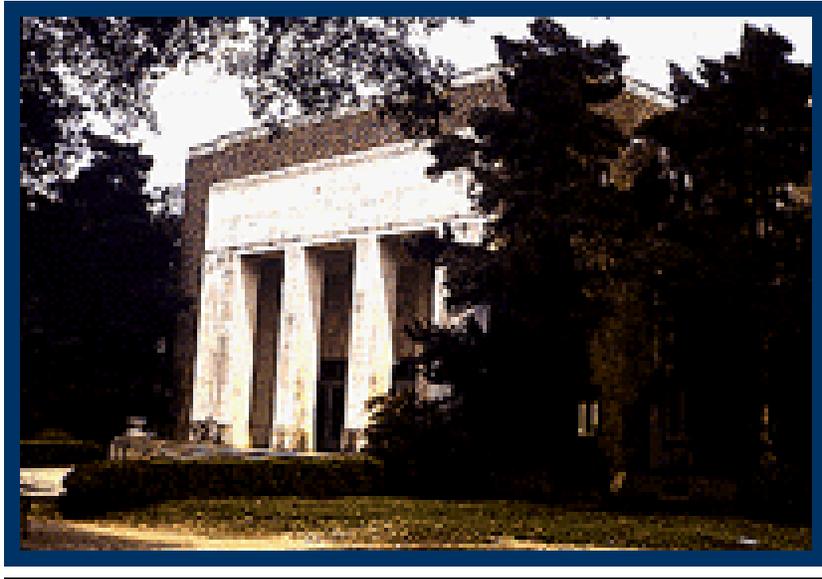


# McAlister Auditorium

## STUDENT EMPLOYEE MANUAL



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## **GENERAL INFORMATION**

### **Welcome!**

Dear Students,

Congratulations on becoming part of the McAlister Auditorium staff. Your energy, enthusiasm, and knowledge make you an important part of our team. This is an opportunity for you to gain work experience that will be valuable to you when you leave Tulane. If you have any questions or concerns, please feel free to contact our staff. We are always ready to offer any assistance you might need. We look forward to having a great working relationship, and hope you enjoy the time you spend as an employee of the Tulane Information Center.

### **Introduction**

This manual is intended to provide you with information and serve as a reference guide so that you may perform your duties effectively. In addition to these written materials, your direct training will include regular interaction with the Director, Associate Director and Facilities Coordinator. There will also be plenty of hands-on time with the event rooms and equipment.

The Building Manager is, of course, a management position – you will learn to coordinate resources, delegate tasks, and plan activities on your shift. You will frequently find yourself in situations where you must use your judgment and experience to select a course of action. You will ultimately be accountable for ensuring that these daily operations are performed to the desired level of completion.

The purpose of this position is:

- To provide students with a meaningful work environment in which skills will be learned, tested and refined; life values and personal standards can be developed or enhanced. Some areas of skill building include initiative, adaptability, and interpersonal communications;

- To assist students with financial support of their educational goals through competitively paid employment opportunities.
- To provide support for the daily management and operation of McAlister Auditorium.

The Information Attendant position is a customer care position – you will learn to organize information, research answers to challenging questions, and deal with patrons effectively and with compassion. You may find yourself in situations where you must use patience, good judgment, and knowledge to resolve conflict. Your assistance to the Building Manager is vital to the operations of the facility. You will ultimately be accountable for ensuring that each individual is served with the highest level of customer service.

The purpose of this position is:

- To provide students with a meaningful work environment in which customer care skills will be learned, tested and refined; life values and personal standards can be developed or enhanced. Some areas of skill building include research and organization, problem analysis, relationship building, diplomacy, and interpersonal communications;
- To assist students with financial support of their educational goals through competitively paid employment opportunities.
- To provide support for the daily operations of the Tulane Information Center and Lost & Found.

### **Role and Responsibilities**

Building Managers are responsible for day, weekend and evening management of McAlister Auditorium, and the booth and banner locations at the Pavilion. These duties include opening and closing the information desk and auditorium, room set-up, routine cleaning and monitoring facility safety and security through policy enforcement. They train and motivate Information Desk staff in operations duties and teach new skills where appropriate. It is the Building Manager's job to lead by example.

Daily operations of McAlister Auditorium are managing, conducting, directing, executing, regulating and supervising the day-to-day events in meeting, booth, and banner spaces. The operations staff works with the information desk, scheduling office, custodial staff, internal and external customers, etc. in order to carry out the assigned duties in the most professional manner.

Information Desk Attendants are responsible for maintaining the Information Center and Lost & Found. These duties include opening and closing the Information Desk, answering phones, assisting walk-up patrons, disseminating information, forwarding individuals to the appropriate department, maintaining records of lost and found items, assisting the building manager and performing managerial duties in their absence. It is the Information Desk Attendant's job to provide a positive attitude and professional image to the general public.

### **Professional Staff**

The professional staff works closely with student personnel to ensure that training, customer service, and events management maintain a high level of quality. Their roles

are more than supervisory, and they are always willing and able to help out with problems related to work, school, or personal issues. Your supervisors and colleagues in the McAlister Auditorium operations and reservations offices are:

**Leland Bennett:** As the Director of University Center, Leland is responsible for the management of the University Center renovation project.

**Shirley Dymond:** as the Associate Director, Shirley manages the daily operations of McAlister Auditorium including reservations and events management in the auditorium and the booth and banner spaces at the Pavilion.

**Avian Washington:** as the Facilities Coordinator of Conference Services, Avian oversees the reservations and events management of the Diboll Conference Center and the Rogers Memorial Chapel. He assists in supervising Building Managers and Information Desk Attendants in McAlister Auditorium.

