

Volunteer Training



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

General Information

Check In: All volunteers **MUST** check-in no later than 15 minutes before shifts start at Volunteer Central located on the West side of the stadium in the football meeting room for placement by their team leaders (team leader contact information is included in the back of this packet). Make sure to write your team leader's name and phone number in the space provided on the back of your credential. Show your credential at Ticket Gates to enter. Please keep your badge on at all times during your shift. It will also serve as a 3-Day Pass into the games. Feel free to enjoy the games during times when you are not scheduled to work. If you are issued a yellow Event Staff vest, please wear it at all times during your shift. Please return all materials (radios, clipboards, etc.) to volunteer central at the end of your shift. You may keep your credentials badge.

Scheduling: If you have an emergency and cannot work your shift please contact your team leader with the NAME OF WHO WILL BE WORKING FOR YOU! You are responsible for finding a substitute.

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

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

Parking: Parking is at a premium! Volunteer parking will be available at the TTU Intramural Field/Baseball Field lot. Please show your credentials badge to the attendant to enter this lot. **There will be a shuttle for volunteers** from this parking lot to volunteer central. Please review the site map and familiarize yourself with the event.

Dress: Prepare to dress warm and wear comfortable shoes. Keep in mind you are serving as an ambassador for the community. It is smart to dress in layers and bring a foldable poncho. **BE PREPARED FOR CHANGING WEATHER!!!**

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

Food: Thanks to our Volunteer Central presenting sponsors Cookeville Regional Medical Center and CRMC Foundation, a light meal will be provided at the end of each shift. Your team leader will help coordinate breaks during your shift. Hot chocolate, coffee, water etc. will also be available in Volunteer Central.

Ticket Seller (Full Team Leader List in Back of Packet)

Responsibilities:

- Greet attendees with a smile, enthusiasm, politeness and overall warm welcome
- Sell and collect money for on-site ticket sales
- Simple accounting of cash-in, cash-out and tickets sold
- Will Call Booth: Schools will be turning in money from tickets sold OR unsold tickets here. ***Please alert your team leader as soon as a school brings tickets and/or money to booth. Your team leader will then immediately alert a member of the Money Crew for pick-up.*** BlueCross BlueShield representatives/VIPs should pick up tickets and enter through Gate 6.
- Work closely with team leaders on all decisions/issues

Things to Know:

- All tickets are \$12. School age and up must have a ticket. Younger children get in free. Tickets are good for ONE day only, any day. **Ticket stubs CANNOT be used for re-entry. Ticket holders will receive a hand stamp upon initial entry into the stadium to assist in same day re-entry. Ticket takers will have stamps at the entry gates.**
- Cash and cards will be accepted. There will be a \$1 per ticket convenience fee if purchasing tickets with a credit card at a ticket booth. Digital tickets can be purchased via mobile device at RoadToCookeville.com.
- Ticket sellers will be working in Tennessee Tech Ticket booths with each booth being provided 1 heater.

Ticket Taker (Full Team Leader List in Back of Packet)

Responsibilities:

- Greet attendees with a smile, enthusiasm, politeness and overall warm welcome
- Validate # of tickets via mobile device. If too many tickets are validated without all ticket holders being present, please notify team leader to resolve the issue before fan(s) enter the stadium.
- **Ticket stubs CANNOT be used for re-entry. Ticket holders will receive a hand stamp upon initial entry into the stadium to assist in same day re-entry. Ticket takers will have stamps at the entry gates.**
- Refer to Credential Board for awareness of admittance for authorized guests. Know what is acceptable for admittance and remain consistent.
- Refuse admittance to unauthorized individuals or those without tickets or passes.
- Work closely with team leaders on all decisions/issues
- Report problems or concerns to team leaders.

Things to Know:

- Ticket Takers will be outside for shift (dress in layers - bring a fold up poncho to keep accessible)
- Coolers, weapons, drones, whistles, air canisters, pop-up tents, or other items deemed necessary by event management are PROHIBITED. Please nicely ask that these items be taken back to cars before entering. If there is a problem, find a police officer.

