

Guest Services Department

Policies and Guidelines

GUEST SERVICES POLICIES AND GUIDELINES

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TARGET CENTER

Guest Services Teammates,

Welcome to Target Center! We are so happy that you have chosen to be a part of the best and friendliest arena team in the entire country!

The Guest Services department is charged with the extremely important responsibility of providing our guests with services that ensure they have a first-class experience every time they visit. As a member of Target Center's team, you play a major role in ensuring that this high standard of customer service is met and hopefully exceeded. Just remember, ***one moment creates a memory!***

On behalf of the Guest Services department, and the management and staff of Target Center, we hope your employment here will be a truly exciting and rewarding experience!

Sincerely,

Ryan Gueningsman, Senior Manager, Guest Services

Elijah Enna, Coordinator, Guest Services

TARGET CENTER MISSION STATEMENT

ASM Global is dedicated to maintaining and managing Target Center as a premiere entertainment facility in the upper Midwest by offering a variety of world class events including concerts, family shows, sporting events and other special events while providing a clean, safe environment and guaranteeing the ideal entertainment experience and customer satisfaction.

ABOUT TARGET CENTER

Located in the heart of downtown Minneapolis' vibrant sports and entertainment district, Target Center is the proud home to the NBA's Minnesota Timberwolves, and four-time WNBA world champion Minnesota Lynx. More than 1 MILLION guests visit the arena every year - making Target Center one of the top arenas in the world.

Target Center opened in October 1990. The facility is owned by the City of Minneapolis and managed privately by ASM Global. Target has been the naming rights partner of the arena since its opening.

ABOUT ASM GLOBAL

ASM Global was formed in October 2019 from the merger of AEG Facilities, the global innovator in live entertainment venues, and SMG, the gold standard in event management. ASM Global is a venue management powerhouse that spans five continents, 14 countries, and more than 300 of the world's most prestigious arenas, stadiums, convention and exhibit centers, and performing arts venues. As the world's most-trusted venue manager, ASM Global provides venue strategy and management, sales, marketing, event booking and programming, construction and design consulting, and pre-opening services.

COMMON PURPOSE: ONE MOMENT CREATES A MEMORY

We are all here to CREATE EXTRAORDINARY MEMORIES! In conjunction with the Minnesota Timberwolves and Lynx, Performers and Agents, ASM Global, Levy Restaurants, and all our other vendors and partners, we at Target Center are committed to providing the best experience possible!

GUEST SERVICES DEPARTMENT PURPOSE

The Guest Services Department exists to support the efforts of all ASM/Timberwolves/Lynx departments through consistent and quality distribution of service to customers and clients, both internal and external.

GUEST SERVICES POLICIES AND GUIDELINES PREFACE

The contents of this booklet have been compiled to aid you in your job. In an effort to educate you of the rules, policies, procedures, and guidelines, we are providing you with a brief outline of your responsibilities and expectations as an usher at Target Center. In addition to this document, please remember that experience is the best way to learn, and much of your training will be done on the job.

STATEMENT OF COLLECTIVE BARGAINING AGREEMENT

The Ushers at Target Center are covered under a Collective Bargaining Agreement with Miscellaneous Drivers, Helpers, and Warehousemen's Union Local No. 638. Target Center recognizes the Union as the sole and exclusive collective bargaining agent for employees of Target Center. The current Collective Bargaining Agreement is in effect Sept. 1, 2024 through Aug. 31, 2027. The agreement may be found on the Usher website.

STANDARDS OF CONDUCT

EXPECTATIONS OF EMPLOYMENT

We have specific expectations of our employees. Below is an abbreviated list of these expectations:

- To, upon successful completion of job training, strive to achieve exceptional performance for your job duties.
- To be dependable and have consistent attendance.
- To be ready, willing, and able to assist our team to achieve our goals, whether they are short- or long-term.
- To ensure that we work diligently to protect all Company property or equipment.
- To support all Company/departmental policies, guidelines, and procedures.
- To work in a safe and efficient manner.
- To ensure that all information provided to the Company is accurate and timely.
- To foster an environment of mutual respect with fellow employees, supervisors, customers, and vendors.
- To strive to assist in the growth and advancement of the Company.
- TO HAVE FUN!

CONDUCT

Guest Services staff members are expected to conduct themselves in a manner that reflects positively on Target Center. You are expected to be professional and respectful at all times.

USHER JOB DESCRIPTION

The primary responsibility of this position is to help create a positive event experience for all guests at Target Center by offering superior, individualized service and support. Ushers are expected to work cohesively with all employees of Target Center to maintain a superior level of customer service.

- Provide all guests with a positive first impression of Target Center by offering a welcoming demeanor.
- Scan/take tickets or usher guests to seats.
- Provide Target Center guests with accurate event and arena information.
- Enforce event and building rules and policies.
- Respond to emergencies by involving the proper support staff when necessary (e.g. Usher Supervisor).
- Manage guest concerns and complaints up to the level where intervention by a Supervisor is required.
- Have fun with our guests!
- Other duties as assigned by management.

CONFIDENTIALITY

Some of your work will involve access to information that is considered confidential. You are expected to respect the confidentiality of guests, events, or departmental information; to follow procedures to protect privacy, and to act in a professional manner.

If you are found acting indiscreet with confidential material or not protecting the privacy of guests, events, or departmental information through your actions, you will be subject to disciplinary action. This action is necessary in order to maintain the high professional standards of the facility and events.

Employees should not discuss or answer any questions with anyone, including the media, pertaining to, but not limited to, any of the following:

- Expected or actual attendance of an event
- Any incident or accident occurring at Target Center
- Any unfavorable reaction or opinion with regards to staff, players, performers, sponsors, etc.
- Other confidential venue information

All such inquiries should be directed to the Guest Assistance Line at (612) 673-1380.