We take pride in McAlister Auditorium and the services we provide to the University community. We strive to maintain high standards and expectations:

## EXPECTATIONS

### The Basics

- Wear your uniform shirt and nametag while on duty
- Report to work on time and work on McAlister business the entire shift
- Display a positive and enthusiastic attitude in your job

### Customer Service

- Be Customer oriented by giving your full attention
- Greet each visitor who walks in the building with a smile and a “hello” – if they approach the information desk, ask, “how may I help you?”
- Anticipate customer needs
- Resolve customer inquiries if possible, or direct customer to appropriate person or department
- Treat co-workers, both student and full-time, as “internal” customers – treat them as you want to be treated
- While working at the Information Desk, answer telephone lines by saying: “Tulane Information”
- Be pleasant, courteous and flexible
- Conduct clear and precise communication to both the internal and external customer
- ALWAYS avoid foul or abusive language
- Never put the phones on forward while working at the desk - this is cause for immediate termination

### Job Knowledge

- Know your job duties and surroundings
- Know and enforce policies and procedures of McAlister Auditorium

- Gain knowledge of set-ups, building and A/V equipment, custodial and maintenance processes
- Be able to move furniture, lift heavy objects, and bend/kneel/stoop as needed
- Be able to carry out emergency procedures
- Lead, teach and delegate responsibilities to other student staff members
- Stay current on changes in events, building hours, locations of services, etc. at all times
- Keep track of A/V equipment, furniture, keys, radios, etc. at all times
- Be accountable for completion of responsibilities to a high level of quality and quantity

### **Computer Use**

- Use the computer provided at the desk to research customer inquiries
- DO NOT use the computer to access inappropriate websites, watch movies, etc.
- If you bring your own laptop, you must limit use

### **The Extra Mile**

- Take pride in your work
- Go that extra mile to help customers with answers to unusual or difficult questions
- Show leadership and motivate others
- Possess the ability to work independently and take initiative

### **Take Initiative**

There are plenty of projects to be completed on a daily basis. Prioritize the tasks to be completed during your shift. Decide which ones are time-dependent and which ones is high profile. Do your part to maintain the high standards of the facility – cleaning tables and chairs, rearranging the storage room, picking up trash, organizing desk materials, etc. Our standards and expectations are high in order to provide quality service for our customers.

### **Dress Code**

Because you as a Building Manager or Information Attendant are the face of the University Center/McAlister Auditorium, we expect that you will present your “best impression” at all times. Obviously, it is imperative that you are recognizable as a staff member of the department any time that you are in the building or on campus performing work duties. For this reason, we have implemented the following dress code:

- All student employees must wear the departmental polo shirt and name badge provided to you. The shirt must be worn so that it is the most visible outer garment and must be tucked into whatever pants or skirt you choose to wear. Shirts are available in the storage closet on the hanging rod to your right side.
- You must be well groomed and neat in appearance.
- Ripped or torn clothing may not be worn while on the job.

- Closed-toe shoes must be worn: the Occupational, Safety, and Health Administration (OSHA) prohibits the wearing of open-toed shoes in any work environment.

### **Sick Leave**

There is no such thing as “sick leave” for student employees. If you are sick it is your responsibility to find a substitute or come to work. Failure to find a substitute without a message from a physician may count as a missed shift. Health Services and other health professionals will provide a note if you tell them it will be required by your employer. The Associate Director or Assistant Director will decide whether an absence was excused or unexcused.

If you are suddenly ill, or have an emergency, you must call your supervisor or the manager on duty and let him/her know that you have not been able to find a substitute. An emergency is not oversleeping, wanting to have a day off, having to study for a test, or forgetting when you were scheduled. ***Do not leave a message, but speak directly to the Associate Director or Facilities Coordinator.***

### **Work Etiquette**

While at work, you will be expected to follow a few guidelines designed to generate a feeling of consistency and reliability about McAlister Auditorium and the Information Desk.

- Be on time for your shift and work the entire shift. Call 865-5196 if you will be late or unable to work. After office hours call 865-4000 and ask for the building manager. You are responsible for finding another student to replace you. A list of student employees can be found on the bulletin board on the custodian closet.
- If you know in advance that you will have to miss a shift, fill out a temporary sub-slip and post it on the large bulletin board on the door opposite the time clock. Call students on the contact list if you are unable to fill your shift within three days in advance. Always let office staff know of any absences.
- Do not allow or use foul language.
- Do not allow people to sit on top of the Information Desk. Attendants should not put their feet up on the counter. When you are working you must limit conversations with friends who visit the Info Desk. Remind them that you are working.
- Do not eat at the Information Desk (beverages and snacks are allowed on the shelf below). *Absolutely no food is allowed on top of the desk.*
- Your work area should appear clean and orderly. Books and bags should be kept below the counter. Do not spread books and papers over the counter.
- After Information Attendants punch in, acceptable reasons for leaving the desk are: meeting room set-up, bathroom break, errands for reservations office staff, and emergencies. Do not leave to purchase food or drinks, or to run personal errands, unless you get permission from office staff.
- Limit personal phone calls. Cell phones should be turned off during your shift. If your shift is 6 hours or more you can check messages and take care of personal errands during your 15-minute break.

- Do not allow patrons to use the Information Desk phones (Public Safety officers exempted). Direct them to the courtesy phone on the other side of the lobby. If you are working alone, keep only one phone visible on the desk.

### **Attendance**

As a member of the Information Desk team, you play an important part in providing the best service possible to the public. Your co-workers depend on you to be there to do your part. It is your duty and responsibility to make every effort to be at work when you are scheduled. It is understood that there may be occasions when you are not able to work your shift. Reasons permitted for not coming to work include: illness, family emergency, and class conflicts. It is your responsibility to find a substitute from the list of your co-workers. Fill out a temporary sub-slip (on shelf near notice board), and post it on the bulletin board that is opposite the time clock. If you are unable to find someone to take your place you should immediately contact one of the professional staff.

Absences for reasons other than those stated above will be considered unexcused unless cleared with your supervisor.

If you are absent for three shifts during a semester, fail to notify your supervisor and do not cover your shift, your employment will be terminated

### **Shift Substitutions**

Consistency in building operations is expected by our customers. The administrative staff needs to know in advance that the building will be supervised adequately. Since there are a limited number of student employees, the number of possible substitutes is limited. Generally, you are expected to work your scheduled hours all semester. Your fellow employees also maintain busy schedules and expect you to hold up your share of work responsibilities; as a result, we expect you to work the shifts you have agreed to work and not put a strain on other students' schedules.