Program Seller/Usher (Full Team Leader List in Back of Packet)

Responsibilities:

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

Things to Know:

- Program Sellers will be outside for shift (dress in layers - bring a fold up poncho to keep accessible)
- Programs will be distributed at Volunteer Central by team leader

Gate Attendant (Non-Ticket Entrances) (Full Team Leader List in Back of Packet)

Responsibilities:

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

Things to Know:

- Gate Attendants will be outside for shift (dress in layers - bring a fold up poncho to keep accessible)
- **Gate 1:** Team Buses, Home Side Band members, game officials & tv production crew. *Note: Only Band members and Band staff with proper credentials can enter. Parents who are assisting with instruments, equipment, etc. MUST have a band credentials badge. All others must have a ticket and enter through an appropriate ticket gate.*
- **Gate 5:** TSSAA Staff & Board of Control will be parking in this lot with a GATE 5 pass. EMS will be setting up inside this gate. You will also need to open & close the gate for cars, gators, etc.
- **Gate 6:** Credential Gate Only - TSSAA & BlueCross BlueShield representatives, media and cheerleaders. Cookeville Team Ambassadors will pick up items for their respective school.
- **Gate 7:** Team Buses & Chartwells' vendor access
- **Gate 12:** Tennessee Athletic Coaches Association (TACA) entrance. ONLY Cardholder gets in free. College coaches may also enter here but will not have a TACA card. ALL coaches must receive waiver and sign their name and school for admittance. Spouses, guests, etc. need to purchase a ticket at the ticket booth and enter at a ticketed gate. Visiting Band Members will also enter through this gate. *Note: Only Band members and Band staff with proper credentials can enter. Parents who are assisting with instruments, equipment, etc. MUST have a band credentials badge. All others must have a ticket and enter through an appropriate gate.*

Hospitality Host

Responsibilities:

- Greet attendees with a smile, enthusiasm, politeness and overall warm welcome
- Overall maintenance of assigned hospitality area and the needs of those in the area to include overall appearance of area, make coffee, stock water/sodas and all other supplies
- Act as community ambassador for the event; provide assistance to catering crews when needed.
- Check credentials of those entering the respective hospitality areas.
- Work closely with team leaders on all decisions/issues
- *Bring any empty snack baskets back to Volunteer Central during games and at end of each evening to get refilled.*

Things to Know:

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

Parking Attendants/Parking Fee Teams

Responsibilities:

- Greet attendees with a smile, enthusiasm, politeness and overall warm welcome
- Direct vehicles to available parking areas and spaces
- Collect parking fee (\$10) - CASH ONLY
- ***Give each vehicle a Parking Pass - this is good for ONE FULL day ONLY.***
- A parking credentials board will be given to all parking teams for reference.
- Champions Parking Passes can be used for all days.
- Direct anyone with a TSSAA or Media Credential to the Reserved Lot on the south end of field (behind the video board). It is crucial to know these locations.
- Simple accounting of cash-in, cash-out
- Knowledge of parking plan and areas
- Safety awareness at all times
- Work closely with team leaders on all decisions/issues

Things to Know:

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

Locker Room Security (Full Team Leader List in Back of Packet)

Responsibilities:

- Greet attendees with a smile, enthusiasm, politeness and overall warm welcome
- Stand outside Home & Visitor On-Field Locker Rooms to make sure no one unauthorized enters after the teams have gone onto the field.
- Safety awareness at all times
- Work closely with team leaders on all decisions/issues

Things to Know:

- Home side is the **WEST** side and Visitor side is the **EAST** side.

Emergency Plan

If there is a Medical Emergency:

- Notify police via radio if you are provided one or call 911
- Do not attempt to administer CPR, the Heimlich maneuver or other drastic treatments in the event of a medical emergency unless you are properly trained in these procedures.
- When trained personnel arrive, allow them to take over treatment immediately, and stand by in case they ask for your assistance.
- Do not discuss the situation with anyone other than your team leader, including the victim.
- Have another volunteer to radio or phone Zach Ledbetter (931.260.5831)

A Security Related Emergency:

- Notify police via radio if you are provided one or call 911
- Stay near the problem, do NOT try to solve the problem yourself, obtain license plate number if necessary
- Have another volunteer to radio or phone Zach Ledbetter (931.260.5831) to inform him of the situation in detail

Always follow the “IF YOU SEE SOMETHING, SAY SOMETHING” protocol.