In addition, employees are not to utilize social media to discuss any of the above topics and/or post photos from events that are not approved by management. Staff found to be taking photos or video during an event will be subject to disciplinary action.

FRATERNIZATION (Celebrity/Player/League Officials Relations Policy)

Our business focuses on not only serving our guests, but supporting those clients who are here to work or perform in our building. You should realize that celebrities, athletes, performers, league officials, and players are a big part of our business. You have a responsibility to ensure the safety and security of any guest that comes into the building either to enjoy a performance or to work in the building. Safety and security can be a big concern to celebrities, players, and league officials.

Important items to be aware of regarding this policy:

- At no time are employees permitted to solicit, request, or otherwise attempt to secure autographs, photographs, or equipment from celebrities, players, coaches, league officials, or entertainers performing or visiting the arena.
- All business contact with any player, celebrity, coach, or league official or entertainer must be made through the appropriate channels.
- At no time can employees address these individuals directly regarding appearances, events, autographs, photographs, or make comments which could reasonably lead to interaction concerning autographs, photographs, etc.
- At no time can an employee be found in certain areas of ASM buildings that the players, coaches, league officials, or entertainers are working unless they have been assigned to work in such areas. Areas include but are not limited to backstage, locker rooms, dressing rooms, pressrooms, practice facilities, etc.

Policy Violation Procedures - ASM has a zero-tolerance policy on any violations of this policy. Any employee found in violation of this policy could be subject to disciplinary action, including termination of employment.

GRATUITIES, PROMOTIONAL GIVEAWAYS & GIFTS

The practice of accepting gifts and gratuities tends to place the Company and its employees in embarrassing circumstances and in order to eliminate any questions of conflict, it is our policy to prohibit the acceptance of gratuities or gifts in any form which could be construed as an inducement of any kind.

The following guidelines apply:

- Acceptance of tips is strictly prohibited, except for employees in food or beverage service where voluntary guest gratuities are permissible.
- You should not enter into any personal business transactions with vendors. (Obviously this does not apply to everyday consumer transactions with those major companies that happen to do business with the Company).
- Loans of money or facilities are not to be accepted from vendors.

Not only should you refuse such inducements to favored treatment, but you should also refuse to permit acceptance of inducements by family or friends.

It is a direct violation of our policy if you solicit or imply in any way that gifts or gratuities are expected for services.

Promotional giveaways are intended for our guests. In an effort to ensure that guests receive such items, employees are not allowed to receive any promotional giveaway items. You should not accept any items directly from guests or items guests leave behind in your work area. If any items are left behind in your area or there are left over promotional items, you need to turn them into you supervisor or manager. In some circumstances after all guests have left the building, your manager may determine that left over promotional giveaways can be distributed.

IDENTIFICATION CARDS/ BUILDING ACCESS

TARGET CENTER

To help ensure the safety of all employees, all non-employees are prohibited in areas not open to the public absent prior approval from the department director responsible for that area or a designated operating supervisor/manager. Security must be notified that such visitors have been authorized.

You must have your ID card to enter and to work on the premises. This identification card must be displayed at all times to help Security quickly identify non-employees and unauthorized persons in our buildings. It is your responsibility to handle yourself in a professional manner with security when trying to gain access to an ASM facility.

During event hours you must not congregate in any unauthorized areas, which include but are not limited to: event level, premium spaces, media areas.

ID cards are to be used for business purposes only. Other individuals may not use your identification card. It is non-transferable and is considered Company property. The transfer of an ID card is strictly prohibited and is not to be used to gain access to the facility for personal reasons. You may not enter unauthorized areas of the building or congregate in the above-mentioned areas. You may not allow anyone to enter an ASM location without the appropriate credentials or an escort. Any violation of this policy could result in disciplinary action, including termination of employment.

Be sure to notify Security if your identification card is lost, stolen, or destroyed, or if you see someone in your facility without the proper identification. Photos taken for your security ID may be used for other internal business purposes to foster internal communications or to assist with security measures.

All employees will be subject to security searches including the use of walk-through metal detectors and bag checks upon entering the facility whether they are on duty or attending an event.

Employees are strictly prohibited from using their ID Badges and/or uniform to gain access to an event they are not working. Any employee seen at an event, not in uniform, will be asked for a ticket. Using your employee ID badge to gain access to the arena during an event that you are not working is considered theft and/or dishonest behavior and may be grounds for immediate termination. In addition, employees who allow other employees access to events in this manner may also be subject to disciplinary action, including termination.

GUEST SERVICES APPEARANCE AND UNIFORMS

APPEARANCE & UNIFORMS

You will be issued a uniform at no cost to you including at least two (2) short sleeved polo shirts, one nametag, and one ID badge. You must provide a flashlight (**do not use your cell phone as a flashlight**), pair of all black slacks, socks, a pair of closed-toed shoes suitable for the professional appearance that we expect, as well as a long-sleeved black t-shirt to wear under your polo if you personally require this for temperature control. During the winter months, jackets will also be available for use in positions near the arena's main doors or on Skyways; however, the jackets must be checked out at and returned to Guest Services at 216. If you would like to purchase a jacket you can do so for \$40 after you have completed your probationary period.

It is your responsibility to report to work with the full and proper uniform. You are representing Target Center. If you report to work not in full uniform or not up to or above standards, you may be sent home and not paid for that event. If you lose any part of your uniform, please report it immediately to the Guest Services Manager.

To provide clarity and an appropriate work environment, Target Center has established Uniform Guidelines. Our philosophy is based upon the following simple values:

- First impressions count.
- Guest Services is a primary focus for Target Center and ASM. Our attire should portray respect to our guests, clients, and tenants.
- All employees will be neat, clean, and well-groomed.
- All employees will represent Target Center in a professional manner; know your audience/responsibility and dress accordingly.