At least one week's notice to the professional staff is required for any planned absence. Substitution requests may be filled out using a sub-slip and delivered in person or e-mailed to professional staff with the following information included:

- Name of employee needing substitution
- Name of employee providing substitution
- Shift day/date/hours
- Reason for substitution

The employee providing the substitution is to be "courtesy copied" on the email (use "cc" line in "envelope" address section). Approval is not official until the Associate Director or Facilities Coordinator has notified you. Acceptable excuses for absences without advance notice include:

- Emergency medical care for self
- Emergency medical care for immediate family
- Death of an immediate family member

The Associate Director or Facilities Coordinator will help you find a substitute employee for these situations. Reasons for substitution requests or reasons offered for tardiness or

absence may or may not be accepted at the discretion of the Associate Director or Facilities Coordinator. Evaluation of performance to date will enter into the decision whether to approve a substitution, grant an “excused” absence, or pardon a late arrival. Other factors that will be considered include: number of subs requested to date, number of subs accepted to date, and events scheduled in building during requested shift. The Associate Director or Facilities Coordinator will consider permanent shift changes for personal medical, or academic reasons. Whether to accept other reasons for such a request is at the discretion of the professional staff.

### **Breaks**

Student employees are entitled to a fifteen-minute break when working at least a six-hour shift and a half an hour break when working eight hours in one shift. If a problem arises while you are in charge of the building and on break, you must deal with the problem and resume your break at a later time. While on duty, student employees may not leave the building for personal reasons except with specific permission of the Director, Associate Director or Facilities Coordinator.

### **Disciplinary and Dismissal Procedures**

Building Managers have more responsibility and therefore the selection process is more complex and structured. Since they become the “full-time staff” on evenings and weekends and are responsible for these components, building managers receive additional training. The administrative staff expects superior work performance on every shift that student staff work. Building Managers are expected to abide by the rules and need to consider every day feedback (whether oral or written) given to them by the professional staff, as a guide by which to gauge their effectiveness. You are expected to correct inappropriate behaviors immediately.

The entire range or a complete list of various infractions, which may result in disciplinary action, for the positions of Building Manager and Information Attendant cannot be listed in this document. Serious lapses in judgment may be grounds for immediate dismissal while other problems may not. In cases of prior poor performance, student employees may be placed on probation.

The general disciplinary structure is as follows:

- 1<sup>st</sup> Violation: Verbal Warning
- 2<sup>nd</sup> Violation: Written Warning
- 3<sup>rd</sup> Violation: Suspension or Termination

## **SHIFT RESPONSIBILITIES**

### **Keys**

Your key to McAlister Auditorium (labeled CSM 31) unlocks all three front doors, all meeting rooms, a/v closets and the storage area next to the reservations office. It will not open the projection booth, sound system closet, or concession stands. Your key must be in your possession at all times. Report any broken, damaged or missing keys immediately.

## **Security**

Never leave personal belongings at the desk unattended. You may lock them in the storage closet, but please remember that your valuables may not be completely secure in this building. When leaving the building at night, leave with another person if possible. The Department of Public Safety has officers available to escort you from the building at night.

## **Opening Routine**

1. Arrive 5 minutes ahead of the starting time for your shift so you can set up the Information Desk materials for the day.
2. Punch in using your student i.d. in the time clock next to the reservations office.
3. Open storage closet and turn on closet light, which needs to remain on throughout all shifts. House lights should be turned on as well using the switch located directly above closet light switch.
4. Put on your uniform shirt (located on hanging rod) and be sure name badge is neat and visible.
5. Lock storage closet behind you when you leave. **FOR SECURITY REASONS, STORAGE CLOSET MUST REMAIN LOCKED AT ALL TIMES!**
6. Check the operations report for upcoming setups and the Building Manager's Tour Report for any problems. These will be located on a clipboard at the Info Desk.
7. Start a new Tour Report and start initial tour, remaining aware of any area(s) that need attention so you can incorporate those items into your daily plan.
8. Open meeting rooms to be used and turn on lights and air conditioning or heat as needed. Set up any meeting rooms that were not set the night before. If A/V equipment is required, set it up, plug it in, and check that it is fully operational.
9. Meeting rooms are to remain locked until 30 minutes before event begins unless otherwise noted on operations report. **DO NOT FORGET TO OPEN ROOMS AT THE APPROPRIATE TIME!** No customers should have to request that their room be unlocked.
10. Turn on stage lights only if an event is scheduled in the main auditorium. Switches are located backstage, stage right side.
11. Set up phone (phone is kept in storage closet overnight). Plug in phone line! Put the info binder and Tulane phone directory within reach.
12. Turn on computer and set to the Tulane phone directory page. To do this click on the phone book icon on the desktop.
13. Log in any lost and found items left at the Information Desk overnight. Blank case report forms can be found in the Lost & Found binder. Follow lost and found procedures listed on page 18.
14. Discard trash, unauthorized materials, and any outdated calendars. Only materials approved by office staff are allowed on top of the info desk.

15. Cancel call forwarding by first lifting the handset then depressing the FWD ALL button on the phone pad. The red lights marked “FWD ALL” on the phone will turn off and the phone display will briefly read “FWD CNCL” if you have done this correctly. The “FWD BUSY” light should always remain on.

### **On Duty**

The following outline describes a mid-day (i.e. after opening) shift. For shift change-over (transition from one manager to another), the manager coming on duty is expected to arrive 5 minutes before their shift begins to allow time to check with the manager going off duty, be briefed about what’s going on, etc.

1. Check in with manager going off duty (if no manager on duty, check in with supervisor):
  - i) Review operations report
  - ii) Discuss possible problems/projects/progress
  - iii) Review changes in set-ups
  - iv) Inventory A/V equipment
2. Make building tour
3. After building tour, check back in at Information Center
4. Proceed to work
  - i) Work with Information Attendants (especially new hires) to check their knowledge and skills.
  - ii) Discuss set-ups, maintenance/housekeeping issues
  - iii) Discuss information resources and lost/found inventory
  - iv) Discuss policy enforcement
  - v) Observe and provide feedback on customer service and job performance

### **Building Tours**

Building managers are encouraged to be “out and about” more than hanging around the Information Center. Minimum expectations are that you will make a building tour at the beginning of your shift and about once every hour.

While touring, a manager should be observant of the facility, customers, and other surroundings – especially for things that are not as they should be. You should carry your clipboard with operations report and tour report attached, as well as a pen to be able to make notes as you go.

Check lounges, hallways, restrooms, outside areas, all public areas, plus check bulletin boards, banner spaces and newspaper and brochure racks for appropriate materials. If inappropriate materials are found in the areas, take them down, dispose of materials, and record on tour report. If you see trash on the floor, on a chair or table pick it up and throw it away. If the area is going to need more time to clean or reset take note and finish tour. Make necessary adjustments to daily/shift plan and take care of the area. There might be a time where it is not feasible to attend to the area at the present time. Proceed with what you were doing before the tour began and get back to the area later. This RARELY happens. If your shift ends and you still have not had a chance to get back to the area let the incoming manager know.

