runners, catering assistants and stagehands;
- Create and keeps production manuals and technical information up to date for all agent and artists use;
- Responsible for production cash and creating a report at the end of the day with receipts recording how the money was spent;
- Create a report after every concert listing all of the show expenses;
- Maintain backstage aesthetics and cleanliness;
- Work with local maintenance manager to ensure artists expectations and request are handled for their backstage area day of event;
- Creates proper parking plan for tour vehicles/buses/trucks;
- Maintain accurate event history. Including any billed services, issues, or opportunities for future improvement of production efficiency;
- Work with local police and fire regarding special artist safety requests and pyrotechnic facilitation.

## **Event Staff**

- Develop and execute a seasonal opening procedure hiring a staff based on the schedule of events;
- Assist in developing and executing an orientation and training session for all hired staff;
- Works with Box Office Manager to properly train staff on ticket scanning procedures and being up to speed on potential ticketing issues for each event;
- Works with local police department representatives regarding patron safety, incident reports, and other patron related issues;
- Attends event security detail day of event with production manager and artist representative to discuss run of show;
- Work in conjunction with the Production staff to schedule and brief staff on items to include but not limited to crowd demographic, meet and greets, special artists request, etc;
- Work with all departments to execute any and all needs to allow for a smooth and pleasant set up the day of an event. This can include working with radio stations, setting up of chairs, helping vendors with load in, setting up of VIP areas;
- Responsible for signing in and out radio/communication equipment and making sure all items accounted for at end of event;
- Schedule overnight security for venue with Director of Operations whether conducted in house or outsourced to outside vendor.

## **Parking**

- Develop and execute a seasonal opening procedure hiring a staff based on the schedule of events;
- Assist in developing and executing an orientation and training session for all hired staff;
- Works closely with local police and traffic detail to run traffic and parking lot operations efficiently and safely;
- Assists and maintaining a clean parking area for duration of event and post show clean up of lots;
- Supervises and maintains use of traffic related equipment and signs;
- Conduct weekly meeting with Huber Heights Police Department regarding parking operations and traffic detail;
- Works closely with VIP representatives to assure easy access to VIP parking areas and assure staff are briefed on credentials;
- Works with production manager regarding artist's arrival, etc.

## **Food and Beverage**

- The management and operation of all food and beverage sales including permanent and portable locations and the VIP Club;
- The development and facilitation of cash control, inventory control, food preparation and other policies and procedures;
- Interviewing, hiring, processing and training of all Concession/Food and Beverage employees ensuring strict adherence to all cash control, food preparation, inventory control and other policies and procedures;
- Complete and provide financial analysis on each event including sales, cost of goods, wages and other expenses providing an accurate event contribution margin;
- Provide analysis and recommendations on items to be purchased actively seeking out the best value for the money thereby maximizing profit margin and bottom line results;
- Aggressively negotiate with potential vendors and suppliers to ensure the best product and cost possible while ensuring the highest quality and customer satisfaction possible;
- Develop pricing structure based on industry standards, local research and operating philosophy of the venue;
- Purchase all product required and ensure timely deliveries and inventory control of all product;
- Provide proper training of all employees ensuring particularly strict adherence to all alcohol policies and procedures;
- Ensure the proper operation, cleaning and maintenance of all equipment and arranging for timely repair when necessary;
- Maintain all sales locations ensuring guest and employee safety, cleanliness, security and all other operating philosophies;
- Oversee all day of event operations including staffing, inventory distribution and other elements of event operations;
- Work closely with PSS Department to create and facilitate quality food and beverage service for the VIP Club;
- Maintain a quality control program that ensures product quality, as well as customer service standards;
- Prepare all reports, schedules and other reporting and other required administrative responsibilities.

## **Maintenance**

- Develop and execute a seasonal opening procedure that allows for maintenance hiring and venue opening that is based on the schedule of events;
- Develop and execute a seasonal closing procedure based on the venues needs that takes into account winterizing and storing of equipment during the venues closed period;
- Develop and execute a site cleaning procedure for all offices that attempts to minimize the disruption to the office staff;
- Work in conjunction with local waste companies to set up waste pick up on a scheduled basis and also on an event basis based on the needs of the venue;
- Actively seek out the most competitive pricing available for maintenance supplies related to but not limited to: restroom supplies, cleaning supplies, rentals of seasonally needed equipment, sanitizing equipment and supplies;
- Maintaining landscaping on venue property by pruning, trimming, weeding, and mulching as needed seasonally and due to events that will create additional cleanings;
- Work in conjunction with the Production staff to set up the venue prior to an event based on the needs of the Production Advance
- Work with all departments to execute any and all needs to allow for a smooth and pleasant set up the day of an event. This can include working with radio stations, setting up of chairs, helping vendors with load in, setting up of VIP areas;
- Maintain the venues cleanliness during and event based on the needs of the event while taking into account that each event will have a different budget and always keeping that budget in mind;
- Cleaning of the venue after an event in an organized manner that always takes into account the outward view of the venue while always making it our goal to have all cleaning completed the day after an event;
- Developing and executing a schedule of events to maintain the venue between events that takes into account the landscaping, waste removal, and shipping and receiving needs;

# **EMERGENCY PROCEDURES**

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# Introduction

Human and naturally generated disasters can occur without any warning. When they occur, there is usually little or no time available for planning, organizing, training, and equipping, which are all necessary elements in order to handle the situation properly.

This emergency procedure plan establishes the framework for an effective emergency response capability in the event of fire, bomb threats, severe weather, robbery/theft, and unresponsive patrons.

## What is an Emergency?

An emergency is described in the Life Safety Code Handbook as a condition, which occurs or is likely to occur which may endanger the safety of the facility's occupants.

## Reporting an Emergency

### Information to Provide

When reporting an emergency, calmly provide the following information: (This information will be provided to the person to whom you report or upon calling 911 emergency dispatch.)

- 1) Your name
- 2) Job title
- 3) Your exact location
- 4) Type and location of incident
- 5) Status of Incident (e.g., Escalating)
- 6) Injuries

Please remember that radio transmissions may be overheard by third parties. If possible, sensitive information should be communicated on channel 11 or by telephone in a secured area.

### Emergency Categories

REDACTED

# Emergency Phone Numbers

## Crisis Management and Communications Team

The MEMI General Manager or CEO are the primary points of contact for crisis management and act as the liaisons for the property owners, the City of Huber Heights.

## Amphitheatre Staff

All phone numbers and contact personnel TBD

Main Office: (937)

Main Fax: (937)

VIP Line: (937)

Info Line: (937)

Website: www.

General Manager CEO

Cell: Cell:

Home: Home:

Operations Director Facilities Manager

Cell: Cell:

Home: Home:

## State, County, Municipality, Vender Phone Numbers

(In an emergency, always first dial "911".)

Primary Agencies:

### Huber Heights Police Department

Main Line: (937) Chief:

Police Dispatch: (937) Asst. Chief:

Main Fax: (937)

### Huber Heights Fire and Rescue

Main Line: (937) Chief:

Fire Dispatch: (937) Asst. Chief:

Main Fax: (937)

### Other Agencies:

Huber Heights Communications Center

State Highway Patrol

Federal Bureau of Investigation (Dayton Metro Office)

Disaster Support Services:

American Red Cross (Dayton Chapter)

Venue Weather/ Meteorology Consultant:

Local TV Station meteorologist

Main Line:

Weather Desk:

Fax:

Hospitals:

At least 3 of the closest hospitals and their phone numbers with emergency room contact and phone number.

## GENERAL GUIDELINES

1. Designate an Emergency Control Officer ("ECO"). The ECO for the facility is TBD.
2. Designate a secondary (alternate) Emergency Control Officer. The Secondary ECO for the facility is TBD. This person will be the alternate ECO in the event that the ECO is not able to perform this function.
3. Designate a Media Spokesperson. The Media Spokesperson will be the PR/Marketing Director or designee of the ECO representing the property owner. See Media Guidelines below.
4. A command post will be set up in a designated area during all emergencies by the Huber Heights Incident Commander. The primary Command Post for the facility staff is TBD. The crisis management group will meet in the 2nd floor conference room. The Public Relations crisis control center will also be located in the TBD.
5. An alternative command post should be set up in the event that the Command Post is not available. The Alternative Command Post for the facility is the TBD.
6. The following persons should report to the Command Post: ECO, Secondary ECO, Director of Operations, Production Manager, designated Media Spokesperson, and Event Staff Supervisor.
7. REDACTED
8. REDACTED
9. The ECO will advise and coordinate all actions with the emergency medical service, police & fire departments, and facility staff.
10. The police (Huber Heights Police Department) will provide traffic and crowd control.
11. Huber Heights Fire and Rescue Department will implement a mass casualty plan and will coordinate all communications with outside agencies.
12. Radio Transmissions. Practice proper radio etiquette at all times during an emergency. LISTEN.
  - DO NOT REPEAT THE SAME MESSAGE THAT OTHER PERSONNEL HAVE ALREADY REPORTED.
  - STAY OFF THE RADIO UNLESS ABSOLUTELY NECESSARY.
  - When reporting an incident, give ONLY Name, Title, Location, Nature of Incident, and any injuries and Current status (as well as information as

requested by authorities). Be clear, concise and to the point (DO NOT EDITORIALIZE).

13. Concession and Merchandise Sales. The ECO will direct the Director of Operations when, if at all, concession and merchandise sales should be discontinued.

# Public Relations

The Music Center at Huber Heights has a Crisis Communications Plan to be activated in the event of a crisis. Although this plan is not fully set forth herein, following are basic steps for the on-site staff to follow **in addition to** activating and following the Crisis Communications Plan.

## Dealing with On-Site Media

1. A media waiting area ("Media Room") will be designated by the ECO. Unless otherwise notified, the Media Room will be located at the TBD.
2. Any member of the press who arrives at the amphitheater will be escorted to the Media Room by a staff member.
3. All media releases will be coordinated jointly between ECO designee, Executive Director, or Incident Joint Command Center (Huber Heights Fire and Rescue).
4. All media representatives must have proper press identification.
5. Photographers and film crews will be allowed on the scene only after clearance is given by the ECO and local authorities.
6. Members of The Music Center at Huber Heights' event staff will escort and contain the press to insure they do not interfere with rescue operations or present any danger, as directed by the ECO or Incident Commander.
7. Members of the staff should never attempt to physically restrain the media (blocking cameras, etc.) from their duties. If the media needs to be redirected, please do so with courtesy and enlist authorities or senior staff if necessary.