In addition, please adhere to these standards:

- Uniforms must be clean and wrinkle-free.
- Uniforms should have a conservative fit – not too small or tight; not too baggy or loose.
- Men and women should wear their shirt tucked in.
- If you need or want to wear a short-sleeved or long-sleeved t-shirt under your uniform shirt, it must be black. If it is short-sleeved, the t-shirt arm cuff should not hang below the uniform shirt cuff.
- Black pants must be worn, should be in good condition, and are to be worn at the waist.
- Shorts, jeans, leggings, corduroys, & cargo pants are NOT appropriate.
- Comfortable closed-toed shoes are to be worn. They should be in good condition.
- Makeup and jewelry should be conservative and minimal and is subject to the discretion of management.
- Visual body piercing should be tasteful and professional and is subject to the discretion of management.
- You must be free of body odor.
- Perfumes, colognes, and after-shaves should be used in moderation.
- Your hair must be clean, well-groomed and present a professional appearance
- Hair accessories should be tasteful and petite and are subject to the discretion of management.
- Hats and/or casual headwear are not acceptable unless it is issued by Target Center as part of the uniform or preapproved by management as part of an event and/or holiday prop.
- Nametags should be worn on the right chest or centered on the employee lanyard.
- Only lanyards issued by Target Center can be worn. Flashlight and pen are required.
- No apparel or accessories displaying a political or social view may be worn while on duty.
- Employees should not wear their Target Center uniform except for when they are on duty.

All employees are expected to adhere to these Appearance/Uniform Guidelines. Failure to do so may result in disciplinary action. Multiple documented offenses may result in termination.

GUEST SERVICES GENERAL INFORMATION

EMPLOYEE INFORMATION

TARGET CENTER

Target Center needs to maintain accurate records on all employees in the event we need to reach you in an emergency and to make certain that important Company communications reach you. If you make any changes to your legal name, address, telephone number, email address, and/or emergency contact, notify your Manager immediately.

Your schedule will be emailed to you so please make sure we have the best e-mail address on file for you!

USHER WEB PAGE/FACEBOOK GROUP

For Departmental information and updates, check the Target Center- Guest Services Department web page. To access the site, log on to www.targetcenter.com/usherpage and enter the password: friendly.

We also maintain a private Facebook group for our Guest Services team members. To join, search Target Center Guest Services, request to join, and Ryan will admit you into the group.

SCHEDULING

The details of the scheduling process are:

Initially, staff members should complete their General Hours of Availability in ESS. This will indicate your “typical” availability. Please note the earliest call time you are available for each day. For example – John Doe submits that he can work M-F 5:30 pm and after and Saturday-Sunday all day since he has a regular full-time job during the week.

- If your regular availability changes at any time, please remember to change this in ESS.
- **IMPORTANT** - If you do not submit your general availability, we will assume you have open availability.

1st of the Month -- Target Center staff to send email reminder to submit days off.

5th of the Month – Deadline for ushers to have submitted their days off.

15th of the Month -- Target Center staff sends initial confirmation of schedule.

* Ushers have 3 days after initial schedule is sent to check and make adjustments to schedule.

*Then the Final schedule will be sent, and you are responsible for the scheduled shifts. The complete monthly schedule will be available on the Guest Services Usher Webpage.

Should Management need to make staff cuts for specific events, an e-mail will be sent asking for voluntary cuts. Once the request e-mail is sent, staff must respond by the deadline indicated to request a cut. At that time, cuts will then be made based on seniority. In addition, if enough staff members don't voluntarily cut, we will manually remove staff members from the schedule based on seniority. You will be notified via e-mail and you will not receive any disciplinary action if you take a voluntary cut or are cut by management.

ATTENDANCE POLICY

Target Center is an event-driven business and depends upon its employees to work all possible scheduled events or crew calls. By being dependable and working consistently employees are able to provide superior customer service to our guests. Per the Union contract, the below attendance policies are in place:

1. 50% of Events

- a. Ushers are required to work at least 50% of shifts offered each month.
- b. A Minor Incident will be noted for each month in which the 50% requirement is not met.
- c. Three (3) Minor Incidents shall result in a Major Disciplinary Action.

2. Unexcused Absences

- a. If a part-time employee fails to work a scheduled event and fails to submit a legitimate excuse at least four (4) hours prior to reporting time by contacting management, this will result in a Major Disciplinary Action.

3. Excused Absences and Late/Tardy Arrivals

TARGET CENTER

- a. When a part-time employee fails to work a scheduled event and submits a legitimate excuse more than four (4) hours prior to reporting time by contacting management, the incident will be considered an excused absence and will result in a “minor incident.”
- b. All employees are expected to arrive on time and be ready for work when their scheduled shift commences. Failure to do so will be considered a late/tardy incident and will result in a “minor incident.”
- c. Three (3) Minor Incidents shall result in a Major Disciplinary Action.

The three above attendance policies will be applied together and will result in progressive discipline. The first “disciplinary action” will be a **verbal warning**, the second will result in a **written warning**; the third will result in a **final written warning**; and the fourth disciplinary action within a twelve (12) month period will result in **termination**.

EXCEPTION - AN INJURY OR ILLNESS THAT RESULTS IN MISSING MULTIPLE EVENTS:

If an employee has a doctor’s note, only the first missed event will be documented. The employee will be removed from the schedule for the remainder of the time excused (doctor’s notes must include a ‘return to work’ date to qualify for this exception) and no further documentation will result. If the return date changes, a doctor’s note with the updated expected return date is required. In addition, the note should be mailed/faxed/e-mailed in if the employee has a communicable illness.