Radio Etiquette:

“This is (name), I have an emergency situation. Please clear the channel. (Police, command post, EMT command post) I have a (medical emergency, fire, security emergency, etc.) Please send someone to (exact location) to assist.” If you do not get a response, immediately contact 911 by phone.

Inclement Weather Emergency:

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

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

Schedules

Games

Thursday, December 5	(Division II - 1A, 2A, 3A)
<u>Actual Game Time</u>	<u>Shift Time (All areas except Parking & Volunteer Check-In)</u>
11:00 AM	9:00 AM-1:00 PM (Ticket Windows open 9:30 AM, Gates open 10 AM)
3:00 PM	1:00-5:00 PM
7:00 PM	5:00-10:00 PM

Friday, December 6	(Division I - 1A, 3A, 5A)
<u>Actual Game Time</u>	<u>Shift Time (All areas except Parking & Volunteer Check-In)</u>
11:00 AM	9:00 AM-1:00 PM (Ticket Windows open 9:30 AM, Gates open 10 AM)
3:00 PM	1:00-5:00 PM
7:00 PM	5:00-10:00 PM

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

Volunteer Shift Times for Parking

<u>Thursday</u>	<u>Friday</u>	<u>Saturday</u>
7:00 AM - 9:30 AM	7:00 AM - 9:30 AM	7:00 AM - 9:30 AM
9:00 AM - 1:00 PM	9:00 AM - 1:00 PM	9:00 AM - 1:00 PM
1:00 PM - 5:00 PM	1:00 PM - 5:00 PM	1:00 PM - 5:00 PM
5:00 PM - 10:00 PM	5:00 PM - 10:00 PM	5:00 PM - 10:00 PM

Volunteer Shift Times for other Areas

<u>Thursday</u>	<u>Friday</u>	<u>Saturday</u>
9:00 AM - 1:00 PM	9:00 AM - 1:00 PM	9:00 AM - 1:00 PM
1:00 PM - 5:00 PM	1:00 PM - 5:00 PM	1:00 PM - 5:00 PM
5:00 PM - 10:00 PM	5:00 PM - 10:00 PM	5:00 PM - 10:00 PM

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

TSSAA Blue Cross Bowl 2019 Team Leaders

TSSAA 2019 Team Leaders:	Volunteer Coordinator	Michelle Huddleston	931.267.7138
	Event Coordinator	Zach Ledbetter	931.260.5831
	Volunteer Central	Kaitlin Salyer	615.655.4727
Assist. Volunteer Coordinator	Justin Sweatman	justinmsw1@gmail.com	931.704.8814
TICKET SELLERS			
Thursday:	Tonya Reed	treed@wisestaffinggroup.com	931.239.1012
Friday:	Tonya Reed	treed@wisestaffinggroup.com	931.239.1012
Saturday:	Allen Mullis	amullis@tntech.edu	931.319.3400
PROGRAM SELLERS			
Thursday:	Rick Woods	rwoods@cookeville-tn.org	931.239.5184
Friday:	Tiffany Capps	tiffanyjustine1@gmail.com	931.854.7325
Saturday:	Jordan Iwanyszyn	jordanforputnamcounty@gmail.com	931.644.2827
TICKET TAKERS			
Thursday:	Tiffany Capps	tiffanyjustine1@gmail.com	931.854.7325
Friday:	David Fox	Davidfox1375@yahoo.com	931.261.2075
Saturday:	Tiffany Capps	tiffanyjustine1@gmail.com	931.854.7325
GATE ATTENDANTS	Natalie Martin	Nataliemartin857@gmail.com	931.239.8719
PARKING	David Prowse	dprowse@ben-ind.com	931.261.4845
LOCKER ROOM SECURITY	Leila Gibson	lgibson@tntech.edu	423.915.6412

THANK YOU!!!

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