

Staff One Group Member Information Sheet

When reporting to the event, allow enough time to park, use the facilities and change clothes.

Dress Code

You will be issued a polo style shirt or jacket prior to each event. This garment must be returned at the conclusion of your shift. If you fail to return a shirt or jacket, your group will be charged the cost for replacing it.

Your shirt should be tucked in, with collar down and sleeves fastened. You must wear a collared shirt for known jacketed events.

Standard Dress Code

- Khaki tan pants at NC State, ECU and Campbell
 - Khaki tan shorts are permitted for Heat Awareness Days
- Black pants at Duke and NC Central
 - Black shorts are permitted for Heat Awareness Days
- Plain black or brown belt
- Mostly black comfortable shoes or sneakers
- White T-shirt to wear under your staff shirt
- Collared shirt for known jacketed events

Your Appearance

The look we present to our customers and guests must be consistent throughout Staff One. While we respect personal freedom and expression it's important to our success to project the image of the guest we host and the clients we serve.

Acceptable

- Neat beards and facial hair (subject to supervisory approval)
- Moderate hairstyles and length (subject to supervisory approval)
- Inexpensive wristwatch
- Small earrings for females, no larger than a quarter
- Staff One hats, the home team of the venue you are working or plain black or navy baseball caps / skull caps (no logo)
- Clear rain gear or see-through rain gear
- Dark color no logo long sleeved t-shirts may be worn under your staff shirt or jacket
- A clear bag with your personal belongings

Unacceptable

- Non-essential or expensive jewelry
- Handbags, backpacks or oversized bags
 - We ask all group members to bring their items in a clear bag when possible
- Certain types of body piercing
- Earrings on males
- Use of head garments (hats, etc) aside from company issued apparel
- Wearing sunglasses at night or indoors
- Offensive or excessive tattoos (supervisory approval), may require covering
- Rolling up shirt sleeves
- Hooded sweatshirts or hoodies

Behavior and Standards

WE NEVER

- Commit theft of any kind including cash, tickets or credentials (will result in police action)
- Resell tickets, passes or credentials affiliated with our clients (will result in police action)
- Use or possess weapons and handcuffs such as firearms, mace and batons (may result in police action)
- Solicit or accept bribes or gratuities.
- Possess, use or distribute any controlled substances (notify your manager of prescription drug use that could affect your performance)
- Use profanity, abusive language or obscene gestures.
- Create or incite a disturbance. (may result in police action)
- Drink alcohol during or prior to duty.
- Keep giveaway, promotional and confiscated items
- Seek special treatment (food, gifts, seat upgrades, etc.).
- Eat in limited access areas.
- Upgrade or relocate seats without the appropriate authorization.
- Allow unauthorized guests in limited access areas.
- Re-sale or giveaway company property such as uniforms
- Invite unauthorized or non-ticketed guests to an event or facility
- Sleep at work.
- Gamble on customer property.
- Violate company rules, policies and/or guidelines.
- Use a cell phone for personal use, cameras or audio equipment
- Take photos for others without prior supervisor consent
- Ask for autographs or initiate conversation, ask favors of or approach celebrities, athletes, performers, coaches, officials or their staff
- Use tobacco products (all types including vaping) on post or in unauthorized areas