## Dissemination of Information

1. All telephone calls from the news media will be directed to the designated Media Spokesperson. The staff on duty will log the calls (name, affiliation, telephone number and time of call), and coordinate with the Incident Commander.
2. No information will be given at this time. A person designated by the crisis management team, or a Public Relations manager will return the call and give a statement as soon as information becomes available and approved by the Joint Information Center.
3. In accordance with the facility's Crisis Communications Plan, the Executive Director or Media Spokesperson will prepare a statement based upon information from the Joint Information Center. Statements will contain only facts and pertinent information. All statements must be approved by the Incident Commander.
4. No speculation will be given as to circumstances or losses.
5. **NO STATEMENT WILL BE GIVEN EXCEPT THROUGH THE DESIGNATED MEDIA SPOKESPERSON WITH THE APPROVAL OF THE ECO AND THE INCIDENT COMMAND CENTER DESIGNEE. As required by ECO, legal counsel must approve all statements.**
6. As soon as the statement is ready, the designated Media Spokesperson will release the statement to the media. This may be done by a spokesperson

appearing before the media if they are on site or through telephone contact or via fax.

7. It is the responsibility of the local authorities to release the names of individuals involved in the accident. No staff person should release **or confirm** names until it can be confirmed that local authorities have contacted next of kin.

# Evacuations

In the event an evacuation is deemed necessary the following guidelines will go into effect. Additional evacuation announcements are located in the Severe Weather section of these Guidelines.

## Evacuation Announcement

The evacuation announcement will be made from the stage or the mix position by the General Manager or person designated by ECO (this person should be compatible with the audience for the particular event). Emergency exits must be unlocked and cleared of any obstructions (bicycle racks, ticket drop boxes, etc.)

Speak clearly and calmly! Your professionalism will instill calm in the patrons and will mean the difference between an orderly evacuation and induced panic.

REDACTED

## Staff Responsibilities During an Evacuation

1. Secondary ECO: The Secondary ECO will remain at Command Post.
2. Event Managers: The Event Managers, if any, will report to the ECO.
3. Production Manager: The Production Manager will notify artist representative and production staff of situation and will coordinate with artist, stage manager and stage labor for termination of performance and evacuation of artist and production staff under directions of ECO.
4. Designated Director of Maintenance: The designated Director of Maintenance will maintain the integrity and safety of all utility (water, gas, electrical), and mechanical equipment in the facility.
5. House Staff: Direction for your House Staff (ushers, ticket takers, guest services) is:
  - **STAY CALM. DO NOT PANIC. DO NOT RUN.** Your professionalism will instill calm in the patrons and will mean the difference between an orderly evacuation and induced panic.
  - Reiterate to patrons the directions and instructions given by the Media Spokesperson, but do not make any comments or give out any information other than as provided by your Supervisor.
  - Listen and follow instructions from your supervisor. These are the instructions, which have been provided to your supervisor by the ECO.
  - Assist patrons with a quick and orderly evacuation and provide them with assurance that the actions taken are for their safety.
  - Do not let the crowd congregate near the entrance gates... keep them moving. The crowd should exit the facility in accordance with instructions given by General Manager and ECO.

- Keep the entrance road and emergency lane clear to allow access for the fire equipment.
- Assist disabled patrons out of the facility.
- **ALWAYS REMAIN CALM.**

#### Staff Evacuation Posts

- **REDACTED**

#### Evacuation Routes

- **BACKSTAGE AND DRESSING ROOM AREAS:** The backstage and dressing room personnel will evacuate through the loading dock area and assemble at the Marquee in the parking lot adjacent to the backstage area.
- **PAVILION SECTIONS:** Patrons seated in the pavilion sections, including the box seats, will be directed up the East and West exits, using the center aisle as the dividing point and exit via the nearest gate.

#### Concession Personnel

Will proceed out the nearest gate, depending on where they are located while working.

The Huber Heights Police Department representatives will make the final sweep of the amphitheater to ensure that everyone has been evacuated. At this point, all entrances and exits will be closed and manned by evacuation personnel. **ONLY AUTHORIZED PERSONNEL WILL BE PERMITTED INTO THE AMPHITHEATER.**

The Music Center at Huber Heights administrative staff will be responsible for the evacuation of the Administration building/Box Office. The box office will be closed and secured immediately.

#### Special Needs Evacuation

- The House Managers will be in charge of the evacuation of guests with disabilities.
- Ushers and security will assist in keeping clear both the pavilion and pit section Special Needs aisles in order to ensure safe and orderly conveyance to the exits of the amphitheater. Companions of special needs guest will also comply with employee directives.
- EMS will set up a “triage area” at/or about the First Aid trailer. Should special medical assistance be required for any disabled guests, same will be rendered. Huber Heights Police Department will be responsible for keeping this area clear of all non-essential pedestrian and vehicle traffic.



# Fire - Code Red

## Constant Surveillance

- All staff personnel must be concerned with constant surveillance for the prevention of fires.
- The dressing rooms, administration building, and concessions stands may not be equipped with an automatic sprinkler or alarm system so all employees must watch for excessive heat or smoke.

## Types of Fires

In order to make a decision about the appropriate equipment to use to fight a fire, you must understand the different types of fires.

1. **CLASS A:** Ordinary combustibles - wood, paper, cloth.

Fires in ordinary combustible materials (such as wood, cloth, paper, rubber, and many plastics) which require the heat-absorbing (cooling) effects of water or water solutions, the coating effects of certain dry materials which retard combustion, or the interrupting of the combustion chain reaction by halogenated agents.

2. **CLASS B:** Flammable liquids - oil, gas, solvents, paints.

Fires caused by flammable or combustible liquids, flammable gases, greases, and similar materials, which must be put out by excluding air (oxygen), inhibiting the release of combustible vapors, or interrupting the combustion chain reaction.

3. **CLASS C:** Electrical fire - motors, transformers, and generators.

Fires in live electrical equipment; safety to the operator requires the use of electrically nonconductive extinguishing agents. (Note: when electrical equipment is de-energized, extinguishes for Class A or B may be used.)

4. **CLASS D:** Combustible metals.

Fires caused by certain combustible metals (such as magnesium, titanium, zirconium, sodium, potassium, etc.) which require a heat-absorbing extinguishing medium that does not react with the burning metals.

## Fire Extinguishers

### General Information.

- Before using an extinguisher on a fire, remember that fire extinguishers are designed for use on small fires only, and are not a substitute for the notification of the fire department. **ALWAYS CALL "911" FIRST**, and then attack the fire.
- Be familiar with the operation of fire extinguisher units. All extinguishers must have nameplates that must show the approval stamp, the numerical rating of the extinguisher, and the operating instructions.
- Fire extinguishers should be placed in locations where they are easily seen and cannot be easily damaged. They should be hung within easy reach.

### Proper Use of Hand Held Extinguishers

- Note: Foam and water extinguishers require slightly different action. Read the instructions.
- After selecting the proper extinguisher for the type of fire:
  1. PULL: Pull the safety discharge pin quickly and sharply. (Some units require the releasing of a lock latch, pressing a puncture lever, inversion, or other motion.)
  2. AIM: Aim the extinguisher nozzle (horn or hose) at the base of the flame.
  3. SQUEEZE: Squeeze or press the handle.
  4. SWEEP: Sweep from side to side at the base of the fire, attempting to blow the fire off the burning material. Watch for re-flash. Move in close: pull apart the burned area to get at hot spots. Discharge the contents of the extinguisher.

### Fires That Cannot Be Controlled With A Fire Extinguisher

- If the fire cannot be controlled with the extinguisher, attempt to isolate the fire by closing doors or other barriers on your way out.

### Maintenance of Fire Extinguishers

- It is important that all fire extinguishers are fully maintained and are in their proper places. The Facilities Manager is responsible for maintaining the fire extinguishers.

### Location of Fire Extinguishers and Fire Systems

- Please refer to Appendix "C".

### General Precautions to Take in Case of Fire

1. If you suspect a fire, your first action always should be to call "911" and then the ECO.
2. Breathing smoke and toxic fumes in fires often is the cause of injury and death. The spread of toxic fumes may be the most immediate threat to an area.
3. When evacuating through heavy smoke, it may be safest to crawl, breathing the air at floor level.
4. If you are unsure of the source or cause of a fire, do not spray water on it. Spraying water on a liquid fire may cause it to spread. Water used in an electrical fire may cause severe electrical shock.
5. Fires can move very quickly. If you are trying to put out a fire, always be sure you have an exit route.
6. In a structural fire, be watchful for falling materials weakened or burned by the fire.
7. Be cautious about opening doors during a fire. The inward rush of air can cause a fire to flare or explode outward. Before opening a door, always feel the surface of the door. If the surface is hot, do not open the door. If the

surface is cool, open the door slowly with your face and body away from opening.

8. Know how to use fire extinguishers.
9. If a person's clothing catches fire, force him/her to the ground and smother the flames with a coat, blanket or other heavy material if available. Simply forcing the person to roll on the floor may extinguish the fire.

### Reporting the Fire

If you smell smoke, gaseous vapor, feel excessive heat, or see flames you must immediately call "911" and then report this to your supervisor or ECO over the radio. If supervisor or ECO do not respond immediately report the incident to the administration BASE on channel One (1).

- Information Needed When Reporting A Fire.
  - o To report a fire, calmly provide the following information:
    - Name
    - Title
    - Location
    - Type of fire
    - Containment (whether or not the fire is spreading).
    - Injuries.
  - o **REMAIN CALM, DO NOT PANIC.** Your professionalism will control panic and the actions of others. **DO NOT SHOUT FIRE.** Remember PANIC is deadly. The greatest danger in fires is **PANIC** caused by smoke or individual fear.
- Reporting a SMALL Fire
  1. **CALL "911". INFORM SUPERVISOR OR ECO IMMEDIATELY.** Provide your name, title, location, and type of fire, containment and any possible injuries.
  2. Get the nearest fire extinguisher and attempt to put out the fire using the PASS system described above.
  3. If it is safe, try to remain near the fire scene to help the fire department pinpoint the exact location of the fire.
  4. Keep patrons and other unnecessary employees at a safe distance.
- Reporting a LARGE Fire
  1. **CALL "911". INFORM SUPERVISOR OR ECO IMMEDIATELY.** Provide your name, title, location, type of fire, containment and any possible injuries.
  2. If the fire is too large to control with a fire extinguisher, attempt to isolate the fire by shutting all doors in the fire area.
  3. If it is safe, try to remain near the fire scene to help the fire department pinpoint the exact location of the fire.
  4. Keep patrons and other unnecessary employees at a safe distance.

