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*Developed with grant funding from the Mississippi Office of Homeland Security*
The United States Department of Homeland Security has identified professional and collegiate sports venues as potential terrorist targets.

The National Center for Spectator Sports Safety and Security (NCS$^4$) has developed training courses to enhance safety and security efforts by:

- Building security awareness
- Improving sport security standards
- Enhancing the capabilities for planning, emergency response, and protective actions.
Introduction

The basic responsibilities of the team member's role which include the following disciplines:

- Cleaning Attendant
- Ticket Taker
- Concessions
- Traffic and Parking Lot Attendant
- Guest Services
- Usher
- Gate Security
- Retail Associate
Introduction

The goals of the safety and security venue training program are designed so that each member of the event team will learn:

- The importance of **observing**, **listening**, and **monitoring** the actions of individuals attending the event
- The importance of **communication**
- Techniques for **problem solving** and **conflict resolution**
- How to **identify**, **assess**, and **evaluate** safety and security risks
- **Your role** as a member of the venue **safety and security team**
- How to conduct yourself in a professional, calm, and restrained manner
Cleaning Attendants play a critical role in safety and security. They are responsible for the cleanliness of the venue which include premium seating areas, general seating areas, concourses, rest rooms, etc.

They work in many areas that are not visited or covered by other event staff so they may notice and report issues that could impact safety and security.

The goals of this training module are to familiarize Cleaning Attendants with information pertaining to their job responsibilities and the critical role they play in safety and security.
Cleaning Attendants will assist other members of the safety and security team with ensuring the safety and security of the patrons (guests), fellow members of the event staff, and the venue.

The role and responsibilities of Cleaning Attendants are very important and directly contribute to the overall success of the guests' event experience.

You must always **Be Alert, Be Vigilant, and Be Safe.**

If you **See Something Say Something!**
Cleaning Attendant

The Cleaning Attendant Module consists of the following Lessons:

- Lesson 1: Basic Responsibilities
- Lesson 2: Duties
- Lesson 3: Communication
- Lesson 4: Teamwork
- Lesson 5: Problem Solving Tips
- Lesson 6: Guests with Disabilities
- Lesson 7: Standards of Conduct
- Lesson 8: Your Role as a Member of the Safety and Security Team
- Lesson 9: Risk Assessment and Evacuation Procedures

You are responsible for learning ALL the material in this module so that you can perform your duties.
Lesson 1

Basic Responsibilities of Cleaning Attendants
Lesson 1: Basic Responsibilities

Lesson 1 provides the proper information needed to perform the tasks as a Cleaning Attendant and as an effective member of the venue safety and security team.

The Cleaning Attendant is responsible for the cleanliness of the venue which includes premium seating areas, general seating areas, concourses, rest rooms etc.

Cleaning Attendants are an important part of the event team. They play a critical role in the safety and security of the guests and the venue.

You will need to rely on all your professional training, knowledge and skills to efficiently and effectively fulfill this role.
Lesson 1: Basic Responsibilities

Learning Objective

After completing Lesson 1, you will be able to describe the role and the responsibilities of the Cleaning Attendant.
Lesson 1: Basic Responsibilities

Role

The role of the Cleaning Attendant includes the following:

- Maintain the cleanest environment possible for the comfort of the guests.
- Ensure all restroom facilities are thoroughly cleaned and stocked prior to and during the event.
- Consistently monitor premium seating areas for any cleaning issues.
- Monitor all of the general seating areas in the venue and ensure all trash and recycling receptacles are emptied before they reach capacity.
- Understanding evacuation procedures
Knowledge Check

Cleaning Attendant
Basic Responsibilities

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed.
Lesson 2

Cleaning Attendant Duties
Lesson 2: Interactions with Guests

The Cleaning Attendant performs many different job functions.

Lesson 2 covers these job functions.

Learning Objectives

After completing Lesson 2, you will be able to explain the duties of a Cleaning Attendant during an event.

Observation

Cleaning Attendants need to observe guests and communicate with team members from other departments to better understand the level of cleanliness that is expected in all areas of the venue.
Lesson 2: Duties

Job Descriptions

Concourse Sweeper:

- The most visible Cleaning Attendant is the Concourse Sweeper.
- Responsible for keeping the concourses clear of debris and spills in their areas of responsibility.
Lesson 2: Duties

Job Descriptions

**Restroom Attendant:** These individuals are responsible for

- The overall cleanliness of the restrooms.
- Stocking of paper products (i.e., toilet paper and paper towels).
- Ensuring the soap dispensers are operational and filled with soap.
- Keeping the floor clean of debris and dry (slip hazard).
- Keeping the counter tops dry.
- Emptying the trash containers.
Click the Quiz button to edit this object

Knowledge Check

Cleaning Attendant
Basic Duties

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed.
Lesson 3

Communication
Lesson 3: Communication

Communication is one of the most important tools for ensuring the safety and security of guests, fellow event staff and the venue.