NOTE:

- If the employee does not provide a doctor’s note, the missed events will be documented per the absence policy above.
- If the situation requires an extended amount of time off, it is strongly recommended that the employee request a Leave of Absence (LOA) accordingly.

CALL-OFFS

If you need to “call off” from an upcoming event, or are running late, please call the Staff call-in line at (612) 673-1356 (**Save that number in your cell phone**) and leave a detailed message. ***Calling/texting the manager/coordinator’s cell phone is not an acceptable form of calling off for an event.***

If for some reason you are unable to work your scheduled shift, you are responsible for finding your own replacement and informing the Guest Services Manager of that change. Please send an e-mail with the name of the staff member taking your shift to the Guest Services Manager, and also have that staff member send an email confirming they are taking your shift. If you don’t provide a replacement, you will receive the applicable disciplinary action. If you provide a replacement and that person does not show for the event shift, you will both receive applicable disciplinary action.

Please note: This does not apply when staff members “voluntarily cut” at Management’s request or face “mandatory cuts.”

JOB ABANDONMENT

Staff members that do not work at least once in a 90-day period will be considered to have “abandoned the job” and will be terminated.

DISCIPLINE

Minor Incidents will be given for excused absences, failure to work 50 percent of offered shifts in a month, tardiness, and other smaller transgressions. The third Minor Incident of any type will result in a Major Disciplinary Action, which is considered a major warning and assigned in a progressive manner.

The Employer will serve employees with Major Disciplinary Actions for just cause only and through a progressive system. Progressive discipline will normally be in the following form:

1. Verbal Warning - issued on a Disciplinary Report Form
2. Written Warning - issued on a Disciplinary Report Form
3. Final Written Warning - issued on a Disciplinary Report Form
4. Termination

A serious violation of certain Employer rules and regulations may result in immediate termination. Causes for immediate termination include, but are not limited to:

- Theft
- Four major “disciplinary actions” in a 12-month period (e.g. verbal warning, written warning, final written warning and termination.)
- Insubordination
- Accepting bribes or allowing guests into the event without a ticket
- Reporting to work while under the influence of alcohol or drugs (or consuming on the job)
- Deliberate disrespect to guests, arena management, or event personnel
- Job abandonment
- Giving special favors to, or reseating, family or friends while on the job
- Verbally or physically threatening guests, arena management, or event personnel (including loud language and/or profanity)

Minor Incidents will simply be recorded in the employee’s file. Major Disciplinary Actions will be provided to the employee in writing through the progressive disciplinary procedures described above. The employees’ signature on the form simply acknowledges that he/she has received the write-up – it does NOT represent that the employee agrees with the action. The management staff member presenting the action to the employees should do so as discreetly as possible and provide the employee with a copy of the document.

A Minor Incident or a Major Disciplinary Action drops from an employee’s record one year from its documented date. However, if a Minor Incident that has led to a Major Disciplinary Action expires, the Major Disciplinary Action is still in play until the one-year date of its documentation.

PAY CHECKS

Our pay period is from Saturday through Friday each week. You will be paid bi-weekly every other Friday. We strongly encourage you to participate in our direct deposit payment option. Your paycheck will then be directly deposited into your designated account.

You can pick up your check or direct deposit pay stub on non-event paydays from 12 p.m. to 4:30 p.m. at Target Center’s administrative office located on the skyway level. After 4:30 p.m., checks will be available at the Command Center through Sunday night. In addition, if there is an event on payday, checks and pay stubs will be available for pick up at the receptionist desk in the Target Center administrative office from 12 p.m. to 3 p.m. On event days at 4:30 p.m., checks will be available at Command Center through Sunday night. If you do not pick up your check or direct deposit stub on payday, it will be placed in the regular mail on the morning of the next business day. (Article 15, Section 1.1, CBA)

LEAVE OF ABSENCE

Any employee who has completed his/her probationary period shall upon request be granted one (1) leave of absence per calendar year for personal reasons. The employee shall first give notice in writing to his/her manager of the request for the leave which states the beginning date of the leave and the expected date of return. Leaves shall not be for more than two (2) months. Other than medical leaves of absence, any employee who takes more than sixty (60) days of personal leave in any calendar year will have his/her seniority date moved to a later date which corresponds to the number of days beyond sixty (60).

Please note – should your leave need to be longer than two (2) months your current employment at Target Center would need to be terminated. You would be welcome to reapply at a later date.

Leave of Absence Request forms are available on the Usher web page or contact guest services manager.

PROBATIONARY PERIOD

Newly-hired Guest Services team members shall be subject to a probationary period of thirty (30) events worked or sixty (60) calendar days, whichever is longer.

SENIORITY

Seniority is based on the number of events that you have worked in the past. Seniority determines who has the opportunity to work first. (Article 8, Section 1, CBA) Seniority does not determine what position someone will work. Seniority lists are updated during March, June, September, and December and posted on employee bulletin boards. Union dues are not deducted during the months of June through September.

BREAKS

Each employee who works 8 ½ hours or more, will receive two 20-minute paid breaks and one 30-minute unpaid break.

Each employee who works over 4 hours up to 8 ¼ hours, will be given one 20-minute paid break for each four hours worked.

Your break begins the moment you leave your post and staff members “sign out” for their breaks on a break sheet. Supervisors review the break sheet during the event to ensure that staff members are receiving adequate breaks and that people are not taking extended breaks. Employees who are found to regularly take extended breaks may be subject to disciplinary action.