- When You Smell Smoke
  1. **CALL "911". INFORM YOUR SUPERVISOR OR ECO IMMEDIATELY.**

Provide your name, title, location, type of fire, containment and any possible injuries.
  2. Do not try to locate the source and the exact location of the smoke. Evacuate immediately.
  3. If it is safe, try to remain near the fire scene to help the fire department pinpoint the exact location of the fire.
  4. Keep patrons and other unnecessary employees at a safe distance.
- If You Feel Excessive Heat
  1. **CALL "911". INFORM YOUR SUPERVISOR OR ECO IMMEDIATELY.**

Provide your name, title, location, type of fire, containment and any possible injuries.
  2. If a door is hot, DO NOT OPEN IT. Close all doors in the area to isolate the heat.
  3. If it is safe, try to remain near the fire scene to help the fire department pinpoint the exact location of the fire.
  4. Keep patrons and other unnecessary employees at a safe distance.
- Reporting a False Alarm
  1. **CALL "911". INFORM YOUR SUPERVISOR OR ECO IMMEDIATELY** that no Code Red exists.
  2. Your supervisor will notify the fire department.
  3. The ECO will then meet the fire department and investigate the cause of the alarm.
  4. The ECO will give the "all clear."

### Location Reporting Procedures

All personnel should be aware of reporting procedures during a Code Red Emergency, which are as follows:

- Where to Report During a CONFIRMED Fire
  - o The ECO will radio all department managers/directors as to the area to initially report during a Code Red Emergency (this may be your designated area for evacuations or the Command Station - the ECO will make this call).
  - o If it is a confirmed fire you will be assigned specific evacuation duties.
  - o If it is a false alarm you may return to your position only after the "all clear" is given by the ECO.
- Where to Report While A Fire is Being INVESTIGATED, (Standby Status).
  - o All Staff should continue to perform normal working responsibilities, but be prepared to perform evacuation duties at any time.
  - o Keep all emergency means of egress clear.

### Responsibilities

- FIRE DEPARTMENT: Once the fire department arrives, they are in charge. All personnel must follow their instructions.
- ECO: The ECO will:

#### In Absence of Fire Department:

1. Determine Necessity of Evacuation. In an emergency situation where the fire department is not present the ECO must immediately determine if evacuation is necessary.
2. Notify concessionaire, caterer, and other vendors that may be using gas/propane-cooking apparatuses to turn off their tanks.
3. Initiate procedures to make a public announcement regarding evacuation.

#### In Presence of Fire Department:

1. Coordinates with Fire Department. The ECO is responsible for coordinating all activities between the fire department and the facility supervisors and staff.
2. Meet the Fire Department at entrance and inform them of the location and nature of the fire.
3. Join the Fire Department to determine whether the situation is under control or if an evacuation is necessary.
4. Follow any instructions given by the fire department.
5. Direct the General Manager or designate to make a public announcement regarding evacuation.
6. Give the "all clear" signal once the situation is determined to be under control.

- EVENT MANAGER(S): The Event Managers will:
  1. Immediately report as directed by the ECO.
  2. Inform staff supervisors to perform specific duties and evacuation responsibilities.
  3. Support the ECO and perform any duties that need to be managed.
  4. Coordinate the evacuation of the amphitheatre according to the ECO's instructions, if evacuation is required.
- PRODUCTION MANAGER(S)  
The Production Manager is responsible for the quick and orderly evacuation of the stage house, dressing room, and catering areas. The production manager will:
  1. Notify the artist's production or tour manager.
  2. Notify the local labor head.
  3. Evacuate to the backstage drive area.
  4. Make a final check of the backstage area to see that everyone is out and the area is completely evacuated.

5. Once the evacuation is complete, have the labor head, the tour manager, catering, and maintenance do a head count to insure all people are accounted for.
6. Know the exact location and nature of the fire and, if safe to do so, wait as close as possible to the scene to meet the ECO and Fire Department if the fire is backstage.

- MAINTENANCE MANAGER(S)

The Director of Maintenance under the direction of the ECO will:

1. Turn off all flammable gas and non-emergency equipment.
2. Keep driveway clear for emergency fire equipment.

**Bomb Threat – REDACTED**

# Severe Weather

## Notification

The ECO is responsible for notifying and evacuating staff, artist and patrons if severe weather exists.

## Responsibilities

- EXECUTIVE DIRECTOR
  - o **Early Warning:** There may not be protective shelter large enough for all patrons in the event of a tornado, hurricane, or dangerous winds. The ECO will determine if the crowd can be accommodated in the safe areas and that information to the Department Heads and Director of Staff. Therefore it is imperative that warnings are given early allowing time for an orderly evacuation of the facility if needed. Give the patrons the choice to stay in the facility or return to their car.
  - o **Non-Sheltering Areas:** Do not let patrons take shelter under any tents during severe thunderstorms or severe winds.
  - o **Possible Delay of Event:** These storms often roll quickly through your area; therefore, the timing of storm watches and warnings in relation to the times of opening the parking gates and facility doors can be critical. If possible, steps should be taken to make media announcements to delay these event times until watches and warnings have cleared.

## Announcements

A person designated by the ECO will make the Severe Weather announcement from the stage or from the mix position. During a power outage the announcement will be made from the emergency public address system. If that is not operational, use a portable broadcast system (bullhorn). General Announcements for Evacuations are noted in the Evacuation Section VII of these guidelines; however, more specific announcements are noted in the Thunderstorm Warning and Tornado Warning Sections that follow.

## Watches / Warnings / Actions

The National Weather Service will issue watches and warnings for any of the following conditions:

- Severe Thunderstorm Watches.
  - o **Description:** When conditions are favorable for severe weather to develop, a severe thunderstorm WATCH is issued. A Severe Thunderstorm Watch tells you when and where severe thunderstorms are more likely to occur. Watch the sky and stay tuned to the NWS to know when any possible warnings are then issued. Watches are intended to heighten public awareness and should not be confused with warnings. A Watch means that conditions are present for the formation of severe thunderstorms. These storms may include heavy rain, hail, dangerous lightning, and dangerous winds.

- **Responsibility of Executive Director:** The Executive Director will inform all supervisors and Department Heads that a watch is in place.
  - **All Department Heads should move to Channel 11 and await instructions from the Executive Director. The Department Heads should then direct their area supervisors accordingly.**
- Severe Thunderstorm Warnings.
  - **Description:** A severe thunderstorm WARNING is issued when severe weather HAS been reported by spotters or indicated by radar. Warnings indicate imminent danger to life and property to those in the path or the storm. This means that severe thunderstorms ARE in the area. These storms may include heavy rain, hail, dangerous lightning, and dangerous winds.
  - **Responsibility of ECO:**

IF THE WARNING OCCURES BEFORE THE EVENT

    1. Hold doors.
    2. **All Department Heads should move to REDACTED and await instructions from the Executive Director. The Department Heads should then direct their area supervisors accordingly.**
    3. Direct designated spokesperson to make P.A. and radio station announcement:

REDACTED

IF THE WARNING OCCURES DURING THE EVENT

    1. Delay Event, if possible.
    2. **All Department Heads should move to Channel 11 and await instructions from the Executive Director. The Department Heads should then direct their area supervisors accordingly.**
    3. Direct designated spokesperson to make P.A. and radio station announcement:

REDACTED
- Tornado Watch
  - **Description.** This means that tornadoes are possible in your area, as conditions are present for the formation of a tornado in the area. You should remain alert for approaching storms.
  - **Responsibility of Executive Director.** The Executive Director will inform all supervisors and Department Heads that a watch is in place.
  - **All Department Heads should move to Channel 11 and await instructions from the Executive Director. The Department Heads should then direct their area supervisors accordingly.**
- Tornado Warning.

- **Description.** This means that a tornado **HAS** been sighted or indicated by weather radar in your area.
- **Responsibility of Executive Director:**

IF THE WARNING OCCURES BEFORE THE EVENT

1. Hold doors.
2. **All Department Heads should move to Channel 11 and await instructions from the Executive Director. The Department Heads should then direct their area supervisors accordingly.**
3. Direct Media Spokesperson to make P.A. and Radio Station announcement:

REDACTED

IF THE WARNING OCCURES DURING THE EVENT

1. A mandatory evacuation may become necessary if the crowd size is not large. If so,
2. Direct designated spokesperson to make P.A. announcement:

REDACTED

IF TIME IS NOT AVAILABLE, AND THE CROWD SIZE IS LARGE, AN EVACUATION MAY NOT BE POSSIBLE.

1. Direct designated spokesperson to make P.A. announcement:

REDACTED

# Civil Disturbance

A Civil Disturbance is defined as any use of force of violence, disturbance to the public peace or threat of use of force by persons assembled together and acting with a common intent, accompanied by immediate power of execution.

## Outside of the Facility

- Prior to the Event  
Responsibilities:

### EXECUTIVE DIRECTOR

- Meet with law enforcement officials to determine whether or not to postpone or cancel the Event.
- Direct designated spokesperson as to statement to be made.

### ECO

- Secure building by directing Security and Law Enforcement to secure perimeter of facility and parking lots and close and lock all gates.
- Subject to advisement of law enforcement officials, evacuate all staff from facility or direct all staff to report to a secure location as directed by ECO.

### MAINTENANCE DIRECTOR

- Secure all utilities.
- Secure all facility vehicles.
- Secure all buildings and structures.

### POLICE OIC

- Meet with Executive Director and ECO to assess the impact of the civil disturbance on event.
- Advise area law enforcement agencies of potential assistance required.
- Direct law enforcement staff to contain and diffuse civil disturbance.
- Direct law enforcement staff to secure facility.

- During the Event

In the event of civil disturbance outside of the facility during an event, it may be necessary to request that patrons remain in the facility for their own safety.

Responsibilities:

### EXECUTIVE DIRECTOR

- Meet with law enforcement officials to determine whether or not to postpone or cancel the remainder of the Event.
- Direct designated spokesperson as to statement to be made
- Suspend alcohol sales and, at ECO's direction, suspend concession sales (if it is thought that rationing may become necessary).

#### ECO

- Meet with law enforcement officials and Executive Director to determine (i) the nature, scope and potential impact of civil disturbance to patrons, performers, staff and facility and (ii) whether or not to cancel or postpone the remainder of the event.
- Secure facility by directing Security and Law Enforcement to secure perimeter of facility and secure all parking lots and gates.
- Suspend all unnecessary radio communications. All communications should follow ECO chain of command.
- Subject to advisement of law enforcement officials, evacuate all patrons from facility or direct to a secure location.
- If necessary, when patron evacuation complete, evacuate staff from facility or to a secure location.

