

Guest Services

Duties and Responsibilities Summary:

Responsible for helping guests with any information they might need at the ballpark.

Primary Responsibilities:

- Help prep the Guest Services area prior to gates opening
- Greet fans
- Provide maps, programs, rosters, information on promotions for the night's game
- Become familiar with ballpark seating layouts.
- Direct patrons where to find exits/stairs, bathrooms, elevator, concession stands, seating sections, picnic patio areas, designated smoking area.
- Answer various questions.
- Ensure all patrons' needs are met.
- Help address disorderly or obnoxious patrons.
- Ensure everyone adheres to safety rules and rules of the ballpark.
- Assist with keeping the ballpark clean.
- Handle complaints or suggestions.
- Provide assistance to patrons with special needs.
- Greet fans who are singing the National Anthem, participating in baseball buddies, throwing a first pitch, carrying the big flag, performing during the game.
- Greet First Aid Volunteers and provide them with their radio and first aid kit.
- Assist with selling launch-a-ball.
- Your supervisor may assign other duties at any time.

Shift Times:

Night Games – 7:05 pm start time; gates open at 6 pm; shift starts at 5:30 pm

Day Games – 1:05 pm start time; gates open at 12 pm; shift starts at 11:30 am

Double Headers – 5:30 pm start time; gates open at 4:30 pm; shift starts at 4 pm

Shift Notes:

- Begin shift at Upper Level Maintenance Closet
- Obtain rags from upper level maintenance closet and proceed to wipe seats in assigned section, pick up any miscellaneous items in the stands, sweep any standing water off the concourse.
- Gather at the top of Section 103 for pre-game meeting to review details for the game.
- After the game, obtain gloves, garbage bags, brooms from the Upper Level Maintenance Closet and clean section picking up large items of trash (cleaning crew will go through the grandstand the next day for a more thorough cleaning).