Lesson 3 is about communicating effectively with both guests and fellow team members.

**Cleaning Attendants** are important members of the safety and security team since you are in almost all areas where guests are likely to move through. You have the opportunity to observe the guests and monitor their behavior.

It is important to communicate any concerns or issues to your supervisor.
Lesson 3: Communication

Learning Objectives

After completing Lesson 3 you will be able to:

• Understand how people communicate and how best to respond to the information they provide to you.

• Use effective listening as a safety and security tool.

• Resolve conflicts.
Lesson 3: Communication

Communicate with each guest and co-worker in a way that will make him or her feel comfortable and respected, regardless of how they may differ from you. It is important to understand who the person is in order to understand some of the ways in which they may communicate.

People differ in many ways:

- Gender
- Race
- Age
- Culture
- Life-style
- Sexual orientation
- Physical capabilities
Greetings

The following are some helpful tips when engaging a guest:

- Provide each guest a welcoming greeting such as:
  - “Hello”
  - “Good Afternoon”
  - “Welcome”
- Proactively offer assistance
  - Example: How may I help you?
  - Example: May I assist you?
- Be polite and professional in demeanor and appearance.

“Welcome to All Star Stadium!”
“I am Scott.”
Click the Quiz button to edit this object

Knowledge Check

Communication

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed
Lesson 4

Teamwork
Lesson 4 is about teamwork. Cleaning Attendants need to work with other event staff to ensure that the guests feel safe and secure.

Learning Objectives

After completing Lesson 4 you will be able to:

- Identify the characteristics of a good team.
- Describe venue security policies and procedures.
- Work together with other departments to ensure the safety and security of everyone in the venue.
Lesson 4: Teamwork

Teamwork

The guests believe that everyone who works at your venue is one team with the common goal of creating the best and safest event-day experience possible.

More can be accomplished by working together as a team than as individual departments.
Lesson 4: Teamwork

Teamwork is a group of people working together who have the following values:

- Respect
- Trust
- Care
- Responsibility
- Integrity

These core values contribute to a good working relationship with your fellow co-workers that in turn will provide the guests with a better environment and event experience.
Knowledge Check

Teamwork

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed.
Lesson 5

Problem Solving Tips
One of the most important things to remember is to remain "cool and calm" when dealing with confrontational guests. Lesson 5 deals with this issue.

Learning Objectives

After completing Lesson 5, you will be able to describe various methods for dealing with difficult guests, conflict resolution, and problem solving.
Lesson 5: Problem Solving Tips

Guest Relations

When dealing with a difficult guest, you need to understand the reasons why they may be having issues or causing problems.

The guest may:

• Be a special needs person.
• Be tired and/or frustrated.
• Be confused or overwhelmed.
• Feel ignored since no one seems to be listening to them.
• Be under the influence of alcohol or drugs.
• Have been treated badly in a similar situation.
• Have cultural barriers.
• Feel they are superior and should be treated differently.
Lesson 5: Problem Solving Tips

Guest Relations

The following tips may be helpful when dealing with difficult guests and circumstances:

- **Listen** to the guest in order to determine the nature of the problem.
- Ask questions.
- Show empathy.
- Solve the problem.
- Follow up.
- End on a positive note by thanking the guest.
Click the **Quiz** button to edit this object

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**Knowledge Check**

**Problem Solving**

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed
Lesson 6

Guests with Disabilities
Lesson 6 describes how event staff should assist persons with disabilities. It is important that you are aware of the various ways to assist these individuals and know the location of medical services in the event they are needed.

**Learning Objectives**

After completing Lesson 6, you will be able to describe the methods of assisting and communicating with guests who have disabilities.

**People with Disabilities**

Providing high quality guest services to all guests is very important. This is especially true when assisting guests with disabilities.
Specific Disabilities

The following are suggestions on how to communicate with guests who have specific disabilities:

- Hearing Impairments
- Visual Impairments
- Speech Impairments
- Mobility Impairments
- Learning Disabilities and Cognitive Disabilities
Lesson 6: Guests with Disabilities

Hearing Impairments

- Face the person when you are speaking.
- Re-phrase sentences or substitute words rather than repeating.
- Speak clearly and at a normal voice level.
- Communicate in writing if necessary.
- Move away from noisy areas
- Get the hearing-impaired person's attention with their face in full view before talking.
- Do not chew gum and ensure that the person you are speaking with can see your mouth and lips.
- Do not stand with bright light behind you. Glare makes it difficult for the guest to see your face.
- Remove sunglasses if you are wearing them.
Knowledge Check

Guests with Disabilities

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed.
Lesson 7

Standards of Conduct
Lesson 7: Standards of Conduct

Lesson 7 presents the standards of conduct that are to be followed by all event staff.