#### PRODUCTION MANAGER

- Notify Artist Tour and Production Management of civil disturbance and possible termination of the Event.
- Inform Stage Labor Chief of civil disturbance and possible termination of the event.
- Request Artist assistance in making announcement from stage informing patrons of the situation
- Secure Artist and Stage from potential injury or damage to equipment.
- Suspend any and all admittance backstage to non-essential personnel.
- If necessary, evacuate Artist from facility or to a secured location, as directed by ECO.

#### MAINTENANCE DIRECTOR

- Secure all utilities
- Secure all facility vehicles
- Secure all buildings and structures

#### SECURITY CHIEF

- Secure Administration and Production facilities
- Secure Box Office, all concessions and merchandise facilities
- Secure Stage, Mixer Area, and Spotlight or Lawn Sound Towers
- Re-deploy all security personnel in non-critical areas to entrance/exit gates
- Suspend ingress of any patrons into the facility.
- Maintain calm and professional attitude of security staff.
- Assist law enforcement personnel inside the facility.

#### POLICE OIC

- Meet with Executive Director and ECO to assess the impact of the civil disturbance on event.
- Advise Area Law Enforcement Agencies of potential assistance required
- Direct Law Enforcement Staff to contain and diffuse civil disturbance.

- Direct Law Enforcement Staff to secure facility.

### Inside of the Facility

Responsibilities:

#### EXECUTIVE DIRECTOR

- Meet with law enforcement officials and ECO to determine whether or not to postpone or suspend the remainder of the event.
- Direct designated spokesperson as to statement to be made.
- Suspend alcohol, concessions and merchandise sales.

#### ECO

- Meet with security and Law Enforcement officials to determine the nature, scope and potential impact of civil disturbance to patrons, performers, staff and facility.
- Suspend alcohol, concessions and merchandise sales.
- In conjunction with security and law enforcement officials, try to isolate and contain the civil disturbance and remove all non-participants from the area.
- Re-deploy security and law enforcement personnel from non-critical positions to containment areas.
- Suspend all unnecessary radio communications. All communications should follow ECO Chain of Command.
- Secure facility by directing Security and Law Enforcement to secure perimeter of facility and parking lots.
- Subject to advisement of law enforcement officials, evacuate all patrons from facility or direct to a secure location.
- If necessary evacuate staff from facility or to a secure location.

#### PRODUCTION MANAGER

- Notify Artist Tour and Production Management of civil disturbance and termination of the Event.
- Inform Stage Labor Chief of civil disturbance and possible termination of the event.
- Request Artist assistance in making announcement to diffuse the situation
- Secure Artist and Stage from potential injury or damage to equipment.
- Suspend any and all admittance backstage to non-essential personnel.
- If necessary, evacuate Artist from facility or to a secured location, as directed by ECO.
- Maintenance Director.
- Secure all utilities.
- Secure all facility vehicles.
- Secure all buildings and structures.

#### **SECURITY CHIEF**

- Secure Administration and Production facilities.
- Secure Box Office, all concessions and merchandise facilities.
- Secure Stage, Mixer Area, and Spotlight or Lawn Sound Towers.
- Re-deploy all security personnel in non-critical areas to entrance/exit gates.
- Suspend ingress of any patrons into the facility.
- Maintain calm and professional attitude of security staff.
- Assist law enforcement personnel inside the facility.

#### **POLICE OIC**

- Meet with Executive Director and ECO to assess the impact of the civil disturbance on event.
- Advise Area Law Enforcement Agencies of potential assistance required.
- Direct Law Enforcement Staff to contain and diffuse civil disturbance.
- Direct Law Enforcement Staff isolate, remove and arrest any agitators or ringleaders.

# APPENDIX A

## BOMB THREAT CHECKLIST

**PLACE THIS UNDER YOUR TELEPHONE**

**Write down the number on the caller ID**

QUESTIONS TO ASK:

1. When is the bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your name?

EXACT WORDING OF THE THREAT:

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Sex of caller: \_\_\_\_\_ Race: \_\_\_\_\_

Age: \_\_\_\_\_ Length of call: \_\_\_\_\_

Number at which call is received:

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Time: \_\_\_\_\_ Date: \_\_\_\_\_

## BOMB THREAT

### CALLER'S VOICE:

<input type="checkbox"/> Calm	<input type="checkbox"/> Nasal
<input type="checkbox"/> Angry	<input type="checkbox"/> Stutter
<input type="checkbox"/> Excited	<input type="checkbox"/> Lisp
<input type="checkbox"/> Slow	<input type="checkbox"/> Raspky
<input type="checkbox"/> Rapid	<input type="checkbox"/> Deep
<input type="checkbox"/> Soft	<input type="checkbox"/> Ragged
<input type="checkbox"/> Loud	
	<input type="checkbox"/> Clearing Throat
<input type="checkbox"/> Laughter	<input type="checkbox"/> Deep Breathing
<input type="checkbox"/> Crying	<input type="checkbox"/> Cracked Voice
<input type="checkbox"/> Normal	<input type="checkbox"/> Disguised
<input type="checkbox"/> Distinct	<input type="checkbox"/> Accent
<input type="checkbox"/> Slurred	<input type="checkbox"/> Familiar

If voice is familiar, whom did it sound like?

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### BACKGROUND SOUNDS:

<input type="checkbox"/> Street Noises	<input type="checkbox"/> Factory Machinery
<input type="checkbox"/> Restaurant or	<input type="checkbox"/> Animal noises
Kitchen Noises	<input type="checkbox"/> Clear
<input type="checkbox"/> P.A. system	<input type="checkbox"/> Static
<input type="checkbox"/> Music	<input type="checkbox"/> Local
<input type="checkbox"/> House Noises	<input type="checkbox"/> Long Distance
<input type="checkbox"/> Motor	<input type="checkbox"/> Booth
<input type="checkbox"/> Office machinery	<input type="checkbox"/> Voices
<input type="checkbox"/> Other:	

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### THREAT LANGUAGE

<input type="checkbox"/> Well spoken (Educated)	<input type="checkbox"/> Incoherent
<input type="checkbox"/> Foul	<input type="checkbox"/> Taped
<input type="checkbox"/> Irrational	<input type="checkbox"/> Message read by threat maker

**REMARKS:**

**Report Call Immediately to Executive Director, Director of Operations, or your supervisor**

Date \_\_\_\_\_

Name \_\_\_\_\_

Position \_\_\_\_\_

Phone Number \_\_\_\_\_

# **APPENDIX B**

## **EMERGENCY PREPAREDNESS SPOT AUDIT CHECKLIST**

Bomb threat checklist present at receptionist desk (and desks of other persons who may answer main lines).

## Bull horns in security office.

Flashlights on staff and extras in security office.

## Two-way Radio inventory frequency and channel specific.

Check Fire Extinguisher inspection dates.

Test Emergency generator, Emergency lighting, and P.A.

Verify Fire and Security alarms for reliability and inspection.

Test staff on emergency procedures and quick reference guide.

Check to see if keys are present at emergency exits.

Emergency procedure guidelines present at designated locations

## Fire Extinguisher and Emergency

Check-in and Medical offices.

Emergency phone list posted in Admin, Operations, and Security.

Test Weather consultant and equipment for availability and reliability.

## Review Emergency Meeting a

Comments:

## **FIRE RESPONSE EQUIPMENT LOCATION MAP**

TBD

## **VIP PROGRAM**

The Music Center at Huber Heights offers a diverse array of entertainment, be a part of the season long VIP Experience. The Music Center at Huber Heights offers an entertainment option which combines unique VIP concert services with the most luxurious amenities for experiencing live music events! As a VIP Season Client, enjoy the best seats in the house, highest level of service, invitations to special events, VIP Parking and access to the exclusive Circuit & Cable VIP Club.

### **Proposed Heights VIP Season Packages:**

- **VIP Box Suites**
  - Our Box Seats are located center stage. Our suite locations were built for optimum sightlines with elevated and comfortable seats. Our box suites can hold 4 or 6 of your closest friends, family and colleagues.
    - o Exclusive VIP parking
    - o Exclusive access to The Circuit & Cable private club area
    - o Private entrance and exit
    - o Air-conditioned restrooms
    - o Personalized company/individual name plaque displayed on your Box
    - o Tickets delivered directly to your home or office each month
    - o Convenient payment plan options
    - o 10-4 person box suites being built
    - o Price to be determined based on average ticket price, number of events, surcharge
- **The Heights Season Seats**
  - Get up close and personal with your favorite artists with center stage seats. Locations are sold on a per seat basis and start in the 1st row! Never be without the best seats, even to the sold out shows
    - o Exclusive VIP parking
    - o Exclusive access to The Circuit & Cable private club area
    - o Private entrance and exit
    - o Air-conditioned restrooms
    - o Personalized company/individual name plaque displayed on your Box
    - o Tickets delivered directly to your home or office each month
    - o Convenient payment plan options
      - # of reserved seats to be allocated to the program to be determined
      - Locations to be determined with box office manager
      - Price to be determined based on average ticket price, number of events, surcharge
- **The Heights VIP Insider Membership**
  - o Guaranteed ability to purchase premium seat location, even for sold out concerts, all year long

- Ability to pick and choose concerts prior to public on sale
  - VIP parking for all shows
  - Exclusive access to The Circuit & Cable private club area
  - Convenient VIP entrance
  - Advance notice of upcoming shows
  - Convenient ticket delivery options
    - # of Memberships to be sold to be determined
    - Price to be determined based on average ticket price, number of events, surcharge
- **The Circuit & Cable VIP Club**
- Enjoy an enhanced experience with the Circuit & Cable VIP Club featuring specialty foods, personal bar service, private restrooms exclusively used by The Heights VIP Season Ticket Clients.
- **The Heights VIP Season Amenities:**
- Established to provide the best possible experience for our Season Ticket patrons, VIP Heights Packages means exclusive access to a variety of unique amenities, including:
  - Best Seats in the house
  - VIP Parking adjacent to the Circuit & Cable VIP Club
  - Exclusive Entrance to The Music Center at Huber Heights
  - Access to The Circuit & Cable private club featuring specialty foods and personal bar service
  - Private air conditioned restrooms
  - Invitations to special events
  - Concierge service
  - Newsletter highlighting opportunities unique to The Heights VIP Clients

## **RENTAL RATES AND POLICIES**

**THE MUSIC CENTER AT THE HEIGHTS**  
**Standard Venue Expenses Commercial Event**

REDACTED

## **RECEIVING DELIVERIES POLICY**

**Risk Management - Policy for Receiving Deliveries**

REDACTED

## **SAMPLE CONCESSIONS AUDIT**

1. REDACTED

# **STAFF GUIDELINES**

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# Introduction

Welcome to the staff of the Music Center at Huber Heights! We are pleased to have you as a part of the team. We hope you find your employment with us to be both exciting and rewarding. Our success is dependent on you!

