

Oklahoma State University Athletics Gameday Hospitality Attendants



DESCRIPTION:

Provide outstanding service to our premium customers on gameday

- Customer-service is our #1 priority
- This position will not have the ability to watch the game live
- Be knowledgeable about stadium amenities, policies and procedures
- Partner with OSU Cowboy Dining to ensure all food and beverage needs are being met
- Direct guests to their appropriate suites or seats
- Answer questions, resolve guest concerns

JOB AREAS

- Elevator attendants
 - Greet guests as they enter the stadium and club/suite levels
 - Preserve exclusivity of the premium levels by ensuring that guests have the correct ticket and wristband for the game
 - Assist Express Personnel with punching suite tickets and affixing wristbands
- Concierge
 - Sell game programs
 - Assist guests with finding a place to sit and eat during peak periods
 - Assist with maintaining the cleanliness of club and suite areas
 - Quickly and efficiently address needs that arise during the game (maintenance, janitorial, etc.)

WHAT IS A TYPICAL GAMEDAY

- 7-8 hour work day (arrive 3 hours prior to kickoff, remain until 1 hour after game ends)
- Peak periods are extremely busy (pre-game, halftime, end of game)
- During the game things are slower
- Many stations require the ability to stand for the majority of the work day

TRAINING AND EDUCATION

- Education and knowledge is critical to being an effective suite attendant
- All staff are expected to know their assigned areas, and be able to assist guests quickly and efficiently
- 2 mandatory evening training sessions, both to be held in August after school begins
- Possible 3rd training session, done as a scavenger hunt throughout the stadium
- Training binders provided to each attendant, and gameday binders provided at each station on gameday

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MY EXPECTATIONS

- Work all home football games
- Accountability and punctuality are critical
- Pride and ownership in the job; think of it as training for the “real world”

NON-FOOTBALL GAMEDAY AND WINTER SPORTS WORK OPPORTUNITIES

- Not required, need staff who can do this for each home game
 - Suite stocking Thursday evening & Friday morning of game week
 - Game prep on Friday and again on game morning
 - Alcohol inventory Monday following each home game
 - Office hours during home game weeks
- Suite attendant for men’s basketball, women’s basketball and wrestling
- Courtside concession delivery service for men’s basketball conference games

OTHER DETAILS

- Game times will be announced by 10 days prior to game day
- Attendants will not be responsible for handling of any food or beverages

COMPENSATION

- \$8.00 per hour, paid bi-weekly
- You will be paid for work and all trainings