Standards of conduct are important because they set forth the rules that you must follow as a representative of the venue.

Learning Objectives

After completing Lesson 7, you will be able to discuss the elements and importance of standards of conduct.
Lesson 7: Standards of Conduct

Standards of Conduct

Although the standards of conduct may vary from one venue to another, they should include the following items:

- Event staff must maintain a positive attitude and be polite, courteous, and helpful at all times.
- Dress appropriately and according to venue policies.
- Concentrate on job responsibilities rather than being a spectator at the event.
- Never use offensive or obscene language.
Lesson 7: Standards of Conduct

Standards of Conduct

Standards of conduct may vary from one venue to another, they should include the following:

- Never consume alcoholic beverages prior to or during an event.
- Never use illegal drugs.
- Never be seen eating, drinking, or smoking in public view.
- Never celebrate at a sporting event.
- Always remain at your post unless otherwise directed by your supervisor.
- Always present yourself in the most professional manner possible.
Click the Quiz button to edit this object

Knowledge Check

Standards of Conduct

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed
Lesson 8

Your Role as a Member of the Safety and Security Team
Knowing your responsibilities as a member of the safety and security team is vital in caring for the guests attending an event and protecting the venue in which you work.

Equally important, is the role you play as a part of the safety and security team.

**Learning Objectives**

After completing Lesson 8, you will be able to describe the safety and security team and your role and responsibilities as a member of the team.
Lesson 8: Your Role as a Member of the Safety and Security Team

Purpose

Although the safety and security of sports venues and those attending events has always been a priority, the tragedy of 9/11 ensure that safety and security was certainly the top priority.

According to the United States Department of Homeland Security, sports venues and events are primary targets for terrorists since these events are attended by a large number of people. They are also often televised which provides real time terror if an attack were to take place.
Lesson 8: Your Role as a Member of the Safety and Security Team

Purpose

There is a greater chance of a safe and secure event at a venue as long as every member of the event staff does their part and has a good knowledge of venue policies and procedures.

Venue policies need to be consistently enforced and the proper procedures need to be followed.

The safety and security of guests attending an event at your venue is a team effort.
Lesson 8: Your Role as a Member of the Safety and Security Team

Safety and Security Team Members

You will not be alone in providing safety and security measures. You will be assisted by all of the members of the event team.

You will also be supported by supervisors, venue management, and law enforcement.

It can be said of any team “it is only as strong as its weakest link.” If you fail to do your best, then the entire team will suffer.
Knowledge Check

Your Safety and Security Team Role

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed
Lesson 9
Risk Assessment and Evacuation Procedures
Lesson 9: Risk Assessment and Evacuation Procedures

Lesson 9 covers the safety and security team's role in assessing risks and following evacuation procedures.

Learning Objectives

After completing Lesson 9, you will be able to:

- Explain the importance of your responsibilities as a member of the safety and security team.
- Assess safety and security risks.
- Perform evacuation procedures.
Risks

Guests are susceptible to many kinds of risks. They need to be monitored and assisted when necessary.

They can:

- Trip over objects while texting.
- Walk in front of moving vehicles.
- Drink too much.
- Use foul or provocative language.
- Be confrontational with fellow guests resulting in a fight.
Monitor and Anticipate

Event staff needs to closely observe the guests and monitor and anticipate their actions.

You must determine if intervention is needed in order to ensure the safety and security of guests, other event staff and the venue.

Any condition that could possibly cause a problem or an injury must be reported immediately. By doing so, you are taking action to prevent injuries.
Lesson 9: Risk Assessment and Evacuation Procedures

Suspicious Activity

All suspicious activity should be immediately brought to the attention of a supervisor.

You are doing your job when you notice suspicious activity and identify potential problems and report them.

If you **See Something, Say Something!**
Quiz

Click the Quiz button to edit this object

Knowledge Check

Risk Assessment and Evacuation Procedures

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed
Put Your Training to Work

You can now put your Cleaning Attendant training to use in the venue in which you work.

By taking on the role of Cleaning Attendant, you are agreeing to do your best and take your responsibilities seriously.

You agree to do whatever is necessary to provide a safe and secure environment for guests attending an event at your venue.
Cleaning Attendant – Next Step

• You have completed the training module.
• You will now take the final exam.
• Final Exam
  ▪ 25 question, multiple choice exam
  ▪ You must score 100% to pass the exam
  ▪ You will be retested on any missed questions
• You will receive your certificate after you pass the final exam.
• You will receive additional location-specific training when you join your team at the venue.
THIS CONCLUDES YOUR TRAINING