This manual contains the information and instruction necessary for you to perform your job responsibilities in accordance with management's expectations. The information presented in this manual has been assembled to help you better understand your job, that of your fellow employees, and management's expectation of your duties.

It is our belief that you sincerely want to perform your duties in a satisfactory manner if you fully understand what is expected of you. **Your input is encouraged to add and/or change on-going procedures that will assist this facility in becoming noted for the quality of service provided and make it a better place to work.**

Please take the time to carefully read and understand all of the following information. It will prove to be invaluable knowledge as you deal with the various challenging situations that arise.

Sincerely,

The Music Center at Huber Heights

# Our Mission

As a dedicated, professional team we agree to:

- Provide a top quality entertainment facility for the community, artist and supporters.
- The continuation and progression of the performing arts through creativity and innovation.
- Offer mutual respect and service to others.
- Show unsurpassed service and excellence by striving to exceed guests' expectations.
- Develop, maintain and enhance the Music Center at Huber Heights as a unique, inviting and exciting destination for all visitors.

## **Management Staff**

TBD

# Amphitheater Services

## Guest Services

For the purpose of better serving our guests' needs, Music Center at Huber Heights has a Guest Services Booth, located at location TBD. The staff inside this booth will be available to answer questions, receive lost and found items, and sell rain ponchos and earplugs.

## Designated Driver Program

Music Centers at Huber Heights participates in a Designated Driver Program as a means of assisting alcohol-impaired **guests**. Guests requiring this assistance should be escorted to the location TBD where alternate transportation arrangements will be made to insure a guest will not drive from this facility in an intoxicated condition. These alternatives may include having guest's friends drive them or making taxicab arrangements.

## First Aid

Each event at Music Center at Huber Heights is staffed with paramedics capable of providing Advanced Life Support. They are capable of handling anything from the smallest bumps and bruises to serious medical emergencies. The Medical staff also has the ability to transport injured or ill guests to the hospital if their condition merits further medical treatment.

During events, the Medical staff is located at a location TBD, and roams throughout the facility. Should you come in contact with a guest in need of medical assistance you can either direct them to the first aid location, or contact the nearest lead, or manager, who can contact our emergency medical staff via two-way radio.

All medical emergencies during non-event hours should be directed to your lead or to the attention of the Music Center at Huber Heights receptionist who will be responsible for calling 911.

## Lost And Found

All items lost and found during an event should be turned in to an Event Staff Lead. Any guest looking for an item should also be directed to an Event Staff Lead for assistance. At the end of the event, all items found will be turned in to the Music Center at Huber Heights Administration Office where inventory is taken. We strongly encourage our guests to contact us regarding lost items.

## Emergency Locating Service

A guest in our reserved seating area may only be reached if we are given the appropriate information. We must have the section, row, and seat number where the guest is sitting. We have a dedicated number for this purpose: TBD

### **Services for the Disabled**

The Americans with Disabilities Act (ADA) is a comprehensive civil rights statute that prohibits discrimination against individuals with disabilities in the areas of employment, public accommodation, state and local government services, and telecommunications. The legislation specifies that persons with disabilities be entitled to "the full and equal enjoyment of goods, services, facilities, privileges, advantages and accommodation."

No guest with a disability is to be excluded from, or discriminated against with respect to any service that is offered at Music Center at Huber Heights because of his / her disability.

### **Facilities**

Music Center at Huber Heights offers a barrier free environment for our guests' concert going convenience. The seating area, concession stands, food courts and restrooms are wheelchair accessible. Phonic Ear listening enhancement devices are available at the Box Office for hearing impaired guests.

### **Parking**

Parking for guests with mobility impairments is available with the proper state issued identification. Parking spaces are available on a first-come, first-served basis and are located in the East & West parking lots adjacent to venue.

### **Seating Arrangements**

Accessible seating is available to guests with disabilities and to those who attend the event with them. Accessible seating can be purchased based on availability at the Music Center at Huber Heights Box Office on days of shows from 12:00 noon through intermission or by calling TBD.

### **Automatic Teller Machines**

Music Center at Huber Heights provides automatic teller machines for our guests' convenience located at a TBD. The number of machines will vary with the expected attendance of the event.

## **The Circuit & Cable VIP Club**

The Circuit and Cable VIP Club is a private club exclusive to The Heights VIP Season Ticket Patrons. These VIPs have purchased VIP tickets for the entire season. The Circuit and Cable VIP Club is *only* open to those who have a VIP ticket or have their name on the VIP guest list. Patrons who do not hold a VIP ticket are not permitted into The Circuit and Cable VIP Club unless their name is on the VIP guest list. **NO EXCEPTIONS!**

### **How is a VIP ticket different from a regular ticket?**

VIP tickets are the same size as normal concert tickets but are printed on different color stock and have a VIP logo (TBD) printed on the front of the ticket. There are three different types of tickets these are TBD.

# **GUEST POLICIES AND PROCEDURES**

It is our intention for our guests to have an enjoyable experience while attending an event at the Music Center at Huber Heights. **It is extremely important for you and our guests to understand that our guest policies exist for their safety, and for the safety of others.** Following is a list of our policies and the reasons for them.

## **I. NEVER-PERMITTED ITEMS**

For the safety and comfort of our guests the following items are not welcome inside the facility:

- A. Aerosol Spray Cans (Insect Repellant, Hairspray ...Etc.)
- B. Animals (with the exception of seeing-eye or trained assistance dogs)
- C. Backpacks
- D. Beverages other than ONE commercially sealed water
- E. Fireworks
- F. Glass or Metal Containers
- G. Laser Pointers
- H. Professional Cameras or any Video Recording Device
- I. Signs larger than 1 foot square or banners
- J. Stickers and flyers of any type
- K. iPads or other similar devices
- L. White Boards or other similar items
- M. Weapons of any kind
- N. Wrenches or Pliers

## **II. NORMALLY-PERMITTED ITEMS**

There are some items that pose a threat to the safety of our guests depending on the type of show that takes place, and the audience demographic that it attracts. Additionally, different acts have different preferences as to what they will and will not allow at their performance. Therefore, though normally permitted, the following items are sometimes restricted on a show-by-show basis.

- A. Commercially Sealed Water in Plastic Bottles
- B. Food
- C. Non-Flash Disposable Cameras
- D. Soft-Sided Coolers (coolers that have no rigid framework, and can be folded flat)
- E. Umbrellas
- F. Wallets with chains

## **III. NEVER-PERMITTED ACTIONS**

In addition to the above, the following are not welcome on our property:

- A. Standing on seats
- B. Standing in the aisles
- C. Re-Entry into the Facility (except at the discretion of a Lead)
- D. Resale of Tickets
- E. Tailgating
- F. Open Alcoholic Beverages in the Parking Lot
- G. Unapproved vending of any kind
- H. Distribution of Flyers (without prior consent of Management)
- I. Distribution or sale of stickers (without prior consent of Management)
- J. Throwing of objects
- K. Open fires
- L. Removal of shoes or shirt (use discretion here concerning shirts)
- M. Physical Confrontations
- N. Using lower cross aisle from upper seating areas.

Please note that for all certain performances these policies are very relaxed.

## **EXPLANATION OF POLICIES**

### **I. NEVER-PERMITTED ITEMS**

- A. **Aerosol Spray Cans** are not permitted because their contents, in many cases, are flammable, and can be used as torches. Some examples are: Insect Repellant, Hairspray, and Deodorant. As an alternative, pump spray bottles are permitted.
- B. **Animals** can be unpredictable and may cause harm to other guests. Therefore they are not permitted in the facility or parking lots. The Board of Health, in venues where food is sold, prohibits animals. **The only exception to this is seeing-eye dogs and other trained assistance dogs.**
- C. **Backpacks** are not permitted because of their ability to carry and conceal merchandise that violates copyright laws. Because of their many separate pockets, they slow down the search process.
- D. **Beverages** are not permitted because the state liquor laws prohibit us from allowing anyone to bring alcohol into the facility. We also cannot assume the risk of having employees smell or taste beverages as a means of confirming that they are alcohol free as this could cause them harm. If a guest must bring something in for medical purposes, or for an infant or small child, please contact your lead. Factory sealed plastic bottled water is permitted.
- E. **Fireworks** are not permitted for obvious safety reasons as well as causing a distraction from the performance.
- F. **Glass and Metal Containers** are not permitted because they can act as projectiles and have the potential to cause serious injury to guests. Glass containers can break, causing a safety hazard to guests as well.

- G. **Laser pointers** can cause a serious distraction from a performance. They can also make an artist feel very uncomfortable due to the fact that some firearms use lasers as sights. If one of these is spotted, please notify a lead of the location.
- H. **Professional Cameras and Video Recording Devices** may not be brought into the facility because of contractual agreements between the artists and the facility.
- I. **Signs and Banners**, including any type of sticker or flyer, can cause major sight problems for guests seated behind them. Flyers may conflict with contractual agreements between the Music Center at Huber Heights and the Tour. Stickers are difficult and time consuming to remove. Additionally, they are, in many cases, flammable, thus posing a threat to the safety of our guests.
- J. **iPads and other similar devices** are not permitted because of their size. When being used as cameras, they pose a potential sight obstruction to guests seated behind them.
- K. **White Boards and other similar items** are not permitted because their messages can be easily changed. This presents the potential for the display of inappropriate, offensive or abusive language.
- L. **Weapons** are not permitted for obvious reasons. This includes some pocketknives and wallet chains. Please ask your lead if you are unsure of an item. Remember, it is better to be safe than sorry. In addition, we cannot take the responsibility of checking these items at the Guest Services Booth. They must either be returned to the guest's car or disposed of prior to entering the facility.
- M. **Wrenches and Pliers** are not permitted because they can be used for the purpose of taking seats apart in an effort to create an open floor dance area. It is fairly common to see people try to bring these items into the facility at some shows. Fortunately we have never had this problem. However, again, it is better to be safe than sorry!

## 2. **NORMALLY-PERMITTED ITEMS**

- A. **Commercially Sealed Water in Plastic Bottles** is permitted.
- B. **Food** is permitted..
- C. **Cameras and Audio Recorders** may not be brought into the facility because of contractual agreements between the artists and the facility. Sometimes, artists will permit small non-professional cameras (typically cameras without a detachable lens are considered non-professional) or audio recorders inside the facility. Always assume that they are not permitted, unless you are told otherwise in your pre-event briefing.
- D. **Soft Sided Coolers** are permitted on a show-by-show basis. Your lead will let you know each night what will be permitted.
- E. **Umbrellas** can cause major visual problems for anyone sitting behind one. The determination of whether or not umbrellas are permitted is done on a

show-by-show basis depending on several factors including but not limited to; expected attendance, audience demographic and forecasted weather for a given night. Each show's umbrella policy will be given to you in the pre-event briefing. We have ponchos available at the location TBD at a very reasonable price of \$3.00 to make up for any inconvenience this may cause.