- Check rooms and lock/unlock as needed

- Turn lights on/off as needed (especially meeting room lights)
- Check for missing A/V equipment & check storage areas for orderliness
- Check room cleanliness, especially restrooms, lounges and meeting rooms
- Check for maintenance problems
- Match room set-up to standard configuration or operations report specifications
- Identify problems – status of equipment, furniture, lighting, and cleanliness
- Be visible to our customers and take the initiative to interact
- As a guideline, tour at the beginning of your shift and each hour during your shift
- Look for things that are out of the ordinary
- Do not forget to check the smaller details, i.e. burnt-out light bulbs, trashcans without bags, lack of toilet paper or paper towels, etc.
- Check if doors are propped open (inside/outside) or for other security problems
- Make sure banners are where they are supposed to be; take down unauthorized or outdated materials.

Check on events while on tour. Greet customers for event upon arrival (e.g. Is room set up okay; Is there anything else you need, etc.). When possible try to get a count of the number of attendees at a meeting. If this number is less than or exceeds the attendance listed on the operations report, make a note of this on your Tour Report.

### **Preparing for the Next Day**

Especially on evening and night shifts, it is very important that Building Managers look at the next day's operations report to determine if he/she needs to be doing a set up for the next day. It is always advisable to prepare a room setup, which will be needed the next morning during the previous night. The early morning shift, which has only one student employee, is usually too hectic (and other problems may develop) for major work on preparing setups.

### **Shift Change**

- Find manager on duty (If Building Manager is not on duty refer to professional staff, reports, etc.)
- Discuss status of events, room setups, projects, etc.
- Proceed to work

### **Closing Routine**

Because of the potential for theft, it is important that the Information Desk is left as secure as possible. If you are the last person to work a shift for the evening, or if you must leave before the next attendant arrives, use the procedure outlined below:

1. Start securing all materials and equipment 5 minutes before closing time.
2. Forward calls to voicemail by first lifting the handset and pressing \*101400. The forward light will remain on if done properly. Disconnect phone line and place phone in red plastic crate located in storage closet right-hand shelf.
3. Shut down computer and put mouse in the red crate.
4. Disconnect keyboard and put in red crate.

5. Place directories, phone books and all other information materials underneath desk. The countertop should be clear of all items except campus maps, brochure racks and computer.
6. Make sure all lost and found items are placed on the shelf in the storage closet and lost and found binder is stored in red plastic crate.
7. Turn off meeting room, house, and stage lights. Turn off air/heat units in meeting rooms when necessary.
8. Lock all meeting rooms after ensuring that each room contains its a/v equipment. Check to ensure all back and side exits are closed.
9. Make sure every patron has exited the building. No one is allowed to remain in McAlister Auditorium after 11pm.
10. Building Managers must leave their report on the Reservations Office bulletin board.
11. Hang uniform shirt in storage closet.
11. Punch out on the time clock.
12. Lock all three front doors.

## **COMMUNICATIONS**

### **Communication Skills**

This job requires effective communication skills. There are opportunities during every shift to practice and improve your skills. Communication is an important element in carrying out your job duties.

- Be aware of your verbal and non-verbal communication with customers – tone of voice, smile, body language, nodding your head, and eye contact.
- Be clear and precise with your choice of words.
- Be alert and listen carefully.
- Ask defining questions if you're not 100% sure what the customer is asking.
- Take the positive situations as a sign of achieving a goal and the negative as a learning experience for the future.

### **Giving Instructions to Co-Workers**

Giving instructions to other student employees is a constantly occurring form of communication on your shifts. Keeping these interactions positive and precise will contribute to greater success in the workplace. If you provide clear instructions – the job will be done right the first time! Practice good *internal* customer service.

### **Radio Use**

Radios are used in McAlister Auditorium for communication during large events only. For those events, a radio will be assigned to the Building Manager and/or Information Attendant and the custodian on duty. A radio is also kept in the sound booth for use by Facilities Services sound technician. Radios should be tuned in to channel 2 at all times while in use.

## **E-Mail**

E-mail has become one of our most convenient and effective means for distributing information and maintaining records of communications. All Tulane students are given a Tulane E-mail account. It is important that you check your email at least once a day for important messages regarding work. If your Tulane account is not one that you frequently visit, please provide the professional staff with the email address you use most often. When you email fellow student employees on work related matters, always “courtesy copy” the Associate Director and Facilities Coordinator. If you are unsure of how to use all the functions of e-mail (e.g. forwarding, courtesy copies, etc.), be sure to ask for assistance.

## **Manager’s Tour Report**

The Manager’s Tour Report is a communication method between managers working different shifts, the administrative staff and when necessary, the Information Attendants. Tour Reports from the past are kept on file and become a historical reference for determining traffic patterns, scheduling problems and many other trends that require changes in procedure. Please enter only facts and do not editorialize. More specific guidelines on how to complete the tour report, what to include, etc. will be discussed with managers during their training. You can find a sample Tour Report in the appendix of this manual.

Managers are expected to keep themselves up-to-date on what happens in McAlister Auditorium by regularly reading and initialing the previous Manager’s log sheets, ideally at the beginning of each work period. The Building Manager will be the primary person who enters the information into the log, but anyone working is more than welcome to place information in the log.

Generally, reports should be filled out for each shift that exists in a day. Once a report is complete, it should be pinned to the office bulletin board.

## **Incident Reports**

The Incident Report Form (IRF) is used to report a particular significant incident. A description of the situation is provided, along with information to contact any individuals involved, and what action was taken. See the appendix of this manual for a sample IRF.

## **Staff Meetings**

At least twice per semester, a staff meeting time will be arranged. It is expected that you attend any scheduled meetings and arrive on time. You should prepare for these meetings and actively participate in the discussions. Your full attention is important.

A standard agenda format is used, but anyone may ask for a certain topic or item to be included on the agenda. The agenda may routinely contain the following items:

- Announcements – information which may affect you or which you may need to know to perform your responsibilities
- Events – briefing on major upcoming events and discussion of any past events/setups with which there was a problem
- Supervision – discussion of supervisory observations or actions and performance input on staff members

- Reports – information and input on projects or developments in event management, information center, or lost and found.
- Discussion – this segment of the agenda is used for planning a project, reviewing a policy or procedure, discussing implementation of a project or policy, solving a problem, etc.