MANDATORY EVENTS

In addition to mandatory training and orientation, management may designate five (5) other mandatory events per year (Article 9, Section 7, CBA). Management shall give employees thirty (30) days notice of such events. Guest Services employees are allowed to opt out of one mandatory event per calendar year without penalty, provided that the employee works all other employer-designated mandatory events in the same calendar year. In the circumstance a guest services team member misses more than one (1) mandatory event per year, all mandatory events will be subject to applicable disciplinary action(s).

PARKING PROGRAM

All part-time staff may take advantage of \$7 parking at the Hawthorne Municipal Parking Ramp (33 N. 9th Street, Minneapolis) for events and games. The ramp is connected to Target Center via the Skyway. Additionally, staff may park at the ramp at Hennepin/10th, and bring their ticket to Target Center to be validated for \$5.

REGULAR BASKETBALL POSITIONS

In an effort to have consistency and provide a better level of customer service, we offer regular positions for the NBA & WNBA games.

The requirements for maintaining a regular position are:

- Must work 75 percent of regular season games.
- Must have worked one (1) full season before you can ask for a regular position and two (2) full seasons before you will be considered for a floor position for NBA games.
- Must be available at the call time needed for the position requested, no exceptions.
- Regular positions are assigned at management’s discretion and we reserve the right to remove someone from a regular location if circumstances make it necessary to do so.

Also note the following:

- Ushers arriving late more than three (3) times during the season will be removed from the regular position, in addition to disciplinary actions for late arrivals.
- Ushers must work at least 50 percent of Target Center events, monthly (per Teamster contract).
- Ushers must work a minimum of two (2) non-team events in a month as they are scheduled on the calendar to maintain regular position.
- Management will determine the location of regular positions and reserves the right to remove an usher from a Regular Position at any time.
- You may be scheduled later than you are available based on event needs.

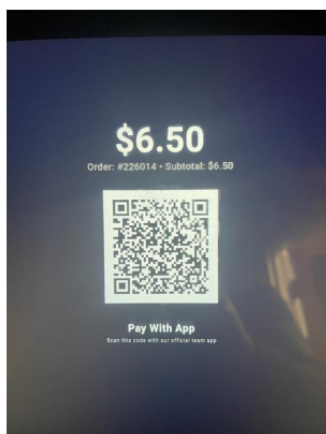
To request a regular position, you must complete a regular position request form. This form is e-mailed by the Guest Services Manager to staff prior to the start of each Timberwolves/Lynx season.

FOOD PROGRAM

Target Center offers a meal to part-time employees that is available during events during a designated time period in the Event Level breakroom. Staff members are requested to only eat on their break, keep all food in the breakroom, and not eat more than once. Soda and water are also available for staff during the designated time period. In some cases, vouchers may be offered for a concession stand in lieu of the breakroom meal.

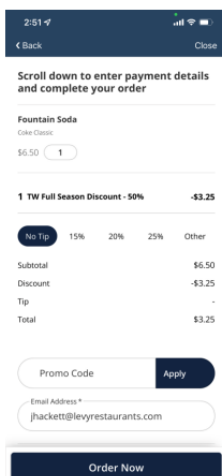
#1

- Place your order with the cashier
- Tell the Cashier you are paying with the app



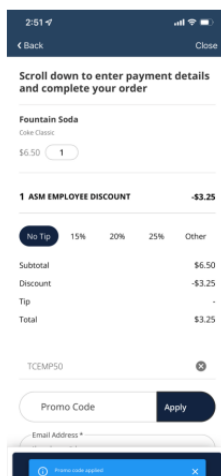
#2

- Scan the QR Code in the app
- App > Wolves Wallet > Scan



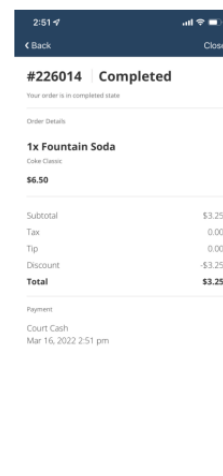
#3

- In "Promo Code" type TCEMP50
- Click "Order Now" Button



#4

- Completed screen shows the total with the Discount.



Target Center also offers staff a 50 percent discount at concession stands within the building. This discount may be used only by employees when working and on their designated break. The discount may not be used to buy concessions for guests, nor is it valid at any time for alcohol. Employees must bring any food/beverage purchased with this discount to the breakroom for consumption.

GUEST SERVICES EVENT INFORMATION

REPORTING TO WORK

For each scheduled shift, you will have a specific call time. Staff members are expected to be in full uniform and in your designated area for the pre-event briefing **at your call time**. Always allow yourself enough time to account for traffic jams or other unexpected occurrences. If there are extenuating circumstances, call the call-in line at (612) 673-1356 to advise Management of your situation.

Staff members should enter the facility via the Staff Entrance door (gray door with speaker beside it) located near the intersection of 2nd Ave. and 6th Street or the elevator on the Skyway Level outside of the Administrative Offices. All staff members entering the building are subject to a security search.

TARGET CENTER

There are locker rooms located on the dock level available for your use during the event. Bring a lock to secure your locker, but please remove your belongings after each event. We are not responsible for lost or stolen items.

Once you are dressed and ready for work, check in with the Guest Services Supervisor stationed near the Command Center to receive your position, pre-shift briefing location, and event notes sheet and punch in at the time clock.

BEFORE THE EVENT

Proceed to your designated area for the pre-event meeting. It is very important for you to be on time for this meeting. During the pre-event briefing you will receive event notes and pertinent event information. By not being punctual, you may miss important instructions!

When the pre-event meeting has concluded, go directly to pick up supplies and/or proceed directly to your position. There is no smoking, drinking, or eating allowed after the meeting.