F. **Wallets with Chains** are permitted on a show-by-show basis. The chains can cause injury to guests. Your lead will let you know each night what will be permitted.

### 3. NEVER-PERMITTED ACTIONS

- A. **Standing on seats** is not permitted because it can cause sight problems for other guests, and can be very dangerous. The seats are not designed for standing. If a person were to fall they could be seriously injured.
- B. **Standing in the aisles** is not permitted for fire code reasons. We are required by law to maintain open aisles for the safety of all guests.
- C. **Re-Entry** to the facility is not permitted in an effort to curtail drinking and tailgating in the parking lots. If a guest must leave and come back for any reason they must have the gate lead's permission and Reentry Pass if being used.
- D. **Resale of tickets** is strictly prohibited on the Music Center at Huber Heights property. Please inform a lead or the box office if this is observed.
- E. **Tailgating** can be dangerous to arriving guests and their vehicles while severely disrupting traffic flow patterns. Therefore, it is not permitted on our property. Guests are encouraged to enter the facility as soon as the gates are open.
- F. **Open alcoholic beverages** are not permitted in our parking lots by state law. This policy will be strongly enforced by the Music Center at Huber Heights and state and local authorities. Please discourage all guests of this behavior.
- G. **Unapproved vending** of merchandise is not permitted on the property of the Music Center at Huber Heights unless performed by one of our licensed vendors inside the facility.
- H. **Distribution of Flyers** must be approved by the management of The Music Center at Huber Heights. This activity is generally not permitted because of contractual agreements between the artist and the facility. However, if it is permitted for a given show, this information will be given to you in the pre-event briefing and on the day of show information sheet. If the distribution of flyers is observed, please notify a lead immediately.
- I. **Distribution or Sale of Stickers** is strictly prohibited on the property because they can be very detrimental to the appearance of the facility, and they are very difficult to remove. If the vending or distribution of stickers is

observed, please notify a lead immediately. There are no exceptions to this rule.

- J. **Throwing of objects** is not permitted for obvious safety reasons. If this is observed, please notify a lead immediately.
- K. **Open fires** in the parking lot or in the facility can be very dangerous to guests and very harmful to the facility. If this is observed, please notify a lead immediately of the location.
- L. We request that all of our guests wear **shoes and shirt** at all times for their own personal safety.
- M. **Physical confrontations** of any kind are strictly prohibited on The Music Center at Huber Heights property. If this is observed, please notify a lead immediately.
- N. It is our policy to not **allow anyone in the upper seating areas to use the lower cross aisles**. The underlying reason for this is safety. If we allow the guests in upper sections to use the lower cross aisle it becomes very crowded making a safe, quick evacuation extremely difficult.

## STAFF GUIDELINES

1. **While in the house keep your eyes on the crowd, not the performance. It is important that staff members remain in their assigned positions before, during, and after the show.**  
Acceptable reasons for leaving an assigned position include:
  - A. Getting medical assistance for guests or staff members
  - B. When asked by, or given permission by, a lead.
2. In handling a situation, it is important that we minimize the number of employees who leave their assigned positions. When it is necessary to escort a guest from the grounds, the Event Staff Supervisor & Assistant should be notified. Only the amount of event staff needed to restrain the individual in a safe manner should accompany the guest. Any additional employees could potentially cause a breakdown of our security system and/or incite the crowd.
3. During intermission, all event staff should make themselves available to answer questions and inform guests that a ticket stub is necessary for guest to leave the pavilion and then return to their seat. **At all times, guests should exit at the top of each section, unless in upper bowl, to prevent guests from “maneuvering” closer to the stage.** This is not a time for a break or to be relieved of duties. **All staff works at this time.**
4. Before the show, **ALL** event staff in the house are expected to wipe down the pavilion seats, and check them for damage. At this time report all maintenance problems to the leads. Once the pavilion is clear, everyone lines up with trash bags to perform the “pavilion sweep” of trash, which is overseen by the leads. If the area does not meet the standards of the staff directors or management, it will be redone. Gloves will be provided for all trash pickup.
5. Following the performance, the staff and leads will meet in location TBD, to discuss incidents, or ask questions they may have about what transpired that evening. This helps others who may later face similar situations.
6. If at any time you witness an altercation, use your best judgment and either:
  - A. Get the attention of a lead.
  - B. Send someone to get the attention of a lead. You are then free to help your co-worker(s) keep the situation from escalating until a lead arrives.
7. While working stage front, should someone manage to get on the stage, the offender should be escorted out the backstage door, and walked to the TBD where a decisive course of action will be taken. Only one or two staff should escort the offender. All other stage-front personnel should remain in their assigned area unless otherwise directed.

**While in assigned positions, before gates open or during intermission, staff should make an honest attempt to get to know and assist the guests around them.** This creates a friendlier atmosphere for you and our guests. This nightly ritual has been coined “peer group security”.

# JOB DESCRIPTIONS

The following descriptions have been developed to provide employees with a reference for their particular positions as well as an understanding of all other departments. **Please remember that our success is dependent upon the interaction and cooperation of all personnel for the common good of the whole.** Every staff member at The Music Center at Huber Heights is required to be familiar with the seating chart and important locations throughout the facility. In addition, each staff member at the amphitheater should read, if necessary, and thoroughly understand the day of show information as discussed in the pre-show meeting.

## **Departmental Personnel:**

- A. Event Staff (Ushers, Ticket Takers, and Guest Services Attendants)
- B. Event Staff Lead
- C. Maintenance
- D. Law Enforcement
- E. Medical
- F. Parking Lot (Attendants)
- G. Concessions
- H. Additional Amphitheater Personnel

### **A. Event Staff**

The main responsibility of the event staff is to provide the primary level of guest assistance with a friendly and helpful attitude toward guests at all times. **Event Staff employees are not to take part in guest ejection, breaking up fights, or arrests. Event Staff are only to get involved if they feel their safety or the patron's safety is in jeopardy.** All of the event staff positions are interchangeable and our Guest Services staff is required to be familiar with them all. Also, it is imperative that the event staff has a thorough understanding of the format of the Ticketing Provider computerized ticket.

**Ushers / Event Staff** provide the primary level of guest assistance in the seating area through friendly and courteous interaction with guests. They are assigned to a specific position or a designated location in the seating area and perform the following functions:

- Treat all guests as individuals and provide answers to any and all questions and concerns with primary emphasis on questions concerning seating locations. If unsure of an answer, explain to the guest that you will get an answer for them. Never leave a guest with the answer of "I don't know."
- Project a positive, professional and courteous attitude toward guests and fellow employees.
- Control access to the reserved seating levels to authorized ticket holders only.
- Keeping aisles clear, preventing guests from standing on their seats, and enforcing

our non-smoking reserved seating area policy.

- Watch for crowd control issues that pose a threat to the safety of our staff and guests
- Prevent upper section ticket holders from using the lower cross aisle during the event. (Refer to the guest policies section of this manual for an explanation of this policy)
- Direct duplicate ticket questions and relocation seat questions to a lead. **Please remember that most duplicate ticket questions are usually errors in reading tickets. Verify that they are duplicates prior to notifying a lead.**
- Never leave your position open
- Thank guests as they leave and ask them to return.
- Assist in pavilion clean up.

**Ticket Takers** are to greet all guests with a warm and courteous welcome while controlling access to the facility through designated entries. They are assigned to a specific entrance gate and their responsibilities are as follows:

- Treat all guests as individuals and provide answers to any and all questions and concerns.
- Project a positive, professional and courteous attitude towards guests and fellow employees.
- Verify the date and performance on the ticket and remove the appropriate stub if necessary.
- Assist in spotting never-permitted items. (Refer to the guest policies section of this manual for a description of these items)
- Know all physically challenged seating locations and direct physically challenged guests to a **lead** for assistance if needed.
- Not allow any employee or guest without a valid The Music Center at Huber Heights laminated pass or ticket to gain access through the gate (a sample of these passes will be shown to you in training). Any questions concerning this should be directed to a gate **lead**.
- Count tickets for the event, if necessary
- Never leave your position open.
- Thank guests as they leave and ask them to return.
- Prevent facility property and alcoholic beverages from being taken out of the facility.
- Assist in pavilion clean up.

**Guest Services Attendants** are located within the **Guest Services Booth** to provide the function of answering and assisting guests with all questions and concerns.

- Treat all guests as individuals and provide answers to any and all questions and concerns.
- Project a positive, professional and courteous attitude towards guests and fellow

employees.

- Take record of all guest feedback and report it to lead.
- Distribute designated driver wristbands.
- Sell various merchandise, such as earplugs, to guests.
- Collect lost and found items and turn in to the Receptionist at the end of shift.

#### **B. Event Staff Leads**

Event Staff **Leads** enforce all event, building and crowd control policies in the most polite and friendly manner possible. They are responsible for providing a safe and comfortable atmosphere for all guests at all times. **They handle all event situations above the responsibilities of an usher in addition to the same duties of an usher.** The event staff **leads** are positioned throughout our property in various places according to particular show needs. All event staff **leads** are responsible for the above usher responsibilities in addition to the following:

- Position and supervise event staff
- Treat all guests as individuals and provide answers to any and all questions and concerns.
- Project a positive, professional and courteous attitude towards guests and fellow employees.
- Secure all areas of the facility having limited or no access.
- Enforce all event, building and facility policies and procedures. Refer to the guest policies of this manual for a description and understanding of these policies.
- Supervise voluntary searches of guests entering the facility at a search level previously determined by management for each particular show.
- Restrict facility access to authorized ticket holders and authorized personnel only.
- Safely and controllably remove guests who pose a threat to the safety of other guests and fellow employees, or are performing illegal acts.
- Supervise and assist with pavilion clean up.

#### **C. Maintenance Staff**

The maintenance staff at the Music Center at Huber Heights is responsible for providing our guests and artists with a clean, safe, inviting environment that allows everyone the opportunity to enjoy their stay. The environment they create should induce our guests and artists to return to our facility again and again. There are multiple shifts within the maintenance department. They are the pre-event, event, and post-event shifts.

The **pre-event maintenance staff** at The Music Center at Huber Heights prepares the facility for each performance by performing the following functions:

- Treat all guests as individuals and provide answers to any and all questions and concerns.
- Project a positive, professional and courteous attitude towards guests and fellow

employees.