Disruptive behaviors (side discussions, comings & goings, etc.) are not appreciated. A certain amount of humor and “off-agenda” thoughts are normal for most groups, and are accepted during the meetings. The main focus, however, should always be the business at hand.

## **EVENTS**

### **Room Set Up**

It is every Building Manager’s duty to ensure rooms are set-up correctly and completed on time. The Building Manager must fit in building tours, public area cleaning, enforcing policies and procedures, and completing the set-ups for event rooms. Managers and Information Attendants must work as a team to ensure that rooms are set up correctly as soon as they become available. If there are discrepancies or, if something doesn’t seem right – ask the Associate Director for guidance. If she is not available, use your best judgment or confer with the event sponsor to determine set up.

### **Locking and Unlocking Meeting Rooms**

Managers and Information Attendants have the joint responsibility of ensuring that meeting room doors are locked and unlocked according to the information listed on the operations report. Last minute additions to the days events scheduled will be added to the Building Manager’s clipboard. Sponsors should not have to go to the Information Center to request a meeting room door be opened for a meeting with a room reservation. Unlock the door 30 minutes prior to event start time, unless otherwise noted. Unlock door and leave open for arriving guests. Lock meeting rooms immediately after all participants have left to ensure security of audio/visual equipment and the room itself. Only meetings scheduled for that day will be allowed to take place – do not open a room for anyone who does not have a reservation.

Projects and errands NEVER take priority over opening event rooms. Make it a habit to assign opening and closing of specific rooms to those employees working during that shift. Personal accountability minimizes the chance that an opening or closing will be missed.

### **Managing Events**

Managing events can be one of the more challenging aspects of your job in McAlister Auditorium. Your decisions and reactions will determine how the sponsors and participants experience and remember the event. It is our goal to keep all meeting patrons pleased and satisfied to the best of our ability.

1. Assume responsibility for ensuring that quality customer service is provided for meetings and events both large and small. This means:

- i) Using a “sponsor’s perspective” to notice the little details that make the event run smoothly (e.g. projection screen properly positioned, a/v equipment connected and tested, etc.)
  - ii) Inform other staff on duty of the particular needs of an event
2. If unsure about details of a setup or event, Student Employees are expected to:
  - i) Review event details and clarify any confusion **in advance**.
  - ii) Know whom to contact if questions arise.
  - iii) Be able to make decisions and take action in uncertain situations, which are consistent with past practices and current policies/procedures.
3. Perform a pre-event walk through to check that all the details have been completed.
  - i) This is an opportunity to provide good customer service by asking whether there are changes or additional setup needs.
  - ii) It allows you to assess whether there are safety or security hazards, which might require immediate action. Note the current air quality in the rooms and adjust when units are available. For issues with main auditorium environmental comfort, call Facilities Services (x5445) to request the appropriate service.
  - iii) It establishes the original condition of the facility in case damages occur or special cleaning is needed. Report any problems with cleanliness (e.g. messy restrooms, spills on floors or tables, overflowing trash bins, etc.) to UNICCO personnel or Facilities Services.

### **Events Without Reservations**

Only events scheduled by the professional staff and listed on the operations report or building managers clipboard are allowed to take place. DO NOT open meeting space for any group or individual without a reservation. This regulation also includes booth and banner space at the Pavilion. If there are any objections or complaints about this policy, they should be directed to the Associate Director.

## **PERSONNEL**

### **Applications**

Application forms are available in the Reservations Office and on the McAlister website. Additional forms must be obtained from the Office of Student Employment. All available positions will be posted with Student Employment and prospective employees may check their listings at any time during the year.

### **Hiring Info**

Our major hiring for the academic year is during the Orientation/Registration period in mid to late August. New hires generally are expected to work the full academic year. This cycle is used to provide stability to staffing, as well as to allow the individuals hired to participate in September training. Summer positions are awarded to current staff members first and additional staff are hired in May if needed.

Occasionally, we do hire mid-year if an opening occurs on a shift, and current staff members are unable to fill the void. In this situation a permanent substitution slip, filled out by the current employee, will be posted no longer than one week. An important consideration for us in this process is to continue to maintain high quality in the services we deliver to the university community.

While on duty, current student staff may be involved in training new Building Managers and Front Desk Assistants. A general description of this training is given below:

### **The New Employee**

1. Completes payroll paperwork including direct deposit form;
2. Is given a building tour and introduced to other staff members;
3. Reads the Employee Handbook and training materials;
4. Receives training in the area he/she will be working – this may include one or two shifts worked with a current student assistant for “hands on” training;
5. Reviews with his/her supervisor what has been learned in training.

### **Supervising Information Assistants**

Supervising Information Assistants is one of the Building Manager’s most important tasks. It is important that you know your job, know the Information Assistant job description and expectations, and can take charge. Your actions as supervisor will reveal your attitude toward your job more than anything else. Employees, who see you as a role model, will perform their job better if you take your supervisory role seriously. This can be done by helping out at the Information Center during busy periods or having Information Attendants assist with event set-ups.

Consistency in supervision by all Managers is always necessary. Most of our Information Assistants work with more than one Manager during the week and deserve to experience consistent job expectations. If you observe a behavior that is inappropriate (e.g. late arrival, early departure, poor job performance, refusal to assist with setups, chronic excuses, ignoring building customers, rudeness, taking inappropriate breaks, etc.) you need to discuss the need for improvement with the student employee.

It is a good idea to discuss problems with Student Assistants when they first occur so inappropriate behavior is not reinforced. If possible, do not discipline an Information Assistant where other employees or building customers can hear the conversation. Discuss behaviors and not personality quirks. Listen for any extenuating circumstance or outside factor affecting job performance. Keep the Associate Director and Facilities Coordinator updated on performance issues.

No employee should be seen as a “bother” and all employees should be told regularly when they do an excellent job and when they do not perform up to par. Performance Documents are provided near the notice board and should be used to document outstanding service or unacceptable behavior.