DURING THE EVENT

The use of cell phones, music devices, ear buds, newspapers, books, magazines, or other personal items is prohibited while you are on duty. You may keep your cell phone in a pocket – but it must be silenced and you cannot use it for personal reasons while on duty. **Please DO NOT take photos/video while on duty.**

Employees should not be eating, drinking, chewing gum, smoking, or using other tobacco products while on duty unless you are on break, out of the public eye, and in a location designated for such activity. Other than one small water bottle, you may not keep/store/hide food and/or beverages at your post for any reason.

Ushers should maintain a professional posture and disposition at all times. Staff should always look alert and approachable; do not lean against the wall or put your hands in your pockets!

You will be expected to stand – sitting will only be allowed for certain positions (e.g. elevator) or as instructed due to the nature of the position.

You may be assigned a radio for in-event communications for our team as well as to connect with other departments. Be cognizant of others on the channel and speak clearly. In the event of an emergency, radio to Dispatch immediately to request First Aid to report to your location. Further radio protocols and etiquette details will be provided as you are assigned a radio.

Near the close of the event, you will be assigned an end spot. This placement may be different from your placement during the event in order to ensure the safe and efficient egress of all guests.

POSITIONING

Generally, you will be placed in one of three positions: ticket scanning, section attendant, or elevator operator. All ushers will be trained in all duties and will be expected to be able to perform them at any time. Below is information about each position.

I. TICKET SCANNING

You are not only scanning tickets, but also welcoming guests as they enter Target Center. Smile and have fun!

Step-by-step procedure for scanning tickets:

1. You will be issued a scanner & printer at the beginning of the night. Your supervisor will explain how to use it to scan tickets. When you are relieved from gates you will turn in the scanner to your Guest Services Gate Supervisor.
2. Keep an eye out for known prohibited items that are easy to see – backpacks, duffle bags, outside food and beverage are not allowed at Target Center, unless otherwise advised by Management.

3. Make sure each person over the age of two (2) has a ticket. Scan only the number of tickets for only the people present before entering the arena. Direct them in the general direction of their seats. Eye contact and a verbal “hello,” “welcome,” or “good evening” should be commonplace. Remember you are our front line for customer service!
4. Error messages may occur when scanning tickets. There are several different messages that you may receive, each of which you will send the guest to the nearest assistance (Main Lobby Box Office). Here are some examples:
 - **Send to Box Office** – you would direct them to the Box Office
 - **Ticket Already Used** – you would explain to the guest that this ticket has already come through the doors and it is not a valid ticket
 - **Invalid Bar code** – you should try to scan again, if still not valid you may enter the bar code number manually, and if still not valid you must send to the Box Office
 - **Refund** – send to the Box Office
5. A Security Guard will perform a security check at the entry doors after the guest has had their ticket scanned. Target Center utilizes walk through metal detectors at all entrances. Examples of items not allowed in the arena include, but are not limited to, backpacks, bottles, cans, containers of any kind, and weapons of any kind. If you see that a guest has any of these items, please tactfully and professionally point this out to them and direct them to return the items to their vehicle.

Once the crowd is in and the show begins, your supervisor may have you give breaks to other employees, stay at the gates to help direct guests still entering, or other duties as assigned.

II. SECTION ATTENDANT

As an usher in the arena, you are the second line of contact that we have with the crowd – but you will be with the guest for a more extended time than ticket scanners.

The first thing you should do at any event is to familiarize yourself with your assigned area. Taking a few minutes at each event to locate these items not only makes your job much easier – it also makes Target Center and our staff look much more professional.

When you arrive at your section:

- Walk through the seats to look for any items that the custodial crew may have left behind, any damaged seats, or any lost and found items from a previous event.
- Locate the nearest restrooms, open merchandise and concession stands, water fountains, first-aid, and emergency exits for your assigned area.
- Know how many seats are in each row and which aisle someone should use to get to their seat.

Before the event starts, stand at the curtain facing the concourse with your back to the arena bowl greeting guests as they enter your well. Your curtains should have a 2-3 foot opening so you can control people as they enter. As you are checking for proper tickets, you should also direct the guests to their seats.

Be proactive – greet guests before they greet you. Be prepared to answer questions about the building, your section, or event.

If you run into an issue with guests who cannot find their seats or someone who is sitting in the wrong seat, it is your responsibility to handle the situation. If you run into a problem you cannot handle, like a duplicate ticket, broken seat, or a seat that does not exist, find a supervisor to help or direct the guest to the Guest Services office for assistance. Whatever the problem or concern, our job is to make sure it gets resolved effectively and efficiently.

During the event, stand in the middle of the section entry facing sideways so that you can monitor the crowd for potential problems, but also able to check tickets as people are entering the well. You should never be turned so that your back is facing people as they enter the arena area. Never stand off to the side where the guest will

not see you. Watch for potential problems such as wet spills, intoxicated persons, or smokers. Inform your supervisors of these potential problems and the steps that you have already taken in dealing with them. When the arena is dark for concerts and family shows, use your flashlight on the stairs for people coming and going from their seats. Our goal is to provide the very best in customer service while monitoring the crowd and identifying any issues before they escalate.

You should also keep your section clear of people during the event; however, for basketball games we hold the crowd at the top of the stairs until play stops. If they are there more than a few minutes once they can reenter the seating area, ask them politely to “please, take your seat.”

Please remember that when we ask somebody to find a seat we do so courteously.

When the event concludes, Guest Services and Security are responsible for clearing the building. Your supervisor will instruct you to your end spot. Do not leave your post until your supervisor releases you.

Each night Target Center welcomes guests of all abilities to enjoy the event. Ushers may also act as assigned as wheelchair escorts to assist guests who have limited mobility to their seats with a Target Center wheelchair. Guests’ seat locations are noted for end-of-event pick-up and escort to the arena exits. Target Center staff stays with the wheelchair and does not leave the chair with the guest. For liability reasons, Target Center CANNOT provide wheelchair transportation outside of the arena.

