



Hello and thank you for your interest in the Crimson Tide Hospitality Team! We're sure you have tons of questions about the program, and we hope to answer most of those below with a list of Frequently Asked Questions. Let's get started...

"Who are you?"

We are the Crimson Tide Hospitality Office staff, and our offices are located in Bryant-Denny Stadium. We are actually employed by The Colonnade Group, a sports production/event management company based in Birmingham. We are a relatively small (but strong!) company, contracted to manage the skybox and club level programs here at UA, and we have been here since 2002. Feel free to look us up at www.ColonnadeGroup.com, or visit our website at www.CrimsonTideHospitality.com.

"How many people are you hiring?"

We will need approximately 120 team members to make our game day operation run smoothly. There are a number of folks from our 2010 team that can return this fall, but we still need to hire several more new team members.

"When would I work?"

A team member is required to work all Crimson Tide home football games. While there are opportunities for additional hours, team members are only required to work on game day. This coming season, there are 7 home games held at Bryant-Denny, so you would be required to work only 7 days.

"How many hours would I work on game day?"

Depending on the length of the game and your job duties, you could work anywhere from 7 to 10 hours. Gates open 2 ½ hrs. prior to kickoff, and you would report prior to gate opening. Also, the skyboxes and club levels stay open for 1 ½ hrs. post-game.

"How much would I be paid?"

The minimum pay rate is \$7.50 an hour.

"Would I get to watch the game?"

Unfortunately, no. Team member responsibilities require a high level of service and attentiveness. A dedicated and focused staff is essential to the success of the skybox and club level programs. Furthermore, the guests notice and appreciate the hard work of the students; as a result, rewarding relationships can be built not just with peers, but also with the guests.

"Would I get a break during the day?"

Of course! Each team member gets about a 30-minute break. During this time, you can grab a drink and a bite to eat at the concession stand, relax, and even go to a designated area to maybe catch a bit of the game if you'd like.

"So...what is the job?"

As with any team, there are several positions to be filled. While all the positions are critical to the smooth operation of the skybox program, they all have different responsibilities. We need dedicated people to fill the positions of...

- 1) Attendants: Attendants are responsible for attending to the skybox holders and guests. Each Attendant is assigned to 4-6 skyboxes (depending on size). Attendants must complete a duty checklist for pre-game, during the game, and post-game.
- 2) Greeters: Greeters are the first team members that the guests meet once they arrive on the club and skybox levels. They are responsible for welcoming the guests while marking their tickets and affixing wristbands. Greeters are stationed at the entrances to the club and skybox levels, readily available to direct guests and answer questions, and control who has access to the levels in order to protect the exclusivity of the areas.
- 3) Floaters: Floaters are responsible for covering various positions. Before the break rotation begins, Floaters assist the Greeters in welcoming all the guests as they arrive. Once the break rotation starts, Floaters fill-in for team members working various positions so that each person may have a break.
- 4) There are also several other positions that must be filled such as Zone and Stadium Club Attendants, Service Desk Attendants, Field Suite Attendants, and Floor Captains.

"Do I get to pick what position I'd like to fill?"

In order to put each person in a position that highlights his/her strengths, that decision is left up to us.

"I'm interested! What do I do now?"

Complete the attached 1-page application (or come by our office to pick one up if you can't open it, or if the formatting changed) and return it, along with your résumé, to us as soon as possible! You can email it (HospitalityOffice@ia.ua.edu), fax it (348-2303), mail it (to the address listed below), or drop it off at our office. Our office is located at Gate 19 in Bryant-Denny Stadium. Once we review your application & resume, we will call you to set up a brief interview. We will conduct interviews beginning in April.

If you have any other questions, feel free to call or email – our contact information is listed below. We look forward to meeting you! Thanks, and ROLL TIDE!

The Crimson Tide Hospitality Staff

- Jill Bender, Skybox Director
- Katie Neidhardt, Assistant Director
- Rylee Marsh, Assistant Director
- Suzanne Salvail, Assistant Director

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