### **Evaluations**

Although we try to select and hire individuals who best fit the Information Desk team, this decision is based on limited information. During your employment, your job performance will be monitored in seven areas:

1. Dependability

2. Attendance/Punctuality
3. Cooperation
4. Job knowledge
5. Work quantity
6. Work quality
7. Organization

You will be informed of any deficiencies in your work performance. If the deficiencies are not corrected, you may be released from your position.

If you request a recommendation or formal evaluation for future employment, it will be based on your record in the areas listed above.

## **EMERGENCY PROCEDURES**

(BUILDING MANAGER & DESK PERSONNEL USE ONLY)

### **Accidents**

In cases of accidents involving personal injury in or around McAlister Auditorium, the procedure to follow is:

- Call TEMS/ Public Safety x5200 or x5381. The dispatcher will request the nature of the emergency, the location, and your name.
- **DO NOT HANG UP UNTIL REQUESTED TO DO SO.**
- Notify the professional staff.
- If on duty by yourself:
- Call x5200 or x5381
- Call the numbers in the order listed until a staff member can be reached:
 

SHIRLEY DYMOND (OFFICE)	865-5196
SHIRLEY DYMOND (HOME)	897-5489
SHIRLEY DYMOND (CELL)	874-9008
LELAND BENNETT (OFFICE)	865-5190
LELAND BENNETT (CELL)	874-9007
LELAND BENNETT (HOME)	737-9694
AVIAN WASHINGTON (OFFICE)	865-5836
AVIAN WASHINGTON (CELL)	952-0030
AVIAN WASHINGTON (CELL)	495-8987
- If someone has a minor cut or abrasion and needs a bandage, there is a first aid kit on the shelf in the storage closet. **DO NOT** help anyone apply a bandage to a cut; this will help reduce your chances of coming into contact with disease.
- *Do not give anyone any type of oral medication (aspirin, Tylenol, etc.).*
- Fill out an accident report (on shelf near notice board).
- Cooperate fully with emergency personnel. Under no circumstances should employees discuss details of an accident with anyone other than emergency personnel and McAlister Auditorium professional staff.

### **Fire Alarm**

If the fire alarm goes off while you are on duty, follow the procedure listed below:

- At the first sound of the fire alarm, consult the alarm panel (next to reservations office) for exact location/zone of the alarm.
- Call Public Safety x5200 and Fire Safety x5445.
- Evacuate all patrons from building and secure interior and exit doors. Do not open any doors that feel warm to the touch.
- Call professional staff in order listed above.
- Forward phones to operator.
- Leave the building, but remain nearby. All unauthorized individuals must remain at least 50-100 feet away from the building.
- Do not enter the building until Public Safety or Fire/Safety officials give authorization.
- Fill out an incident report (on shelf near notice board).

### **Threatening Phone Calls**

If you receive a threatening or harassing phone call follow this procedure:

- Do not hang up. Place the phone on the counter and use the other phone to call Public Safety at x5381. Do not hang up until requested to do so.
- Leave the phone on the counter and wait until an officer arrives.
- Fill out an incident report (on shelf near notice board)

### **Power Failure**

In case of power failure, emergency lighting will activate.

- Call Public Safety x5200 and Fire Safety x5445.
- If building is too dark to patrol safely, battery operated lanterns are located in storage closet on right-hand shelf.
- Check all areas of building and ensure that sufficient lighting is available for any activities taking place. If conditions are unsafe, assist patrons to nearest exit door.
- Fill out an incident report (on shelf near notice board).

### **Hurricane Evacuation Guidelines**

These are intended to be general guidelines regarding how the University may respond to a given hurricane threat. These guidelines are only intended to inform you about how to plan for an anticipated response. The President of the University is the only one authorized to make decisions regarding class suspension and evacuation decisions. All official declarations will be made via the Tulane AlertLine or the front page of the university web page and the emergency web site. In the event of a perceived hurricane threat, you must follow the official issued instructions.

### **Responding to the Storm**

Whenever a hurricane threatens New Orleans, Tulane's campus will close and the university may issue an evacuation order. It is critical that you monitor the Tulane AlertLine (1-877-862-8080) and Tulane's emergency Web site (emergency.tulane.edu), as well as bulletins issued by governmental authorities. When responding to any evacuation order, you should seek shelter outside of the city. You are urged to make every effort to leave the area since we cannot assure your safety in New Orleans under hurricane emergency conditions. Consider the following options for evacuation sheltering outside of New Orleans:

- Choose a sheltering option far inland and north of Interstate-12.
- Make reservations at a hotel or motel outside of the storm area.
- Go to a relative or friend's house, preferably in Alabama, Louisiana or Mississippi.
- Go to a Red Cross shelter. (Shelter locations are announced as storms approach the area.)

When an evacuation is ordered, you should do everything in your power to comply. Tulane will provide as much notice as possible in helping students make arrangements so that they can provide for their own safety and welfare.

### **When You Evacuate**

- Tell someone outside of the storm area (a family member or friend) where you are going. If you live on campus, let your resident adviser or housing staff member at the front desk know you are leaving and your destination.
- Offer a ride and share sheltering options with other students who need transportation.
- Leave as soon as possible. Avoid flooded roads and watch for washed-out bridges.
- Bring your pre-assembled hurricane kit and warm protective clothing.

### **LOST & FOUND POLICIES/PROCEDURES**

Lost and found items must be logged as soon as they are turned in or when someone reports they have lost something. A binder has been provided for this purpose, and it must be updated daily. **ONLY INFO DESK STAFF ARE ALLOWED TO HANDLE THIS BINDER.** Use the following guidelines to log items:

- Write a detailed description of the item lost or found.
- Indicate the date the item was lost or found and location.
- Circle either "LOST" (owner reports item missing) or
- "FOUND" (item is dropped off at desk).
- List the owner's name and phone number when possible.
- Turn in any wallets, I.D., passports, credit cards, cash cards, electronic equipment, or jewelry to the reservations office so the item can be secured.
- In the event that the office is closed, all items (and lost & found binder at closing time) must be locked in the storage closet.
- Before leaving for the evening, call x2196 and leave a message detailing what Lost & Found items have been stored and where they are located in the storage

closet. This ensures that the professional staff can find any valuable items and lock them in the Reservations Office as soon as possible.