III. ELEVATOR OPERATOR

The elevator operators provide an important service at Target Center. They not only assist guests by operating the elevator, they help control access to restricted areas. The person assigned to an elevator should stop in the Guest Services Office after the event briefing to pick up the elevator key and get a radio.

Operators are not allowed to eat, drink, read, or have personal items in the elevator.

From the time doors open until one-half hour after the event ends, only guests should use the passenger elevators. Staff should be directed to use the freight elevators and stairs while the event is happening.

Operator must be aware of any guest that happens to be on dock level and is attempting to get into the arena without a ticket via the elevator.

All tickets or passes must be checked when getting off on a restricted floor. A level may be restricted to just passes and/or certain tickets. The loading dock is always a restricted area - only employees are allowed.

The operator should also be standing when possible to allow room for guests. During this time, the elevator is run manually, and the operator must know how to properly use the keys.

AFTER THE EVENT

Your Supervisor will let you know when you have been released from your shift – do not leave your post until directed to do so. Before leaving, make your Supervisor or the Guest Services Office aware of any guest concerns or issues that you didn’t mention during the event. When you are ready to leave, proceed to the Loading Dock, clock-out, and exit the building. If you are released prior to the end of the event, you will be expected to leave the facility immediately. You are not permitted to stay and watch the event.

If you witnessed any issues or incidents, please stop by the Guest Services office and fill out an incident report form.

INCIDENT REPORTS

One of the responsibilities of the staff is to accurately document incidents. When a significant issue occurs, an Incident Report must be completed. These reports are available in the Guest Services Office and on the Usher web page.

An incident report should be filled out whenever:

- someone is injured or first-aid is involved
- when someone is ejected from the building

- when something out of the ordinary happens that may require further investigation/additional follow-up

The reports should be neat and legible, and should answer the five Ws:

- WHO was involved? Names, addresses, telephone numbers, and seat locations of possible parties involved and any witnesses.
- WHAT happened? Events leading up to and through the conclusion of the incident that took place.
- WHY did the incident take place? Were there any factors that may have caused the incident to occur?
- WHERE did it occur? Location within the building. Section, row, and seat number.
- WHEN did the incident occur? Date, time, period during event (before, during, after), event name.

Please fill out an incident report as soon as possible after the incident while the information is still fresh in your mind. If you have any questions as whether to fill one out or not, ask your supervisor.

BUILDING PROGRAMS & FAQ

Below are some of the more common building programs, policies, and procedures that you will encounter. This list is not all-inclusive. If you have questions about a program, policy, or procedure, contact a Guest Services Supervisor or a member of Management immediately.

Areas/ Numbers to Know:

- Guest Services Office – Sections 116 and 216
- First Aid – Section 120
- Mother's Room/ Quiet Room – Section 120
- Item Check – We do not provide item/bag check services.
- Administration Office – (612) 673-1300
- Command Center – (612) 673-1333
- Guest Services Office (during events) – (612) 673-8194
- Guest Assistance Hotline (office hours) – (612) 673-1380
- Lost & Found (during events) – Guest Services office – (612) 673-8194
- Lost & Found (post-events) – (612) 673-1333
- Sensory Room – check in at Guest Services 116

- Usher Call-in Line (for call-offs, scheduling messages, etc) – (612) 673-1356

Alcoholic Beverage Policy: Guests are not allowed to bring alcoholic beverages into the facility. All Guests who appear to be thirty (30) years of age or younger will be required to show positive and current proof of age prior to being served alcoholic beverages.

Acceptable forms of valid photo identification are: State Issued Driver's Licenses, State Issued I.D. Cards, United States Passports, United States Military I.D. Cards, Canadian Issued Driver's Licenses and International Passports. Note - expired identification pieces including driver's licenses accompanied by a paper license renewal application will not be accepted. No paper forms of ID will be accepted.

Guests may purchase up to 2 alcoholic beverages at a time. Alcohol service may be discontinued at any time at the discretion of management.

Animals: Pets are not permitted in Target Center. All service animals are welcome. A service animal must remain under the strict control of its owner. If you are unsure, you may ask the owner if the animal is a service animal, but you may NOT ask what tasks the animal performs.

Auxiliary Aids & Services:

- **Wheelchairs:** Target Center is fully ADA compliant with a drop-off lane on First Avenue, elevators that are accessible to all levels of the arena, designated disability seating locations, and wheelchair accessibility. Guests are encouraged to bring their own wheelchairs whenever possible. Target Center does have a limited number of wheelchairs on site for all events that can be used to transport a guest to and from their seat location; however, these wheelchairs cannot be left with the guest during the event. A guest services employee can meet a guest at either entrance of Target Center (skyway or main lobby), transport them to their seat, and meet them following the event if needed. Due to the limited number of wheelchairs available on site, a slight delay may occur. Guests can call Guest Assistance at (612) 673-1380 with questions regarding accessibility. For liability reasons, Target Center CANNOT provide wheelchair transportation outside of the arena.
- **Assisted Hearing Services:** Listening devices are available for use during events from the Guest Services Offices located outside of section 116. If your group requires several listening devices, please call (612) 673-1380 (at least 2 weeks prior to event day) to alert the Guest Service Staff.
- When purchasing event tickets, please request seating in the hearing-impaired section as hearing-impaired interpreters can be provided for events. Interpreter seats cannot be purchased via AXS.com. In order to purchase tickets, the customer will need to contact the box office via phone (612) 673-1309 or e-mail the request to info@targetcenter.com.

Camera Policy: The photography/videography policy varies by event. For event-specific questions, guests can call (612) 673-1309 in advance. As a rule, all video cameras and still cameras with detachable lenses and/or with lenses of 3 inches or longer are prohibited except for Timberwolves, Lynx, and high school events. This policy is subject to change.