- Clean and wipe off railings, signs, seats, refuse containers, phones, light posts, tables, and any other hard surfaces not listed.
- Place chairs and tables in the private party areas.
- Hose down the Pavilion and all pavement and concrete areas throughout the facility.
- Clean windows throughout the facility.
- Placement of tent walls if weather dictates.
- **Actively** look for and pick up any trash and debris left over from a previous event including cigarette butts in the grassy areas.
- Place and line trashcans throughout the facility and parking areas.
- Clean and stock restrooms in preparation for the event.
- Clean and stock The Circuits and Cable VIP club restrooms.
- Clean and stock entire backstage area

The **event maintenance staff** is responsible for the maintenance and cleanliness of the facility throughout the performance. Each member of the housekeeping staff is assigned to a specific area or function for the duration of the event and is responsible for some of the following duties.

- Treat all guests as individuals and provide answers to any and all questions and concerns.
- Project a positive, professional and courteous attitude towards guests and fellow employees.
- Empty trash containers and replace liners.
- Continually monitor plazas, seating area, gate, front of concession stands, eating areas and condiment carts for food and beverage spills and debris.
- Use lobby pans to clean plazas, walkways, gates and seating area.
- Maintain stock of consumable products (toilet paper, towels and soap) in restrooms.
- Maintain cleanliness of restroom fixtures and floors.
- Maintain cleanliness of backstage rooms and the "Crowd Pleaser."
- Respond to emergency clean up situations.

The **post event maintenance staff** is responsible for cleaning the artist dressing rooms. Responsibilities include but are not limited to the following:

- Project a positive, professional and courteous attitude towards guests, artists, crew, and fellow employees.
- Removal of bagged trash from property to dumpster.
- Sweeping, mopping and buffing of tile resilient flooring in dressing room restrooms, dining area and hallway.
- Vacuuming of all carpeted floors in dressing rooms and touring production office.
- Wiping, cleaning and dusting of all hard surfaces.
- Cleaning of restroom fixtures and showers.
- Placement of tables, chairs, and furniture in their original intended locations.
- Re-stocking all consumable products (toilet paper, paper towels and soap)

- Emptying, relining and disposal of garbage in refuse containers in production wing, loading dock and stage areas.
- Locking down and securing production wing when complete.
- Make any preparations needed so as to avoid added work for the next shift

#### **D. Law Enforcement Personnel**

The Music Center at Huber Heights hires off duty officers from the Huber Heights Police Department to provide the next level of security and safety for the facility. These officers dress in plain clothes, and are identified by the Music Center at Huber Heights "All Access" laminate. They will not show a badge when moving about the venue. They control sensitive issues above the level of security such as cash control, escorts, and law enforcement. Their presence in actual crowd performance areas is helpful in assisting our staff with sensitive issues. The officers are located at the gates, and roam throughout the venue. They are on radio if their assistance is needed. Uniformed officers are never regularly scheduled to work inside the venue. If you are approached by someone identifying himself or herself as a law enforcement officer and present a badge, they are most likely not working, but rather are more likely attempting to gain access to areas not otherwise accessible to them. In these situations it is important that you remember the shape of the badge, the badge number and the name of the department or organization. Report the incident, along with a description of the person, to a lead as soon as possible.

#### **E. Medical Staff**

The Medical staff at The Music Center at Huber Heights is State of Ohio certified Emergency Medical Technicians licensed to practice at the level of Paramedic. They are capable of handling anything from the smallest bumps and bruises to severe medical emergencies. They also have the ability to transport injured or ill guests to the hospital if their condition merits further medical treatment.

During events, the medical staff is located at place TBD and throughout the facility at strategic locations. Should you come in contact with a guest in need of medical assistance you can either direct them to the first aid location, or contact the nearest **lead** or manager who can contact our emergency medical staff via two-way radio.

#### **F. Parking Lot Staff**

Initial contact with guests occurs at the parking lot entries. Parking Attendants flag traffic as required, and provide general control and safety in the lots. Parking Attendants should be no closer than 20ft from the road and should never flag anyone into the lots from the main road. All parking employees must be knowledgeable of their special duties, and be familiar with items not permitted inside the facility. They must also be familiar with the details of the event to inform guests of specific policies prior to entry at the gates. Non-permitted items are to be discouraged by the attendants when noticed upon entry to the lots or as guests walk to the facility.

In the event of a sold out performance, parking employees will be notified to inform all arriving guests of the situation, and verify that they have pre purchased tickets for the performance.

**G. Concession Staff**

Concession personnel are located within the concession stands, kiosks and portable set-ups throughout the facility. They are responsible for the preparation and sale of food and beverages to our guests. With this responsibility comes the responsibility of checking identification of our guests who choose to purchase alcoholic beverages.

**H. Additional Amphitheater Personnel**

The Music Center at Huber Heights hires many people for many different positions. Some other positions include facility maintenance, merchandising, production, stagehands, VIP attendants, and administrative personnel. All of these employees are required to adhere to the same rules and guidelines set forth for the employees outlined in this manual.

# EMPLOYEE RULES AND REGULATIONS

## Employee Parking

Employees should have their parking tag displayed in their windshield, and should enter the facility through TBD. They should only park in the designated employee lot, which is nearest to Gold Gate. Parking space will be given on a first come, first served basis. Space will be held for employees expected to arrive toward the end of the event. Certain shows may require vomit off site employee parking in the adjoining in nearby areas.

## Facility Access

All department heads of The Music Center at Huber Heights are required to provide a day of show list of their employees for that day for access purposes. These names are given to the TBD and backstage gate attendant. All event employees must enter the facility through TBD located on the east side of the venue near the concessions garage. **THE TBD IS THE ONLY GATE WHERE EMPLOYEES WILL BE GIVEN ACCESS. DO NOT EXPECT TO BE GIVEN ACCESS THROUGH ANY OTHER GATE.** All Staff, upon entry, must sign-in with the TBD attendant. Once you have obtained your shirt report directly to place TBD unless otherwise stated. At the end of your shift, you must turn in your Staff Shirt and proceed to the time clock and have your hand scanned to complete the check out process. Failure to follow this procedure will result in disciplinary action.

## Uniform and Issued Equipment

**Dress:** The Music Center at Huber Heights provides shirts for the event staff, maintenance staff. These shirts are issued to each employee when they check in, must be worn tucked in, and must be returned at the end of the event. As mentioned above, **failure to return a shirt will result in disciplinary action.** Additionally, each employee is required to provide the following:

- Comfortable, supportive, closed toed, low heeled, shoes, or gym shoes. Socks are required to be worn.
- Clean casual pants or shorts (not more than 3" above the knee) and khaki in color. Leggings, jeans, stretch pants, sweat pants or spandex are unacceptable.
- A flashlight. Flashlights should be no more than eight (8) inches in length. Flashlights using an LED are preferable, as the LED should light for years without burning out. Reporting to work without a flashlight could result in disciplinary action.

## Personal Belongings

Personal property, such as purses and cell phones, should not be brought into the venue unless absolutely necessary. Any package or bag that is brought into, or taken from, The Music Center at Huber Heights is subject to inspection. We reserve the right to inspect all

bags. **Text messaging and the taking of pictures are unsafe and unprofessional, and will not be tolerated. Employees found in violation are subject to disciplinary action including termination.** If a telephone call is expected or anticipated, the caller should be notified to call the Music Center at Huber Heights main telephone number, TBD, and leave a message with the receptionist who will then notify the Event Staff **leads**. You will be permitted to return the telephone call. **Unauthorized use of cell phones will result in disciplinary action.**

### **Personal Appearance**

The Music Center at Huber Heights takes pride in the personal appearance of its employees. It is second only to friendliness in what leaves a lasting impression of you with our guests. For this reason, everyone must abide by the following guidelines relating to personal appearance:

- Hair and facial hair must be kept neat and well groomed. Mustaches may not be started during the Music Center at Huber Heights operating season.
- Extreme hairstyles including, but not limited to, multi colored, unnatural looking, tails, or partially shaven heads are not permitted.
- Sideburns may not extend below the earlobe and must be straight and neatly trimmed.
- Long hair must be pulled back away from the face and secured in a fashion that is complimentary to the uniform. The hair tie used must not be wider than 1" or longer than 4". Hair ribbons are for the sole purpose of holding the hair back away from the face, and should not be used as a decorative addition to the uniform.
- Deodorant or antiperspirant is required.
- Fingernails should be kept clean and presentable. Employees who prefer to use fingernail polish will be permitted to use clear or light colored polish only.
- Facial jewelry, large dangling earrings and excessive jewelry are not permitted.
- Males and females may wear no more than one stud type earring per ear in the lobe area of the ear. Earrings should be no larger than a dime.
- Small rings, class rings, wedding bands and wristwatches are acceptable, however, safety should be considered.

### **Social Media Websites**

The Music Center at Huber Heights respects the right of employees to use social networking websites such as Facebook, Instagram, Twitter and LinkedIn. We do not discourage employees from self-publishing and self expression when posting blogs or comments on these social websites. However, to provide a clear difference between you as the individual and you as the employee. You are expected to abide by the following guidelines and policies

- Unless specifically instructed employees are not authorized to speak, blog or advertise on behalf of the Music Center at Huber Heights. Bloggers are personally

responsible for their commentary and can be held personally liable for commentary that is considered defamatory, obscene, proprietary or libelous by any offended party, not just The Music Center at Huber Heights.

- Employees should not be spending time on social networking websites while working unless The Music Center at Huber Heights business is being conducted and with prior authorization. Employees cannot use social networking websites to harass, threaten, discriminate or disparage against employees or anyone associated with or doing business with The Music Center at Huber Heights.
- Employees cannot post the name, trademark or logo of the Music Center at Huber Heights, or any business with a connection to The Music Center at Huber Heights, on personal blogs. Employees cannot post The Music Center at Huber Heights privileged information, including copyrighted information or documents issued by The Music Center at Huber Heights without prior authorization.
- Employees should not post photographs of other employees, clients, vendors or suppliers on personal blogs, nor can employees post photographs of persons engaged in The Music Center at Huber Heights business, at The Music Center at Huber Heights events and of The Music Center at Huber Heights products without prior consent.
- Employees are cautioned that they should have no expectation of privacy while using The Music Center at Huber Heights equipment or facilities for any purpose, including authorized blogging. The Music Center at Huber Heights reserves the right to use content management tools to monitor, review or block content on The Music Center at Huber Heights blogs that violate The Music Center at Huber Heights's blogging rules and guidelines.