- When a lost item has been matched with an owner, call or email the owner and enter the date on which the owner was contacted. Notify the owner that we will keep lost & found items for 60 days only, and to claim their property as soon as possible. The only exception is Tulane I.D. cards, which will be turned over to Card Services after three business days.
- When an owner claims their belonging, be sure to fill out all information at the bottom of the page, including address and driver's license number. This is especially important for items that have no visible identification.
- If an item has a name on it, ask to see the owner's ID when they come to claim it. Never give an item to the "friend" of the owner. We can only turn over belongings to their actual owner.

### **POLICY ENFORCEMENT AND CRIME PREVENTION**

When you see someone violating a rule or ignoring common sense, you should approach and explain the problem politely, then ask that they comply. If they resist, do not create a more difficult situation by raising your voice, becoming offensive, or trying to demand their "submission". If they will not listen to you, inform them that you will call campus police for assistance. In the case of physical violence or situations that you feel pose a threat to your safety, do not attempt to intervene. Call Public Safety right away at x5200. You are expected to be familiar with all emergency procedures including fire alarms and calling for help when someone requires emergency medical attention. In addition, you should keep a watchful third-eye for anything of a hazardous nature such as horseplay or potentially dangerous building conditions. Know your area and the appropriate exits. Be aware of any employees or "regular" building users that will require assistance in evacuations.

Building Managers should be a highly visible member of our staff as they make building tours. Information Desk Attendants are required to remain behind the desk during their shift to ensure that all visitors are properly greeted and are aware of where they can seek help. Employee visibility can be a real deterrent to crime in the building. If you see someone leaving valuables unattended, remind them that theft does occur on campus.

If you observe a potential crime or have a crime reported to you:

- **CONTACT PUBLIC SAFETY IMMEDIATELY AT X5200.** If the situation involves a person victimized by a crime, let the victim speak to the dispatcher and responding officer but stay close by to assist as needed.
- Try to note details and descriptions that will be useful to police – distinguishing features and clothing of a suspect; make/color and license plate of a vehicle, etc.
- When you call Public Safety, describe the situation and exact location as accurately as possible. **EXAMPLE:** "A tall white male lurking around the west entrance of McAlister Auditorium".
- When the police arrive to investigate, be prepared to provide information to the officers.

## **ADDENDUM**

- Biweekly Pay Schedule
- Building Manager Report
- Incident Report
- Accident Report
- Permanent and Temporary Substitution Slips
- Lost & Found Report
- McAlister Auditorium Policies



*Tulane Career Center  
Diboll Complex*

**On-Campus  
Biweekly Pay Schedule  
Fall 2006**

<b>Pay Period</b>	<b>PAF'S Due</b>	<b>TIME REPORTS DUE</b>		<b>PAYDAY</b>
		<b>Friday BY NOON (FRIDAY)</b>	<b>Friday 2 P.M.</b>	
08/18/06 – 08/31/06	08/25/06	08/31/06		09/08/06
09/01/06 – 09/14/06	09/08/06	09/15/06		09/22/06
09/15/06 – 09/28/06	09/22/06	09/29/06		10/06/06
09/29/06 – 10/12/06	10/06/06	10/13/06		10/20/06
10/13/06 – 10/26/06	10/20/06	10/27/06		11/03/06
10/27/06 – 11/09/06	11/03/06	11/10/06		11/17/06
11/10/06 – 11/23/06	11/17/06	11/22/06(WED)**		12/01/06
11/24/06 – 12/07/06	12/01/06	12/08/06		12/15/06
12/08/06 – 12/21/06	12/15/06	12/22/06		12/22/06

All Time Reports are due by 2:00 p.m. in the Payroll Office

\*\*Time reports are due at 10:00 AM in the Payroll Bins.

Payroll Action Forms (PAFs) are due in the Tulane Career Center (formerly known as Student Employment) on the dates indicated above.

**BUILDING MANAGERS' REPORT – FALL 2006**

**Su Mo Tu We Th Fr Sa Date:**

Building Manager Name	Time In	Problems/Comments/Suggestions	Time Out

<b>Opening Checklist</b>	<input checked="" type="checkbox"/>	<b>Closing Checklist</b>	<input checked="" type="checkbox"/>
<b>Set-ups checked/rooms unlocked</b>		<b>Set-ups done/rooms locked</b>	
<b>Lights turned on for early meetings</b>		<b>Lights turned off in all meeting rooms</b>	
<b>Air or heat turned on as needed</b>		<b>Air/Heat units turned off</b>	
<b>A/V equipment set up and checked when needed</b>		<b>A/V equipment accounted for and properly stored</b>	
<b>All rear exits secured unless otherwise noted</b>		<b>All rear exits secured</b>	
<b>House and stage lights on</b>		<b>House and stage lights off</b>	
<b>Lost and found items logged &amp; secured</b>		<b>Lost and found items logged &amp; secured</b>	
<b>Info desk open (all information items available)</b>		<b>Info desk closed (all items secured)</b>	
<b>Booths set-up (only the # listed on ops report)</b>		<b>Booths locked-up in Bruff</b>	
<b>Banners checked for accuracy (remove outdated or unauthorized material)</b>		<b>Banners checked for accuracy (remove outdated or unauthorized material)</b>	
<b>All areas checked for cleanliness</b>		<b>All areas checked for cleanliness</b>	
<b>All front doors unlocked for patron use on both sides of each pair</b>		<b>All front doors locked on both sides of each pair</b>	

*The checklist above is intended as a guide. Please use your best judgment when making building rounds. Always check the operations report for important details!*

**Tulane University  
McAlister Auditorium  
Incident Report**

Day \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Time \_\_\_\_\_AM/PM

Nature of Incident \_\_\_\_\_

Location of Incident \_\_\_\_\_

Name of Staff Completing Form \_\_\_\_\_

People involved (indicate status as faculty, staff, student, guest etc...):

	<b>Name</b>	<b>Address</b>	<b>Phone#</b>	<b>Status</b>
1.	_____	_____	_____	_____
2.	_____	_____	_____	_____
3.	_____	_____	_____	_____
4.	_____	_____	_____	_____

Was TUPD contacted? Yes/No Officer's Name \_\_\_\_\_

ID confiscated? Yes/No By Whom? \_\_\_\_\_

Description of incident (be as detailed as possible and include information such as missing items, in case of theft, precise explanation of occurrence, any involvement of others, etc. Please add supplemental pages if needed) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Describe in detail the immediate action taken:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Follow up action: Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Time: \_\_\_\_\_ By: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Witnesses:

	<b>Name</b>	<b>Address</b>	<b>Phone#</b>	<b>Status</b>
1.	_____	_____	_____	_____
2.	_____	_____	_____	_____
3.	_____	_____	_____	_____



**Tulane University  
McAlister Auditorium**

**Permanent Substitution Form**

Semester \_\_\_\_\_

Time \_\_\_\_\_ until \_\_\_\_\_

Day \_\_\_\_\_

I, \_\_\_\_\_, agree to take full responsibility for

\_\_\_\_\_ as a permanent substitute worker in  
McAlister Auditorium.