Child ID Program: In the event that a child is separated from the parent or guardian, an usher can reference the seat location and help the child back to his or her seat using the information on the child's wristband. In case of a greater emergency, an usher can reference the child's registration card for emergency contact information.

- Registration:
 - A parent or guardian visits Target Center's Guest Services office by section 116.
 - Basic information is gathered.
 - A colorful wristband noting the child's seat location is placed on his or her wrist.

Children's Ticketing Policy:

- For all Timberwolves/Lynx games and concerts: All children under 24 months do not need a ticket, but they must sit on the lap of the ticket holder. All children 24 months and older require a ticket to enter.

- For all family shows, the policy varies by show so please check each individual event by calling (612) 673-1300.

Lost Children/Vulnerable Adults: Lost children/ vulnerable adults are immediately brought to the Guest Services Office located outside section 116 on the lower level. If you encounter a guest looking for a lost individual, inform a Supervisor, Security or a staff member on radio immediately. That person should inform Dispatch immediately so that an all call description can be made to all radio channels. For your protection & the protection of the child, always have another adult with you and the child. To keep the child calm, designate one person to speak to the child. When the child is reunited with their guardian, collect the guardian's name & contact information & encourage them to enroll in our Child ID Program.

Lost and Found: A lost and found service is available in the Guest Services Office located outside section 116 in the lower level and 216 on the upper level. Articles are kept at the office until the end of the event and then are stored for 15 days. For more information, please call (612) 673-1333.

Paging: In general, Target Center does not allow paging. Guests that request a phone number to which a message could be left should be given the number for the Guest Services office (612) 673-8194. Guests should include their exact seat location to receive a message.

Readmission: Target Center has a **no readmission policy**. Guests are not allowed to exit and re-enter the building unless it is an emergency, in which case, guests should be directed to the gate guard.

Security Policy: Target Center creates a safe and secure environment for guests and employees. The venue security personnel reserve the right to determine the method of security checks as deemed necessary including the use of metal detectors, the search of jackets, clothing, and other items. Prohibited items include, but are not limited to: bottles, cans, coolers, containers of any kind, projectiles, sticks, tripods and monopods, backpacks, and weapons of any kind.

Ticketing: Ticket issues that you are unable to resolve should be directed to the Guest Services Office in the Lower concourse outside section 116. Guests who are not able to sit in their ticketed seat location should be directed to the Guest Services Office. If circumstances permit, the guest will be moved to another seat. This service is subject to availability.

CONTACT INFORMATION

➤ **Target Center**
600 First Ave. North
Minneapolis, MN 55403
Phone – (612) 673-1300
Fax – (612) 673-1370
www.targetcenter.com

➤ **Ryan Gueningsman – Senior Manager, Guest Services**
Phone - (612) 673-1320 • Email – rgueningsman@targetcenter.com

➤ **Elijah Enna - Coordinator, Guest Services**
Phone - (612) 673-1350 • Email – elijahenna@targetcenter.com

➤ **Carl Green – Senior Manager, Human Resources**
Phone - (612) 673-1392 • Email – carlgreen@targetcenter.com

➤ **Guest Services Employee Assistance**
Usher Call-in Line - (612) 673-1356 (messages should be left here)
Web page – www.targetcenter.com/usherpage (password - friendly)

E-mail – guestservices@targetcenter.com

➤ **Guest Services Office (during event hours)**

Phone – (612) 673-8194 • Email - guestservices@targetcenter.com

FINAL REMINDERS

We want to provide an unequalled level of quality service to ALL our guests at every event. To perform your job well and to help us continue to attain quality service, all you need is the proper:

REMEMBER OUR CORE EXPECTATIONS

- **Recognize** the guest **first**. Smile and offer him/her a friendly greeting.
- Take personal responsibility to **handle guest requests**.
- Provide courteous service that **exceeds guests' expectations**.
- Consistently **use the guest's name** if it is known. Address him or her by name at least twice during lengthy interactions.
- Apologize and **respond quickly to guest complaints**. Do everything possible to turn unhappy guests into satisfied guests.
- **Communicate clearly** and effectively with a guest.
- Always **anticipate a guest's needs**. Respond to that need before it is requested.
- Maintain a **friendly, approachable and professional** atmosphere.
- **Stand erect** and never lean against walls, shelves, or railings.
- Take pride in your appearance and follow all grooming guidelines.
- Enthusiastically demonstrate a positive "**can do**" and "**want to**" attitude.
- **Escort guests** to their desired location, when possible.
- Say, "**I'll find out**," instead of "I don't know."
- Use **positive expressions**.
- Always put the **guest first**, over and above other tasks.

ATTITUDE - Be friendly and polite with every guest. Smile and greet them as they enter your area. Even when you have to inform guests of something they may not like, say it politely with a smile in your voice.

KNOWLEDGE - Know the arena and all its features. Know your area and have the information that the guests will ask. The more information you have, the better you are able to do your job.

APPEARANCE - How you look gives guests an impression not only about yourself but also about Target Center. Take care of your uniform, report to work properly groomed, and make sure your smile and body language show pride in yourself and your job!

We hope you enjoy working at Target Center!

GUIDELINES RECEIPT ACKNOWLEDGMENT

I have received a copy of the **Guest Services Department Policies and Guidelines** and understand that my continued employment constitutes acceptance of these guidelines.

I further understand it is my responsibility to read and understand the contents of the guidelines.

Employee's Name (Please Print)

Employee's Signature

Date

Please read this document thoroughly, sign to acknowledge your receipt and understanding, and return this page to the Guest Services Manager.

Thank you!