### **Scheduling**

Every effort will be made by The Music Center at Huber Heights to schedule you as far in advance as possible, which is typically three weeks. A schedule is provided to you, and is available on the Music Center at Huber Heights website TBD. You are responsible for remembering your schedule, and you are expected to work when you are scheduled. Scheduling will be done by computer with preference given on the basis of performance and availability. If you cannot work specific dates, let the supervisor of your particular department know in advance.

Calling off of an event less than 48 hours in advance of check-in will be considered an emergency call-off. You will be permitted 2 emergency call-offs. More than two emergency call-offs is grounds for disciplinary action, including termination. Calling off excessively, even in advance of a show will result in not being asked to return next year or other disciplinary action, including termination. Any No-Call-No-Show will result in possible termination.

If you would like to be scheduled for an event and you are not, email or call **once** with the event you are that available for. If another employee calls off their shift, you will be contacted to work. Do not ask for extra shifts unless you are absolutely certain you can

come, even with short notice. All employees are responsible for their own schedule. If you have family or friends that also work for the Music Center at Huber Heights, you may not make changes to your schedule through them. Call-offs or additions made by anyone other than the employee in question will not be accepted.

If you are working load in on a show day, you are responsible for providing your own meals. If necessary, you will be provided access to a refrigerator. The only exception will be on show days where meals will be provided to the entire staff.

## **Payroll**

TBD

## **Tardiness**

**Tardiness is discouraged.** The time scheduled is the time to be checked in, not the time you arrive on the property. You may find it helpful to arrive at least 15 minutes early. Report directly to your area immediately after checking in.

Failure to show for work, and tardiness, without prior notification will be handled in the following manner:

- Not showing for scheduled work - **Grounds for Termination**
- More than 30 minutes late (unexcused) - **Grounds for Termination**
- 10 minutes late - **Written warning**

"Written warning" is given for violations other than those that result in immediate termination. A total of three written warnings is grounds for termination.

"Termination" means you are no longer employed by The Music Center at Huber Heights. Accordingly, you are not permitted to work on The Music Center at Huber Heights property as a sub-contractor.

## **Incident Documentation**

A detailed incident report must be completed for any situation that could possibly result in The Music Center at Huber Heights being asked for an explanation. Some examples would be physical confrontation incidents, or a patron disagreeing with the way an incident was handled by event staff. If you are involved in, or witness, an incident, regardless of how trivial the incident seemed at the time, contact your **lead** to ensure that a report is taken and your involvement has been documented.

# EMPLOYEE CONDUCT GUIDELINES

**Insubordination by any employee is grounds for termination.**

Alcohol or drug use during or before an event is cause for immediate termination.

No employee is allowed to enter the facility without shoes and shirt.

No employee is allowed to bring in any of the items included on the list of non-permitted items.

Employees should not solicit tips from guests.

Smoking is not permitted while on duty.

No drinking of any beverage other than water or sports drinks while on duty, and in view of patrons.

No eating while on duty, and in view of patrons.

Consumption of any "backstage" or VIP food is not permitted.

Employees are not to take any confiscated guest property from the facility.

Employees are not permitted in any area of the venue that is outside of their normal job duties (i.e. no event staff in concession buildings).

**Employees should never talk to media regarding incidents/activities at The Music Center at Huber Heights, and should never respond to inquiries, requests, comments, or statements from a member of the media (e.g. a news reporter, television or radio reporter, entertainment reporter, or columnist). All media questions and concerns must be directed to The Music Center at Huber Heights Management.**

**Off duty employees are not to enter the facility without a ticket for the event.** Failure to adhere to this rule is cause for immediate termination.

Employees working in the seating area are to face away from the stage to better serve the audience. You are here to work, not watch. **Listen to the act for enjoyment; look at our guests to provide the best service.**

No seasonal employee will be permitted in restricted areas (areas not open to the public) at any time **unless directed by their lead or Management**. Violation of this policy could result in termination.

No employee shall ask an artist or any member of the artist's staff for an autograph or any other show or artist related material while on duty. Violation will result in immediate termination.

Employees working backstage for load-in or during the event should conduct themselves in a professional and attentive manner. Except for emergencies, the use of cell phones for any reason is not permitted while working in this area. This also includes the reading of books, magazines, or the working of puzzles. Violation will result in disciplinary action.

Event staff employees may not remain on, or return to, The Music Center at Huber Heights property once they have been released unless otherwise directed by Management.

### **Use of Force**

#### **THE USE OF FORCE OR PHYSICAL CONFRONTATION WITH GUESTS AND OTHER EMPLOYEES MUST BE AVOIDED.**

1. Employees who start a physical confrontation with guests or fellow employees are responsible for their actions. Criminal and civil actions could result against employees.
2. In the event of a guest physically confronting an employee, the employee should use self- defensive force only as a last resort.
  - a. Employees should never initiate a first assault.
  - b. If possible, employees should head-off physical confrontation incidents by calling for **lead** / police's assistance.
3. **Only Event Staff Leads and Huber Heights Police Department officials may instigate the USE OF FORCE on a guest or employee. Such action shall be governed by the Policies and Procedures established by The Music Center at Huber Heights.**
4. A detailed incident report must be completed for all employees involved in physical confrontation incidents. If you are involved in, or witness, an incident, regardless of how trivial the incident seemed at the time, contact your **lead** to ensure that a report is taken and your involvement has been documented.
5. In all confrontations, it is important that we all act as a team and provide backup as necessary.
6. **Employees are subject to the same laws as the general public.** Employment does not supersede responsibility as a citizen, nor does it relieve an employee from accountability to the law.
7. **Think before you act**

## **Drugs and Alcohol Policy**

In compliance with the "Drug-Free Workplace Act of 1988", this policy establishes guidelines to provide a safe, healthy and secure work environment for employees and other individuals doing business with the MEMI. Furthermore, MEMI's receipt of government and certain foundation grants rely on MEMI's active maintenance of a drug-free work environment.

All individuals are subject to this policy while they are in facilities or on property owned, controlled or operated by the MEMI.

It is the policy of the MEMI, to strictly prohibit the manufacture, distribution, dispensing, possession, use and/or sale of a controlled substance, including any of the following items by any individuals while on the MEMI's premises:

- Illegal or unauthorized drugs (including excessive quantities of prescription or over-the-counter drugs) and any other chemical substances that may affect an individual's mood, senses, responses, motor functions or alter or affect a person's perception, performance, judgment, reactions or senses
- Drug-related paraphernalia

Unless specifically authorized by the MEMI, the carrying, use or possession of the following items is also prohibited while on MEMI premises:

- Alcohol or intoxicating beverages, with the exception of MEMI-sponsored parties and or social events. The moderate use of alcohol at appropriate MEMI social settings, with business meals, travel, and or during business entertainment is not prohibited by this policy. However, even at these functions employees may not consume alcohol to the point of intoxication or to the point where they endanger their own safety or the safety of others. In addition employees must always conduct themselves both appropriately and professionally while on organization business and as representatives of the organization. Should an employee find themselves in a situation where they may have consumed too much to drink, it is their responsibility to arrange for a designated (sober) driver or taxi cab to assure safe travels.

Furthermore, employees are prohibited from coming into work under the influence of drugs and or alcohol.

Any employee who is convicted of an activity involving an illegal drug either on or off the MEMI premises is in violation of this policy. Any employee who is convicted under a criminal drug statute must notify Human Resources in writing of such conviction no later than five calendar days after the conviction.

In deciding what disciplinary action to take, the MEMI may take into consideration:

- The nature of the offense charged
- The safety requirements of the employee's present job assignment
- The employee's record with the organization
- The employee's statement of facts
- The disposition of the charge

# CUSTOMER SERVICE TECHNIQUES

Our goal at The Music Center at Huber Heights is to offer a safe, comfortable, and enjoyable event for every guest from entry into the parking lot through exiting the parking lot.

This goal is obtained through courteous and cooperative interaction between our employees and our guests.

Following is a list of helpful hints to keep in mind:

- Greet our guests with a warm welcome and a smile.
- Use eye contact when dealing with guests
- Look enthusiastic, do not convey a bad attitude to our guests
- Look alert and poised, do not lean, yawn, chew gum, or put your hands in your pockets.
- Never assume a guest has been here before.
- Know the amphitheater. Make sure you are familiar with all policies, procedures, and locations of buildings.
- Repeat directions and instructions gladly and without hesitation.
- Keep frustration and irritation in check at all times. Remember that the guest is always right!

Hints for dealing with difficult situations:

- Listen to the guest and let them vent their frustration without interruption.
- Come to a mutual understanding of the problem.
- Never use humor or sarcasm in difficult situations.
- Speak calmly and clearly. This will have a significant calming effect.
- **Always give an answer. If you cannot provide one, find a lead to answer the question.**

## Buzz Words:

Following is a list of words that should always be used instead of their alternative:

<u>Use</u>	<u>Instead of</u>
Guest	Patron or customer
Escort	Eject
Impaired	Intoxicated, drunk or stoned
Had Enough	Had too much

# EMERGENCY EVACUATION PROCEDURES

REDACTED

# INCLEMENT WEATHER

## 1. Weather Reports

The General Manager will contact the appropriate weather information source for current status. In the event of severe weather, the General Manager will notify the Event Staff Supervisor on the private radio frequency with updates and how to place the staff in preparation for any severe weather. All department heads will be notified to go to TBD and stay on TBD for further instruction.

## 2. Tornado / Severe Weather Watch

When the National Weather Service issues a Tornado / Severe Weather Watch, the General Manager will immediately notify the Event Staff Supervisor and Department Heads to go to TBD and wait for further instruction.

- a. The information will be issued and all appropriate personnel will assemble and be placed in the proper positions by the lead staff. It is very important to follow your Lead's instructions quickly and correctly.
- b. The situation will be monitored for upgrade to a Tornado / Severe Weather Warning.

## 3. Tornado / Severe Weather Warning

- a. In the event of a Tornado / Severe Weather Warning, the General Manager will contact the appropriate weather source for local information and immediate satellite weather report.
- b. The Music Center at Huber Heights General Manager will make a decision based on this information as to need for evacuation or relocation of personnel and guests in the facility. The General Manager will contact the Event Staff Supervisor and all Department Heads and have them change to TBD on their radio to await further instructions.
  1. The decision for action will be dictated by the degree of potential risk.
  2. In the event of evacuation, all procedures for evacuation will be followed.
  3. The Production Manager will keep guests informed over the P.A. system in a controlled manner as instructed by management. Use of the appropriate announcements will be required.

4. When Severe Weather hits during a Music Center at Huber Heights show, Event Staff will instruct Guests to stay in their seats. Guests are allowed to exit the venue to seek shelter in their cars if they wish. We will allow guests re-entry if they chose to go back to their cars during the severe weather. It is very important to follow your Lead's instructions quickly and correctly.