I understand that by signing this form, I am relieving myself of my work shift for the before  
stated semester.

\_\_\_\_\_  
Original Employee

\_\_\_\_\_  
Date

I understand that by signing this form, I will take responsibility for the before stated work shift  
from the original employee.

\_\_\_\_\_  
New Permanent Employee

\_\_\_\_\_  
Date

---

DO NOT FORGET

**I work on \_\_\_\_\_ from \_\_\_\_\_ until \_\_\_\_\_ in the McAlister  
Auditorium for the \_\_\_\_\_ semester.**



# Tulane University Lost and Found Report

## Tulane Information Center

McAlister Auditorium

Today's date: \_\_\_\_\_

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

Info Desk Attendant name: \_\_\_\_\_

Circle one:

LOST

(owner reports missing item)

FOUND

(item turned over to info desk)

ITEM	DETAILED DESCRIPTION	VALUE \$
------	----------------------	----------

OWNER'S NAME	PHONE NUMBER(S)	EMAIL ADDRESS
--------------	-----------------	---------------

ACTION TAKEN (if "found" item):

LOCATION ITEM STORED (if "found" item):

COMMENTS:

**Fill in information below when item is claimed**

Date item collected by owner: \_\_\_\_\_

Owner's Name \_\_\_\_\_

Address: \_\_\_\_\_

Driver's License#: \_\_\_\_\_ Issuing State: \_\_\_\_\_

Owner's Signature: \_\_\_\_\_

Information Desk Attendant: \_\_\_\_\_

# McAlister Auditorium Policies

## Access

Students are not permitted in McAlister Auditorium after hours without specific permission from the Associate Director for Administration and Reservations.

## Alcohol

Those reserving space and planning to provide alcohol at their event are responsible for reading, understanding, and following the University's alcohol policy. A copy of the policy is available online at [http://studentaffairs.tulane.edu/judicial/policies\\_procedures/alcohol.html](http://studentaffairs.tulane.edu/judicial/policies_procedures/alcohol.html) or can be obtained from the Administration and Reservations Office. All non-affiliate groups are required to use the university-based Olive Blue Catering Service for any food and beverage needs.

## Amplified Sound

Amplified sound is allowed on the McAlister steps Monday through Thursday between 12noon and 1pm and after 5pm and on Friday between 12noon and 1pm and after 4pm and on Saturday and Sunday between 12noon and 10pm. All outdoor events are subject to the noise ordinance of New Orleans as well as any specialized policies (for example, around the residence halls). If asked to lower the sound level, you must do so immediately. Failure to do so will result in the cancellation of your reservations for the balance of the semester.

## Animals

No animals are permitted McAlister Auditorium except for those assisting the visually or physically impaired.

## Bicycles

No bicycles are permitted in McAlister Auditorium. Owners are subject to a fine. Unattended bicycles should be chained to a bike rack located outside the auditorium. Bicycles may not be chained to railings, columns, benches or other structures.

## Decorations

Decorating and un-decorating must occur during the time of the reservation and is the responsibility of the sponsoring group. Helium balloons are not permitted. If they get loose they rise to the ceiling and remain there for weeks until the balloons finally deflate. Smoke, fog and bubble machines are not allowed. Bubbles make the stage floor too slippery. Smoke and fog set off smoke detectors, which set off fire alarms. Candles, oil

lamps, or incense are not permitted.

Duct tape and clear packing tape should not be used on McAlister Auditorium surfaces. Flowers, plants and other decorations must arrive and be removed during the reservation. Any decorations to be used must be approved by the Associate Director prior to the date of the event. Ladders are available for use – contact the McAlister staff.

### **Fires**

McAlister Auditorium is protected by a system of smoke detectors tied into a main building alarm. In the event that the alarm sounds, patrons must proceed immediately to the nearest building exit. Once outside the building, patrons must move to an area at least 40 feet from the exterior of the building. No one is allowed on the steps of the auditorium when the alarm is sounding. Everyone must remain outside the building until the Department of Public Safety has given the all-clear signal, and the building is reopened. Open flames, including incense and candles are prohibited by Fire Code. Organizations that require the use of candles during formal functions may purchase battery-operated “candles”.

### **Food Service**

Olive Blue Catering Services (865-5254) has exclusive catering rights to all interior spaces of the auditorium. No off-campus catering services may be used in any areas of the auditorium. Sponsors may bring in their own food and/or beverages as long as it is not catered. If a sponsor brings in its own food and/or beverage, it is responsible for making sure that all trash generated is deposited in the trash receptacle provided. Failure to do this will result in cleaning charges.

### **Gambling**

Gambling of any nature is prohibited in McAlister Auditorium

### **Handicap Accessibility**

McAlister Auditorium is wheel chair accessible only in the main seating area. The handicap ramp is located on the east side (Business School side). The auditorium has no handicap accessible restrooms.

### **Posting/Chalking**

Signs and advertisements may only be posted on designated bulletin boards. Any signs taped to walls, doors, or windows will be removed. Permission may be obtained to hang banners in approved spaces from the Office of Administration/Reservations. Chalking on the sidewalks is permitted only with prior approval from the Associate Director.

## **Publications**

Only Tulane University publications are allowed in the auditorium. The racks at the front entrance are to be used by the Hullabaloo student newspaper. Literature otherwise distributed will be removed and recycled.

## **Removal of Equipment**

No equipment/furniture may be removed from the auditorium without permission from the Director or Associate Director.

## **Skates, Roller Blades or Skateboards**

The use of skates, roller blades or skateboards is not permitted in the auditorium.

## **Smoking**

In compliance with University policy McAlister Auditorium is designated a smoke-free facility.

## **Vendors**

Vendors are not permitted in McAlister Auditorium/Pavilion area unless sponsored by a University department or recognized student organization and an area has been reserved for them by the organization.